

Council Memo

Department Source: Human Resources

To: City Council

From: City Manager & Staff

Council Meeting Date: July 20, 2026

Re: Approve and authorize the City Manager to sign an agreement with Technology Resources, LLC dba iBTR for online benefits enrollment

Impacted Ward: Citywide

Executive Summary

The proposed agreement will provide the City with an online benefits enrollment and administration platform for employees. The system will streamline benefits enrollment, improve employee access to benefits information, and increase administrative efficiency for Human Resources staff. In addition, the system will reduce administrative burden by implementing electronic data interchange (EDI) feeds to insurance providers, improving the accuracy and timeliness of benefits processing while reducing the risk of manual data entry errors. The platform will support compliance, reporting, and ongoing benefits administration functions. Approval of this contract the City manager to sign the agreement to authorize implementation and continued use of the online benefits enrollment system for City employees.

Discussion

The Human Resources Department is seeking approval for the City Manager to sign an agreement with Benefit Technology Resources, LLC dba iBTR for the implementation and ongoing use of an enhanced online benefits enrollment and administration platform for City employees, and authorization for the City Manager to execute the agreement. While the City currently utilizes an online enrollment system, the proposed platform will provide expanded functionality and improved capabilities to better manage the complexity of the City's employee benefits programs.

The new system will enhance the employee experience by providing additional tools and resources during the enrollment process, including a decision support tool designed to help employees better understand and select benefit options that best meet their individual needs. The platform will improve accessibility, communication, and overall benefits administration services available to employees throughout the year.

In addition, the proposed system will improve administrative efficiency for Human Resources staff through the implementation of electronic data interchange (EDI) feeds with insurance providers. Unlike the current system, enrollment information will be transmitted electronically to benefit carriers, reducing manual processing requirements, improving accuracy and timeliness, and decreasing the risk of data entry errors. The system will also support ongoing

benefits administration activities such as qualifying life event changes, reporting, compliance tracking, and employee communications.

Approval will provide authorization for the City Manager to execute the agreement, and will allow the City to implement the new platform and realize operational efficiencies while providing employees with a more comprehensive and user-friendly benefits enrollment experience.

Fiscal Impact

Short-Term Impact: Year 1 - \$116,000. Year 2 - \$94,000.

Long-Term Impact: Year 3 - \$96,000. Year 4 - \$98,000. Year 5 - \$100,000.

Strategic & Comprehensive Plan Impact

[Strategic Plan Impacts:](#)

Primary Impact: Organizational Excellence, Secondary Impact: Not Applicable, Tertiary Impact: Not Applicable

[Comprehensive Plan Impacts:](#)

Primary Impact: Not Applicable, Secondary Impact: Not applicable, Tertiary Impact: Not Applicable

Legislative History

Date	Action
N/A	N/A

Suggested Council Action

Approve and authorize the City Manager to sign the agreement with Benefits Technology Resources, LLC dba iBTR for online benefits enrollment and administration.