

Report to Community and Protective Services Committee

To: Chair and Members
Community and Protective Services Committee

From: Kevin Dickins, Deputy City Manager, Social & Health Development

Subject: Irregular Result RFP 21-74: Dental Program Administration Single Bid Award Recommendation

Date: April 20th, 2022

Recommendation

That on the recommendation of the Deputy City Manager, Social and Health Development and with the concurrence of the Director, Financial Services, that the following actions be taken with respect to the Irregular Result RFP 21-74 Dental Program Administration single bid award recommendation, as per City of London Procurement Policy Section 19.4 “Only One Bid Received”, that;

- a) the Request for Proposal (RFP 21-74) submitted by AccetaClaim Servcorp Inc. at the annual cost of \$58,500, plus H.S.T. for a three (3) year period, with the option to renew the contract for two (2) additional one (1) year periods **BE ACCEPTED**;
- b) that Civic Administration **BE AUTHORIZED** to undertake all administrative acts which are necessary in relation to this project, and;
- c) that approvals hereby given **BE CONDITIONAL** upon the Corporation entering into a formal contract or having a purchase order relating to the subject matter of this approval.

Executive Summary

Discretionary Benefits provides financial assistance for Ontario Works and Ontario Disability Support Program recipients as well as low-income Londoners with health related and other essential needs to support health, safety and well being. For eligible recipients, this includes emergency dental care and treatment. The City requires a Dental Program Administrator to liaise with dentists regarding treatments and pre-determinations, as well as administer the claims submission and payment process. The procurement process to award a contract for dental program administration (RFP 21-74) provided an irregular result with a single submission from AccetaClaim Servcorp Inc. In accordance with City of London Procurement Policy Section 8.10, Committee and Council approval is required to award the irregular result.

Linkage to Community Recovery

The City of London is committed to working in partnership with the community to identify solutions that will drive a strong, deep and inclusive community recovery for London as we move out of and beyond the global COVID-19 pandemic. Discretionary Benefits continues to provide financial assistance for Ontario Works and Ontario Disability Support Program recipients as well as low-income Londoners with health related and other essential needs as access to healthcare and community services expand during COVID-19 recovery.

Linkage to the Corporate Strategic Plan

2019-2023 Strategic Plan for the City of London

Strengthening our Community

- Londoners have access to the supports they need to be successful
- Londoners have access to the services and supports that promote well-being,

health, and safety in their neighbourhoods and across the city

Leading in Public Service

- The City of London is trusted, open, and accountable in service of our community
- Londoners experience exceptional and valued customer service
- The City of London is a leader in public service as an employer, a steward of public funds, and an innovator of service.

Analysis

1.0 Background Information

1.1 Previous Reports Related to this Matter

- IRREGULAR RESULT RFP15-57 - DENTAL PROGRAM ADMINISTRATION – ONTARIO WORKS February 17, 2016

1.2 Dental Program Administration

The Discretionary Benefits Program provides financial assistance toward the cost of special health related and essential needs items such as vision care, emergency dental, dentures, prosthetics and funerals. Discretionary Benefits are available to social assistance recipients including Ontario Works and Ontario Disability Support Program recipients. Benefits may also be available to low-income applicants residing in the City of London.

The City requires a Dental Program Administrator to liaise with dentists regarding treatment, including review of predeterminations for treatment, eligibility adjudication, processing of dental provider invoices and payment for treatment, the submission of claims to the City in a pre-determined format for approval and payment, and the provision of statistical reporting outlined by the City on a quarterly and annual basis or as requested. The cost of administering the program for social assistance recipients is shared between the City of London and the province at 50%.

There were over 2100 adult patients served in 2020 and 3192 in 2019 with approximately 11,000 procedures needing to be processed annually. The projected numbers for 2022 remain consistent with 2019 (as COVID-19 impacted 2020 and 2021 figures) with the potential for serving between 2000-4000 clients. Eligible patients include persons in receipt of social assistance and persons with low incomes not in receipt of social assistance support. Included are:

- Ontario Works Clients (18 years and older)
- Adult Dependents of Ontario Disability Support Program Clients (18 years and older)
- Adults Determined to have Low Income (18 years- 65 years of age)

The intent of this program is to ensure that individuals and families on a limited income, residing within the city, receive necessary dental care.

2.0 Discussion and Considerations

2.1 Procurement Process

On February 11, 2022, Request for Proposal (RFP 21-74) “Dental Program Administration” was issued on london.bidsandtenders.ca with a closing date of February 25, 2022. No questions were received. When the RFP closed, only one (1) bid was received (deemed an irregular result), which was from AccertaClaim Servcorp. As per Section 19.4(b) of the City of London’s Procurement of Goods and Services Policy, the bid was opened with approval of the Deputy City Manager and the Manager of Purchasing and Supply and evaluated in accordance with the City’s procedures. A two-envelope RFP

process was used – one envelope contained the technical project proposal, and the second contained the pricing proposal. Present and projected usage and costs were provided averaging 2668 patients serviced for 2019 & 2020. The contract period was identified as a period of up to three (3) years with an option for renewal. The City at its absolute sole discretion has the option to renew the contract for two (2) additional one (1) year periods. Firm prices for the three (3) year contract period were required for submission. Plan Administrators were asked to present all fee structure options available as part of the submission (ex: flat monthly rate, base monthly rate & percentage of claims etc).

An internal evaluation team, comprised of three (3) representatives from Social & Health Development, with the support of Purchasing and Supply, evaluated the single bid based on the technical criteria outlined in the RFP document. The evaluation team reviewed the submission based on the following criteria:

- Qualifications and experience;
- Experience with the administration of a dental program;
- Success in project of a similar nature;
- Technology;
- References; and
- Fees.

AccertaClaim Servcorp scored unanimously high in all areas and met the City’s terms, conditions and specifications in all areas. Per Section 19.4(c) of the City of London’s Procurement of Goods and Services Policy, the single bid was found acceptable and, as such, would need to be awarded as an Irregular Result requiring Committee and Council approval, per Section 8.10.

3.0 Financial Impact/Considerations

The following table outlines the AccertaClaim Servcorp fee (not including HST) recommended by the evaluation committee:

Term of Contract	Administration Fee	Net Cost to the City of London
Year 1	\$ 58,500	\$ 29,250
Year 2	\$ 58,500	\$ 29,250
Year 3	\$ 58,500	\$ 29,250

The recommended fee structure will be invoiced as 12 equal monthly payments and is accommodated within the Life Stabilization operating budget.

Conclusion

Effective delivery of the Discretionary Benefits program requires a Dental Program Administrator to liaise with dentists and coordinate submission of claims to the City in a pre-determined format for approval and payment. RFP 21-74 “Dental Program Administration” provided an irregular result and City administration is recommending Council approve the award to AccertaClaim Servcorp the single bidder, and enable subsequent contractual formalities to be executed.

Providing financial benefits to access emergency dental services, supports the well-being and health for social assistance recipients and low-income Londoners.

Prepared by: Amanda Circelli, Manager, Life Stabilization
Submitted by: Shirley Glover, Director, Life Stabilization
Recommended by: Kevin Dickins, Deputy City manager, Social & Health Development
Concurred by: Ian Collins, Director, Financial Services