

## Minutes

### RTA Organizational, Services and Performance Monitoring Committee Meeting

9:00 a.m., August 9, 2022

**Committee Members:** Moss (Vice Chair), Weiss, Welch

**Other Board Members:** Koomar, Lucas, McCall, Pellot

**Not present:** Joyce, Biasiotta

**Staff:** Birdsong, Bober, Burney, Catalusci, Caver, Cottrell-Peffer, Dangelo, Dejesus, Ferraro, Fesler, Fields, Fleig, Garofoli, Gautam, Jones, Kirkland, Kopp, Lincoln, Martin, McGervey, Miller, Miranda, Rusnov, Schipper, Sutula, Walker-Minor, Woodford

**Public:** Duncan, Farian, Finucan, Gibbons, Goodwin, Loh, McGuinea, Rutledge, Venc

The meeting was called to order at 9:00 a.m. Three (3) committee members were present.

#### RFP Procurement for the Authority's Healthcare Benefits Program

Scott Ferraro, Sr. Director, Labor and Employee Relations and Sharon Cottrell-Peffer, Procurement Team Leader gave the presentation.

#### Background:

- The Authority offers healthcare benefits to approximately 2,100 employees
- Benefits for ATU and FOP provided in accordance with collective bargaining agreements
- Part-time employees are eligible for healthcare benefits at increased cost

#### Scope of Services:

- Medical, Prescription Drugs, Dental, Vision, Life Insurance and Flexible Spending Account ("FSA") which allows employees to set aside pretax money to pay for out-of-pocket medical expenses.

### Current Vendors

Medical	Medical Mutual of Ohio
Prescription Drugs	Medical Mutual of Ohio/Express Scripts
Dental	Delta Dental of Ohio
Vision	National Vision Administrators
Life	The Guardian Life Insurance Company
Flexible Spending Account (FSA)	Medical Mutual of Ohio

*Procurement Overview*

The RFP was issued on May 11, 2022. The RFP was requested by 30 potential vendors and 16 vendors responded. Proposers were asked to provide a proposal on any or all lines of coverage. The evaluation panel consisted of RTA employees from various departments and the healthcare benefits consultant, Oswald Companies. The panel used select evaluation criteria to review the proposers.

Recommendation	
Medical	Community Insurance Company dba Anthem Blue Cross & Blue Shield ("Anthem")
Prescription Drugs	Anthem/Ingenio Rx
Dental	Delta Dental of Ohio, Inc.
Vision	National Vision Administrators, LLC
Life Insurance	Metropolitan Life Insurance Company/Metlife Consumer Services, Inc. ("Metlife")
Flexible Spending Account	Metropolitan Life Insurance Company/Metlife Consumer Services, Inc. ("Metlife")

The DBE Goal was set at 10% on the administrative costs for each line of coverage. The following vendors were identified as DBE partners:

- TM Consulting (Anthem)
- The Markey Group (Delta Dental of Ohio)
- Ques Media Marketing (National Vision Administrators)
- TM Consulting (MetLife)

Staff requests that the Organizational, Services and Performance Monitoring Committee recommend to the Board of Trustees the award of one-year contracts with three one-year options to Anthem, Delta Dental of Ohio, Inc., National Vision Administrators, LLC, and MetLife based on estimated enrollment for 2023.

Recommendation		Est. Annual Cost*
Community Insurance Company dba Anthem Blue Cross & Blue Shield ("Anthem")	Medical	\$31,930,000
Anthem/Ingenio Rx	Prescription	\$4,640,000
Delta Dental of Ohio, Inc.	Dental	\$1,100,000
National Vision Administrators, LLC	Vision	\$120,000
Metropolitan Life Insurance Company/Metlife Consumer Services, Inc.	Life Insurance	\$830,000 (380k company paid, 450k voluntary)
Metropolitan Life Insurance Company/Metlife Consumer Services, Inc.	Flexible Spending	\$20,000
<b>Total Estimated 2023 Costs</b>		<b>\$38,640,000</b>

\*Costs will vary based on actual claims experience and enrollment.

Ms. Moss asked how this compares to the budget. Ms. Cottrell said it is in the budget. Representatives from Oswald, MetLife, Anthem and TM Consulting are present today. Mayor Weiss asked which providers

are changing. Ms. Cottrell said medical and prescription drug will change from Medical Mutual of Ohio to Anthem and their prescription partner is Ingenio Rx. Flex Spending will change from Medical Mutual to Metlife. Life insurance is changing from Guardian to Metlife. TM Consulting is the DBE for both new vendors. Mayor Weiss asked how long Medical Mutual has been an RTA provider. She said they were RTA's provider for 20+ years.

Ms. McCall asked if employees will still have access to their doctors under the new provider. Mr. Ferraro said there is a 97% match for doctors. The biggest disruption comes under Medical Mutual. We have two HMO plans with University Hospitals and MetroHealth. There are 150 employees in that plan. They will reach out to those employees to inform them of the change. They will send out written materials and communicate the changes at upcoming health fairs. They have an HMO style plan under Anthem under the Cleveland Clinic. Employees in the current HMO for UH or MetroHealth will need to move to the PPO plan under Anthem. Anthem has coverage through all those hospitals and doctors. If their doctor is not in the new network, staff and TM Consulting will help them identify a new doctor.

Ms. Moss asked for a breakdown of what employees pay for healthcare. Mr. Ferraro said employees pay 14% of the premium. RTA pays 86%. That was negotiated in the recent contracts and will be in effect for the next three years. That split has been in place over the last two contract periods. Deductibles are \$300 single/\$600 family and a 90/10 out of pocket max of \$1,000 single/\$2,000 family. Ms. Birdsong said the information can be provided to the Board and offered to go over the information if requested. Mayor Weiss asked if the \$20,000 is what employees are contributing to their flexible spending accounts. Mr. Ferraro said that is the administrative cost for the program.

It was moved by Mayor Weiss, seconded by Ms. Welch and approved to move to the full Board.

#### Oracle Upgrade Implementation and Subscription Services

Josh Miranda, Director, Enterprise Architecture Applications and Louis Catalusci, Contract Administrator, Construction and Engineering made the presentation.

#### Why Infrastructure as a Service:

- GCRTA's current Enterprise Business Suite (EBS) will no longer be supported after 2023 and must be upgraded
- The current version is hosted locally on old infrastructure and lacks Disaster Recovery and a Hot Standby site.
- The implementation of Infrastructure as a Service (IaaS) from Oracle will correct these deficiencies.
- The implementation of IaaS will also require an Oracle service agreement (licensing).

#### Infrastructure as a Service:

- Align with GCRTA commitment to use hosted solutions to improve disaster recovery
- Consolidates integrations from secondary business systems to a single manageable platform
- Creates opportunity to use increased computing capability to enhance business processes

#### *Procurement Overview*

#### Oracle EBS upgrade and IaaS Implementation Services

Section 306.43 (H)(6) of the Ohio Revised Code states that a sole source procurement is authorized when "the purchase substantially involves the services of a personal, professional, highly technical, or scientific nature, including but not limited to the services of an attorney, physician, surveyor, appraiser, investigator, court reporter, adjuster, advertising consultant, or licensed broker, or involves the special skills or proprietary knowledge required for the servicing of specialized equipment owned by the regional transit authority."

Staff recommends a sole source with Applications Software Technology, LLC. They have unique knowledge of GCRTA's Oracle ERP System. They completed the latest upgrade in 2011. They have the ability to complete the scope of work within the restrictive timeline based on their proposal received on July 22, 2022. There is a 0% DBE Goal. Applications Software Technology, LLC's strengths and experiences include extensive work with these types of upgrades, a thorough understanding of the Oracle infrastructure and understanding of the Authority's needs and expectations. Their clients include Greater Cleveland Regional Transit Authority (GCRTA), LA Metro, Chicago Transit Authority, TriMet, New York State Thruway Authority and Port of Oakland.

Staff requests that the Organizational, Services & Performance Monitoring Committee recommend an award to Applications Software Technology, LLC for Oracle EBS upgrade and IaaS Implementation Services in an amount not to exceed \$2,007,862.00.

#### Licensing

Section 306.43 (H)(3) of the Ohio Revised Code states that a sole source procurement is authorized when "the expenditure is for a renewal or renegotiation of a lease or license for telecommunications or electronic data processing equipment, services, or systems, or for the upgrade of such equipment, services, or systems, or for the maintenance thereof as supplied by the original source or its successors or assigns."

Staff recommends a sole source(s) with Oracle America, Inc. GCRTA is currently an Oracle ERP customer. Oracle IaaS simplifies future upgrades. They received a proposal on June 27, 2022. A 0% DBE Goal was assigned. The licensing ensures we have a stable and secure infrastructure solution that receives consistent patching and support and can grow with GCRTA as our needs evolve. It provides GCRTA with the ability to follow best practices and have redundancy and off-site storage for the safety sensitive data stored within the Oracle database(s).

Staff requests that the Organizational, Services & Performance Monitoring Committee recommend an award to Oracle America, Inc. for Oracle IaaS Subscription Services in an amount not to exceed \$173,934.00.

Ms. Welch asked if the implementation services included training. Mr. Miranda said within the scope is a net difference training between what the current program looks like and what the future state will look like. The vendor will help them understand if a process has changed, they must build us a new script to ensure that our team knows how to execute those processes. The way the contract is built, the contract totals today are a worse case scenario. They put 2,000 hours in for training if needed. Ms. Moss asked if staff would do most of the training with the contractor added in as a supplement. Mr. Miranda confirmed and said the contractor's responsibility is to move us to the IaaS platform.

It was moved by Ms. Welch, seconded by Mayor Weiss and approved to move both the Oracle upgrade implementation and subscription services to the full Board.

The meeting adjourned at 9:21 a.m.

  
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Rajan D. Gautam  
Secretary/Treasurer

  
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Theresa A. Burrage  
Executive Assistant