

## REQUEST FOR PROPOSAL: EMPLOYEE BENEFIT BROKER/CONSULTING SERVICES

Dear \_\_\_\_\_:

Hendricks County Government is seeking written proposals for a brokerage firm (s) to provide Employee Benefit Brokerage and Consulting services related to Hendricks County Government. Respondents may propose services for all services requested in Section 1.2, or any combination therein.

Technical questions or requests for clarification must be directed in writing to the email address below. Hendricks County Government's responses to a proposer's question(s) will be provided via return email only to the proposer asking the question(s), and not shared with other respondents.

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Hendricks County Government  
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### 1. GENERAL INFORMATION

#### 1.1. Key Dates

The following table outlines Hendricks County Government's key dates and events in this RFP process.

May 15, 2020	RFP is available
June 1, 2020	Questions and Answer Period Ends
June 9, 2020	Deadline for receipt of Proposals to Hendricks County Government's office
June 23, 2020	Oral Interviews with selected respondents completed
July 14, 2020	Selection completed/contract negotiations begin

Hendricks County Government reserves the right to extend the submission deadline or any other deadline or date indicated in the RFP in the event that an extension would be in the best interest of Hendricks County Government.

#### 1.2. Background of Hendricks County Government

Hendricks County Government is a non-profit organization headquartered in Danville, Indiana. Our employee base is 512. Hendricks County Government is self-funded and provides our full-time employees with benefit programs including medical, dental, and vision insurance, a Public Employer Retirement Plan with employer provided contribution, and company-paid basic term life, AD&D, and long-term disability insurance. We seek a brokerage/consulting firm to perform the full range of services related to the design, implementation, maintenance, and improvement of our benefit programs.

#### 1.3. Preparation Costs

Hendricks County Government shall not be responsible for proposal preparation costs, nor for the cost, including attorney fees associated with any administrative, judicial or other type of challenge to the determination of the selected proposer and/or award of the contract and/or rejection of the proposal. By submitting a proposal, each respondent agrees to be bound in the respect and waives all claims to such costs and fees.

## 2. RULES GOVERNING PROPOSALS

### 2.1. Confidentiality

The content of all proposals is kept confidential throughout the selection process and afterward. Copies of any proposal are not shared with other respondents.

### 2.2. Disposition of Proposals

All materials submitted in response to the RFP shall become the property of Hendricks County Government.

### 2.3. Modification of Proposals

Modifications to proposals will not be accepted by Hendricks County Government.

### 2.4. Late Submissions

Proposals not received prior to the date and time specified will not be considered and will be returned to the proposer unopened.

### 2.5. Acceptance/Rejection of Submittal

Hendricks County Government reserves the right to reject any or all responses to this RFP, to waive minor irregularities in any proposal or in the RFP procedures, and to accept any proposal presented which meets or exceeds these specifications and which is deemed to be in the best interests of the Hendricks County Government. However, the requirements for timelines shall not be waived. Hendricks County Government reserves the right to terminate any subsequent contracts.

### 2.6. Proposal Evaluation

A committee of individuals representing Hendricks County Government will perform the evaluation of all proposals. Following this evaluation process, the committee may elect to ask certain respondents to complete an oral interview before the committee. The purpose of the interview is to allow those further selected firms expansion and discussion of their written responses.

### 2.7. Oral Interviews

Oral interviews are provided at the sole discretion of Hendricks County Government and are for the purposes of allowing Hendricks County Government to broaden their understanding of certain selected respondents.

### 2.8. Final Broker Selection

The final selection of the successful respondent(s) is scheduled to be completed by **July 14, 2020**. The successful respondent will assume their responsibilities on **November 1, 2020**.

### 3. MINIMUM QUALIFICATIONS

All brokerage firms submitting a proposal must:

- a) be licensed to do business in Indiana,
- b) have the expertise, licenses and resources to provide Employee Benefit broker/consulting services for Hendricks County Government's current and future operations,
- c) consistently maintain and allocate sufficient staffing resources to provide timely service for Hendricks County Government's Employee Benefit broker/consulting services needs,
- d) maintain staff that are qualified and available to provide specialized technical expertise in various disciplines as necessary.

**Proposers may not contact the insurance marketplace nor discuss our account with underwriters until we have made our final broker selection.**

### 4. PROPOSAL GUIDELINES

Please respond as outlined in this request for proposal and observe the following guidelines:

- a) Respond to questions as directly as possible along with any supporting information you feel will be pertinent to these questions.
- b) Written proposals must be received at our offices no later than **9:00 a.m. on June 9, 2020.**
- c) Our final broker selection will be made based on our evaluation of submitted proposals and any oral interviews conducted.

Submission of a proposal is construed to imply agreement in advance to the services outlined in the enclosed materials. Brochures, photos, annual reports or any other appropriate printed material may be included in your proposal. The proposal package should be kept as brief as possible, however, with the subject areas clearly defined.

## 5. QUESTIONS

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### 5.1. Firm History and Experience

- a) Provide a brief history of your firm including size, volume of business, locations, number of years in business and business philosophy.
- b) Do you and your firm have experience with negotiating and implementing direct contracts with providers?
- c) Do you and your firm have experience with negotiating and implementing bundled pricing with providers? Please explain.
- d) Do you and your firm have experience with self-funded, reference-based pricing, and value-based pricing health plans? Please explain.
- e) Do you and your firm have experience with Specialty Pharmacy Management programs laid on top of a traditional PBM? Please explain.
- f) Does your firm have an in-house or retained labor law firm with current licensing and accreditation?

### 5.2. Account Team Qualifications

- a) Provide an overview of the account team that would be assigned to Hendricks County Government. For each member of the team, provide highlights outlining qualifications and experience. Provide a summary of roles and distribution of responsibilities.

### 5.3. Clients

- a) Describe at least one innovative strategic solution you have implemented for clients similar to Hendricks County Government that highlights your benefits consulting expertise.
- b) Do you have clients similar in size to Hendricks County Government?
- c) Describe your internal mechanism for ensuring customer satisfaction with your services.
- d) What is the average length of service with clients similar in size to Hendricks County Government?
- e) Provide contact names and phone numbers of at least two references.

### 5.4. Services

- a) Provide an overview of your approach to strategic planning.
- b) Provide an overview of your account support and administration services, including enrollment coordination and ongoing support for Hendricks County Government employees.
- c) Describe your online resources that keep clients up to date with healthcare reform, legislative issues, COBRA, FMLA, and HIPPA.
- d) Describe your capabilities in ongoing plan performance monitoring, plan performance forecasting, claims experience analysis, benchmarking and reporting.
- e) Describe your capabilities in employee communications.
- f) Describe your consulting and educational services in the area of legal compliance.
- g) Describe your use of technology to support online employee services and education.
- h) Describe your experience working with clinics and direct provider network.

- i) Explain wellness resources and initiatives you have implemented for clients. Include your ability to provide data analysis for multiple companies. Please disclose any wellness vendors that you partner with.
- j) What Ancillary insurances do you offer or provide?
- k) Describe any additional service options that may be of interest to Hendricks County Government.
- l) Will we have direct contact information for you, and mobile phone access after-hours?
- m) How often would you hold status or review meetings with Hendricks County Government?

### **5.5. Compensation**

- a) Describe how you expect to be compensated for the services outlined in this proposal.
- b) State your philosophy of compensation disclosure.

### **5.6. Transition**

- a) If your firm is selected, briefly describe your transition plan.