



REQUEST FOR PROPOSALS (RFP)

TOWN OF ROLESVILLE, NORTH CAROLINA EMPLOYEE BENEFITS PROVIDER

Issue Date: March 5, 2025

Proposal Due Date: March 19, 2025

I. INTRODUCTION

The Town of Rolesville, North Carolina, is seeking proposals from qualified companies, brokers, or local government entities to provide comprehensive employee benefits, including health, vision, dental, and life insurance. The selected provider will offer competitive benefits to employees and dependents while ensuring cost-effectiveness and excellent service.

II. SCOPE OF SERVICES

The selected provider will be responsible for delivering and administering the following employee benefits:

1. **Health Insurance** – Medical coverage options providing comprehensive, cost-effective care.
2. **Vision Insurance** – Coverage for routine eye exams, prescription glasses, and contact lenses.
3. **Dental Insurance** – Preventative, basic, and major dental services, including orthodontics.
4. **Life Insurance** – Basic life insurance with optional supplemental coverage.

III. PROPOSAL REQUIREMENTS

Interested firms must submit a proposal that includes the following:

1. **Company Information:** Legal name, address, contact person, and summary of qualifications.
2. **Experience and References:** Description of experience providing similar services to local governments or public entities, including client references.
3. **Plan Options and Costs:** Detailed description of available plan options, coverage levels, premiums, employer/employee cost-sharing structures, and renewal policies.
4. **Provider Network:** A summary of healthcare provider networks, including accessibility for employees residing in Wake County, NC.
5. **Implementation and Support:** Description of enrollment support, customer service, claims processing, and ongoing administrative assistance.
6. **Value-Added Services:** Wellness programs, telemedicine, employee assistance programs, or other enhancements (e.g., information about Lifestyle Spending Accounts and Health Savings Accounts).

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7. **Compliance and Regulatory Adherence:** Assurance of compliance with all applicable federal and state regulations, including ACA, HIPAA, and COBRA.

IV. EVALUATION CRITERIA

Proposals will be evaluated based on the following criteria:

- **Cost and Affordability (30%)** – Competitive pricing and value for employees and the Town.
- **Coverage and Benefits (30%)** – Breadth and quality of offered benefits.
- **Experience and References (20%)** – Demonstrated ability to serve municipalities or similar organizations.
- **Customer Service and Administration (20%)** – Ease of use, claims management, and support services.

V. SUBMISSION INSTRUCTIONS

- Proposals must be submitted electronically or in hard copy by March 19, 2025.
- Send proposals to:
 - **Town of Rolesville**
Attention: Lisa Alston
502 Southtown Circle, Rolesville, NC 27571
lisa.alston@rolesville.nc.gov
919-556-4642

VI. TIMELINE

- **RFP Issuance:** March 5, 2025
- **Deadline for Questions:** March 12, 2025
- **Proposal Submission Deadline:** March 19, 2025
- **Selection & Award:** March 21, 2025
- **Implementation Start Date:** March 24, 2025

VII. TERMS AND CONDITIONS

- The Town of Rolesville reserves the right to reject any or all proposals.
- This RFP does not obligate the Town to award a contract.
- The Town may negotiate terms and conditions with the selected provider before finalizing the agreement.

For further inquiries, please contact Lisa Alston at lisa.alston@rolesville.nc.gov or 919-556-4642.

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