

Request for Proposal
Employee Insurance Broker Services
For Warren County Government and School
System

To Select an Agent of Record and Broker for
Employee Insurance Benefits

Invitation:

Warren County is soliciting proposals for providing Employee Benefit brokerage and consulting services for Warren County Government and Schools.

Submission Procedures, Requirements:

One original and one copy of the proposal must be received by the Warren County Financial Management Committee at the Warren County Administration Building, Office of the Finance Department, 201 Locust Street, Suite 2, McMinnville, Tennessee up to no later than 2:00 P.M. (Central Standard Time) on August 5, 2020. All copies of the proposal must be under sealed cover and plainly marked Proposal for Employee Insurance Broker Services for Warren County Government and Schools. No emailed or faxed proposals will be accepted.

Proposals should be delivered or mailed to:

Attn: Warren County Financial Management Committee
Request for Proposal – Brokerage Services

Office of the Finance Department
201 Locust Street, Suite 2
McMinnville, TN 37110

Inquiries and Questions:

Inquires and questions should be submitted by email to Justin Cotten Finance Director at jcotten@warrencountytn.gov no later than 12:00 pm, Central Standard Time, on August 3, 2020. All inquiries and questions that are submitted will be answered and may be sent out as an addendum on August 3, 2020, no later than 5:00 pm Central Standard Time.

Background on Warren County Government and Schools:

Warren County Government and Schools employs approximately 1,400 employees. Warren County Government and Schools is currently a fully-funded health insurance provider to their employees through the state of Tennessee.

Current Programs:

- . Medical Insurance
- . Dental Insurance
- . Vision Insurance
- . Supplemental Insurance
- . Voluntary Life Insurance
- . Short & Long Term Disability

Scope of Services:

Warren County Government and Schools is requesting proposals from interested brokerage firms for selection as the Agent of Record for the Governments group and voluntary benefit programs. The proposal is to provide a cross-section of benefit services including, but not limited to:

- . Group Life Insurance
- . Group Vision Insurance
- . Dental Insurances
- . Voluntary Supplement Products (cancer, life and disability)

The minimum requirements for the selected broker are:

- . Assisting the Finance Department and BOE in administering all group insurance plans, providing information to and answering questions from staff, and providing other consulting services throughout the plan year.
- . Provide annual and as needed on-site meetings with employees and department heads to advise and consult on insurance needs and coverage.
- . Assist Warren County BOE and the Finance Department in complying with laws and regulations related to employee benefits.
- . Review claims experience, claims adjudications, and claim administration to ensure maximum benefit to the BOE.
- . Determine and recommend the most economical funding methods for the benefit programs and strike a balance between cost and comprehensiveness of the programs. Emphasis to be placed on affordable and quality family coverage, while also providing employee, employee + children, and employee + spouse coverage.

- . Develop a solicitation/negotiation strategy and participate with BOE in all negotiations with providers on all issues including those related to premiums, benefit levels, plan design, affordable family coverage, and special terms and conditions.
- . Meet and provide reports to various Warren County representatives including the Finance Department and BOE.
- . Provide various monthly reports to Warren County Finance Department and BOE, including but not limited to, insurance claims history and details on insurance usage by participants.
- . Assist Warren County Finance Department and BOE with the implementation and communication of new programs or changes to existing programs, which will include attending and presenting information at Open Enrollment meetings.
- . As requested by Warren County Finance Department and BOE, prepare bid specifications and solicit proposals from insurance markets. Evaluate bids and bidders, including administration, coverage, claim payment procedures, customer service, networks, reserve establishment policies, financial soundness, and identify the most cost-beneficial package from among the various bidders.
- . Interface with insurance carriers as needed to assist Warren County Finance Department and BOE in the resolution of problems associated with benefits program.

Schedule for the Request for Proposal:

- Approval of RFP by Finance Department: July 16, 2020
- RFP Distributed: July 22, 2020
- Broker Question/Inquiry Cutoff: August 3, 2020
- Responses to RFP Due: August 5, 2020

- Insurance Committee Meeting to Review Responses:

August 12, 2020

- Conduct Interviews with Selected Brokers and Consultants:

August 17-20, 2020

- Approval & Award of Winning Proposal

Aug. 24- Sept. 3, 2020

Final Evaluation and Selection:

Questions:

Company

Overview

1. What is the name and location of your firm?
2. How many full-time employees work at this location?
3. What is the organizational structure of your firm?
4. Briefly describe your organization's history.
5. Provide your most recent audited financial statements and annual report along with your ratings (AM Best or S&P) and if applicable, those of your parent company.
6. Provide proof your company carries Errors and Omission (E&O) insurance coverage.
7. Please indicate if you had any claims filed against you for errors and omissions in the last five (5) years and provide a short description of such claims.

8. Describe your organization's policy around maintaining client records in a HIPAA secure environment.

The Team

9. How does your organization differ from your competitors?
10. Provide the name and contact information of the primary contact, as well as other key consulting staff who will be assigned to our account. Describe their relevant work experience, credentials, and the role they will play on our account.

Experience and References

11. What is your client retention rate?
12. What size clients does your organization generally support?
13. Provide at least three (3) references of equivalent clients (similar employee size, industry, geographical dispersion, complexity, and insurance programs offered. Include the contact name, address, phone number, email, and the number of years you have provided consulting services to the client.
14. Describe your firm's relationship to insurance underwriters, wholesalers, reinsurance companies, and other insurance activity.
15. How many public sector entities does your firm currently work with in Tennessee?

Brokerage and Consulting Services

16. Please provide an overview of your brokerage and consulting services related to our health and voluntary plans.
17. Describe how you propose to transition our account to your organization should your organization be selected.
18. Describe your services for insurance program renewals.
19. How do you monitor the performance of carriers and vendors?
20. What can we expect for the day-to-day servicing of our account?

21. Describe how your organization tracks objectives and activities associated with our organization.
22. Provide an overview of your reporting and analytics capabilities.
23. Describe any services you offer around employee focus groups and/or employee surveys.

Subject Matter Expertise

24. What type of subject matter experts do you have and what type of services do they provide?
25. What types of communication strategies can your organization provide to engage our employees, educate their families and drive action?
26. What type of human resources consulting, and expertise can your organization provide?
27. Does your organization offer compensation consulting?
28. Describe your organization's services to directly assist our organization in maintaining compliance with Federal and State regulations related to our health and voluntary insurance programs.
29. Describe how your organization will provide strategic and actionable support around Health Care Reform.
30. Describe your organization's resources and/or approach to wellness and health outcomes regarding both an individual's health and our organization's costs.
31. How does your organization update clients on human resources and benefit trends, regulations, and best practices?
32. How has your organization assisted your current clients with the recent Covid-19 regulations?

Additional Services and Expertise

33. Do you provide a program that will allow for the importing or exporting of ACA tracking information for required reporting?
34. Can your firm assist with questions that may arise regarding ACA implementation?
35. Can your firm assist with required reports to IRS?

36. Please provide an overview of additional services and expertise you have available to control our health care cost and manage our programs.

Fees and Compensation

37. Describe in detail your fee structure. Also include a breakdown of fees for additional services that are not included in your regular fee structure.

Any questions that exist pertaining to this request should be directed to the Warren County Finance Department at cjohnson@warrencountyttn.gov

Proposals should be submitted on or before August 5, 2020 at 2 pm to:

RFP – Insurance Broker

Warren County Financial Management Committee

Warren County Administration Building

Office of the Finance Department

201 Locust Street, Suite 2

McMinnville, TN 37110

Attn: Charles Johnson

Thank you for interest in Insurance Broker Services for Warren County
Government & Schools

ADDENDUM

The duration of the RFP award will be three (3) years with two one year options.