



County of DuPage

Health & Wellness, Benefits Consulting Services
Request For Proposal (25-012-HR)

December 2025

Table of contents

Response

Introduction	1
Firm Qualifications.....	3
Key Qualifications.....	10
Project Understanding	13
Proposed Pricing/Compensation	15

Appendix

Draft 2026 Service Plan	17
Monthly Claims Report.....	20
Evaluation Table of Health Plans & Multi-Criteria Decision Analysis Report.....	41
Health Law Changes Report	100
Required Vendor Ethics Disclosure Statement Form	149
Limitations on Authority of the County of DuPage to Contract	152
References Form	155
Awarded Contractor Disclosure Form	158
Joint Purchasing Agreement Form.....	160
Sample Engagement Letter.....	163
Illinois Business Insurance License & Internal Revenue Service W-9 Form	185

Introduction

On behalf of Marsh McLennan Agency (MMA), we appreciate the opportunity to submit our Proposal for Health & Wellness Benefits Consulting Services in response to your RFP. All Addendums to the RFP have been received/considered.

We look forward to engaging with you and the selection team to discuss the details of our Proposal as you move toward your final consultant decision. Based on our understanding of the RFP scope, we are confident that MMA is well-positioned to serve as the County's trusted advocate, consultant, and partner—just as we have done from June 2011 through March 2018, and again from April 2021, to the present.

We recognize that successful bids are earned through demonstrated commitment, delivering value, a proven record of documented successes, strong client relationships, and a collaborative, approachable service team. We proudly embody these qualities, as evidenced by our longstanding partnership with DuPage County.

Current Engagement Highlights (2021–2025):

Since resuming our role as the County's employee benefits consultant in 2021, MMA has helped maintain for DuPage County, average annual healthcare cost increases at 3.2% (with minimal impact to County health plan participants), significantly below the national average of 5.4%. This achievement has transformed the County's employee benefits program from a source of budgetary concern into a model of transparency and financial stability.

Under our guidance, the County Board has become more informed on critical employee benefit topics ranging from stop-loss protection and plan design steering strategies to emerging issues such as infertility treatments and GLP-1 therapies.

While our history with DuPage County speaks volumes, we trust that our written responses will further demonstrate the diligence, care, and expertise our service teams bring to every engagement.

About Marsh McLennan Agency:

At MMA, our mission is to be the leading group benefits consulting and brokerage firm serving organizations like DuPage County. We are committed to helping clients achieve their objectives by delivering best-in-class service and minimizing plan costs. Our goal is to help each client strike the optimal balance between benefit program expense and coverage while minimizing risks and maximizing value.

We operate under the following core principles:

- **Exceptional Client Service:** We believe superb service is more than a process—it is a mindset rooted in a genuine desire to meet client needs as our top priority.
- **Employee Development:** We foster a supportive work environment that encourages personal and professional growth, rewards dedication, and equips our team with the tools necessary to excel. This commitment results in a highly qualified, motivated team aligned with our vision and service standards.

MMA is a high-performance organization with clear strategies, strong cultural values, and a robust service model. We focus on mid-market clients, maintaining a strong market presence and building lasting goodwill through our people and service excellence.

In 2025, our controlled client retention rate stands at 99.0%, with a five-year average of 97.1%. Over the past five years, 98.2% of our clients have reported being "Very Satisfied" or "Mostly Satisfied" with MMA as their advisor. This reflects our investment in talented personnel who drive results. For DuPage County, we propose to continue with the current experienced Client Service Team dedicated to delivering superior service.

Key Points to Consider:

- We are proposing our **full-scope service model** for DuPage County, consistent with our current engagement. Unlike firms with limited scopes, we never say "no" to our clients.
- We maintain a **low client-to-employee ratio** (under three clients per employee), ensuring exceptional responsiveness and freeing your team to focus on other priorities.
- Your client service team will be **knowledgeable, innovative, proactive, and responsive**. MMA invests up to \$10,000 per new hire and provides over 40 hours of annual training per employee to ensure the highest level of expertise.
- MMA boasts a **94% voluntary employee retention rate**, one of the highest in the industry, supported by stable leadership and a strong culture recognized by independent organizations.
- As a proud member of **Marsh McLennan Companies**, MMA leverages unparalleled resources across consulting, administration, legal/compliance, and insurance services to meet a broad range of Human Resources needs.
- We have a **proven track record of success with DuPage County**, underscoring our commitment and capability.

Thank you for your continued partnership and for considering our Proposal. We look forward to the opportunity to discuss how MMA can continue to support DuPage County's employee benefits goals...and we're grateful for your further consideration.

Signature on File

Christopher M. Bouschet
President
Marsh McLennan Agency
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Firm Qualifications

A. Firm Overview & Experience

Marsh McLennan Agency, LLC (MMA) was founded in 2008 as a distinct operating subsidiary of Marsh LLC, dedicated to serving the property and casualty and employee benefits needs of middle-market companies across the United States. Marsh LLC is the world's leading global insurance broker and risk management advisor and operates as a publicly traded company. Through our affiliation with Marsh McLennan Companies (MMC), MMA has access to extensive resources and innovative solutions from our sister companies. While MMA operates independently from Marsh and Mercer, we collaborate strategically when there is a compelling opportunity to leverage the combined expertise and intellectual capital of these organizations.

MMA's Michigan Health & Benefits operations trace their roots back to 1997 with the founding of McGraw Wentworth by partners Tom McGraw and Bill Wentworth. McGraw Wentworth joined MMA in December 2012, further strengthening our national presence and capabilities.

Today, MMA Michigan stands as one of the largest organizations in the state exclusively focused on group welfare plan consulting and brokerage services. We specialize in serving the group benefit brokerage and consulting needs of mid-sized public and private sector organizations. Our comprehensive service offerings cover the full spectrum of group benefit requirements. Our strong client retention and numerous client references attest to our expertise, innovation, and unwavering commitment to the industry and those we serve.

Clients continue to receive the personalized attention, service, and tailored solutions they expect from MMA, now enhanced by the world-class capabilities and resources of Marsh. This combination enables us to provide expanded services and innovative solutions designed to help you achieve your business objectives. MMA's Michigan office is the largest health and welfare brokerage and consulting firm in the state and, as part of MMA, one of the largest in the United States.

MMA Michigan employs 161 Health & Benefits professionals who partner with 336 diverse employers, including privately and publicly held companies, retailers, municipalities, school districts, non-profits, manufacturers, service providers, financial institutions, and wholesale firms. This broad client base not only ensures our firm's stability and growth but also allows us to share best practices across industries.

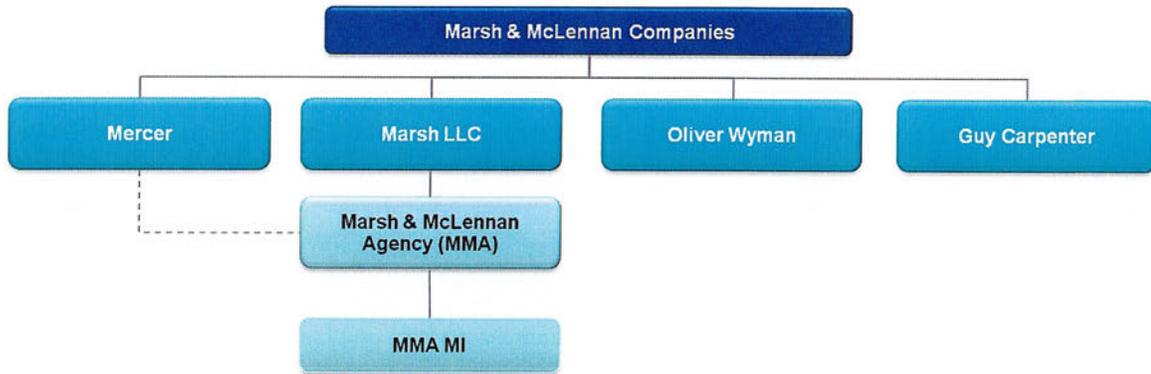
By professional discipline, the total number of full-time employees in the MMA Michigan Health & Benefits practice is as follows:

Position	# of Employees
Management Associate/Executive Leadership	9
Sales & Marketing Representatives	13
Client Service Team Leaders	21
Account Management (exclusively)	53
Underwriting/Financial Analysis	52
Wellness/Health Management/Culture	4
Research Compliance	1
Administration and other support	8
Total in Group Health and Welfare	161

Our Michigan team operates from offices in Troy and Grand Rapids, where 100% of our revenue is generated from health and welfare benefit consulting services.

Our corporate parent, Marsh McLennan Companies (MMC), is the world's largest insurance broker, employing over 90,000 colleagues globally across four innovative companies. In addition to Marsh, MMC includes Guy Carpenter, a leader in risk and reinsurance; Mercer, a premier provider of HR and financial advisory services; and Oliver Wyman, a top-tier management consultancy. MMC is publicly traded on the New York, Chicago, and London stock exchanges under the ticker symbol MMC.

MMC Organization



Independently, MMA ranks as the eighth largest insurance broker in the United States, with annualized revenues exceeding \$5 billion, more than 100 locations, and over 15,000 colleagues. This scale provides MMA with significant market leverage, ensuring both our firm and our clients receive strong attention from vendors and insurers.

MMA's approach to capabilities and service is grounded in our founding principle: "World Class, Local Touch." We deliver leadership, world-class solutions, deep local knowledge, and high-touch, personalized service to every client.

B. Organization Capabilities (Depth and Breadth)

As we demonstrated during our engagements from July 2011 through March 2018 and again beginning in April 2021, Marsh McLennan Agency (MMA) will continue to support DuPage County across a wide range of employee benefits areas. Our approach is anchored in our proprietary [Benefit Stewardship Process™](#), which delivers consistent, comprehensive, and proactive guidance to help the County effectively manage its employee benefits program.

Our partnership will be structured and executed according to an annual [Service Plan](#)—please refer to the proposed 2026 Service Plan outlined in Appendix I (Page 17). All services will be delivered following a timeline mutually agreed upon by DuPage County and MMA to ensure alignment and responsiveness.

Through the Benefit Stewardship Process™, we focus on delivering targeted services across the key areas of your health plan, including but not limited to:

- Objective Setting & Strategic Planning
- Plan Design Modeling
- Vendor Evaluation
- Financial Reporting & Analysis
- Plan Promotion & Communication
- Plan Administration & Vendor Management
- Regulatory Compliance
- Total Health & Wellbeing
- Market Awareness
- Plan Stewardship

The following provides more detail with respect to consulting support offered by MMA Michigan to DuPage County under each service area:

Objective Setting & Strategic Planning

- Conduct annual strategic planning sessions to establish clear objectives for the upcoming year.
- Develop and maintain an annual Service Plan, updating it as necessary.
- Define both short- and long-term objectives for the health plan that will guide deliverables to DuPage County.
- Establish timelines, assign responsible parties, and specify reporting requirements for each task.

Plan Design Modeling

- Design cost-effective benefit plans aligned with the County's total compensation goals.
- Ensure all benefit plans comply with applicable state and federal regulations.
- Prepare customized benchmark reports to compare your costs against relevant industry norms.
- Deliver written reports summarizing findings and recommendations for plan enhancements.

Vendor Evaluation

- Provide financial analysis and modeling related to plan structure, including vendor selection, funding mechanisms, contribution strategies, and consumer-driven models.
- Lead renewal negotiations with carriers to secure favorable terms.
- Conduct market bidding processes as needed, typically four to six months prior to renewal.
- Evaluate carrier and provider performance, focusing on managed care effectiveness, network coverage and discounts, and employee satisfaction.

Financial Reporting & Analysis

- Provide annual budget forecasts and analyze year-to-date results.
- Deliver a Historical Cost Report detailing actual claims utilization, overhead expenses, and summary costs over the past five years.
- Assess the aggregate financial impact of employee benefit cost trends.
- Present comprehensive, decision-ready reviews of annual benefit costs.
- Supply annual COBRA rates for medical, dental, and vision plans.
- Summarize outcomes of annual renewal negotiations.

Plan Promotion & Communication

- Enhance DuPage County's reputation among current and prospective employees by fostering greater understanding and appreciation of benefits.
- Integrate regulatory notice requirements into employee communications.
- Develop clear, effective written materials to support employee meetings and address ongoing issues.
- Incorporate communication strategies and timelines into planning to prevent last-minute challenges.
- Equip employees with tools to independently manage their benefits, reducing unnecessary inquiries to Human Resources.

Plan Administration & Vendor Management

- Monitor internal and external administrative processes and recommend improvements to reduce administrative burdens on DuPage County.
- Conduct annual vendor stewardship meetings with medical, dental, and vision carriers.
- Provide proactive account management to resolve administrative, underwriting, communication, data transfer, compliance, or claims issues.
- Ensure timely distribution of benefit booklets and Summary Plan Descriptions (SPDs) to employees.
- Establish and maintain an annual Service Plan with clear responsibilities and reporting protocols.

Regulatory Compliance

- Review compliance activities and identify areas for improvement or risk mitigation.
- Provide DuPage County staff with timely access to relevant legislative information and explain how changes impact the benefits program.
- Evaluate carrier and administrator practices for potential hidden liabilities, including COBRA and HIPAA compliance.

Total Health & Wellbeing

- Collaborate to define the County's overarching purpose for total health and wellbeing initiatives, aligning with organizational mission and priorities.
- Inventory existing health support programs and resources, identifying gaps and opportunities to enhance employee health and engagement.
- Develop financial models and budgets for wellness strategies, including incentives or disincentives integrated into medical plan benefits or contributions.
- Facilitate vendor selection and implementation for comprehensive wellbeing programs addressing physical, financial, mental/emotional, engagement, and occupational health.
- Support wellness program communications through recommended newsletter and website content, and coordinate distribution of individual mailings.

Market Awareness

- Distribute the MMA Benefit Advisor publication 8–12 times annually, providing in-depth coverage of legislative updates and key benefits industry topics.
- Provide the MMA Viewsletter quarterly, offering insights on emerging trends and multiple relevant topics to keep your team informed and innovative.
- Keep DuPage County staff current on industry developments to support informed, forward-thinking benefits planning.

Plan Stewardship

- Proactively introduce new ideas and continuously evaluate your benefits program for opportunities to improve.
- Conduct regular client satisfaction surveys to assess performance and identify additional ways to support your goals.

MMA Delivery Lead (Proposed)

For detailed information about the MMA proposed lead consultant, Christopher Bouschet, please refer to Page 10: Client Benefit Service Team.

C. Market Differentiators

Following are the key attributes that differentiate us from our competition:

Comprehensive Service Model

As previously highlighted, the MMA Michigan **Benefit Stewardship Process™** functions as a seamless extension of your HR team.

We not only perform essential tasks and deliver accurate information as expected, but we also actively engage as part of your team—bringing strategic insight, collaborative energy, and high-level thinking. We

facilitate decision-making and help shape priorities for what comes next, ensuring your benefits program evolves proactively and effectively.



We deliver a comprehensive service model and effectively function as an extension of our clients' HR teams by maintaining an average of fewer than three clients per employee. This staffing ratio is at least double the employee-to-client ratio of any other firm we are aware of. Such a high level of dedicated staffing ensures exceptional responsiveness and personalized attention, while also freeing up your valuable time. With MMA Michigan managing your benefits, DuPage County can confidently focus on its other critical priorities.

[Market Clout](#)

Our award-winning organization is the largest Health & Benefits practice in Michigan and one of the largest nationally, both as MMA Michigan and as part of the broader MMA enterprise. This scale provides us with significant market leverage and access to top-tier talent.

With 161 dedicated Health & Benefits professionals, we bring tremendous market influence. We approach each client's situation individually, tailoring solutions to their unique needs and expectations. Our reporting is meaningful and actionable, and we hold vendors accountable—ensuring commitments are met, critical steps are completed, and any issues are promptly resolved.

As a proud member of Marsh McLennan Companies, we also leverage substantial domestic and international influence, further enhancing our ability to serve you.

[You can count on your team to be here](#)

MMA Michigan boasts one of the highest employee retention rates in the industry. Operating independently within MMA, we maintain a strong culture supported by a stable executive leadership team that has been in place since the firm's inception.

Our rigorous hiring and training processes ensure each Client Service Team is staffed with professionals possessing the depth, expertise, and breadth of knowledge necessary to solve complex challenges and help clients achieve their goals.

We have 21 Client Service Teams, each averaging 4 to 5 benefit professionals, serving approximately 16 organizations per team. Our team's experience levels reflect this expertise:

- Client Service Team Leader – 25 years
- Account Manager – 19 years
- Plan Analyst/Underwriter – 12 years

Our [Strategic Hiring Process](#) prioritizes finding the right individuals over simply filling positions. We seek candidates with unique abilities, strong problem-solving aptitude, and a service mindset aligned with client success. This approach has resulted in an extraordinary controlled employee retention rate of 96% in 2024, with a five-year average of 94%.

MMA Michigan is known as the “employer of choice” in the benefits industry. Employees want to come to work with us – and stay – because of the “best and brightest” environment that we have cultivated. We are proud to have been recognized for our efforts to provide an exceptional work environment:

- Detroit Free Press Top WorkPlaces, 2008-2025
- Crain’s Cool Places to Work in Michigan, 2012, 2014, 2016-2025
- Best & Brightest Companies to Work For in Metro Detroit, 2002-2025
- Best & Brightest Companies to Work For in the Nation, 2011-2025
- Stephen M. Ross School of Business, Center for Positive Organizations, Positive Business Project Honoree, 2017
- Best & Brightest Wellness in Michigan, 2015-2025
- Best & Brightest Wellness in the Nation, 2015-2019
- Michigan Fitness Foundation, Governor’s Healthy Workplace Award, 2014-2018

We are a proud component of Marsh McLennan Companies

MMA has rapidly grown into one of the largest and most successful organizations of its kind in the country. We have attracted the industry’s top talent and leverage the combined capabilities of Marsh McLennan Companies in a way unmatched by any other domestic consulting firm.

From benchmarking and administration to legal/compliance, property casualty insurance, international consulting resources, and more, we offer a comprehensive suite of services. If there is a Human Resources need, chances are very good that MMA can meet it successfully.

D. Relevant Experience Working with Public Sector Entities

MMA Michigan has 29 public sector clients, including a 10.5-year period of servicing DuPage County. The composition of these 29 clients is as follows:

- Local Government/Municipality – 7 clients
- Public Schools – 9 clients
- Energy/Utilities (related to public sector) – 2 clients
- Social Services (related to public sector) – 13 clients

E. Business License, Tax ID, Certifications

As requested, a copy of MMA Michigan’s State of Illinois Business License, along with a copy of our 2025 W-9 (illustrating the MMA Michigan Tax ID), have been embedded within the Appendix X (Page 159).

F. Client References

Please find the requested references (3) in Appendix VII (Page 153).

Key Qualifications

A. Client Service Benefits Team

B. Areas of Expertise

C. Communication Skills

Given the complexity and scale of our clients, delivering consistent, high-quality service at standard compensation levels requires a dedicated team with deep technical expertise, supported by efficient tools and streamlined processes.

Our proprietary Three Disciple Team™ service model guarantees that you receive the responsive, proactive support you expect and deserve. The County of DuPage will always have multiple points of contact available to assist with strategic guidance, administrative support, problem resolution, and all other benefits management needs.

The DuPage County service team is composed of a multidisciplinary, highly experienced group of employee benefits professionals. Their specific roles and core responsibilities are detailed in the accompanying visual and biographies.

These team members have proudly served the County of DuPage since April 2021 and are prepared to resume their roles and responsibilities under a renewed engagement.



Christopher Bouschet – President



Chris Bouschet has over twenty years of employee benefits experience gained from working with a consultant/broker and, before that, Michigan's leading carrier. In his role, Chris draws upon his expertise and works closely with his team to provide organizations with an optimal combination of processes and products to run their employee benefit programs effectively and cost efficiently. He has continued to deepen the firm's relationship with carriers and led various initiatives, including the Michigan Mid-Market Group Benefits Study.

Named Managing Director in 2017, Executive Vice President in 2020, and Michigan President in 2025, Chris helps guide the future of the organization, leading management initiatives, mentoring client service teams, and strengthening client relationships

Prior to joining Marsh McLennan Agency [MMA], Chris operated as a New Business Sales Consultant in Blue Cross Blue Shield of Michigan's (BCBSM) Key & Large Group Sales Division, where he worked primarily with Fortune 500 organizations. Clients included Lear Corporation, Steelcase Inc., DENSO International North America, Trinity Health, Pulte Homes, the Michigan Department of Corrections, and Cooper-Standard Automotive. In the early stages of Chris's career, he worked in BCBSM's National IT

area with direct responsibility for the system benefit construction and maintenance for Ford, General Motors and Chrysler, as well as other auto-centric and hospital clients.

Chris graduated from Madonna University with a Bachelor of Science degree in Business Management and a minor in Mathematics. A golf fanatic, Chris resides in Bloomfield Hills, Michigan with his wife and two children.

Chris would again lead the MMA team assigned to DuPage County.

From April 2021 through current, Chris Has interfaced/communicated directly with both DuPage County senior staff and elected officials.

Chris currently serves 15 MMA clients.

Shelby Brown – Client Director



Shelby Brown is a Client Director in Employee Health & Benefits at Marsh McLennan Agency, based in Troy, Michigan. She brings over 25 years of industry experience to her role and has a commendable track record in devising innovative benefit strategies that emphasize cost containment, budget stability, and comprehensive employee education.

Her primary focus at MMA is to deliver exceptional client service while upholding fiduciary responsibilities. Shelby excels in objective setting, plan management, design recommendations, financial analysis, employee communication strategies, and timeline management. Her approach to benefit strategies emphasizes cost containment, budget stability, and employee education, making her a key partner for clients seeking to enhance their employee benefits programs.

Throughout her professional career, she has successfully held various positions including Account Manager and Client Service Executive where she specialized in managing large self-funded and fully insured clients. Prior to her position at MMA, Shelby was employed at another prominent consulting firm in the region.

Shelby earned her Bachelor of Science degree in Human Resource Management from Oakland University in 2001. Additionally, she is a licensed Life, Health & Accident agent. Shelby is also dedicated to community service, volunteering her time to mentor DECA students at both the high school and collegiate levels.

In her leisure time, Shelby enjoys spending summers on the lake and winters in Florida. She resides in Goodrich, Michigan with her husband, two children, an Australian Shepherd dog named Max, and her two horses, Fred and Roscoe.

Shelby currently serves 16 MMA clients.

Janet Lalonde – Senior Client Manager



Janet LaLonde has been in the employee benefits arena for over twenty-five years, joining Marsh McLennan Agency in 2019 as a Senior Client Manager. Prior to joining MMA, she worked at another consulting firm in the area. She began her career as a Plan Analyst on complex self-funded plans. In this role for more than 10 years, her success allowed for promotion to account management. Janet's strength in client relationships and broad experience with a wide variety of clients lead to another promotion into an Account Executive role where she was responsible for the account management responsibilities as well as being instrumental in

client strategic benefit initiatives.

At MMA, Janet is responsible for managing implementation and coverage transfers, development of employee communication materials, excellent customer service, regulatory compliance, maintenance of benefit plan documents and providing clients with comprehensive day-to-day account management.

Janet is a licensed Life, Health, and Accident Agent. She is also a graduate of The University of Michigan with a double Bachelor of Arts Degree in Psychology and Sociology. Janet volunteers her time on the District School Improvement Team for Livonia Public Schools.

Janet enjoys spending time camping with family and friends. She resides in Livonia, Michigan with her husband and two children.

Janet currently serves 9 MMA clients.

Maryann Giordano – Executive Plan Analyst



Maryann has over 20 years of experience in the insurance industry. Maryann joined Marsh McLennan Agency in 2003 as a Benefits Analyst and was promoted to Senior Benefits Analyst a year later. Recently, Maryann was promoted to Executive Plan Analyst. Maryann's responsibilities include financial cost analysis, benefits analysis, market reviews, and future cost projections for large complex clients. She prepares financial exhibits for self-funded and experience-rated medical, dental, STD, LTD, and Life/AD&D plans. The information and analysis she provides guide clients in making strategic and informed benefit plan decisions. She has advanced knowledge of group health and welfare benefits and trends. In addition, Maryann acts as a mentor for new Plan

Analysts and conducts group and one-on-one training sessions for others in the department.

Maryann shares responsibility for coordinating survey design, data collection, and validation for MMA-MI's annual Michigan Mid-Market Group Benefits Survey. Her understanding of the market and attention to detail is important to this strategic benchmarking tool that grows each year in scope and value.

Maryann received her Bachelor of Arts degree in Mathematics with a minor in Computer Science from King's College in Pennsylvania and received her Master of Business Administration degree from St. Joseph's University in Philadelphia, PA. Nominated by her peers, Maryann has earned MMA Michigan's "Excellence is Our Habit" award multiple times.

Maryann lives in Harrison Township with her husband. She loves being outdoors on the lake, running, reading, and spending time playing with her chocolate lab.

Maryann currently serves 8 MMA clients.

Project Understanding: Health & Wellness Benefits Consulting Services

A. Ongoing Management of Services

MMA Michigan has thoroughly reviewed, lived and fully understands the requirements outlined in this bid to secure/maintain DuPage County's Health & Wellness Benefits Consulting relationship.

The Health & Wellness Consulting Scope of Services detailed in the DuPage County RFP are fully encompassed within MMA Michigan's standard service model. To further demonstrate our understanding and commitment, we have also included a draft of our proposed Service Plan for the 2026 calendar year (see Appendix I, Page 17).

B. Performance Metric Guarantee

Despite our favorable history in serving DuPage County, MMA recognizes the importance of accountability and measurable results in delivering exceptional service. To that end, we are receptive and open to engaging in a performance guarantee arrangement with DuPage County to demonstrate our commitment to achieving the agreed-upon service standards. Under such an arrangement:

- DuPage County and MMA will collaborate to identify 3 to 5 key objectives and measurable performance categories most important to the County (e.g., responsiveness, proactivity, day-to-day service, etc.).
- DuPage County will assign a percentage weight to each category, with the total equaling 100% (for example, responsiveness at 30%, proactivity at 35%, etc.).
- At the conclusion of each 12-month performance period, DuPage County will evaluate MMA's performance in each category using a 1-to-5 rating scale, where 5 represents the highest level of performance.
- A weighted score will be calculated by multiplying each category's rating by its assigned weight (e.g., a rating of 3 in responsiveness weighted at 30% results in a score of 0.90). These weighted scores will then be summed to produce an overall performance score.
- Based on the final weighted score and the agreed-upon evaluation scale (as detailed in the table below), MMA will return a corresponding percentage of compensation to DuPage County within 30 days of receiving the completed evaluation.

Weighted Grade	Percent of Compensation
3.01 to 5.0	None
2.76 to 3.0	5%
2.51 to 2.75	10%
2.0 to 2.5	15%
Below 2.0	20%

We believe that a performance guarantee aligns our incentives with the County's goals, fostering a partnership built on transparency, trust, and continuous improvement.

C. Sample Incident Report

In the event of any issue or concern, MMA does not require a formal incident report to initiate resolution. Instead, an email from DuPage County outlining the specific concern will be sufficient to promptly trigger the appropriate response.

Upon receipt of such communication, our team will immediately review the details provided and take swift, appropriate action to address and resolve the matter. This streamlined approach ensures efficient communication and timely resolution, minimizing administrative burden while maintaining high service standards.

D. Problem Escalation Process

To ensure efficient and effective resolution of any issues that may arise, DuPage County can simply contact the designated Client Service Team Leader, Chris Bouschet. As the primary point of escalation, Chris will take immediate ownership of the concern and coordinate all necessary resources to manage and resolve the issue promptly.

This direct escalation pathway guarantees that your concerns receive focused attention from a senior, experienced professional who understands the County's unique needs and priorities. Chris will provide timely updates throughout the resolution process and ensure that any required follow-up actions are completed to your satisfaction.

By centralizing issue management through the Client Service Team Leader, we streamline communication, accelerate problem resolution, and uphold the high standards of service you expect from MMA.