

Business Item

Management Committee



Committee Meeting Date: June 26, 2024

For the Metropolitan Council: July 10, 2024

Business Item: 2024-166

Online Benefit Administration, Contract 24P057

District(s), Member(s):	All
Policy/Legal Reference:	FM 14-2 Expenditures for the Procurement of Goods, Services and Real Estate Policy
Staff Prepared/Presented:	Michelle Murray, Sr HR Manager, Benefits, 651-602-1390; Marcy Cordes, Chief Labor Relations Officer, 651-602-1582
Division/Department:	Regional Administration/Human Resources

Proposed Action

That the Metropolitan Council authorize the Regional Administrator to negotiate and execute contract 24P057 with Benefitfocus.com, Inc. to provide online benefit administration, benefit enrollments including open enrollment, dependent verification, and ACA Form Compliance in an amount not to exceed \$1,258,000.

Background

The Metropolitan Council provides online benefit enrollment administration, including a solution that allows employees to select their elections in an on-line environment and operate the enrollment process from start to finish. The benefits enrollment system provides a centralized eligibility and enrollment system/database to support open enrollment, new hire enrollment, qualifying event changes throughout the year for employees.

The Council provides an online benefits enrollment system that: Provides an online centralized eligibility and enrollment system/database to support open enrollment, new hire enrollment, qualifying event changes, re-hires, retirements, transfers and terminations for active employees; Processes terminations to initiate eligibility files for COBRA participants and retirees; Supports benefit communications for approximately 4,100 active employees (including those with status of Leave of Absence); Automatic reporting and ad hoc reports; Interfaces with the payroll system and provides eligibility (EDI) data interfaces to carriers and/or other 3rd party service providers; Provides ongoing service and support; Produces 1095-C forms for employees and electronic filing with the IRS for ongoing compliance with the Affordable Care Act.

A Request for Proposals was issued on March 8, 2024. A pre-proposal meeting was hosted by Council staff that outlined the solicitation requirements, discussed project specifications and responded to plan holder inquiries. There were fourteen registered plan holders, thirteen prime proposers, one plan room, and five of the plan holders identified as minority, woman, veteran, small or disadvantaged enterprises. On April 12, 2024, the Council received six proposals for the consideration of award.

An evaluation panel represented by Council staff and a consultant that served as a technical advisor evaluated the proposals using the following criteria: quality; qualifications/experience of the proposer; service delivery plan; key personnel, qualifications/experience of sub-consultants; and price. Staff received input on technical details, analysis and current market insights from the consultant that support the evaluation panel consensus that the proposal submitted by Benefitfocus.com, Inc. is the most advantageous to the Council.

Rationale

The execution of a professional service contract exceeding \$500,000 requires Council approval.

Thrive Lens Analysis

This item supports several Thrive Outcomes. Online benefit enrollment service, maintenance of this service software provides reliability, resilience, security and cost-effectiveness of the Council's technology systems which support the Thrive outcomes of stewardship and sustainability. Financial Stewardship is furthered by providing services at a low, sustainable cost over the next five years and continuity of services.

Funding

Funding for this service is included in the Council's operating budget.

Small Business Inclusion

The Office of Equity and Equal Opportunity (OEEO) thoroughly reviewed this procurement for Metropolitan Council Underutilized Business (MCUB) opportunities in accordance with federal and state laws and regulations as well as contract specifications. Upon conclusion of OEEO's research and analysis, no MCUB goal was set.

