



Request for Qualifications (RFQ) Insurance Consulting/Brokerage All Lines

Introduction

The City of Cassville, Missouri, hereinafter referred to as “the City” seeks to engage a vendor as Insurance Broker for all lines of Insurance Coverage. Firms are invited to submit their qualifications for consideration in providing a proposal for this scope of work. The submission of a proposal in response to this RFQ will permit the City to evaluate objectively the capabilities of your firm and pursue an ongoing dialogue of insurance services. This contract will be awarded to either one firm which will handle all lines of Insurance coverages including employee benefits, property/liability and workman’s compensation coverage; or to separate firms for each of the coverages.

General Information

The City of Cassville has a population of approximately 3,200 and operates under the Mayor/City Administrator form of government. The City has approximately 38 full and part time employees in the following departments: Administration, Police, Court, Building Inspection, City Council, Airport, Parks, Streets, Water and Sewer. Currently, the City’s Workman’s Compensation Policy expires on March 31, 2018; Property and Liability and Airport Policy expires on June 30, 2018; and Employee benefits and ancillary coverage expires on December 31, 2018. Currently, the City provides health and life insurance to all fulltime employees (30). Voluntary coverages currently available are: dental, vision, life, dependent life, short and long term disability.

Scope of Work

The City is seeking a state licensed, experienced firm to assist with the procurement and other administrative aspects of all lines of insurance. The City requires excellence in customer service.

Qualifications:

1. Broker shall be licensed by, and in good standing with, the State of Missouri Department of Insurance; licenses shall be for all lines of insurance.
2. Broker shall be sufficiently experienced in property and liability, workman’s compensation, and employee benefits insurance services to provide expert, efficient, effective and reliable services to the City.
3. Broker shall be knowledgeable of all Missouri and Federal laws regarding insurance including COBRA, HIPAA, GINA, and other plan designs such as HRAs and FSAs.
4. Broker shall have extensive and continuous relationships with the insurance markets necessary to provide the City with superior insurance alternatives that meet the City’s needs and are favorably priced relative to the risk and current market.
5. Broker shall provide continuity of services, by assigning a primary broker and a backup broker who will be:

- a. Knowledgeable in the principles and practices of risk management, and specifically risk financing for public entities;
 - b. Familiar with the City as a risk;
 - c. Accessible to the City on short notice;
 - d. Thoroughly knowledgeable and competent in insurance alternatives in order to provide superior services to the City.
6. Broker shall maintain the highest integrity in business relationships and practices and shall make full and timely disclosure to the City of any conflicts of interest. Broker shall become familiar with state statutes regarding gifts and favors for public officials and employees, and shall adhere to those standards in the conduct of the City's business.
 7. Broker shall be insured for general liability, vehicle liability, professional errors and omissions, and workers' compensation; Broker shall be responsible for all employer taxes and social security due to the state and federal governments; Broker shall be responsible for all funds handled by Broker on behalf of the City, and shall carry a bond sufficient to cover any losses of this nature; Broker shall not sub contract work without the prior written permission of the City.
 8. Broker shall work with the city to evaluate the current plan of insurance policies and to recommend appropriate or advantageous changes; renewal shall be effected in a timely manner, to meet the City's internal time requirements and also maintain coverage.
 9. Broker shall maintain office hours consistent with the City's core business hours (Monday – Friday 8:00 am – 4:30 pm). Alternatives to maintaining these core business hours will be considered if they include provisions for responding to requests for contact within one business day.
 10. Broker shall keep written records of marketing efforts and shall make this information available to the City upon request.
 11. Brokers' recommendations to purchase insurance shall be made in writing and shall be sufficiently detailed to explain alternatives and support the recommended decision.
 12. The City wishes to contract broker services for three years (upon yearly appropriations by Council), with 2 one year optional renewals (at the City's option) for a total contact term of up to 5 years. At the end of the 5-year period, or earlier if annual renewal is not executed, the City will use a competitive process to solicit broker services, if such services are required at that time.

Responsibilities to include but not be limited to:

1. Negotiate renewal of policies and endorsements. Seek competitive quotes and provide advice and recommendations for consideration. Prepare all necessary bid specifications to insurers, evaluations of bids, coverage and premium analysis and recommendation of carrier.
2. Review policies and endorsements for accuracy and conformance with negotiated coverages.
3. Insure the timely issuance of policies and endorsements.
4. Analyze and review all carrier proposed settlements, claims history, claims processing and other plan costs and expenses to provide information and recommendations.
5. Assist the City in settling and managing claims.
6. Provide the City with reasonable preliminary renewal figures during the budget process. Where appropriate, include financial modeling such as employer/employee contribution comparatives.
7. Provide insurance industry updates, trends of the market and impacts anticipated on the financial budget of the City as requested or as directed by critical market activity.
8. Advise the City on risk management including but not limited to new types of coverage which may be applicable, trends in emerging risks, etc.
9. Assist with contract language consulting as needed throughout the year.

10. Assist in the resolution of any insurance claim problems individual employees may experience.
11. Assist with health plan open enrollment including but not limited to offering a variety of communications such as electronic media, group meetings, etc.
12. Provide, on an annual basis, a schedule detailing the coverages placed through the firm.
13. Assist the City in designing a comprehensive employee benefits plan that may include medical, dental, vision, life, short and long term disability and various other benefit products as well as evaluation of self – insured plans.
14. Represent the City in all negotiations with providers on all benefits issued including those related to premiums, benefit levels, plan design and any special terms and conditions.

Timeline

March 19, 2018 City issues RFQ

April 13, 2018 RFQ response deadline

April 30 – May 4 Interviews conducted

May 14, 2018 Recommendation made to Board of Aldermen

Submission Requirements

Interested and qualified firms should provide the following information in their Statement of Qualifications:

Overview

1. Describe your organization, its history and size (revenue and number of employees) as well as location(s), and your organizations' business model.
2. Identify up to three specific instances where your business model has shown a benefit to your governmental entity clients.
3. Is your firm privately or publicly held?
4. Describe the professional liability coverage carried by your organization.
5. Provide a list of references with at least 5 clients, their addresses, phone numbers and contact persons with estimated employee size, time period served, and type of insurance brokered.
6. What amount of Errors or Omissions coverage does your organization carry? Please provide a certificate of insurance.
7. How does your organization make sure that any Insurance Company, Fund, Trust or other alternative option is adequately capitalized to pay claims and protect the City and its Tax Payers from the additional risk of assessment or expenses beyond premiums paid?
8. Are there any judgements, claims or suits pending or outstanding against you? If yes, submit details.
9. List the address from which the City's account will be handled.
10. How many of your employees will be assigned to the City of Cassville account? Provide a brief biography detailing the roles each person would be assigned and their office location.
11. What other resources or value adds does your firm offer?
12. Outline services that would be implemented in a Long Term Plan if selected as the broker of record. Provide specific examples, and any extra costs associated with such services.

Property and Liability and Workman's Compensation Services

1. What experience does your firm have with other municipalities?
2. List all A- rated or better insurance companies you would approach with the City's program when asked to market alternatives. Include:
 - a. Will they be accessed direct or via a separate broker or wholesaler?
 - b. Does your firm currently have any municipal accounts with them?

3. Describe the service team that the City would rely on.
4. Describe your process of assisting the City with claim resolution.
5. What resources do you provide as a standard service to your property/liability and workman's compensation clients?
6. Describe your risk management capabilities.
7. Describe your renewal process.

Employee Benefit Services

1. What technology resources or knowledge does your company offer clients to streamline or improve their administration? Is there an additional cost?
2. What resources or tools do you offer your clients to benchmark or compare their plans' performance or costs with other organizations of their size and in their geographical area?
3. Please explain the process and timeline that you recommend for new clients.
4. Describe your organization's experience working with governmental entities.
5. What steps do you take to ensure your clients are up-to-date on current laws and legislation that may impact their plans or administration? Are there additional expenses or costs for your compliance services or assistance?
6. Describe the service team the City would rely on.
7. How do you simplify the enrollment process for your clients?
8. When communicating the plan to employees, what methods of communication does your firm utilize (web based, printed, etc.)? Please describe and enclose sample documents. Also, indicate any additional costs associated with these documents (design, printing, mailing, etc.).
9. Does your firm sponsor seminars, webinars, or other venues to communicate benefit trends and compliance issues? If so, are these conducted in an interactive format? Are these government specific? Please indicate any costs associated with these programs.
10. Describe your strategic planning process.

Fees and Associated Costs

1. What is the estimated commission that you would earn if appointed for all lines of the City's property, liability, airport, workman's compensation and employee benefits programs? Percentage or fixed fee amounts by line are required to be disclosed.
2. If selected as the exclusive broker, how can you assure the City that you provided the most comprehensive and competitive product for their consideration?
3. Will your firm be willing to offer safety incentive programs for the City's safety initiatives?
4. What types of educational seminars will you make available to the City's personnel and what is the typical fee for such event?

Selection Criteria

The City will be evaluating the Statements of Qualifications based on, but not limited to, the following selection criteria

- Quality of broker response
- Proposed approach and plan to support the City
- Quality of services; experience of firm and staff
- Comprehensiveness of services offered
- Broker and company references

- Location of company

General Terms

The City of Cassville will not discriminate in the purchase of goods and services on the basis of race, color, creed, sex, handicap or national origin. Verbal quotations or quotations received after the closing date will not be accepted. This solicitation does not commit the City to award a contract, pay any costs incurred in preparing a proposal, or to procure or contract for services or supplies. The City reserves the right to accept or reject any or all proposals received, to negotiate with all qualified sources, or to cancel in part or in its entirety the solicitation or to extend the timetable contemplated herein when it is in the City's best interest. The City also may discuss this RFQ with individual firms, request revisions to proposals and negotiate changes to the terms of individual proposals.

Each company that responds to this RFQ will be advised whether or not it has been selected to provide services to the City. Companies will also be notified if additional information or clarification is needed so that each company's proposals can be fairly evaluated.

Please submit any questions regarding this RFQ by email to jevans@cityofcassville.com no later than April 4, 2018. The City will aggregate the questions it receives and will endeavor to provide all participants with email answers to those questions by April 9, 2018.

Responses to this RFQ must be received no later than 4:30 pm on April 13, 2018 and should be delivered either by email or by hard copies as described below. If submitting hard copies, you must submit 2 originals.

Email to: jevans@cityofcassville.com

Hard copies (2):
City of Cassville
Attn: Jennifer Evans
300 Main St.
Cassville, MO 65625