

REQUEST FOR PROPOSAL: EMPLOYEE BENEFIT BROKER/CONSULTING SERVICES

Candler County Hospital (CCH) is seeking written proposals for an insurance brokerage firm to provide Employee Benefit Brokerage and Consulting services. Technical questions or requests for clarification shall be directed, in writing, to the email address below. CCH 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.

Name: Kim Anthony or Stephanie Blizzard
Company: Candler County Hospital
Address: 400 Cedar St.
City, State Zip: Metter, GA 30439
Telephone: (912) 685-1718 or (912) 685-1739
Email address: kanthony@candlercountyhospital.com or sblizzard@candlercountyhospital.com

1. GENERAL INFORMATION

1.1. Key Dates

The following table outlines CCH key dates and events in this RFP process.

8/5/2020	RFP is available & Questions and Answer Period
9/15/2020 (5PM EST)	Deadline for receipt of Proposals (via e-mail)
9/23/2020	Oral Interviews with selected respondents
9/30/2020	Selection completed/contract negotiations begin

CCH 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 CCH.

1.2. Background of Candler County Hospital

CCH is a comprehensive healthcare system that services Candler County in Georgia. It includes a A-25-bed Critical Access Hospital accredited by DNV-GL, licensed by the state and Medicare certified and a Rural Health Clinic certified to receive both Medicare and Medicaid reimbursements. Current Benefits include (estimated: 140 full-time staff – Fully Insured Plan):

- Group Health Insurance (includes Telemedicine)
- Dental
- Vision
- Short-Term Disability (STD)
- Long-Term Disability (LTD)
- Life Insurance (AD&D included)
- Enhanced Policies: Accident, Cancer & Critical Illness

Scope of Requested Services:

- Full-Service Annual Open Enrollment
- Monthly Site Visits for Eligible-employment Enrollment
- COBRA processing
- Underwriting & Market shopping for the best benefits to offer CCH staff
- On-site Semi-Annual Education to Staff (e.g. Q&A session)
- Comprehensive Distribution of Materials to Staff

1.3. Preparation Costs

CCH 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 will be kept confidential throughout the selection process and afterward. Copies of any proposal will not be shared with other respondents.

2.2. Disposition of Proposals

All materials submitted in response to the RFP shall become the property of CCH.

2.3. Modification of Proposals

Modifications to proposals will not be accepted by CCH.

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

CCH 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 CCH. However, the requirements for timelines shall not be waived.

2.6. Proposal Evaluation

A committee of individuals representing CCH 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 CCH and are for the purposes of allowing CCH 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 September 30th. The successful respondent will assume their responsibilities on October 1st.

3. MINIMUM QUALIFICATIONS

All brokerage firms submitting a proposal must:

- a. be licensed to do business in all states,
- b. have the expertise, licenses and resources to provide Employee Benefit broker/consulting services for CCH current and future operations,
- c. consistently maintain and allocate sufficient staffing resources to provide timely service for CCH 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 5:00pm - September 15th, 2020: ATTN: Mrs. Stephanie Blizzard – OR – Electronic proposal must be emailed to Mrs. Kim Anthony kanthony@candlercountyhospital.com~~kanthony@burkemedical.net~~ no later than 5:00pm - September 15th, 2020.**
- c. Our final broker selection will be made based on our evaluation of the criteria outlined in Section 6 of this Request for Proposal.

Submission of a proposal will be 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

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) Describe the visibility and influence of your firm in the employee benefits field.

2. Account Team Qualifications

- a) Provide an overview of the account team that would be assigned to CCH.
- b) Describe your approach to the ongoing training of your staff.

3. Clients

- a) Describe at least two innovative strategic solutions you have implemented for clients similar to CCH that highlight your benefits consulting expertise.
- b) Describe your internal means for ensuring customer satisfaction with your services.
- c) Provide contact names and phone numbers of 3 references.

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 CCH employees.
- c) Describe your capabilities in ongoing plan performance monitoring, plan performance forecasting, claims experience analysis, benchmarking and reporting.
- d) Describe your capabilities in employee communications.
- e) Describe your consulting and educational services in the area of legal compliance.
- f) Describe your use of technology to support online employee services and education.
- g) Describe any additional service options that may be of interest to CCH.

5. Describe attributes that make you a valuable strategic partner to CCH.

6. Compensation

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