

MIDDLESEX-LONDON BOARD OF HEALTH

REPORT NO. 12-24FFC

TO: Chair and Members of the Finance and Facilities Committee

FROM: Emily Williams, Chief Executive Officer
Dr. Joanne Kearon, Acting Medical Officer of Health

DATE: 2024 September 19

EMPLOYEE BENEFITS AND EFAP – REQUEST FOR PROPOSAL AWARDS

Recommendation

It is recommended that the Finance and Facilities Committee recommend to the Board of Health to receive Report No. 12-24FFC re: “Employee Benefits – Request for Proposal Awards” for information.

Report Highlights

- Our current employee benefits plan and Employee Family Assistance Program (EFAP) contracts end on December 31st, 2024. An RFP was issued to seek current competitive bids on these services ([Appendix A](#)).
- The evaluation team scored each bid based on four categories: competitiveness of costs, service, disability management and value-added innovative products and wellness solutions.
- Manulife, partnered with Telus Health for EFAP, was the successful proponent, with a cost savings of \$234,360 annually.
- The new plans will be effective January 1st, 2025.

Background

The Middlesex-London Health Unit has been with Canada Life (formerly Great West Life) for employee benefits since 2013 and with Homewood Health for the Employee and Family Assistance program (EFAP) since 2016.

The Middlesex-London Health Unit’s current employee benefit plan with Canada Life and EFAP contract with Homewood Health end their terms on December 31, 2024. It is common industry practice to go to market for carriers after 5 years with a provider. In 2018, MLHU was able to negotiate discounted rates with Canada Life (Great West Life) which were lower than the pre-marketing rates of 2012 in the absence of a marketing. In April of 2024, an RFP was issued to seek competitive bids on benefits and EFAP providers ([Appendix A](#)).

Process

The Evaluation Team was made up of the Manager - Procurement and Operations, Associate Director - Human Resources and Labour Relations, Health and Safety Advisor, Payroll and Benefits Administrator and an ONA and CUPE representative. AON is MLHU's broker who provides benefit plan administration support, which includes market research and competitive pricing analysis. The AON team supported the RFP committee through the process based on their expertise in benefits, EFAP programs and experience with different carriers.

The Evaluation Team reviewed and scored the proposal of 4 bidders for benefits and 3 bidders for EFAP.

The bidders were evaluated in the following categories:

- Competitiveness of costs (50%)
- Service (30%)
- Disability management (10%)
- Value-Added innovative products and wellness solutions (10%)

The bidder with the top score for benefits and EFAP was requested to present in person to the Evaluation Team to provide additional information and answer questions.

All aspects of the process are in alignment with the Health Unit's Policy G-230 on Procurement and the Province's Broader Public Sector Procurement Directive.

Results

Manulife, partnered with Telus Health for EFAP, was the successful company awarded in this Request for Proposal with the dollar amount of \$445,855 for the benefits and EFAP. This will be a cost savings to the Health Unit of \$234,360 annually.

Next Steps

Kicking off the provider transition project will begin early September 2024 with the development of a joint Manulife/MLHU onboarding team. The new benefits and EFAP plans with Manulife will be effective January 1, 2025.

This report was written by the Manager, Procurement and Operations and Associate Director, Human Resources and Labour Relations.



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Chief Executive Officer



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Acting Medical Officer of Health

This report refers to the following principle(s) set out in Policy G-490, Appendix A:

- The fiduciary requirements as outlined in the [Ontario Public Health Standards: Requirements for Programs, Services and Accountability](#).
- Policy G-230 on Procurement
- Ontario Broader Public Sector Procurement Directive

This topic has been reviewed to be in alignment with goals under the Middlesex-London Health Unit's [Anti-Black Racism Plan](#) and [Taking Action for Reconciliation](#), specifically to ensure equitable participation in this request for proposal and to ensure that bidders' align with the Health Unit's mandate and mission.