



## Association of Washington Cities Employee Benefit Trust Request for proposal for self-funded vision administration

On behalf of the Association of Washington Cities Employee Benefit Trust (AWC Trust), Aon is soliciting proposals for a Vision services vendor for a **January 1, 2027, effective date**.

The purpose of this RFP is to select a vision services vendor that best meets the service needs of the AWC Trust. The primary requirements of this RFP are:

- Claims administration for AWC Trust self-insured vision plans
- Network access
- Flexibility to accommodate AWC Trust current plan designs
- Superior account service
- Superior customer service
- Reporting capabilities
- Robust tools and technology

**The following information is provided to aid in generating a proposal:**

- RMF executive summary (This read me first executive summary)
- RFP Excel template – To be completed and returned.  
*Please ensure completion of all tabs, and this must be sent in an Excel format.*
- Census – listing all Actives/COBRA/Retirees enrolled in a vision plan through the AWC Trust.
- Plan benefit summaries – The seven vision plans currently being offered
- Claims data – 01/2024 to 11/2025
- Disruption report – To be completed and returned  
*This must be completed and returned in an Excel format.*
- Network access – To be completed and returned  
*This must be completed and returned in an Excel format.*

**All vendors must complete the enclosed Mutual Confidentiality Agreement (MCA), except those on Aon's vendor panel as executed MCA are on file.**

All responses are due no later than **5 pm PST, January 30, 2026**.

Questions related to this RFP with your intent to bid should be sent to Aon by **5 pm January 16, 2026**. We will provide responses to all bidders by **January 23, 2026**.

# Request for proposal

## Introduction

The AWC Trust, which was established in 1970, is a voluntary employees' beneficiary association (VEBA) under Internal Revenue Code section 501 (c)(9). It provides welfare (non-pension) benefits, such as medical, dental, vision, life, long-term disability, and employee assistance program benefits, to eligible employees, their dependents, and the retirees of the cities, towns, and other governmental entities (transit, libraries, etc.) in Washington State who participate in the Trust.

The AWC Trust is administered by an eight-board member Board of Trustees, which is comprised of four regionally elected officials from Trust member cities or towns, the Employee Benefit Advisory Committee Chair and Vice Chair, and two appointed individuals from the AWC Board of Directors who are from Trust member cities or towns. The AWC Trust has three to four regular Board meetings per year.

The AWC Trust Board of Trustees contracts for operational management of the Employee Benefit Trust with the Association of Washington Cities (AWC). The AWC is a private, non-profit corporation formed to provide legislative, technical and member services to all cities and towns in the state of Washington.

The mission of the AWC Trust is to provide quality benefit programs and insurance services to the cities and towns of Washington in an efficient and cost-effective manner. The AWC Trust's vision is to be innovative and able to anticipate changes in the benefits marketplace, while understanding the evolving needs of our members and providing a sophisticated array of creative and cost-effective services that build health and wellness among our members. The key principles of the AWC Trust are identified in the **Mission, Vision, Core Values and Goals** document included in the RFP.

There are approximately 19,000 active employees and retirees covered by the AWC Trust and approximately 280 participating employers. Additional information can be found on the Association of Washington Cities website: [wacities.org](http://wacities.org)

The purpose of this RFP is to select a vision services provider that best meets the account service needs of the AWC Trust and provides superior network access and excellent customer service to their members.

## Executive summary

Please provide a one-page executive summary highlighting the value your proposal presents for The Association of Washington Cities Employee Benefit Trust.

## Vendor information and questions

1. Company overview
  - o What is your company's history and experience in vision plan administration?
  - o What certifications or accreditations does your company hold?
2. Service model
  - o Explain your service model, including timelines, and if you integrate with any billing/enrollment/eligibility systems, and name those that are preferred.
  - o Explain the use of automation and technology during the verification process and identify any manual tasks that may need to be completed by the AWC Trust staff.
  - o How much customization is allowed for materials? Please provide associated cost for customization and example materials.
  - o What reporting or dashboards are available?
  - o Can you provide references from previous clients?
3. Service team
  - o Is there a dedicated service team member for the AWC Trust?
4. Systems and technology
  - o How do you ensure data security and privacy?
5. Call center and support
  - o What are the details of your call center operations? Provide business hours of availability.
6. Cost proposal
  - o What is your detailed cost proposal?

## Project timeline

Provide a detailed implementation timeline.

## Submission instructions

Timetable of activities	
Activity	Date
It is important to our client that the following timetable is met. Your ability to meet this deadline will be considered in the analysis of your capabilities.	
<b>Release RFP to bidders</b>	January 9, 2026
<b>Questions due from bidders along with intent to bid</b>	January 16, 2026
<b>Responses to bidder questions</b>	January 23, 2026
<b>Proposals due from bidders</b>	January 30, 2026, by 5 pm PST
<b>RFP responses reviewed with client</b>	Week of February 16, 2026
<b>Finalists notified</b>	Week of February 23, 2026
<b>Finalist presentations</b>	Week of March 16 & 23, 2026
<b>Decisions made</b>	April 3, 2026
<b>Contract effective date</b>	January 1, 2027

Please submit questions and the final RFP response, including all supporting documents to Aon:

Contacts for RFP		
<b>RFP main contact</b>	<b>Broker contact</b>	<b>Project manager</b>
Brian Schiller	Paris Ramsey	Jill Bakken
<a href="mailto:Brian.schiller@aon.com">Brian.schiller@aon.com</a>	<a href="mailto:Paris.Ramsey@aon.com">Paris.Ramsey@aon.com</a>	<a href="mailto:Jill.Bakken@aon.com">Jill.Bakken@aon.com</a>
516.342.2786	206.963.8546	206.240.2490

We look forward to reviewing your proposal and selecting a vendor to partner with the AWC Trust on this important project.