
Request for Qualifications (RFQ) Insurance Broker/Consultation Services
City of Donna Employee Benefits Plan

CITY OF DONNA
REQUEST FOR STATEMENT OF QUALIFICATIONS

The City of Donna is soliciting sealed Statement of Qualifications (SOQ'S) for the following professional services:

RFQ #2018-003 Insurance Brokers and/or Agent

One original Statement of Qualification and four (4) copies shall be submitted by **4:00 pm** on **Wednesday, April 18, 2018** to City of Donna, City Secretary's Office, 307 S. 12th Street, Donna, Texas 78537. Outside of envelope must be clearly marked "Insurance Broker/Agent Services SOQ". City of Donna's normal business days are Monday through Friday between 8:00 am and 5:00 pm and shall be closed on recognized holidays. Any SOQ received after the deadline will not be accepted and returned to the submitter unopened. SOQ's will not be accepted by facsimile or email. Copy of Statement of Qualifications is available at City Hall or may be downloaded from city's website at cityofdonna.org The City of Donna reserves the right to hold all Statement of Qualifications (SOQ) for a period of 30 days and reserves the right to accept or reject any or all SOQ's and/or accept the best and most advantageous to the city. The City of Donna reserves the right to waive any/all formalities or technicalities.

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I. GENERAL INFORMATION/PUBLISHING

The City of Donna, Texas (CITY) is accepting “Qualification Statements” from licensed Insurance Brokers and/or Agents (hereafter “Broker/Agent”) for the purpose of providing professional insurance brokerage and consulting services for the employee benefits plan. The Broker/Agent must have a proven track record of successfully providing the outlined “Scope of Services” for employers of comparable size and complexity and will work directly with the CITY Human Resources staff in administration and delivery of the employee benefits plan.

The employee benefits plan year is October 1 through September 30. This RFQ is being done in conjunction with the review of annual policy renewals with the objective of evaluating our current Broker/Agent relationships relative to other interested parties and their ability to provide the outlined “Scope of Services” and meet the objectives of our employee “Benefits Philosophy”:

City of Donna objective is to provide the best possible benefit program at the most appropriate cost for our employees. We have an important long term objective of controlling costs so that we can continue to offer as broad an array of benefits as possible, with as little cost to you as possible, for as long as possible.

The anticipated duration for the initial Broker/Agent services is for a period not to exceed three (3) years. The duration may be reviewed from year to year at CITY ’s sole discretion, and CITY may further extend the relationship on an annual basis for up to two (2) additional years. Conversely, CITY reserves the right to terminate the relationship at any time should it be determined that the Broker/Agent is not fulfilling the “Scope of Services” as expected. The Broker/Agent relationship is expected to commence immediately following the selection process, to include fulfilling all service requirements for a smooth open enrollment in July 2018, for the plan year beginning October 1, 2018. The final selection is subject to approval by the City Council of the City of Donna.

Resume’s/Qualifications/Letters of Intent may be mailed to City of Donna, Attn: City Secretary, 307 So. 12th, Donna, TX 78537.

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II. CURRENT EMPLOYEE BENEFITS PLAN

It is not a primary objective of this RFQ to solicit new or different insurance carriers or coverage; the intent is focused on reviewing Broker/Agent services for the benefits offerings identified in this section. However, in the event CITY determines it is in the best interest of the benefits plan to consider other carriers or coverage, Broker/Agents submitting “Qualification Statements” must be able and willing to handle these solicitations and negotiations on behalf of the CITY if selected.

The CITY Employee Benefits Plan covers approximately 135 employees and 120 eligible dependents (255 total lives).

Employee Benefits Plan Broker/Agent RFQ

The annual renewals being considered at this time include the following.

Our current Broker of Record is responsible for servicing the following core Employee Benefits Plan products:

- Medical/Dental Insurance
- Basic Life Insurance
- Prescription Drug Plan
- \$20.00 Co-Pay / Visit

Add on Plans

- Blue Shield Wellness Center Plan
- Employee benefits assistance and resolution
- Administration and Compliance services
- Supplemental Insurance available

Only the benefit plans indicated in this section are being reviewed at this time. This RFQ does not include the pension plans or retirement.

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III. SCOPE OF SERVICES

At minimum, the selected Broker/Agent will be expected to provide the following services:

- 1)** Prepare an Annual Stewardship Report, including complete accounting of fees and/or commissions earned on the account, observations on relevant changes in the insurance market, view on loss exposures facing CITY, loss control activities and insurance policy summaries.
- 2)** Solicit and negotiate plan proposals and rate quotes from existing and alternate insurance carriers for annual renewals.
- 3)** Provide thorough analysis and recommendations for both cost saving and benefit enhancement options, to include scope of plan design changes (new and non- traditional approaches), impact on plan cost, value added services, etc.
- 4)** Conduct annual open enrollment benefits meetings for all employees, including preparation and presentation of annual benefits plan status report.
- 5)** Maintain an active and ongoing relationship with the service providers/insurance carriers to ensure smooth operation and delivery of benefits as well as facilitating prompt review and resolution of plan and claims administration issues.
- 6)** Make regularly scheduled visits to the City to respond to questions, solve problems, and assist with benefit administration.
- 7)** Provide a team of servicing representatives available to CITY on an ongoing basis.
- 8)** Provide plan design and financial management performance updates throughout the plan year via detailed analysis, review, and evaluation of costs, claims, and trends.
- 9)** Assist with development and design of year-round informational materials, payroll stuffers, employee meetings, Annual Health Fair, etc. to maximize employees' knowledge and understanding of how to be the best consumer of the employee benefits plan.
- 10)** Be knowledgeable of all Federal and State benefits laws (including but not limited to: COBRA, HIPPA, FMLA, etc.) and serve as a resource to CITY Human Resources staff on same.
- 11)** Inform CITY Human Resources of changing legislation and legal decisions affecting employee benefits. Advise on and discuss methods to comply with these changes.
- 12)** Provide compliance and Governmental administration services internally or via third party, to include responsibility for all COBRA if applicable notification obligations, premium collection, and provide documentation/reporting of same.

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13) Coordinate provision of Administration services internally or via third party.

14) Upon request, perform related tasks reasonably associated with the “Scope of Services” as outlined above.

IV. “QUALIFICATION STATEMENT” RESPONSE REQUIREMENTS

Interested Broker/Agents must submit a “Qualification Statement”. This submission must be responsive to the following items and may also include supplemental material that further supports the Broker/Agent’s ability to provide the “Scope of Services” outlined in Section III. Failure to provide complete and/or adequate responses to the following will be grounds for rejecting the Broker/Agent from further consideration.

1) An overview of the Broker/Agent’s firm, including at minimum: historical background, location(s), length of time in existence, structure of the firm, annual agency revenues, and certificate of firm’s E&O coverage.

2) A listing of known complaints regarding Broker/Agent from the last ten (10) years that have been filed with the State Insurance Commissioner’s Office, including the nature of the complaint and disposition.

3) A listing of the person(s) who will be assigned (and readily available) to CITY’s account and their specific role(s) in servicing the account. This listing must include details regarding professional experience of same, including: resumes, licenses, certification, etc.

4) A list of current benefits clients (preferably at least 100 employees) and scope of what coverage (medical, dental, term life, disability, AD&D, cancer, universal life, etc.) you service for these clients and what carriers are utilized.

5) Three (3) references (preferably of similar size and demographics to CITY) that you currently provide Broker/Agent services to. Include in this submittal: organization name, address, contact name and title, phone number, period served, and scope of coverage and carriers.

6) One (1) reference (preferably of similar size and demographics to CITY) of a client from the last three (3) years that you no longer represent due to their decision to change Broker/Agent. Include in this submittal: organization name, address, contact name and title, phone number, period served, and scope of coverage and carriers, and explanation of why the organization changed Broker/Agent.

7) Provide work samples that demonstrate your ability to meet and exceed expectations as outlined in “Scope of Services”. At minimum, this must include examples of the following:

- a. Annual Stewardship Report,
- b. Analytical Reporting completed by your staff (not copies of carrier reports),

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- c. Recommendations for plan design changes and associated costs and/or savings,
- d. Open enrollment report to employees,
- e. Year-round benefits communication materials.

8) List of insurance carriers with whom you have ceased your working relationship within the last three (3) years, and why you did so. Include the duration of each and the primary products you offered through them (medical, dental, term life, short and long term disability, AD&D, cancer, universal life, etc.)

9) Provide examples/explanations of your firm's value added approaches and services that you feel distinguish you from other Broker/Agents.

10) Disclose any known existing or prior business relationships (within the last five years) with City of Donna Officials or employees.

11) Disclose any political contributions (within the last five years) to any City of Donna Elected Official.

12) Any other supplemental items that you feel should be brought to our attention and given consideration in evaluating your qualifications. Please feel free to elaborate on examples that substantiate your ability to provide the expected "Scope of Services".

Please note that during the "Qualification Statement" review process, further information may be requested by CITY for more in-depth evaluation.

V. RFQ QUESTIONS AND CLARIFICATIONS

All inquiries regarding the RFQ must be submitted in writing to Laura Baldarrama, CITY OF DONNA, City Secretary. Written responses to such inquiries will be made available to any requesting party, in accordance with the Open Records Act.

Any explanation desired by a Broker/Agent regarding the meaning or interpretation of the RFQ must be requested no later than Friday, April 13, 2018, at 4:00 p.m. in order for a reply to reach all respondents before the deadline. Any information given to a Broker/Agent will be furnished to all prospective Broker/Agents as an addendum if such information is necessary or if the lack of such information would be prejudicial. Receipt of addendum should be acknowledged in the "Qualification Statement". Although the Finance Division will take effort to send any addendum to known Broker/Agents, it is the Broker/Agent's ultimate responsibility to ensure that they have all applicable addenda prior to submitting the "Qualification Statement".

From the date of distribution of the RFQ through the date of selection of a Broker/Agent by the City Council, Broker/Agents may not initiate or continue any verbal or written communications

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regarding this RFQ with any city elected official, employee or other city representative. Such communications are expressly forbidden except with the written foreknowledge to and permission of the City Manager. Violations will be reviewed by the City Manager and Purchasing Department. If determined that such communication has compromised the competitive process or is otherwise deemed to be disruptive, inappropriate or unacceptable conduct, the RFQ submitted by the Broker/Agent may be disqualified from further consideration.

VI. REVIEW OF “QUALIFICATION STATEMENTS” AND SELECTION CRITERIA

The City Manager, Finance Director, and Human Resources Director will select (and may also serve on) a Benefits Committee for the purpose of qualification review and evaluation, interviewing, and recommendations to the City Council. Such committee will create points systems for the recommendation prior to examining responses.

“Qualification Statements” will be evaluated on, but not limited to, the following criteria:

- The Broker/Agent’s demonstrated qualifications and expertise in performing the “Scope of Services” required (as demonstrated by a review of current and historical client base, carrier relationships, work samples, references, etc.)
- The professional and ethical reputation of the firm.
- Local representation (RGV-wide).
- The qualifications and experience of the staff that will be directly assigned to handle the account.
- Any proprietary offerings or value added services of the Broker/Agent that will further enhance the employee benefits plan through a combination of cost saving measures, benefit enhancements, Broker/Agent specific offerings, etc.
- The scope of employee benefits plans and carriers that the Broker/Agent services and is familiar with.
- Past record of performance with respect to quality of work provided to comparable clientele, to include references from current and previous clients.
- Firm’s familiarity with insurance issues similar to those facing CITY.

The Benefits Committee will notify those selected and schedule an interview/presentation on March 16, 2017 (tentative). Subsequent to the interview/presentation process, the Benefits Committee will make recommendations to the City Council for Broker/Agent selection(s), to include any specific service and/or offering recommendations (in the event that more than one

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Broker/Agent is recommended for the purpose of offering additional supplemental employee paid benefits.)

VII. ANTICIPATED TIME LINE

- April 1, 2018, Sunday – Advertise RFQ.
- April 18, 2018, at 4:00 p.m. – “Qualification Statement” deadline.
- April 18, 2018, at 4:10 p.m. – Open sealed RFQ’s.
- April 20, 2018, – Select and rank candidate Brokers/Agents.
- City Council meeting – To Be Determined.
- September 2018 – Conduct Open Enrollment.
- October 1, 2018 – Beginning of new employee benefit plan year.

Time line is subject to change at the sole discretion of CITY . No individual extensions will be granted for the “Qualification Statement” deadline.

VIII. ADDITIONAL SUBMITTAL AND RFQ DETAILS

- “Qualification Statements” must be delivered and received by CITY no later than 4:00 p.m. on April 18, 2018. In the unanticipated event that CITY offices are closed at that time, the deadline will be extended to 4:00 p.m. on the City’s next observed business day.
- “Qualification Statements” must be submitted to:
City of Donna, Attn: Laura Balderrama, City Secretary, 307 So. 12th St, Donna, Tx. 78537
- Respondents must submit four (4) copies of the “Qualification Statement”. All materials shall be enclosed in sealed envelopes, addressed as indicated above with the name of the Broker/Agent clearly identified and “INSURANCE BROKER/AGENT RFQ” clearly marked on the outside of the packaging.
- CITY shall not be responsible for the loss, non-delivery, or physical condition of documents sent by postal or courier/parcel service.
- Documents submitted by facsimile or email transmissions will not be accepted.
- Documents received after the deadline will not be considered.
- False statements and/or incomplete submittals are grounds for rejection.
- The CITY may choose to reject a “Qualification Statement” from a Broker/Agent who is in default on the payment of taxes, licenses or other monies due to the CITY.

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- Please note that all information received in this process becomes property of CITY and is public information after the selection process is completed (subject to disclosure in accordance with the Open Records Act).
- CITY reserves the right to amend this RFQ up to the deadline. Notification of any amendments will be posted to the City's website and will be distributed via email to all parties who have requested same by providing a valid email address. In the event such an amendment would require significant changes in the scope of work, CITY reserves the right to adjust the deadline accordingly to allow respondents to revise their responses.
- CITY reserves the right to: request additional information from any or all parties at any point in the process, waive any irregularities in any response, cancel this RFQ in whole or part, reject any or all proposals, and/or proceed at any time with the Broker/Agent(s) determined to be the best suited for providing the "Scope of Services" as outlined.
- Prior to the submittal deadline, "Qualification Statements" may be modified or withdrawn by the respondent's authorized representative in person. If proposals are modified or withdrawn, the authorized representative shall make his identity known and shall sign a receipt for the proposal.
- The final agreement will be between Broker/Agent and the CITY. Broker/Agent selected is not allowed to sub-contract out their services to any other agent in conjunction of this agreement.

It is the Broker/Agent's responsibility to carefully examine all components of the RFQ, his/her ability to meet the expectations outlined, and to respond accordingly. Failure to do so shall not be grounds for any declaration that the respondent did not understand the conditions and requirements of the RFQ.

- In the event of default of the successful respondent, or the successful respondent's failure to meet the "Scope of Services", CITY reserves the right to proceed with any other respondent.
- From the date of distribution of the RFQ through the date of selection of a Broker/Agent by the CITY COUNCIL, Broker/Agents may not initiate or continue any verbal or written communications regarding this RFQ with any city elected official, employee or other city representative. Such communications are expressly forbidden except with the written foreknowledge to and permission of the City Manager. Violations will be reviewed by the City Manager and Purchasing Division. If determined that such communication has compromised the competitive process or is otherwise deemed to be disruptive, inappropriate or unacceptable conduct, the RFQ submitted by the Broker/Agent may be disqualified from further consideration.

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- Failure to observe any of the instructions or conditions in this RFQ may constitute grounds for rejection of the Broker/Agent's "Qualification Statement".