SUMMARY STATEMENT

ITEM NO.: DRPA-14-104  SUBJECT: Benefits Administration
Third Party Administrator DRPA/PATCO

COMMITTEE: Finance

COMMITTEE MEETING DATE: August 6, 2014

BOARD ACTION DATE: August 20, 2014

PROPOSAL: Staff seeks Board authorization to enter into a three-year agreement with Benefit Harbor to continue providing benefit administration services, which would include, but not be limited to: open enrollment support; ongoing employee and retiree benefits administration; vendor output processing, eligibility reviews, retiree billing; COBR, Flexible Spending Account (FSA) Program administration; and Parking & Transit Program administration; call center services; and web-based services.

PURPOSE: To provide the DRPA, its benefit-eligible employees, and retirees with a broad range of benefit support services, effective cost control initiatives, and program administration services.

BACKGROUND: Employee benefit plan administration is a highly regulated field. Since 2000, the DRPA and PATCO have contracted with a Third Party Administrator (TPA) to assist in the administration of various benefit and billing services. The Authority’s TPA, Benefit Harbor, works closely with our broker to ensure compliance with a complex series of laws, regulations, and statutes.

By way of background, on June 19, 2006, staff issued an RFP for providers of professional benefit administrative services. We received proposals from The Benefit Headquarters and ADP. Shortly thereafter, ADP withdrew its proposal, stating that it could not provide some of the services provided in the RFP. After careful review, staff determined that the proposal submitted by The Benefit Headquarters was entirely responsive to the RFP. On September 19, 2007, staff sought Board authorization to enter into a professional service agreement with The Benefit Headquarters for a three-year term. The Board approved same, and the contract was to expire on December 31, 2010.

In June 2008, The Benefit Headquarters sold its Third Party Benefits Administration Division to Benefit Harbor, a firm headquartered in Dallas, Texas. Staff, accompanied by our broker, met with Benefit Harbor management team to outline the
Authority’s requirements and expectations. At our request, Benefit Harbor team agreed to maintain the same service team and to establish a local office in Pennsylvania, which is currently located in Wayne, PA. The contract expired on December 31, 2011. After another competitive process, Benefit Harbor was selected again to serve as the Authority’s Third Party Administrator. The contract will expire on December 31, 2014.

At our direction, on July 8, 2014, our broker issued a Request for Proposal (RFP) for a Third Party Benefits Administrator. The broker marketed the proposal to 12 vendors. The marketing summary follows:

- ADP – Declined to quote: could not be competitive
- Benefit Focus - $426,763.36 (3 year quote)
- Benefit Express – Declined to quote: could not be competitive
- Benefit Harbor (Incumbent) - $311,454.00 (3 year quote)
- BSwift – No response
- Business Solver – No response
- Checkpoint HR – Declined to quote: only do full HRIS
- Ebenefits Solutions – No response
- Emergent Benefit Solutions – Firm is technology provider, does not do benefits administration
- Infinsource – Declined to quote: could not be competitive
- People Strategy – Declined to quote: only do full HRIS
- Workable Solutions – No response

Only the incumbent, Benefit Harbor, proposed to provide the current services: open enrollment support; ongoing employee and retiree benefits administration; vendor output processing, eligibility reviews, retiree billing; COBRA and FSA administration; Parking and Transit Program Administration; call center services; web-based services; quarterly and other reports, as necessary. Benefit Harbor proposes to continue to partner with HRsimplified for purposes of administering the FSA and Parking & Transit benefit programs, retiree billing, and COBRA administration. For these services, Benefit Harbor submitted a flat annual cost proposal of $6.50 per member per month, which will be approximately $103,818 annually, and $311,454.00 over a three-year term. The annual and three-year fee is based on the monthly census at the time of the billing.

On July 25, 2014, the Office of the Inspector General (OIG) advised that Benefit Harbor submitted the required Political Contribution Disclosure Form and Certification. On August 1, 2014, the OIG advised that HRsimplified submitted the required Political
Contribution Disclosure Form and Certification. Therefore, Benefit Harbor and HRsimplified are in compliance with the DRPA Political Contribution & Certification requirements.

Benefit Focus, the only other proposer, could not provide the range of services currently provided by Benefit Harbor. They proposed to charge a one-time implementation set-up fee in the amount of $15,972, and an additional call center service fee in the amount of $6,655. In addition to these fees, Benefit Focus proposed to charge the Authority additional monthly fees to handle retiree premium billing, Flexible Spending Account Program Administration, and Parking & Transit Program Administration. In addition, we charged an additional fee for any reporting. Benefit Focus cannot provide retiree billing for COBRA administration.

After careful review, our broker and staff have determined that the proposal submitted by Benefit Harbor was most responsive to the RFP and to the needs of the Authority’s employees and retirees. Benefit Harbor continues to maintain a fully-staffed local office in Wayne, Pennsylvania. They have agreed that our account will continue to be serviced by the same dedicated team of professionals. We are well pleased with the professional service, dedicated resources, and the exceptional customer service call center provided by Benefit Harbor.

Therefore, it is staff’s recommendation that the Board authorize staff to enter into an agreement with Benefit Harbor for a three-year term commencing on January 1, 2015 through December 31, 2017. If approved, the annual fee would be approximately $103,818.00 and approximately $311,454.00 over a three-year term. The rate, $6.50 per member per month, is based on the monthly census at the time of billing.

Our broker, Gallagher Benefit Services, will receive no earned commission for marketing this service.
SUMMARY:

Amount: Approximately $103,818 /per year - $311,454
(The annual rate covers DRPA/PATCO, and is based upon the current DRPA/PATCO census, but is subject to change as our census changes. The rate does not include the cost of postage, printing, and travel, as necessary.)

Source of Funds: Revenue Fund, General Fund
Capital Project #: N/A
Operating Budget: Benefits Administration
Master Plan Status: N/A
Other Fund Sources: N/A
Duration of Contract: Three (3) Years
Other Parties Involved: Benefit Harbor
RESOLUTION

RESOLVED: That staff is hereby authorized to enter into an agreement with Benefit Harbor for a three-year term to provide the Authority with benefit administration services, which would include open enrollment support, ongoing employee benefits administration, retiree benefits administration and billing, COBRA and FSA, Transit and Parking administration, and quarterly and other reports, as necessary, at a fixed cost of $6.50 per member per month; and be it further

RESOLVED: That the Board recognizes that Benefit Harbor will continue to partner with HRSimplified for purposes of administering the FSA and Parking & Transit benefit programs, retiree billing, and COBRA administration; and be it further

RESOLVED: That staff is hereby authorized to enter into an agreement with Benefit Harbor for a three-year term commencing on January 1, 2015 through December 31, 2017; and be it further

RESOLVED: That the fee for the benefit administration services will be approximately $103,818.00 annually, and approximately $311,454.00 over a three-year term. The Board recognized that the annual fee is based on a rate of $6.50 per member per month, and be it further

RESOLVED: That the Board recognizes that the monthly bills will be based upon the current monthly census, which is subject to change as our monthly census changes and these changes will necessarily impact the annual estimated fee of $103,818.00 and estimated three-year fee of $311,454.00; and be it further

RESOLVED: The annual rate does not include the cost of postage for mailings, printing and travel, if necessary; and be it further

RESOLVED: That should travel be necessary, such travel must be approved first by DRPA, and the expenses related to same must be consistent with the guidelines provided in the Authority’s Expense Report Policy at Series 400; and be it further
RESOLVED: The Chairman, Vice Chairman and the Chief Executive Officer must approve and are hereby authorized to approve and execute all necessary agreements, contracts, or other documents on behalf of the DRPA. If such agreements, contracts, or other documents have been approved by the Chairman, Vice Chairman and Chief Executive Officer and if thereafter either the Chairman or Vice Chairman is absent or unavailable, the remaining Officer may execute the said document(s) on behalf of the DRPA, along with the Chief Executive Officer. If both the Chairman and Vice Chairman are absent or unavailable, and if it is necessary to execute the said document(s) while they are absent or unavailable, then the Chief Executive Officer shall execute such document(s) on behalf of the DRPA.

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