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**County of El Paso  
Agenda Item Details**

**Item Title:** Approve and authorize the award of RFP 24-016 Third Party Administration for Health, Dental, and Related Benefits for the El Paso County, Texas, Human Resources Department

**Submitted By:** Karen Davidson, Purchasing Agent

**Department:** Purchasing

**Department Phone Number:** 915-273-3349

**Subject:** Approve and authorize the award of RFP 24-016 Third Party Administration for Health, Dental, and Related Benefits for the El Paso County, Texas, Human Resources Department to the top Three (3) scoring firms; Aetna Life Insurance Company of Hartford CT, for Dental Services; Health Care Service Corporation A Mutual Legal Reserve Company dba Blue Cross Blue Shield of Texas of Richardson TX, for COBRA EAP, Health, Pharmacy, Section 125, and Stop Loss Services; and United HealthCare Services Inc., of Minnetonka MN for Medicare Advantage Services. Purchasing approved on September 17, 2024. Funds are available in IS-HEALTH-HEALTH/DENTAL CLAIMS.

**Background:** The County of El Paso was seeking Request for Proposals (RFP) to solicit proposals from qualified vendors (“Vendor”, “Vendors”, “Offeror” or “Offerors”) for Third Party Group Medical and Dental Plan Administration, Pharmacy Benefit Management, Stop Loss Reinsurance / Employee Assistance Program, Section 125 Plan Administration (Flexible Spending Accounts, Dependent Care Accounts) and Health Savings Account Administration, COBRA Administration for the El Paso County, Texas (the “County” or “Issuer”).

RFP Advertised:	April 14, 2023, and April 21, 2023
RFP Opening:	June 6, 2024
Vendors Notified:	320
Notifications Viewed	15
Vendors Responding:	5
Contract Term:	Four (4) years, and the County has the option to extend the agreement for two additional one-year terms. The County will also consider a 6- or 10-year

agreement with the ability to add subcontractors through the awarded vendor to administer related programs.

Proposals were received and evaluated by a committee consisting of representatives from the County Human Resources Department. The Purchasing Department facilitated the evaluation process. Evaluation criteria included:

- Quality of Services Offered
- Fee/Cost Structure
- Value Added Benefits
- Technical Capabilities
- Customer Service
- Financial & General information
- References
- Health Insurance to Employees

The evaluation team reviewed, scored, and ranked the firms against the evaluation criteria Aetna Life Insurance Company of Hartford CT, for Dental Services, Health Care Service Corporation A Mutual Legal Reserve Company dba Blue Cross Blue Shield of Texas of Richardson TX, for COBRA, EAP, Health, Pharmacy, Section 125, and Stop Loss Services, and United HealthCare Services Inc. of Minnetonka MN for Medicare Advantage Services was determined to be the most qualified firms to meet the County's needs.

RFP Number:

Advertising Period Start: N/A

Advertising Period End: N/A

Number of Venders Sent To: N/A

Number of Venders Sent Responded: N/A

**Fiscal Impact:**

Fiscal Impact Historical

Fiscal Impact Projected

Funds available in:

IS-HEALTH-HEALTH/DENTAL CLAIMS

COIS-5001-0000000-431-10-10000-0001-00000-540007-

Long Account Number: Amount:

Long Account Number: COIS-5001-0000000-431-10-10000-0001-00000-540007- Amount:

**Budget or Unbudgeted Match:**

**Recommendation:**

.Approve and authorize the award of RFP 24-016 Third Party Administration for Health, Dental, and Related Benefits for the El Paso County, Texas, Human Resources Department to the top Three (3) scoring firms; Aetna Life Insurance Company of

Hartford CT, for Dental Services; Health Care Service Corporation A Mutual Legal Reserve Company dba Blue Cross Blue Shield of Texas of Richardson TX, for COBRA EAP, Health, Pharmacy, Section 125, and Stop Loss Services; and United HealthCare Services Inc., of Minnetonka MN for Medicare Advantage Services. Purchasing approved on September 17, 2024. Funds are available in IS-HEALTH-HEALTH/DENTAL CLAIMS.

**Prior Action:**

On Monday, April 8, 2024, Commissioners Court approved the RFP process.

**Strategic Plan:**

Goal:

null

Objective:

**Strategic Plan Information:**

**Estimated Time Needed  
For This Item:**

## EL PASO COUNTY PURCHASING REVIEW FORM

Procurement Item		
<b>Agenda Date:</b>	<b>Department:</b>	
<b>Item Description:</b>		
<p style="text-align: center;"><u>Item Information</u></p> <p>Specs Bid Award Contract Contract Amendment      <b>Price Bid</b>      <b>Construction</b> Other <b>RFP</b>      <b>RFI</b>      <b>RFQ</b></p>	<p style="text-align: center;"><u>Previous PRP Action</u></p> <p style="text-align: center;"><u>Date</u>      <u>Approved for CC</u>      <u>Returned To Dept.</u></p>	

### ACTION TAKEN BY PROCUREMENT REVIEW PANEL

Reviewed and Accepted (as is) for Commissioners Court Action  
 Recommend Award to Vendor and accept for Commissioners Court Action  
 Return to Department for further action/information/documentation (\*reason specified below)  
 Not Accepted/Other (\*reason specified below)

**Item requires contract/contract review. Dept. needs to contact County Attorney's Office for more information.**

**Placement on Commissioners Court Agenda By:**

Department      Purchasing Department

**Auditor's Verification of Funds:**

Funds Verified      No Funds

*This procurement item has been reviewed by the Procurement Review Panel. Said review should not be relied upon by any person or entity other than the County of El Paso, its officers, and employees.*

### Panel Members

**County Contract Administrator/Designee:** Accept | Not Accept: \_\_\_\_\_

**County Auditor/Designee**      **Accept** | Not Accept: \_\_\_\_\_

**County Purchasing Agent/Designee**      **Accept** | Not Accept: \_\_\_\_\_

**County Department Head**      **Accept** | Not Accept: \_\_\_\_\_

**County Attorney Reviewer: Approved for further action:** **Y** / N: \_\_\_\_\_

**Subject Matter Expert (as needed)**      **Accept** | Not Accept: \_\_\_\_\_

### **Other Meeting Attendees (PLEASE PRINT NAME):**

- 1.) \_\_\_\_\_      2.) \_\_\_\_\_      3.) \_\_\_\_\_  
 4.) \_\_\_\_\_      5.) \_\_\_\_\_      6.) \_\_\_\_\_

Participation Summary - As of 09/17/2024

RFP 24-016 Third Party Administration for Health, Dental, and Related Benefits for the El Paso County, Texas Human Resources Department

Participant Name	Response Date	Response Status	Contact	Address	City	State	Zip Code	Phone	Email
TASC	06/20/2024	Submitted	Total Administrative Services Corporation	2302 International Lane	Madison	WI	53704	(608) 241-1900	
United Healthcare	06/20/2024	Submitted		1311 W George Bush Hwy	Richardson	TX	75080	(805) 990-2113	brian_t_norton@uhc.com
Aetna Life Insurance Company	06/19/2024	Submitted	Michael Garza	151 Farmington Avenue	Hartford	CT	06156	(713) 703-7185	GarzaMR@aetna.com
Cigna	06/19/2024	Submitted	Leigh Brubaker	900 Cottage Grove Rd	Hartford	CT	06152	(954) 514-6824	leigh.brubaker@cignahealthcare.com
Health Care Service Corporation, A Mutual Legal Reserve Company dba Blue Cross Blue Shield of Texas	06/18/2024	Submitted		1001 East Lookout Drive	Richardson	TX	75082	(972) 766-6900	kellie_pack@cbbsbx.com
3-C TECHNOLOGY, LLC	06/03/2024	No Bid	AUDLEY LOGAN SR.	3200 W PLEASANT RUN RD.	LANCASTER	TX	75146	(972) 230-4300	alogan@team3c.com
Shelby Distributions Inc	04/22/2024	No Bid	Spiros P Ninos	29 A Butterfield Trail	El Paso	TX	79906	(915) 590-3050	sninos@shelbydistributions.com
Occupational Health Centers of the SW dba. Concentra Medical Centers	04/17/2024	No Bid	Gary Beck	5080 Spectrum Drive	Addison	TX	75001	(972) 364-8000	gary_beck@concentra.com
Bound Tree Medical, LLC	04/17/2024	No Bid	Accounts Receivable	23537 Network Pl	Chicago	IL	60673-1235	(800) 533-0523	ar@sarnova.com
Ameriflex (Interflex Payments LLC dba Ameriflex)	Viewed	Viewed	Tiffany Jones	2526 Highlander Way, Suite 200	Carrollton	TX	75006	(844) 423-4636	rp@myameriflex.com
Colonial Life & Accident	Viewed	Viewed	Jaime Carrasco	121 Paragon Ln, Bldg B	El Paso	TX	79912	(915) 873-2305	jaime.carrasco@coloniallifesales.com
HUB International Texas, Inc.	Viewed	Viewed	Paul Gilcrease	601 N. Mesa Street	El Paso	TX	79901	(915) 206-6023	paul.gilcrease@hubinternational.com
National Benefit Services (National Benefit Services, LLC)	Viewed	Viewed	Gary Southern	P.O. Box 21494	Kansas City	MO	64121	(801) 532-4000	gary.southern@nbsbenefits.com
Reconcile Care Management Services	Viewed	Viewed	Traci Johnson	2541 Clearlake Dr	Grand Prairie	TX	75054	(882) 556-8472	traci.johnson@w4twp.com
The Hartford	Viewed	Viewed	Matt Mettler	3000 Internet Blvd	Frisco	TX	75034	(678) 634-7403	matt.mettler@thehartford.com



**RFP 24-016**  
**Third Party Administration for Health, Dental, and Related Benefits**  
**for the El Paso County, Texas Human Resources Department**

**Proposers**

Aetna Life Insurance Company  
Hartford, CT

Cigna HealthCare  
Bloomfield, CT

Health Care Service Corporation A Mutual Legal Reserve Company  
dba Blue Cross Blue Shield of Texas  
Chicago, IL

United Healthcare Services Inc.  
Minnetonka, MN

Total Administrative Services Corporation (TASC)  
Madison, WI

\_\_\_\_\_  
Approved By (Print)

Date

\_\_\_\_\_  
Approved By (Sign)

AH 7/3/24

## PROPOSAL SUMMARY

RFP TITLE Third Party Administration for Health, Dental, and Related Benefits for the El Paso County, Texas Human Resources Department

RFP NUMBER 24-016 BUYER Araceli Hernandez

DEPARTMENT County Personnel (HR) CONTACT Verenice Acosta

<u>DESCRIPTION</u>	<u>DATE</u>
APPROVAL BY COMMISSIONER'S COURT	<u>4/08/2024</u>
PR AGENDA DATE	<u>3/22/2024</u>
PR APPROVED SPECIFICATIONS	<u>4/09/2024</u>
RECEIVED SPECIFICATIONS FROM DEPARTMENT	<u>2/22/2024</u>
RFP ISSUED	<u>4/15/2024</u>
RFP ADVERTISED	<u>4/14/2024 &amp; 4/21/2024</u>
PRE-BID CONFERENCE	<u>N/A</u>
DEADLINE TO QUESTIONS	<u>5/23/2024</u>
OPENING DATE	<u>6/06/2024</u>
EVALUATION KICK-OFF MEETING	<u>7/24/2024</u>
FINAL TABULATION SIGNED	<u>9/11/2024</u>
PR APPROVED AWARD RECOMMENDATION	<u>9/17/2024</u>
PLACED ON COMMISSIONER'S COURT AGENDA	<u>9/23/2024</u>

### ADDENDUMS

<u>DATE:</u>	<u>REASON:</u>
<u>04/23/24</u>	<u>Addendum issued to notify vendors of the following zip file uploaded titled "24-016 exhibits"</u>
<u>05/31/24</u>	<u>Addendum Issued to notify vendors of the opening date extended to Thursday, June 20, 2024</u>
	<u>At 2:00 pm</u>
	<u>The deadline for questions had not been extended</u>

### COMMENTS:

**Received 5 responses from following vendors: Aetna Life Insurance Company from Hartford, CT., Cigna Health and Life Insurance Company from Bloomfield, CT., Total Administrative**

**Services Corporation (TASC) from Madison, WI., United HealthCare Services Inc. from Minnetonka, MN., and Health Care Services Corporation, a Mutual Legal Reserve Company (d/b/a Blue Cross Blue Shield of IL., or Blue Cross Blue Shield of MT., or Blue Cross Blue Shield of NM., or Blue Cross Blue Shield of OK. Or Blue Cross Blue Shield of TX) from Chicago, IL.**



County of El Paso Purchasing Department  
800 E. Overland, Room 300  
El Paso, Texas 79901  
(915) 546-2048 / Fax: (915) 546-8180

## MEMORANDUM

**To:** All Interested Vendors

**From:** El Paso County Purchasing Department

**Date:** 09/17/2024

**Subject:** RFP 24-016 Third Party Administration for Health, Dental, and Related Benefits for the El Paso County, Texas Human Resources Department

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Thank you for taking the time and responding on the above-mentioned RFP. We realize that your time and resources are valuable, and we appreciate you taking the time to respond to this solicitation. The Purchasing Department will be presenting this solicitation to Commissioners Court meeting as a Consent Item on **Monday, September 23, 2024**, to award this solicitation.

The recommendations and justification will be posted on the Commissioners Court Agenda three (3) days prior to the meeting. To access the Agenda on our website, go to [www.epcounty.com](http://www.epcounty.com); County Meetings; Regular Meeting Agendas; select the HTML file that corresponds with the meeting date as shown in the above paragraph.

Vendors may view the meeting on our website at [www.epcounty.com/video](http://www.epcounty.com/video) , click on streaming videos, **select live meeting**. If the vendor would like to address the court, they may do so by referencing this bid when the item is up for discussion (during the Regular Agenda items). If you would like to participate remotely, please call 888-835-7272 and leave your call back information. You will receive a call back when the item is up for discussion. This information is only for vendors who submitted a response. Thank you for your time.

**From:** [Verenice Acosta](#)  
**To:** [Araceli Hernandez](#)  
**Subject:** RE: Recap of the Next Step Meeting for RFP 24-016 Third Party Administration for Health, Dental, and Related Benefits for the El Paso County, Texas Human Resources Department  
**Date:** Wednesday, September 11, 2024 3:50:17 PM  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[image003.png](#)

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Hi Araceli,

I agree with the below recap. To further summarize the consensus, the evaluation team decided to recommend the Dental to Aetna due to the lower administrative fee and lower claims cost expense. For the Medicare Advantage Plan, the evaluation team agreed that while United did not identify rates during the kickoff round, their BAFO was a fraction of the cost for the same service that is being provided by the current incumbent. Under the COBRA, EAP, Health, Pharmacy, Section 125- HSA/FSA, Stop Loss, the evaluation team agreed Blue Cross Blue Shield offered a better rate package with a decrease in overall claims cost and higher pharmacy rebates.

Let me know if you have any questions.

Thank you,



**Verenice Acosta, PHR, SHRM-CP**  
Interim Deputy HR Officer | Human Resources  
(O) [915.273.3520](tel:915.273.3520) Ext. 2491 | [epcounty.com](http://epcounty.com)  
500 E. Overland Avenue, El Paso, TX 79901  
*Excellence\* Professionalism\* Integrity\* Creativity*

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**From:** Araceli Hernandez <Arc.Hernandez@epcountytx.gov>  
**Sent:** Wednesday, September 11, 2024 2:56 PM  
**To:** Verenice Acosta <V.Acosta@epcountytx.gov>; Sabian Solis <Sa.Solis@epcountytx.gov>; Joanna Faudoa <J.Faudoa@epcountytx.gov>; Adriana Chaparro <Ad.Chaparro@epcounty.com>  
**Cc:** Karen Davidson <k.davidson@epcountytx.gov>; Joana I. Reyes <joa.reyes@epcountytx.gov>; Claudia Parra <C.parra@epcountytx.gov>  
**Subject:** Recap of the Next Step Meeting for RFP 24-016 Third Party Administration for Health, Dental, and Related Benefits for the El Paso County, Texas Human Resources Department

Good afternoon, Evaluation Team,

First and foremost, thank you for taking the time out of your busy schedule to be part of this very important evaluation process. During today's meeting, Next Step- Best and Final Offer, the team reviewed the overall scores for the Kick-off and BAFO rounds. The top 3 firms are Aetna Life Insurance Company of Hartford CT, Health Care Service Corporation A Mutual Legal Reserve Company dba Blue Cross Blue Shield of Texas of Richardson TX and United Health of Minnetonka MN.

After the group reviewed the final scores, an open discussion began. The team had questions for the consultant for the Count, HUB International, regarding all sections of the evaluation criteria. HUB Internation then provided extensive answers to the group to assist with their concerns. After all questions were address, then the Team lead asked each individual to recap their view and to verbally state their positions on the award of this RFP.

The final confessed is to recommend award to the top three vendors as identified in the breakdown below:

-  
Aetna Life Insurance Company of Hartford CT

- Dental

Health Care Service Corporation A Mutual Legal Reserve Company dba Blue Cross Blue Shield of Texas of Richardson TX

- COBRA
- EAP
- Health
- Pharmacy
- Section 125, HAS FSA
- Stop Loss

Untied Health of Minnetonka MN

- Medical Advantage Plan

Please reply in acknowledgment of the above recap. If anyone has any questions or concerns, please feel free to contact me.

**Thank you,**  
**Araceli Hernandez**, Formal Bid/Buyer  
[arc.hernandez@epcountytexas.gov](mailto:arc.hernandez@epcountytexas.gov)  
**El Paso County Purchasing**  
Office: 915.273-3349 Ext. 1282  
800 E. Overland Ste. 300E1 Paso, Texas 79901  
<http://www.epcounty.com>



## MEMORANDUM

From the desk of *Steven Arellano*  
Assistant County Attorney  
320 S. Campbell, Suite 200  
El Paso, Texas 79901

CHRISTINA SANCHEZ  
County Attorney

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TO: El Paso County Commissioners Court  
DATE: September 23, 2024  
RE: Legal Determination Concerning Use of Closed Session under Section 551.0725

Section 551.0725 of the Texas Government Code (Open Meetings Act) authorizes a commissioners court to conduct a closed meeting to deliberate business and financial issues relating to a contract under negotiations, if the following conditions are met:

1. Commissioners Court votes unanimously that deliberation in an open meeting would have a detrimental effect on the position of the commissioners court in negotiations with a third party;
2. The attorney advising the commissioners court issues a written determination that deliberation in an open meeting would have a detrimental effect on the position of the commissioners court in negotiations with a third party; and
3. A tape recording of the proceedings in closed session is made.

This memorandum serves to fulfill the requirement described in number 2.

The Commissioners Court is currently in negotiations to award a contract for Third Party Administration for Health, Dental, and related benefits for El Paso County. The information to be discussed includes issues involving business and financial information related to those active contract negotiations. This information will include recommendations as to what the County's negotiation position should be, and the Commissioners Court must be free to analyze the business and financial concerns critically without undermining the County's position. Discussing this business and financial information and the County's negotiation position will naturally require a discussion of the different offers and the range of authority in responding to those offers in the attempt to negotiate a final agreement.

As your legal advisor, I have determined that deliberation in an open meeting concerning business and financial issues relating to those negotiations would have a detrimental effect on the position of the Commissioners Court in negotiations. Thus, I am requesting that Commissioners Court unanimously vote that deliberations in an open meeting would have a detrimental effect on the position of the Commissioners County in the negotiations, and that all said deliberations take place in closed session. I would further request that Commissioners Court direct the County Clerk to ensure that all proceedings in closed session be recorded.

Steven Arellano  
Assistant County Attorney

