



STEVE SISOLAK
Governor

LAURA FREED
Board Chair



STATE OF NEVADA
PUBLIC EMPLOYEES' BENEFITS PROGRAM
901 S. Stewart Street, Suite 1001 | Carson City, Nevada 89701
Telephone 775-684-7000 | 1-800-326-5496 | Fax 775-684-7028
www.pebp.state.nv.us



LAURA RICH
Executive Officer

AGENDA ITEM

Action Item

Information Only

Date: November 23, 2020

Item Number: V

Title: Ratification of Contract for Eligibility & Enrollment Benefits Management System - RFP 95PEBP-S1244

Report

On July 1, 2020, the Public Employees' Benefits Program released Request for Proposal (RFP) 95PEBP-S1244 for Eligibility & Enrollment Benefits Management System services. The following were some items important to PEBP in the consideration of the award of this contract:

PEBP is seeking a vendor with the capability of providing a comprehensive, user friendly system that is web enabled and SaaS based with an open architecture designed for easy migration to new technologies.

The high-level functionality of the system should include at a minimum, but not be limited to, the following:

- A solution providing core line-of-business functions, which include applications that permit the Agency to perform operations, including:
 - Determining member insurance eligibility in accordance with PEBP's eligibility plan rules;
 - Provide a sophisticated eligibility rules engine with automated solutions that increase efficiency in the administration of the plan;
 - Call center management tools;
 - Facilitating benefit enrollment including transfer of data from and to other internal systems, employers, and third-party administrators (TPAs);
 - Updating and maintaining coverage records;
 - The capability of billing premiums to multiple employers and pay centers, generating direct bills to all participants (including COBRA participants), and to administer all accounts receivable and payable while also being able to reconcile invoices with incoming payments;
 - Executing queries and other data extractions used to determine plan trends, usage patterns, and facilitate statistical analysis, etc.;

- Integrated document management (including document production and retention);
- System generated functions such as system generated letters to participants, and tasks for staff;
- Ad hoc reporting capabilities.
- Web based access to the solution for PEBP staff, and Agency (pay center) Representatives;
- Web based, intuitive and comprehensive member solution providing a positive enrollment experience including single sign on integration;
- All required interfaces, including, but not limited to, interfaces between employers and TPAs;
- Mobile device accessibility
- Audit indicator capabilities such that a participant's account can be identified as to whether it has been audited, through what date, and by whom;
- Department-specific manuals and documentation for all system users, administrators, and developers; in addition to all baseline functionality, all such documentation must reflect the customized, as-built status of the solution; standard documentation reflecting only the vendor's un-customized base solution will not be accepted;
- Training for all system users, administrators, and developers– not only in application navigation and the use of screens and windows, but also in the use of the new solution to perform all their various job functions, processes, and sub-processes in the new environment;
- Any and all necessary software customizations to meet business and functionality requirements;
- Full implementation of the new solution (including as-built documentation of system design, database models, system configurations, and customizations);
- Project management services.

Vendor responses were scored based on the following criteria.

- Experience in Performance of Comparable Engagements
- Demonstrated Competence
- Expertise and Availability of Key Personnel
- Conformance with the Terms of the RFP
- Cost

On August 14, 2020, PEBP received six (6) proposals in response to RFP 95PEBP-S1244. The evaluation period began on August 15, 2020 and ended on September 11, 2020. The six-member evaluation committee included two PEBP Board members. Labyrinth Solutions, Inc. d/b/a LSI Consulting received the highest score by the evaluation committee. Some of the reasons provided by the individual evaluators for their scores were:

- Extensive and informative response
- Best technical requirements response
- Voluntary benefits platform included
- Smart21 existing state vendor with the ability to facilitate a smooth integration

- Some LSI Staff officed in Carson City

Although the proposal was submitted by LSI (as the system integrator), the actual eligibility and enrollment technology will be subcontracted to Benefit Focus.

The effective date of the contract is anticipated to be December 8, 2020 (upon BOE approval) through June 30, 2027 with an option to extend to June 30, 2029. Implementation will begin upon BOE approval while the services and associated fees are expected to begin on January 1, 2022 after implementation. The contract maximum is \$ 6,849,000.

Recommendation

Ratify the evaluation committee's recommendation that a contract be approved with Labyrinth Solutions, Inc. d/b/a LSI Consulting to provide Eligibility & Enrollment Benefits Management System services beginning January 1, 2022.