



Cayman Islands Health Services Authority

Request for Proposal
OVERSEAS GROUP
HEALTH INSURANCE
COVERAGE

#

Contents

<i>Introduction</i>	2
<i>RFP Conditions</i>	4
<i>Scope of Work</i>	6
<i>Proposal Submission</i>	8
<i>Evaluation Process</i>	9

INTRODUCTION

A. Purpose

The purpose of this RFP is to solicit bid proposals to engage a qualified firm to provide Overseas Group Health Insurance Benefits for the Cayman Islands Health Services Authority (HSA) employees and their dependents.

The selected firm must also be capable of providing a group medical plan, render customer support, function as a liaison for the HSA with the plan holder, troubleshoot plan discrepancies, work closely with and provide reports to the HSA benefits coordinator to ensure each policy holder is kept abreast of updates/changes to the group plan.

The HSA shall retain the right to select a firm/broker/agent that is responsive to the needs of the HSA, its employees and their dependents.

This is a competitive contracting process. Firms responding to this Request for Proposal should have extensive experience, a knowledgeable background and qualifications in the provision of the services described. Firms should also be in a sound financial position.

B. Period of Agreement

The term of the agreement will be for a period not to exceed one (1) year with the possibility of one (1) or two (2) – 1-year extension(s). Extension of the agreement will be based on satisfactory performance as determined by the Board of the HSA.

C. Background

The **Cayman Islands Health Services Authority** (HSA) provides full group on-island medical benefits for its employees and eligible dependents. The HSA pays full overseas medical benefits including travel for medical care that is not available in the Cayman Islands. The Medical Director will choose the facility and approve the level of care required. The HSA employs approximately 740 full time staff members and approximately 700 dependents. All full time staff members are eligible for group benefits upon completion of a 90-day probation period.

Proposals are expected from financially sound insurers, authorized to do business in the Cayman Islands, Florida or the Caribbean. A.M. Best's ratings, where applicable, should be furnished for each insurer being proposed.

D. Mandatory Proposer Requirements

All Proposers must (qualified by the supporting documentation):

1. Have a minimum of ten (10) years of experience in providing Overseas Group Insurance Benefit similar to those requested in this Request for Proposal (RFP).
2. Be authorised to legally conduct business in the Cayman Islands, the Caribbean and/or Florida.
3. Provide descriptive materials of the plan(s) offered, listings of preferred providers (including hospitals, general practitioners and specialists).
4. State when the last provider directory was published and how often it is revised.

5. State how many primary care physicians are in the network and the percentage of primary physicians and the percentage of the other physicians who are not accepting new patients.
6. Indicate what kinds of communications are provided by the network to the participating providers and how often they are informed of plan changes.
7. State to what extent benefits are provided out of the local service area.
8. State other plans/options that the network has for consideration.
9. Submit a Letter of Interest stating the location and headquarters of the insurance agent's office to include a specific statement of the services the insurance company is proposing to provide.
10. Submit Business Credentials that provides a synopsis of the agent company's qualifications including capabilities of the agent; credentials of the insurance company's management team.
11. Submit a list of Previous or Ongoing Insurance Contracts that outline experience to perform services for a public sector employer required under the scope of services.
12. Submit Specific Accomplishments that will demonstrate the ability of the insurance company / insurance agent to provide services required under the scope of services.
13. Submit a Response to the Scope of Services that demonstrates and outlines how the insurance company / insurance agent would carry out the specific services required under the scope of services to include any enhancements that are not reflected in the scope of services.
14. Submit a copy of a current Business Licence or evidence that a renewal has been applied for.
15. Provide staffing information: (a) Provide resumes of key staff that would be handling this project; (b) include a listing of all personnel who would be working on the components of this project, indicating the actual job/service for which they will be responsible.
16. Provide three (3) references - organization, contact name/address, phone number, and dates services were provided.

E. Proposal submission deadline

Response to this RFP must be submitted to the below address on or before **12:00 noon on Friday 21st May 2010**

The Secretary, Central Tenders Committee
1st Floor, Government Administration Building
71 Elgin Avenue, Grand Cayman KY1-9000
Cayman Islands
Attention: Mr. Ronnie Dunn
Tender #CTC09-10/HSA/048

Any questions relating to this RFP must be submitted, in writing preferably email, to the below address on or before **5:00 pm on Friday 14th May 2010:**

Ronnye Etcitty – email: ronnye.etcitty@hsa.ky and Lisa Bell – email: lisa.bell@hsa.ky

RFP CONDITIONS

A. Contingencies

This RFP does not commit the Health Services Authority to award a contract. The H.S.A reserves the right to accept or reject any or all proposals, if it determines it is in the best interest of the Authority to do so. The H.S.A will notify all Proposers in writing if it rejects all proposals or cancels this RFP process.

B. Modifications

The H.S.A reserves the right to issue amendments to this RFP.

C. Information

Any questions relating to this RFP must be submitted, in writing preferably email, to the below address on or before **5:00 p.m. on Friday 14th May 2010**:

Ronnye Etcitty – email: ronnye.etcitty@hsa.ky and Lisa Bell – email: lisa.bell@hsa.ky

All answers to questions raised and any changes to the specifications shall be in writing in the form of an addendum and furnished to all Contractors who have registered an interest with the HSA.

D. Cost Containment

1. Describe the nature and special features of the plan offered.
2. Indicate how benefits, deductible and co-payments are applied or recommended by the plan and any required or recommended penalties of non-use of preferred providers. Specifically address how lab work will be covered or not covered.
3. Describe discounts and other pricing arrangements that the plan has negotiated with hospitals and physicians which will provide cost reduction to the Chief Executive Officer's Office. Although statewide averages are useful, it is preferred that discounts in the Chief Executive Officer's local area be disclosed.

E. Stop-Loss/Waiver of Coinsurance

1. Managed care plans should indicate the maximum total out-of pocket costs per plan year per person and per dependent.

F. Pre-Existing Conditions

1. Provide information on the extent to which pre-existing conditions are covered or not covered by your plan.

G. NON-CONTACT:

No communication seeking to in any way influence the outcome of the proposal evaluation is allowed between submitting vendors and members of the RFP Selection Committee during the evaluation process. Failure to comply with this policy will result in disqualification. All communication regarding the RFP of a non-technical nature shall be directed to Ronnye Etcitty, Human Resources Director, email: ronnye.etcitty@hsa.ky and Lisa Bell Procurement Officer lisa.bell@hsa.ky .

H. Proposal Submission

To be considered, all proposals must be submitted in the manner set forth in this RFP. It is the Proposer's responsibility to ensure that its proposal arrives on or before the specified time.

I. Incurred Costs

This RFP does not commit the H.S.A to pay any costs incurred by Proposers in the preparation of a proposal in response to this request and Proposers agree that all costs incurred by Proposers in developing this proposal are the Proposer's responsibility.

J. Negotiations

The H.S.A may require the potential Proposer/Contractor(s) selected to participate in negotiations, and to submit a price, technical, or other revisions of their proposals as may result from negotiations.

K. Alternate Proposals

A list of suggestions or procedures that could be followed or methods of enhanced benefits can be attached to the response. The H.S.A does, however, reserve the right to seek clarification on alternate proposals, issue addenda to all Proposers, or to reject any or all proposals.

L. Formal Agreement

In the case of this RFP, Proposer may be required to enter into a formal agreement with the H.S.A. This RFP sets forth some of the general provisions which will be included in the final contract. In submitting a response to this RFP, Proposer will be deemed to have agreed to each clause unless the proposal identifies an objection and the H.S.A agrees to a change of language in writing.

M. Final Authority

The final authority to award a Contract rests solely with the Board of the Health Services Authority.

SCOPE OF WORK

A. Program Design/Approach

The scope of services may include but is not limited to the following:

1. The Contractor will provide overseas medical insurance coverage for HSA employees, and eligible dependents based on employee selection/designation. Coverage will maximize group savings and pass that savings on to the insured. The Contractor providing a limitation on paperwork, maximizing savings to the insured on medical and pharmacy services, and provides for broad provider options will be preferred.
2. The Contractor will provide a breakdown of deductibles per individually insured by calendar year, per family by calendar year, per hospital admission, to include the use of PPO hospitals and non-PPO hospitals, per emergency room visit, and all other pre-existing condition requirements and costs. The Contractor will provide a clear statement of what procedures will not be covered and what procedures will be covered and their resulting deductibles. Additionally, any other deductibles or special clauses, constraints or requirements will be clearly stated in advance of selection of the Contractor and will remain in effect for a full calendar year upon selection of the Contractor unless changes are required by law.
3. The Contractor will provide responsive customer service in answering questions about coverage, assisting with securing coverage, and completion of paperwork required by the HSA Human Resource Director and the employees insured and their insured dependents.
4. The Contractor will provide for insurance that establishes a maximum out of pocket cost per calendar year.
5. The Contractor will provide for wellness benefits.
6. The Contractor will provide for lab services.
7. The Contractor will provide a pharmacy prescription program that maximizes the use of discounts for both generic and brand named drugs.
8. The Contractor will provide descriptive plan materials with copies of any endorsements and self-select options in an amount to cover every employee in the office plus ten copies for the Human Resource Director.
9. The Contractor will provide a responsive billing or accounting process.

B. Selection Process

Selection of the qualified firm will be based upon evaluation of the following:

1. Technical qualifications, experience, references, and managerial/staff capability
2. Originality in approach to promotion of the H.S.A's mission, services and programmes and creativity of development of H.S.A branding

3. Cost. The H.S.A realizes that conditions other than price are important and will award contract(s) based on the proposal that best meets the needs of the Authority. While cost may not be the primary factor in the evaluation process, it is an important factor.

Upon review of proposals by the selection committee applicants may be selected for interviews/presentation before the H.S.A Board and senior management

C. Proposer's Guarantee

The Proposer guarantees the marketing and media services will be satisfactory to the H.S.A, as required in this RFP. If the H.S.A is dissatisfied with the Proposer's services, the Authority has the right to terminate any agreement for service resulting from this RFP and be relieved of the obligation of continuing with the agreement. All monies due to contractor for work completed will be paid upon termination of agreement.

D. Ownership of Documents

All documents, data, products, graphics, computer programs, and reports prepared by the Proposer pursuant to this Contract shall be considered property of the Health Services Authority upon payment for product/services. All such items shall be delivered to H.S.A at the completion of work.

PROPOSAL SUBMISSION

A. General

1. All interested and qualified Proposers are invited to submit a proposal for consideration. Submission of a proposal indicates that the Proposer has read and understands the entire RFP, to include all appendixes, attachments, exhibits, schedules, and addendum (as applicable) and all concerns regarding the RFP have been satisfied.
2. Proposals must be submitted in the format described below. Proposals are to be prepared in such a way as to provide a straightforward, concise description of capabilities to satisfy the requirements of this RFP.

B. Proposal Format

1. All proposals must be submitted on 8 ½" x 11" paper
2. Bindings, colored displays, promotional materials, etc., are neither necessary nor desired. Emphasis should be concentrated on conformance to the RFP instructions, responsiveness to the RFP requirements, and on completeness and clarity of content.
3. One (1) unbound original and four (4) copies, for a total of five (5), of the complete proposal must be received by the deadline for receipt of proposal. The original and all copies must be in a sealed envelope or container stating on the outside:

The Secretary, Central Tenders Committee
1st Floor, Government Administration Building
71 Elgin Avenue, Grand Cayman KY1-9000
Cayman Islands
Attention: Mr. Ronnie Dunn
Tender #CTC09-10/HSA/048

4. Hand carried proposals may be delivered to the Government Administration Building, 1st floor between the hours of 8 a.m. and 5 p.m., Monday through Friday, up to the deadline for proposal submission.
5. Proposers are responsible for informing any commercial delivery service, if used, of all delivery requirements, and for ensuring that the above address and tender number appears on the outer wrapper or envelope used by such service.
6. Proposals submitted by electronic means or proposals that are received late or misdirected will not be accepted for evaluation. The HSA will take no responsibility for mail service delivery failure. Responses received later than 12:00 noon on Friday, 7th May, 2010 will be considered ineligible for consideration – no exceptions.

EVALUATION PROCESS

A. General

All proposals will be reviewed by the Cayman Islands Government Central Tenders Committee, and the Health Services Authority Management & Board.

B. Initial Review of Submitted Proposals

1. All proposals will be initially evaluated to determine if they meet the mandatory requirements.
2. The proposal must have been received on or before the specified deadline.
3. Be complete, in the required format, and comply with all the material requirements of this RFP.
4. Prospective Proposers must provide three (3) references from other agencies that they have provided the same or similar service as being requested in this RFP. Failure to meet these requirements may result in a rejected proposal. No proposal shall be rejected, however, if it contains a minor irregularity, defect, or variation, if the irregularity, defect, or variation is considered by the H.S.A to be immaterial or inconsequential. In such cases, the Proposer will be notified of the deficiency in the proposal and given an opportunity to correct the irregularity, defect, or variation, or the H.S.A may elect to waive the deficiency and accept the proposal.

C. Contract Award Process

Contract(s) will be awarded based on a competitive selection of proposals received. A selection committee will submit its analysis and recommendation, in a summarized form, to the H.S.A Board. Upon review and recommendation of the proposed contractor, the H.S.A will negotiate and prepare a professional service contract. In the event the contract negotiations are not successful, the H.S.A reserves the right to commence negotiations with the second-ranked proposer.

1. The Committee's review will evaluate the proposals meeting the minimum submission criteria based on the following:
 - a. Responsiveness of the proposal in clearly stating an understanding of the work to be performed for the HSA including demonstrating the requirements of the A. Scope of Services and F. Proposal Requirements.
 - b. Vendor demonstrated competence, including technical education and training, experience and availability of adequate personnel, equipment and facilities.
 - c. Current workload.
 - d. Vendor financial responsibility.
 - e. Past record of professional accomplishments.
 - f. Ability to design an insurance package to meet or exceed the project requirements.
 - g. Fixed pricing and costs, deductibles, out of pockets, coverage, limitation of coverage, and costs for all parties (insured, dependents and the HSA.) Although cost will be a major consideration in evaluating proposals, it will not be the only consideration

- h. Insurance agent / insurance company demonstrated ability to complete all requirements outlined in A. Scope of Services and F. Proposal Requirements
- i. Ability to meet a 1st July, 2010 effective date, good for a minimum of one year.
- j. Coverage: the amount and breadth of coverage and the extent of benefits, such as living death benefits, waiver of premium, deductibles, co-payments, co-insurance, restrictions, or exclusions.
- k. Services: the capabilities and experience of proposers, the hospitals and the number of physicians under contract and the number that will accept new patients, and the proposer's claims processing standards.
- l. Stability: financial stability of the insurer, self-insurance fund, or other provider coverage.

2. Review of all proposals timely received will proceed as follows:

- a. The RFP Selection Committee will review all written documentation timely submitted and shall develop and recommend a vendor rank order to the Chief Executive Officer for approval.
- b. The RFP Selection Committee may request oral presentations or demonstrations from the vendors when establishing the recommended vendor rank order.

3. Negotiations between the selection committee and the first vendor (the vendor ranked highest on the HSA approved vendor rank order list) will proceed as follows:

- a. Negotiations will be held with the first vendor on the vendor rank order list.
- b. If no tentative agreement can be reached with the first vendor, then negotiations will commence with the second vendor on the vendor rank order list.
- c. If no tentative agreement can be reached with the second vendor, then negotiations will commence with the third vendor on the vendor rank order list.
- d. If no tentative agreement is reached with the third vendor on the vendor rank order list, then the RFP Selection Committee shall return to the Chief Executive Officer to report such and recommend that a new vendor rank order list be established from among any other proposals submitted. If for any reason said procedure is not feasible, the committee shall seek direction from the Chief Executive Officer as to how to proceed.

4. Once a tentative agreement is reached with a vendor, the RFP Selection Committee shall present the tentative agreement to the Chief Executive Officer for approval. An executive summary shall be written to inform the Chief Executive Officer of the terms, conditions, and costs associated with the proposed contract.

5. Upon approval by the Chief Executive Officer of the components of the contract, execution shall be made of a formal written contract prior to commencement of any work.

D. Confidentiality, Warranty and Indemnification:

- a. The CONTRACTOR agrees to exercise caution and discretion in safeguarding customer information and data which is confidential in nature. The CONTRACTOR will be liable for any willful and material disclosure of such information or data in addition to being subject to criminal prosecution for violation of any applicable state or federal laws.
- b. The CONTRACTOR will provide a statement of warranty that specifies the warranty of services to be provided and any limitations therein.
- c. To the fullest extent permitted by law, the CONTRACTOR shall indemnify and hold harmless the Chief Executive Officer, its officers and employees from liabilities, damages, losses, and costs including but not limited to reasonable attorney fees, to the extent caused by the negligence, recklessness, or intentional wrongful conduct of the CONTRACTOR and other persons employed or utilized by the CONTRACTOR in the performance of this agreement.

E. CONFLICT OF INTEREST:

The award hereunder is subject to the medical insurance provisions and Laws of the Cayman Islands. All respondents must disclose with their proposal the name of any officer, director, or agent who is also a public officer or an employee of the HSA.

Furthermore, all respondents must disclose the name of any HSA employee who owns, directly or indirectly, an interest of five percent (5%) or more in the firm or any of its branches. Furthermore, the official, prior to or at the time of submission of the proposal, must file a statement with the Chief Executive Officer if he/she is an employee of the HSA, disclosing his/her or spouse's or child's interest and the nature of the intended business.

NOTE: For vendor's convenience, this certification form is enclosed and is made a part of the proposal package.

F. IDENTICAL TIE PROPOSALS:

Preference shall be given to businesses with drug-free workplace programs.

Whenever two or more proposals that are equal with respect to price, quality and service are received by the HSA for the procurement of commodities or contractual services, a proposal received from a business that certifies that it has implemented a drug-free workplace program shall be given preference in the award process (see attached certification form).

NOTE: For vendor's convenience, this certification form is enclosed and is made a part of the proposal package.

G. RIGHT TO WAIVE AND REJECT:

- 1. The HSA, in its absolute discretion, may reject any proposal of a vendor that has failed, in the opinion of the HSA, to complete or perform an HSA contracted project in a timely fashion or has failed in any other way, in the opinion of the HSA, to perform a prior contract in a satisfactory manner, and has directed the HSA Chief Financial Officer to emphasize this condition to potential vendors.

2. There is no obligation on the part of the HSA to award the proposal to the lowest vendor, and the HSA reserves the right to award the proposal to the vendor submitting a responsive proposal with a resulting negotiated agreement which is most advantageous and in the best interest of the HSA, and *to reject any and all proposals*, or to waive any irregularity or technicality in proposals received. The HSA shall be the sole judge of the proposal and the resulting negotiated agreement that is in its best interest and its decision shall be final.

3. *The HSA reserves the right to waive any informalities or reject any and all proposals, in whole or part, to utilize any applicable state contracts in lieu of or in addition to this proposal and to accept the proposal that in its judgment will best serve the interest of the HSA.*

4. The HSA specifically reserves the right to reject any conditional proposal and will normally reject those that made it impossible to determine the true amount of the proposal. Each item must be proposed separately and no attempt is to be made to tie any item or items to any other item or items.

H. DISQUALIFICATION OF VENDORS:

Any of the following reasons may be considered as sufficient for the disqualification of a vendor and the rejection of his/her proposal or proposals:

1. More than one proposal for the same work from an individual, firm or corporation under the same or different name.
2. Evidence that the vendor has a financial interest in the firm of another vendor for the same work.
3. Evidence of collusion among vendors. Participants in such collusion will receive no recognition as vendors for any future work of the HSA until such participant shall have been reinstated as a qualified vendor.
4. Uncompleted work that in the judgment of the HSA might hinder or prevent the prompt completion of additional work if awarded.
5. Failure to pay or satisfactorily settle all bills due for labor and material on former contracts in force at the time of advertisement of proposals.
6. Default under previous contract.

CONFLICT OF INTEREST DISCLOSURE FORM

For purposes of determining any possible conflict of interest, all bidders/vendors, must disclose if the Chief Executive Officer, or his employee(s), are owners, corporate officers, employees, etc., of their business.

Indicate either "yes" (if an HSA employee is also associated with your business), or "no". If yes, give person(s) name(s) and position(s) with your business.

YES _____ NO _____

NAME(S) POSITION(S)

FIRM NAME: _____

BY (PRINTED): _____

BY (SIGNATURE): _____

TITLE: _____

ADDRESS: _____

PHONE NO. _____

INDEMNIFICATION AND HOLD HARMLESS

To the fullest extent permitted by law, the CONTRACTOR shall indemnify and hold harmless the Chief Executive Officer and the Chief Executive Officer's Office, its officers and employees from liabilities, damages, losses, and costs including but not limited to reasonable attorney fees, to the extent caused by the negligence, recklessness, or intentional wrongful conduct of the CONTRACTOR and other persons employed or utilized by the CONTRACTOR in the performance of this Agreement.

Bidder's Company Name Authorized Signature – Actual

Physical Address Authorized Signature – Typed

Mailing Address Title

Phone Number FAX Number

Cellular Number After-Hours Number(s)

DATE

INITIAL PROPOSAL EVALUATION CRITERIA

Instructions: Each proposal received should be evaluated based on the following criteria. Proposals received after the deadline will not be opened. The CSB reserves the right to return unopened proposals to the offeror or to properly discard. Proposals opened and subjected to the criteria below shall belong exclusively to the [insert name of CSB]. These proposals and supporting documentation for evaluating such proposals will be maintained by the [insert name of CSB] based on the [insert name of CSB] retention policy.

Offeror's Name:			
Address:			
Contact Person:			
Telephone No.:			
Date Recd.			
Evaluated By:			
NO.	EVALUATION CRITERIA	YES	NO
1	Was the proposal received by the deadline?		
Comments:			
2	Was the proposal delivered to the correct address?		
Comments:			
3	Was the proposal signed by an authorized representative and dated?		
Comments:			
4	Did the offeror submit one original and four copies of the proposal?		
Comments:			
Did the proposal present all information as requested per below:			
5	A. Title Page showing RFP subject, name of proposer's firm, local address, telephone number, name of contact, and date?		
	B. Table of Contents?		
Comments:			
6	Did the Letter of Transmittal include the following:		
	A. History of firm, number of years in business and size of firm?		
	B. Statement by prospective auditor of his/her understanding of the work to be performed?		
	C. Reference to provisions in the Scope Section of the RFP?		
	D. A description of the audit approach and illustrations of the procedures to be employed?		
	E. Approximate date the audit will begin including preliminary fieldwork?		
	F. Approximate dates for delivery of the financial statements and/or auditor's reports?		
	G. Biographies including experience, education, professional designation, and professional affiliations of the individuals who will be assigned to the engagement?		

