

REQUEST FOR INFORMATION

EMPLOYEE BENEFITS PLAN
PROVIDER AND BROKER



INVITATION

We invite proponents to submit information about their organization, what they can provide from the Group Benefits and Insurance industry, and how they can best provide the group package we currently have.

IMPORTANT DATES:

November 9th, 2018 – Submission Closing

Week of November 12th, 2018 – Review of Submissions

Week of November 19th, 2018 – Notice of Short List for Presentations

Week of December 3rd, 2018 – Presentations

CONTENTS

1.	GENERAL INFORMATION	4
1.1	STATEMENT OF PURPOSE.....	4
1.2	COMPANY OVERVIEW	4
1.3	BACKGROUND & CURRENT SITUATION	4
1.4	HIGH LEVEL REQUIREMENTS	4
2.	CONTACT DETAILS OF PUC SERVICES PERSONNEL	6
2.1	PROCUREMENT CONTACT	6
2.2	HR CONTACT	6
2.3	FINANCE CONTACT	6
3.	VENDOR RESPONSE TEMPLATE	7
3.1	VENDOR CONTACT DETAILS	7
3.2	INDIVIDUAL CONTACT DETAILS	7
3.3	VENDOR BACKGROUND (EACH NO MORE THAN 150 WORDS)	7
3.4	VENDOR OFFERING (EACH NO MORE THAN 150 WORDS).....	8
3.5	VENDOR REFERENCES (PROVIDE DETAILS OF SIMILAR PROJECTS UNDERTAKEN – LIST COMPANY’S DETAILS).....	8
3.6	VENDOR FEEDBACK (EACH NO MORE THAN 75 WORDS)	8
4.	TENDERING PROCESS AND RULES	9
4.1	INITIAL RFI	9
4.2	COMMUNICATION DURING THE TENDER PROCESS.....	9
4.3	RFI RESPONSE CRITERIA	9
5.	APPENDICES	10
5.1	APPENDIX A – PUC SERVICES CONFIDENTIALITY AGREEMENT	10

1. GENERAL INFORMATION

1.1 STATEMENT OF PURPOSE

The purpose of this RFI is to gain a better understanding of the current market for the services required and to develop a shortlist of vendors who will be invited to tender for said services.

1.2 COMPANY OVERVIEW

PUC Services Inc. (“PUC”) is a utility services company incorporated under the Ontario Business Corporations Act operating as a wholly owned private company of the Corporation of the City of Sault Ste. Marie (“City”). PUC Services manages the assets and business of PUC Distribution Inc., the City’s water treatment and distribution systems, and operates the City’s two wastewater treatment plants under multi-year contracts. PUC Services Inc. represents associated, affiliated or subsidiary companies: PUC Distribution Inc.; PUC Inc.; and the Public Utilities Commission of the City.

1.3 BACKGROUND & CURRENT SITUATION

At present our Employee Benefits Program is with Blue Cross and managed by a Broker. It has been a number of years since we have formally tendered this service and have determined it is time to do so.

Our organization consists of approximately 140 unionized employees and 40 Staff/Management employees. We have 2 contracts with the Power Workers’ Union CUPE Local 1000, differentiating our inside and outside workers, and are obligated through these two agreements to provide the same set of benefits currently being enjoyed by our employees, including, but not limited to life and disability insurance, extended health, hospital, drug, dental, and travel. As well, we have approximately 100 retirees that are offered similar benefits.

Overall we have had a good return on investment from current providers and we are reaching out for market information as part of our due diligence, looking for potential opportunities for improvements and/or a total-value package.

1.4 HIGH LEVEL REQUIREMENTS

The first step through this RFI is to identify and shortlist potential brokers and program providers that can come to our facility and complete a full presentation of their proposal to our management group, informing us of what’s new in the market, what value-adds we could utilize, possible cost reductions, all with zero negative impact to our employees, along with any benefits to our operation, with a budgetary costs.

PUC Services is looking for proponents who can:

- demonstrate a history of similar project successes;
- provide the resources to manage the program;
- provide periodic reporting;
- train necessary staff, including on site assistance during transition period;
- provide ongoing case management;
- ensure expediency in any and all issue resolution;
- ensure related insurance policies are appropriately managed.

PUC Services has the utmost care and concern for its employees and their families. We expect a seamless and transparent approach of transition if and when the time comes to change providers.

2. CONTACT DETAILS OF PUC SERVICES PERSONNEL

2.1 PROCUREMENT CONTACT

Role	Purchasing Agent: Contact for all procurement and commercial related questions.
Name	Shelley Hambly
Email	Shelley.hambly@ssmpuc.com
Phone	705-759-6530

2.2 HR CONTACT

Role	Manager Human Resources: Main contact for benefits plan details
Name	Lorri Kennis
Email	Lorri.kennis@ssmpuc.com
Phone	705-759-6556

2.3 FINANCE CONTACT

Role	Financial Controller: Project sponsor, and budget holder
Name	Marc Coletti
Email	Marc.coletti@ssmpuc.com
Phone	705-759-6527

3. VENDOR RESPONSE TEMPLATE

All responses are to be submitted to our Purchasing Department via email to: purchasing.dept@ssmpuc.com

By 13:00 on November 9th, 2018

The **template below** can be used for these initial responses, or you can use your own documentation format to provide the same information.

3.1 VENDOR CONTACT DETAILS

Registered Company Name

Company Registration Number

Registered Address

Trading Address

Main Telephone Number

Website

3.2 INDIVIDUAL CONTACT DETAILS

Sales Contact : Name

Sales Contact : Phone

Sales Contact : Email

Product/Service Contact : Name

Product/Service Contact : Phone

Product/Service Contact : Email

3.3 VENDOR BACKGROUND (EACH NO MORE THAN 150 WORDS)

Abridged History

3.4 VENDOR OFFERING (EACH NO MORE THAN 150 WORDS)

Overview of service offering

Implementation Methodology

Unique selling point

3.5 VENDOR REFERENCES (PROVIDE DETAILS OF SIMILAR PROJECTS UNDERTAKEN – LIST COMPANY’S DETAILS)

Reference 1

Reference 2

Reference 3

3.6 VENDOR FEEDBACK (EACH NO MORE THAN 75 WORDS)

From past experience has enough information been provided within this RFI?

Is there additional considerations or project components that we might look to include in an RFP?

4. TENDERING PROCESS AND RULES

4.1 INITIAL RFI

- Vendors will be invited to respond to the RFI by direct invitation and public notice.
- The RFI will also be posted on our website for 4 weeks prior to the RFI response deadline and is open for other vendors to respond to. Please confirm via email to purchasing.dept@ssmpuc.com if your organization is planning to respond.
- Responses are to be received no later than 13:00 November 9th, 2018.
- It is anticipated that all responses can be processed from the submitted documents.
- The submission of a response to any tender documents (RFI, RFP, RFQ, RFT, RFR) does not give rise to any enforceable rights by the tenderer.
- We reserve the right to cancel the tender process at any time prior to contracts being signed and reserve the right to re-tender for the same requirements.
- Any existing or potential conflicts of interest by the tenderers must be disclosed at the RFI stage.

4.2 COMMUNICATION DURING THE TENDER PROCESS

- During the tendering process all communications and questions should be initially addressed to purchasing.dept@ssmpuc.com, upon which one of the key contacts above will then respond.
- All communications between PUC Services Inc. and vendors shall be confidential. If invited to tender in the next phase (RFP) then this will be subject to our separate NDA (Non-Disclosure Agreement)

4.3 RFI RESPONSE CRITERIA

The purpose of the RFI is to reach a shortlist of 3-5 vendors to be invited to provide a full tender via an RFP document.

The selection criteria when reviewing the RFI's will be as follows.

- The supplier has demonstrated through references that they have successfully delivered similar projects in the past.
- The supplier has shown they have access to a pool of resources with the appropriate skill sets to deliver all requirements of the Employee Benefits Program. These can be employed or associate resources, though if it is planned that the majority of the delivery is to be sub-contracted then details of the planned sub-contractor must be provided.
- Resource costings are in line with current market costs for the given service and skill set.

5. APPENDICES

5.1 APPENDIX A – PUC SERVICES CONFIDENTIALITY AGREEMENT

1. "Confidential Information" means information about PUC Services Inc. (the "Corporation") and its customers, customer prospects, and/or vendors that are not generally known outside of the Corporation, which _____ (the "Contractor") will learn of in the course of carrying out the Contractor's obligations under this agreement. Confidential Information may include, without limitation:
 - a) The terms of this agreement, except as necessary to inform your legal counsel, spouse, or professional tax advisors¹ only on the condition that any disclosure by any such person shall be considered a disclosure by the Contractor and a violation of this agreement;
 - b) the Corporation's business policies, finances, and business plans;
 - c) the Corporation's financial projections, including but not limited to, annual sales forecasts and targets and any computation(s) of the market share of customers and/or customer prospects;
 - d) sales information relating to the Corporation's services;
 - e) customized software, marketing tools, and/or supplies that you will be provided access to by the Corporation and/or will create;
 - f) information, including subjective information, whether recorded or not recorded, about an individual who is a customer, customer prospect, employee, business contact, or vendor of the Corporation if the individual is known or can be identified from either the information itself, or when that information is combined with other information ("Personal Information");²
 - g) any list(s) of the Corporation's customers, customer prospects, business contacts, or vendors;
 - h) the account terms and pricing upon which the Corporation obtains products and services from its vendors;
 - i) the account terms and pricing of sales contracts between the Corporation and its customers;
 - j) the proposed account terms and pricing of sales contracts between the Corporation and its customer prospects; and
 - k) the techniques, methods, and strategies by which the Corporation develops, manufactures, markets, distributes, and/or sells any of its services.
2. Confidential Information shall not include information, other than Personal Information, which:
 - a) becomes generally available to the public through no fault of the Contractor or breach by the Contractor of any of its obligations of confidence;

- b) was known to the Contractor prior to receipt from the Corporation on a non-confidential basis and is not subject to another obligation of secrecy and non-use, as documented by written records possessed by the Contractor prior to its receipt from the Corporation;
 - c) is independently developed by the Contractor prior to the receipt from the Corporation, as documented by written records possessed by the Contractor;
or
 - d) becomes available to the Contractor on a non-confidential basis from a source other than the Corporation that is not under other obligations of confidence.
3. Confidential Information shall be used only for the exclusive purpose of carrying out the Contractor's obligations under this Agreement. The Contractor agrees to take all steps required to preserve the secrecy of the Confidential Information and shall not disclose, either directly or indirectly, the Confidential Information to any third party or person, save and except as otherwise provided for herein or as may be authorized from time-to-time in writing, in advance, by the Corporation. The Contractor further agrees to use all necessary efforts to prevent any unauthorized acquisition or use of the Confidential Information. The Confidential Information shall not be reproduced in any form by the Contractor except as required to carry out the Contractor's obligations under this agreement. This section shall survive termination of this agreement.
 4. The Contractor shall at any time upon request of the Corporation and upon termination of this agreement, immediately return to the Company or destroy the Confidential Information and all copies thereof in any form whatsoever under the power or control of the Contractor. The Contractor shall provide the Corporation with a destruction certificate certifying such destruction promptly upon request.
 5. The Contractor shall satisfy and comply with all applicable privacy legislation and any other statute or regulation applicable to the Confidential Information.
 6. If the Contractor becomes compelled to disclose any Confidential Information of the Corporation pursuant to law, regulation or lawful order or process (collectively "Requirements") the Contractor shall provide the Corporation prompt notice of any such Requirement and shall cooperate with the Corporation in seeking to obtain any protective order or other arrangement pursuant to which the confidentiality of the Confidential Information is preserved. If such an order or arrangement is not obtained, the Contractor shall disclose only that portion of the Confidential Information as is required pursuant to such Requirements. Any such required disclosure shall not, in and of itself, change the status of the disclosed information as Confidential Information under the terms of this agreement.
 7. The Corporation shall retain all ownership of all rights, including all intellectual property rights, in the Confidential Information. Neither the execution of this agreement nor the furnishing of any Confidential Information by the Corporation shall be construed as granting to the Contractor either by implication or otherwise, any interest, license or right respecting the Confidential Information, including without limitation any intellectual property right therein, now or hereinafter owned or controlled by the Company, other than as expressly

provided for in this agreement. The Contractor shall not apply for any intellectual property rights in respect of the Confidential Information or in respect of any subject matter derived from the Confidential Information, except as may otherwise expressly be provided for or authorized by the Corporation.

¹ If the agreement contains restrictive covenants there should be a carve-out for disclosure of these where necessary to give them the effect

² The definition of "Personal Information" is based on the definition in PIPEDA and OPC interpretive guidance.

I, the contractor, have responsibility over any subcontractor we hire and will ensure they sign a similar agreement.

I have read and agreed to the above.

Signature

Date