



USI Insurance Services
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August 10, 2020

RE: Superior Court of California, County of San Bernardino
REQUEST FOR PROPOSAL (RFP) Employee Vision: RFP 21-04
 Effective January 1, 2021
Due: WEDNESDAY, AUGUST 19, 2020, 3:00 1:00 P.M., PST (amended)
*****NO LATE PROPOSALS WILL BE ACCEPTED*****

We are conducting a vision marketing for our valued client, the Superior Court of California, County of San Bernardino (The Court). You are invited to submit a proposal for vision benefits with a January 1, 2021 effective date. Their zip code is 92415 and SIC code is 9211.

This RFP is composed of two set of documents:

- 1) USI Insurance Services’ RFP cover letter with requested specifications and
- 2) The Court’s official RFP that contains requirements and process for contracting vendors. **You** are responsible for reviewing **both sets of** documents in their entirety.

COURT BACKGROUND

The Court has jurisdiction over San Bernardino County, the largest county in the United States, geographically, covering over 20,000 miles and serving more than two (2) million people. The County has three distinct geographical areas: desert, valley and mountains.

The Court currently has 73 judges and 15 subordinate judicial officers who hear court proceedings in 11 locations: Barstow, Colton, Fontana, Joshua Tree, Needles, Rancho Cucamonga, four (4) sites in San Bernardino and Victorville. There are **1,061 active employees** are listed on the census of the Court by providing administrative and clerical support.

CURRENT BENEFITS PROGRAM

The Court became a separate employer from the County of San Bernardino in 2001. The Court continued to participate in the County’s health and welfare plans until August 1, 2011 when the Court contracted benefit plans for its employees. The current vision carrier is Eye Med.

We are asking for two quotes based upon the current employee classification, benefits structure, and rate structure:

1. Exempt Employees (Noted as “Non-Represented”)
2. Represented Employees (Noted as “General”)

CURRENT ENROLLMENT BY PLAN

	Exempt Employees	Represented Employees	Vision Waivers	Grand Total
Single or composite	21	464	37	522
2-Party	26	228		254
Family	31	254		285
Grand Total	78	946	37	1,061

PROPOSAL CONTENT (YOU WILL NEED TO ACCESS THESE DOCUMENTS FROM THE COURT’S WEBSITE PROVIDED BELOW):

- Rate and Contribution Information
- Employee Census (to be provided by USI)
- Provider Disruption Report (to be provided by USI)
- EyeMed Claims Experience
- EyeMed Benefit Summaries
- Eye Med Coordination of Benefits Procedure
- Court Formal RFP with Attachments – ***MANDATORY!! PLEASE READ AND HAVE YOUR COMPLIANCE REVIEW THE COURT’S TERMS AND CONDITIONS. ALL MANDATORY TERMS AND CONDITIONS MUST BE ACCEPTED IN ORDER FOR YOUR PROPOSAL TO BE CONSIDERED.***

The Court’s Proposal Requirements

- The Court uses an online eligibility system tied to its payroll to enroll employees; therefore, carrier feeds will need to be established on a weekly frequency. Please include an implementation timeline for this feature. Go “live” date will be November 25, 2020.
- Employees have 30 days from their employment date to enroll and 30 days from a qualifying event to notify Human Resources with proper documentation to enroll. The same timeframe applies to most mid-year status changes for employees and dependents except for loss of coverage under Medi-Cal or the state Children’s Health
- Rates to be presented in monthly frequency; contributions will be deducted on a bi-weekly (26 pay periods) basis.
- A highly motivated Account Team will be a key element to the Court. Please identify or describe and provide biographies of your proposed Account Team and each Account Team member’s daily functions – please include support staff.
- Your quote should include the following:
 - Current level of benefits and detail all benefit deviations you propose.
 - Please indicate the name of the provider network that is being quoted to allow for provider searches on your website.
 - Please duplicate the coordination of benefits provision noted on the attachment.
 - The Court allows employees who are married to each other to cover each other and their dependent children on the plan.
 - Please provide GEO Access reports for the vision plans based upon all zip codes listed on the census (regardless of plan enrollment). The parameters should include: 2 vision providers within 10 miles. Please also include the zip codes that fall outside your service area and those that are not eligible for a particular plan.
 - Please provide your responses to the attached provider document to determine provider network disruption.
 - Please include your A.M. Best financial rating.
 - Commissions: 0%
- Open enrollment will be virtual this year. Please provide your solution and resources in place of benefit fairs the Court has conducted in prior years at their various locations. Virtual open enrollment meetings are a consideration and will require your participation. If you require a minimum number of attendees, please provide your guidelines.
- Please provide 9 raffle prizes for the Court’s main locations.
- The Court is requesting rate guarantee for three years, one for the initial term and two options to renew in the second and third year. The options for the second and third years are exercisable at the sole discretion of the Court.
 - Please include a performance guarantee based upon implementation, service standards, etc.
 - What has your client retention percentage been over the last three years?

- Please provide quarterly vision content for the Court’s newsletter to promote a vision topic based upon the prevalence in the Court’s utilization patterns.
- If your company is awarded the business, it is expected that run-out claims through the end of the contract year will be provided when the contract ends or is terminated.
- Please waive binder check requirement

IMPORTANT: The Court has stringent requirements in their formal RFP that must be followed in order for your bid to be considered. Please read the Court RFP document that is posted on the procurement website very carefully. A Compliance representative of your company must review and accept all mandatory terms and conditions prior to signing off in order for your proposal to be accepted.

Questions on the RFP

Please direct all questions pertaining to this RFP, Attachments, and Exhibits directly to the Court. Do not contact USI! All RFP Questions should be submitted via email to purchasing@sb-court.org and **must** include the RFP name: **RFP 21-04**. The Procurement Department will triage any questions to USI. Deadline for questions is August 10, 2020, 3:00pm., PST – late questions will **not** be accepted. Answers are scheduled to be posted on August 12, 2020 (estimated). Please note this email address is for RFP questions only. Your proposal will be deemed non-responsive if you submit your proposal to the Court by email.

RFP Submission Guidelines

Please send one hard copy and an electronic copy via flash drive of your proposal to the Court based upon their instructions. It must be received by **WEDNESDAY, AUGUST 19, 2020, ~~3:00~~ 1:00 P.M., PST (amended)**

- ✓ In addition, please provide USI with an electronic version of your proposal to Pamela Rodrigues (pamela.rodrigues@usi.com) – preferably in Excel or Word on August 19, 2020 after 3:00pm PST.
- ✓ You will be notified of the best and final offer (BAFO) opportunity on August 20, 2020.

Please no elaborate printing or binding desired, rather focus on complete, clear, and concise content.

Please note that carrier reference calls may be conducted on **September 1, 2020** and interviews will be conducted on **September 2, 2020 and/or September 3, 2020, if necessary.**

This is a **blind bid** where submitted proposals are not shared in the market. You will have an opportunity to improve upon your proposal during the BAFO. We do reserve the opportunity to negotiate with the finalists.

Sincerely,



Pam Rodrigues
Account Manager

Enclosures

cc: San Bernardino Superior Court
Gary Delaney & Christine Kwock, USI Insurance Services