



**VILLAGE OF
BURR RIDGE, ILLINOIS**

REQUEST FOR PROPOSALS (RFP)

FOR

**BROKERAGE SERVICES
FOR
HEALTH, DENTAL, AND LIFE INSURANCE**

**Village of Burr Ridge, Illinois
7660 Village Line Road
Burr Ridge, Illinois 60527**

**Release:
Submittal Deadline:
Award:**

**February 25, 2019
March 25, 2019
April 8, 2019**

REQUEST FOR PROPOSAL NOTICE

Notice is hereby given that the Village of Burr Ridge (henceforth: "Village") will accept proposals from insurance brokers/consultants (henceforth: "Respondent") qualified to perform and interested in providing brokerage services for health, dental, and life insurance plans (henceforth: "Proposals") until 2:00 p.m. CST on March 25, 2019 at which time all Proposals will be publically opened. Proposals received after this deadline will not be considered. All Proposals shall be clearly identified as **Brokerage Services Proposal for the Village of Burr Ridge**. Eight (8) sealed, paper copies as well as a digital master copy (such as CD, thumb drive, etc.) of Proposals should be mailed to the Village at the following address:

Village of Burr Ridge
Attn: Evan Walter
Assistant to the Village Administrator
7660 Village Line Road
Burr Ridge, Illinois 60527

Proposals will be evaluated and the recommendation of the qualified Respondent will be presented to the Board of Trustees (henceforth: "Board") for approval at its April 8, 2019 meeting. The Board reserves the right to reject any or all Proposals, waive formalities, and to select the firm that best meet the needs of the Village and its employees. The Village reserves the right to select and terminate any servicing agent, agency, company, or administrator.

SECTION I - INTRODUCTION

The purpose of this Request for Proposal (hereinafter referred to as “RFP”) is to obtain Proposals from qualified companies to be the health insurance broker and consultant for the Village in its health insurance policies and needs.

The following types of coverage are scheduled for renewal on July 1, 2019:

- a) Employee Group Medical Insurance Coverage
- b) Health/Vision/Prescription Services
- c) Dental
- d) Life

It is the intention of the Village to hire a qualified firm to solicit bids for health, dental, and life insurance benefits from qualified agents on its behalf and provide consultancy services to its staff in implementing and administering said benefits. The Village intends to award a contract to a qualified firm to provide brokerage services at its April 8, 2019 Board meeting. The selected brokerage servicing firm shall provide benefits effective July 1, 2019 for a one-year term expiring June 30, 2020.

Submission of Proposal

During the evaluation process, the Village reserves the right to request additional information or clarification from firms, or to allow corrections of errors or omissions. Proposals are valid for 90 days after the acknowledgment date. The Village has final authority over the decision process and hereby retains the right to select one Broker or Agent for all or a combination of coverage or a separate Broker or Agents for each type of coverage or reject all Brokers and Agents.

Terms of Engagement

The proposer selected shall be asked to enter into a written professional services agreement with the Village. It is anticipated that the selected broker will be selected for a period of one year, with a Village option to exercise up to two additional one-year options, for a total of three years. In the event of a merger of the firm with another firm, this contract will be transferable to the successor firm only with the approval of the Village. This agreement shall not be assigned or transferred without the written approval of the Village.

Overview of the Village

The Village is a non-home rule municipality located in DuPage and Cook Counties. The Village currently purchases group health insurance through a local municipal cooperative for its approximately 50 full-time employees, with approximately 150 total lives, including dependents, covered by these health plans.

SECTION II – PROPOSAL REQUIREMENTS

Respondents must submit eight hard copies of the proposal and one master copy on a CD or thumb drive. All Respondents must provide detailed information for each of the following questions listed below. Be sure to indicate next to your response which question is being

answered. If the answer is contained within any attached marketing material, please state where the response to each question is located.

1. Title Page
2. Table of Contents
3. Letter of Transmittal
 - a. The proposal should be accompanied by a letter of transmittal (no more than three pages) which summarized the key points of the proposal and which is signed by an officer of the firm who is responsible for committing the firm's resources.
4. Firm Service Office Qualifications
 - a. Provide information regarding the history and organization of your firm. Include your main businesses, number of employees, number of offices, locations, and financial information.
 - b. Describe the office that will be designated to service the Village's program. Explain the services available at that office. If your firm intends to utilize other offices, please describe the services they would provide on this account.
 - c. Name the principal and other key personnel who will be fully responsible for the account. Provide a resume or professional qualifications and the related educational background of the personnel assigned to the account. Be sure to list each person's title and area of expertise.
 - d. Disclose any existing or potential conflicts of interest between the scope of work required by the Village and your firm's other business activities.
5. Reference List
 - a. Provide evidence of the firm's experience in providing service for others insured with coverage or programs comparable to the Village's, including that of other municipalities, if available, as well as a description of any underwriting procedures or special plans which have been used to serve other accounts.
 - b. List a representation of other accounts the firm has served. Include an indication of whether the firm is willing to allow the Village to contact such accounts for an appraisal of comparable services they have received from your firm.
 - c. List the municipalities or public entities your firm has served.
6. Work Plan/Technical Approach
 - a. Describe how your firm would accomplish the work and satisfy the Village's objectives described in this RFP. If appropriate, divide the work into segments or tasks to represent milestones for measuring progress.
 - b. List the names of the insurance companies that underwrite 30% or more of your firm's book of business. Project whether you would approach the same markets on behalf of the Village's account and/or source other markets.
7. Exceptions/Deviations
 - a. Please state any exceptions to or deviations from the requirements of this RFP. If you wish to present alternative approaches to meet the Village's work requirements, these should be thoroughly explained.

Insurance Marketing Services

1. List the major insurance companies your firm has a strong relationship with related to Employee Group Medical Insurance Coverage.
2. Describe your access to the licensed, excess or surplus lines markets.
3. Describe the insurance marketing expertise of your servicing office and the firm with respect to municipalities or other comparable entities.

4. Submit information regarding the firm's access to specialized technical expertise to assist in identifying and analyzing problems in various areas. It is not essential that such expertise be "in-house"; the important point is for the firm to be able to demonstrate that it knows how to or can obtain such technical assistance when it is required.

Service to the Account

1. Provide a monthly Report for the Village, which would include among other things, the complete accounting of fees or commissions earned on the account, a cumulative project year premium and loss record, observations on relevant changes in the insurance market, and insurance policy summaries.
2. Describe your ability to participate in quarterly meetings with Village staff.
3. Describe the range of the claims management services provided by the servicing office and your firm.
4. Explain your approach to providing or maintaining the Village's loss information.

SECTION III – COMPENSATION

1. Describe the method(s) by which your firm would prefer to be compensated (i.e., fees, commissions, or a combination of both). Also indicate your firm's willingness to work on a flat fee basis.
2. Quote an annual total fixed flat fee for completing all requirements outlined in the scope of work. For all fees, quote the initial one-year term and for each of the potential two (2) option years that may follow.
3. State your preference for how payments should be made (e.g., monthly, quarterly, semiannually).
4. Please provide fees for any additional services your firm provides that may be of interest to the Village.

SECTION IV – SCOPE OF WORK

1. Serve as designated insurance broker of record for Benefit Programs.
2. Negotiate and place employee Benefit plan options as directed by the Village.
3. Analyze insurance proposals and present the results of such analysis to the appropriate parties.
4. Negotiate all health insurance renewals, including meeting directly with insurance company underwriters and place insurance as directed.
5. Analyze claim experience/financial development for all insurance coverage.
6. Prepare monthly reports, in any reasonable quarterly format requested in advance by Village staff for each line of coverage, analyzing financial developments, network utilization, insurer cost structures, etc., and make recommendations regarding changes, modifications and/or Benefit changes.
7. In accordance with parameters and criteria established by the Village, make recommendations regarding various Benefit and insurance plans, insurance carriers, health maintenance organizations, administrators and Benefit service providers.
8. Provide open enrollment support, including, but not limited to, developing timeline, assisting with the development of open enrollment materials and the determination of attendees, and coordinating and participating in open enrollment meetings as reasonably requested.

9. Review evidences of coverage (EOC) for accuracy, make recommendations regarding changes, modifications and/or benefit enhancements, and negotiate changes with carriers.
10. Assist with Village/Village Employee claims, billing issues, and general questions as requested.
11. Act as a liaison for the Village and employees with insurance companies.
12. Assist with the implementation/transitioning of carriers/administrators.
13. Alert the Village of legislative mandates and assist with compliance, including, but not limited to the CMS Annual Disclosure and the Affordable Care Act requirements, as to avoid any type of violations with said mandates or requirements.
14. When appropriate, provide concise, timely and effective reports as needed, with the ability of electronic transfer of reports to the Board, as needed.
15. Perform analytical reviews of third-party administration, prescription drug and utilization review firms providing health care services to the Village's existing or future health care plan.
16. Inform the Village of major national or regional health care trends.
17. Knowledge of Governmental Accounting Standards Board (GASB) regulations as they relate to the Village's health insurance plan.
18. Notify carriers of employee additions, deletions or changes as received by Village.
19. Provide hands on assistance to the Village regarding the Affordable Care Act and its requirements.
20. Assist with arrangement of an annual Wellness Fair.

SECTION V – PROPOSAL EVALUATION AND CONTRACT AWARD

All proposals received in accordance with these instructions will be evaluated to determine if they are complete and meet the requirements specified in this RFP. An award will be made to the Respondent whose offer is judged to be the most advantageous to the Village. The Village expressly reserves the right to reject all proposals and make no award under this RFP. The Village so stipulates that an award of contract as a result of this process shall constitute an immediate commencement of the provision of services. The Village reserves the right to reject any or all proposals, to waive any irregularities or informalities in the offers received and to change the evaluation process described above if circumstances dictate this or it is otherwise in the best interest of the Village to do so.

Evaluation Procedures

All proposals received in accordance with these instructions will be reviewed and evaluated by the Village in accordance with the criteria described below. If needed, additional information may be requested from one or more Respondents. Interviews and contract negotiations may be conducted with one or more of the Respondents.

CRITERIA	POSSIBLE POINTS
Qualifications, experience, and ability to carry out the Proposal	30
Staffing/Project organization	10
Work plan/technical approach	10
Fees/Costs	10
Adherence to RFP guidelines	10
Miscellaneous	5