



Request for Proposals (RFP)

Dependent Eligibility Verification Audit Services

CIS
30125 SW Kinsman Rd.
Wilsonville, OR 97070

RFP Schedule	
Issuance of RFP:	June 15, 2026
Informational Call on RFP:	June 22, 2026, time TBD
Submission of Questions about the RFP:	June 26, 2026, 5:00 p.m. (PT)
Proposal Due:	July 22, 2026, 5:00 p.m. (PT)
Anticipated Contract Award:	August 21, 2026
Commencement of Contract:	January 1, 2027

A membership service of:



**REQUEST FOR PROPOSALS
FOR
DEPENDENT ELIGIBILITY VERIFICATION AUDIT SERVICES**

Table of Contents

- I. [Introduction](#)
- II. [Scope of Work](#)
- III. [Schedule and Submittal](#)
- IV. [General Instructions](#)
- V. [Proposal Format and Content](#)

[Appendix A – CIS Contract Considerations](#)

I. INTRODUCTION

A. PURPOSE

The purpose of this Request for Proposals (RFP) is to solicit offers from qualified vendors to conduct a Dependent Eligibility Verification Audit (DEVA).

B. BACKGROUND

CIS is a public entity risk pool that provides insurance and risk management services to Oregon cities and counties and other public entities created by these cities and counties. Based in Wilsonville, CIS was formed in 1981 by its parent organizations, the League of Oregon Cities (LOC) and the Association of Oregon Counties (AOC). The majority of cities and counties in Oregon participate in one or more CIS programs (property, liability, workers' compensation, and employee benefits). These participating entities are considered CIS Member Employers.

CIS itself is a public entity, formed by LOC and AOC under ORS Chapter 190. It is governed by a Board of Trustees composed of officials from member cities and counties.

A component of CIS is its employee benefits program, which is called CIS Benefits. Approximately 270+ public Member Employers enroll 13,000 active employees and retirees and cover approximately 19,000 dependents in some combination of medical, dental, vision, life, voluntary life and disability coverage. These Member Employers range in size from one up to 600 employees and many are subject to collective bargaining. In addition to insurance products,

CIS staff verify dependent eligibility at the time of enrollment. Employees must submit documentation (birth certificates, marriage licenses, etc.) when enrolling new dependents on a CIS plan.

II. SCOPE OF WORK

Specific duties will include, but are not limited to, the following:

1. Demonstrate a commitment to CIS through superior partnership and delivery of best-in-market member services.
2. Conduct a full dependent verification audit.

The purpose of this RFP is to conduct a full one-time dependent verification audit. Interested proposers may include information and pricing for ongoing dependent verification services in their proposals but should identify it as an optional proposal and should separate pricing from the pricing for the one-time dependent verification audit proposal in the cost schedule.

III. SCHEDULE AND SUBMITTAL

A. RFP AND EVALUATION SCHEDULE

Issuance of RFP:	June 15, 2026
Informational Call on RFP:	June 22, 2026, time TBD
Deadline to Submit Written Questions about the RFP:	June 26, 2026, 5:00 p.m. (PT)
Proposal Due Date:	July 22, 2026, 5:00 p.m. (PT)
Evaluation of Proposals, Finalists Selected:	Week of July 27, 2026
Finalist Interviews:	August 6 – 11, 2026
Anticipated Contract Award:	August 21, 2026
Commencement of Contract:	January 1, 2027

B. RFP CONTACTS

Sara Frawley, Anne Thompson, Sasha Strode
Aon

851 SW Sixth Avenue, Suite 550
Portland, OR 97204

Email: sara.frawley@aon.com
anne.thompson2@aon.com
sasha.strode@aon.com

C. RFP PROCESS

Aon will be managing the RFP submission process on CIS' behalf. There will be an informational call regarding the RFP on **June 22, 2026, time TBD**. Email the RFP contacts (listed above) for information on how to connect to the call.

D. WRITTEN QUESTIONS

If proposers have questions about the RFP, they are encouraged to submit them as soon as possible, but no later than **5:00 p.m. (PT) on June 26, 2026**. Questions must be submitted directly to Aon by e-mailing all of the RFP contacts (listed above). Aon will not be obligated to answer any questions received after the deadline, or any questions submitted in a manner other than as instructed above.

Responses to written questions received by the specified deadline will be shared with all participating vendors.

E. PROPOSAL SUBMITTAL

1. General

Proposals must be received by **5:00 p.m. (PT) on July 22, 2026**. Any proposal received after this date and time will not be considered.

Delivery of proposals by the specified deadline is the sole responsibility of the Proposer. CIS and Aon will not be responsible for, nor accept as a valid excuse, any delay in the method of delivery used by the Proposer except where it can be established that CIS or Aon was the sole cause of the late receipt.

2. Method of Submittal

The proposal must be submitted directly to all of the Aon contacts noted above via e-mail. Submissions will not be accepted via fax or paper.

3. Evaluation Criteria

All proposals received in accordance with these RFP instructions will be evaluated to determine if they are complete and meet the requirements specified in this RFP. An award will be made to the Proposer whose offer is judged to be the most advantageous to CIS, though CIS expressly reserves the right to reject all proposals and make no award under this RFP.

Vendor Information and Questions

1. Company Overview

- What is your company's history and experience in conducting full dependent verification audits?
- What certifications or accreditations does your company hold?

2. Service Model

- Explain your service model, including timelines, and if you integrate with any billing/enrollment/eligibility systems, and name those that are preferred.
- Explain the use of automation and technology during the dependent verification audit process and identify any manual tasks that may need to be completed by the CIS Staff.
- How much customization is allowed for materials/letters? Please provide associated cost for customization and example materials.
- What reporting or dashboards are available?
- Please provide 3 references from current clients and 1 from a terminated client.
- What services are performed offshore, e.g., document management team, customer service, etc.
- If offshore services are used, please indicate if they are employees or subcontractors. And if subcontractors, please confirm that appropriate

Business Associate Agreements and Confidentiality Agreements are in place.

3. Service Team
 - Is there a dedicated service team member for the CIS?
 - Provide additional information about how the CIS will be supported for ongoing needs.
4. Systems and Technology
 - How do you ensure data security and privacy?
5. Eligibility Verification Process
 - What is your approach to conducting a full dependent verification audit?
 - What types of documentation do you require from employees?
 - How do you handle discrepancies and appeals?
6. Call Center and Support
 - What are the details of your call center operations?
 - What support services do you offer to employees during the audit process?
 - What options do you offer for providing requested documentation, e.g., fax, email, app upload, etc.
7. Compliance and Legal Considerations
 - How does your process comply with relevant laws and regulations?
 - What legal support do you provide in case of disputes or audits?
8. Cost Proposal
 - What is your detailed cost proposal, including setup fees, per-employee costs, and any other charges?

IV. GENERAL INSTRUCTIONS

A. ORAL COMMUNICATIONS

Any oral communication by the RFP [Contacts](#) or designee concerning this RFP is not binding and shall in no way modify the RFP or the obligations of CIS, Aon, a proposer or selected firm(s).

B. CHANGES TO RFP

If it is necessary to make material changes to the RFP, Aon will e-mail written RFP addenda to all recipients of record of the original RFP. Recipients of record are those parties who confirmed interest in the RFP as described in Section III(C) above.

Responses to written questions received by the specified deadline will be incorporated in an RFP addendum.

It is the responsibility of the proposer to inquire of Aon as to any addenda issued. All addenda issued shall become part of the RFP.

C. EXCEPTIONS / DEVIATIONS

Any exceptions to or deviations from the requirements set forth in this RFP must be declared in a separate element of the submitted proposal under the heading “**Exceptions and Deviations**”.

D. AUTHORIZATION TO DO BUSINESS

Proposers must be authorized to do business in the State of Oregon and in the local jurisdiction in which they are located or where the work will be performed.

E. PRE-CONTRACTUAL EXPENSES

CIS shall not be liable for pre-contractual expenses incurred by a proposer in the preparation of its proposal and proposers shall not include any such expenses in their offers. Pre-contractual expenses are defined as expenses incurred by the proposer to: (1) prepare and submit its proposal to CIS; (2) negotiate with CIS on any matters related to this RFP; and (3) any other expenses incurred by a proposer prior to the effective date, if any.

Issuance of this RFP and receipt of proposals does not commit CIS to award a contract. CIS reserves the right to postpone the award for its own convenience, to accept or reject any or all proposals received in response to this RFP, to negotiate with more than one proposer simultaneously, or to cancel all or part of this RFP.

F. WITHDRAWAL; PROPOSAL IRREVOCABLE FOR 90 DAYS

A proposer may withdraw its proposal at any time prior to the submittal deadline by sending Aon a request in writing. As of the deadline for submittal, any proposal received by Aon and not withdrawn becomes a preliminary offer, intended to reflect the most accurate financial and contractual terms, based on the available data. Proposals will be considered irrevocable upon offer, and available for acceptance by CIS immediately and for **90 days** thereafter. Proposers are responsible for the accuracy of their proposals, and no allowance will be made for errors or price increases to the proposals.

G. DISPOSITION OF PROPOSALS

All materials submitted in response to this RFP become the property of CIS, except for information identified by a proposer as being proprietary. A blanket statement that all contents of the proposal are proprietary will not be honored by CIS. Please note that as a public entity, CIS is subject to Oregon public records law, which may require the disclosure of information regarding proposals or a subsequent contract.

H. IMMATERIAL DEFECTS IN PROPOSAL

CIS may waive any immaterial deviation or defect in a proposal. CIS' waiver shall in no way modify the RFP documents or excuse a proposer from full compliance with the RFP if awarded the contract.

I. WRITTEN AGREEMENT

The proposer selected for contract award through this RFP shall be required to enter into a written agreement with CIS governing the provision of professional services to CIS, its members, and other eligible entities. The agreement will include pertinent terms and conditions set forth in this RFP and will reflect the proposer's offer or the outcome of contract negotiations. The agreement will also include, to the extent applicable, the provisions described in [Appendix A](#) and any terms or conditions added by addendum.

It is anticipated that the proposer may enter into separate agreements with subcontractors to fulfill the terms of this contract. CIS will not be a party to those separate agreements, nor in any fashion a guarantor or indemnitor of them.

J. TERM OF CONTRACT

If a contract is awarded through this RFP, it will be effective upon full execution of the agreement. No agreement with CIS shall be in effect until a contract has been approved by the CIS Board of Trustees or designee and has been signed by both parties.

K. NEWS RELEASES

News releases pertaining to any award resulting from this RFP may not be issued without the prior written approval of CIS.

APPENDIX A – CIS CONTRACT CONSIDERATIONS

CIS contracts will be subject to the following standards. These are not exclusive and other contract clauses and provisions will obviously be applicable as well. However, these are areas respondents to CIS RFPs should be aware of in considering and preparing responses.

A. MANDATORY PROVISIONS:

1. Indemnity Provision. There shall be no provision requiring CIS to indemnify contractor for contractor's acts or omissions. Indemnity provisions should be mutual and reciprocal. Our standard indemnity clause is as follows:

Contractor agrees to hold harmless, indemnify, and defend CIS, and its officers and employee from and against all claims, suits, actions, losses, damages, liabilities, costs, and expenses of any nature resulting from, arising out of, or related to the acts or omissions of Contractor or its officers, employees, subcontractors, or agents in performance of services pursuant to this Contract. CIS agrees to hold harmless, indemnify, and defend Contractor and its officers and employees from and against all claims, suits, actions, losses, damages, liabilities, costs, and expenses of any nature resulting from, arising out of, or related to the acts or omissions of CIS or its officers, employees, subcontractors, or agents pursuant to this Contract.

2. Independent Contractor Status. The following shall be included in CIS contracts:

Contractor shall perform the required services as an independent contractor and not as an "officer, employee, or agent" of CIS as those terms are used in ORS 30.260 through 30.300. Although CIS reserves the right to evaluate the quality of the service provided by Contractor, CIS will not control the means or manner of Contractor's performance.

3. Governing Law and Venue. CIS contracts shall subject to the laws of Oregon and venue for any disputes arising out of the contractual relationship. The contract shall include the following clause or the substantial equivalent:

This contract shall be governed by the laws of the State of Oregon without regard to principles of conflicts of law. Any claim, action, suit or proceeding between CIS and Contractor arising from or related to this contract shall be brought and conducted in the Circuit Court of Marion County for the State of Oregon; provided, however, if a claim must be brought in a federal forum, then it shall be brought in the U.S. District Court for the State of Oregon.

4. Insurance. Except under special circumstances, and with the approval and consent of CIS Executive Director, the following minimum insurance provisions shall be specified in the contract:

During the term of this Contract, Contractor shall maintain in force insurance coverage compliant with the requirements listed below:

- a. Workers' Compensation insurance in compliance with ORS Chapter 656 if Contractor employs "subject workers".
- b. Comprehensive General Liability insurance applicable to the services provided to CIS, with a combined single limit, or the equivalent, of not less than \$2,000,000 each occurrence for Bodily Injury, Personal Injury, and Property Damage, including contractual liability coverage applicable to the indemnity provided under this contract.
- c. Automobile Liability insurance applicable to the operation of Contractor's trucks or automobiles with a combined single limit of not less than \$1,000,000 each accident for Bodily Injury and Property Damage, including coverage for owned, non-owned, and hired vehicles, as applicable.
- d. Notice of Cancellation or Change. There shall be no cancellation, material change, or reduction of limits without 30 days' prior written notice from the Contractor or its insurer(s) to CIS.
- e. Certificates of Insurance. As evidence of the insurance coverages required by this contract, the Contractor shall provide acceptable insurance certificates to CIS as soon as practicable upon written request by CIS. If requested, complete copies of insurance policies, shall be provided to CIS.

B. OTHER CONTRACT CONSIDERATIONS:

1. Limitations on Liability and Warranties. Responses to RFP's should include a description of any limitations on liability to either CIS or purported third party liability limitations contractor would propose to include in a contract with CIS. These provisions are disfavored and will be a consideration in our review and comparison of RFP responses.
2. Termination. While termination provisions are negotiable, any provision that would not permit CIS to terminate the contract with a reasonable notice period, without further obligation, would be strongly disfavored and allowed only with the consent of the Executive Director. Our preferred termination provision is as follows:
 - a. **This Contract may be terminated at any time by mutual written consent of the Parties.**
 - b. **CIS may, at its sole discretion, terminate this Contract, in whole or in part, upon 30 days' written notice to Contractor. In the event of such**

- a termination, CIS agrees to pay Contractor the fees and expenses reasonably incurred prior to such termination.
- c. CIS may terminate this Contract immediately upon notice to Contractor, or at such later date as CIS may establish in such notice, if Contractor commits any material breach or default of any covenant, warranty, obligation or agreement under this contract, or fails to perform in a timely manner the services under this contract, and such breach, default, or failure is not cured within 10 business days after delivery of CIS' notice, or such longer period as CIS may specify in such notice.
 - d. Contractor may terminate this Contract upon 10 days' written notice to CIS if CIS fails to pay Contractor pursuant to the terms of this Contract and CIS fails to cure within 30 days after receipt of Contractor's written notice, or such longer period as Contractor may specify in such notice.
3. Dispute Resolution. Mandatory arbitration provisions are disfavored. Our position is that alternative dispute resolution is encouraged, but arbitration should be undertaken only when both parties agree to it at the time of the dispute. If arbitration is undertaken, we would not consent to the rules and procedures of the American Arbitration Association. Other standard rules are available, or the parties can simply agree to rules and procedures as they deem appropriate. Provisions requiring mediation as a precedent to other legal action are acceptable.