

NOTICE OF PROPOSED PROCUREMENT (NPP) 19-720

EDC INSURER FOR EMPLOYEE BENEFITS INSURANCE PROGRAMS AND SERVICES

PURPOSE OF THIS NOTICE:

Export Development Canada (EDC), per its obligations under Chapter Five of the Canadian Free Trade Agreement (CFTA) and Chapter Nineteen of the Comprehensive Economic and Trade Agreement (CETA), is announcing that it is undertaking a Request for Proposal (RFP) process to solicit submissions from qualified suppliers interested in entering into an agreement with EDC providing insurer services for our employee benefits insurance programs and services.

The initial term of the Agreement will be 5 years with two additional 1-year options for EDC to renew the Agreement on the same terms and conditions.

BACKGROUND

EDC is a crown corporation with approximately 1700 active employees and 400 retirees. Currently, EDC has employee benefits insurance with one provider for all benefit lines and related services. The program has not been marketed in over ten years. The intent of this RFP is to perform a competitive process as it relates to the employee benefits (Basic and Optional Life, STD adjudication services, LTD, Health and Dental coverage, as well as various accommodation and related adjudication services). EDC expects exceptional client service as well as a top tier employee experience.

EDC is a progressive employer and, as such, we are concerned about the overall health and wellness of our employees. We have initiated a wellness team to oversee programs that will continue to support our employees in their goals for achieving better overall health. We are interested in partnering with an insurer who can demonstrate expertise in this space to help further support our employees in managing their overall health.

EDC undertook an extensive benefits redesign project in 2019 with the intent of transitioning our program for active employees from a traditional plan to a flexible benefits plan. The post-retirement benefits offering will remain the same as it is today and will be outlined in this RFP.

EDC is looking for an insurer to meet the intended plan design and to provide our employees with the tools to enrol and manage their benefits. The future state of the program is intended to provide employees with flexibility to allow the benefits program to reflect the needs of them and their families at any given life stage.

EDC intends to implement measures within our program to align benefits provisions with best practices and industry standards.

POTENTIAL SUPPLIERS

Should potential suppliers of these services wish to be included in this process, they must complete a "Letter of Interest" (as detailed below). Without exception, suppliers that do not submit letters of interest will not be considered in the RFP process.

INSTRUCTIONS FOR THE SUBMISSION OF A “LETTER OF INTEREST”

The letter of interest must identify “NPP # 19-720 – RFP for Insurer for Employee Benefits Insurance Programs and Services”. Letters may be provided in either official language however the Supplier should be advised that its response may be required to be translated in order to be assessed and EDC reserves the right to rely upon its translation as the basis for this assessment.

Letters of Interest must identify the supplier’s:

- Legal name
- Mailing address
- Telephone number
- Website/URL
- Contact (to coordinate receipt of the Non-Disclosure Agreement and RFP)
- Contact’s email address

Letters of Interest must be received by EDC by mail or by electronic mail (npp@edc.ca) before 1:00 p.m. Ottawa Time on **February 3, 2020**. Upon receipt of the letter of interest, a Non-Disclosure Agreement (NDA) will be issued to the supplier, who upon execution of the NDA will be entitled to receive the RFP documentation.

The RFP is scheduled to be released the week of **February 3, 2020**.

EDC may, in its sole and absolute discretion, change the foregoing dates and times upon prior written notice to the potential suppliers.

RFP EVALUATION CRITERIA:

(Criteria and their associated weights are estimates and are subject to change at the discretion of EDC.)

Mandatory Requirements:

- Suppliers must have an administration system to administer a flexible benefits program.
- The suppliers must have a license to provide insurance in all Canadian provinces and territories.

Stage 1: Written Submission

Section	Description	Weighting
General	Service Level Agreement, plan design adherence, deviations, plan design alternatives	25%
Client and member experience	Reporting, flex benefits system, disability case management, claims system and admin (member experience)	15%
Financial	Renewal methodology, funding alternatives, rate guarantees	30%
IT Security & Privacy	Security and process certifications, Data lifecycle process, IT Security controls, Privacy controls.	5%

Stage 2: Presentation

Section	Description	Weighting
Client and member experience	Reporting, flex benefits system, disability case management, claims system and admin (member experience)	20%
General	Service Level Agreement, plan design adherence, deviations, plan design alternatives	5%

NON-DISCLOSURE AGREEMENT:

All participants in any subsequent RFP process will be required to sign EDC's Non-Disclosure Agreement without amendment prior to receiving the RFP documentation. Additionally, if deemed applicable by EDC, participants will be required to enter into a more detailed Agreement to ensure compliance with the requirements of the Privacy Act, should they be awarded the contract at the completion of the RFP process.

GENERAL:

EDC reserves the right to contact the referenced organizations for the selected provider as part of a subsequent RFP process.

EDC reserves the right to satisfy itself of the financial viability of the selected provider as part of a subsequent RFP process.

All documents and other deliverables provided in response to this NPP become the property of EDC.

This NPP and any submission received in response thereto, any associated RFP and proposal submitted in response thereto, and all related agreements, including a confidentiality agreement and services agreement, will be interpreted and governed by the laws of the Province of Ontario and federal laws of Canada applicable therein.

EDC has issued this NPP in order to solicit information from potential Service Providers. EDC assumes no liability, responsibility or obligation whatsoever to any Service Provider with respect to any aspect of this NPP. EDC has no obligation to reimburse or in any way compensate any Service Provider for expenses incurred in connection with its receipt, review or response to this NPP or in connection with the negotiation of a confidentiality agreement, services agreement, or otherwise.

ABOUT EDC

For 75 years, Export Development Canada (EDC) has been dedicated to helping Canadian companies of all sizes succeed on the world stage. We are a financial Crown corporation that equips Canadian companies with the tools they need – the trade knowledge, financing solutions, equity, insurance, and connections – to grow their business with confidence. As international risk experts, we make trade safer for Canadian companies. Underlying all our support is a commitment to sustainable and responsible business.