

## LOWER VALLEY WATER DISTRICT

### REQUEST FOR STATEMENT OF QUALIFICATIONS INSURANCE CONSULTANT/BROKERAGE SERVICES RFQ NO. 17-0829-05

The Lower Valley Water District's Board of Directors are seeking and accepting Statement of Qualifications from Licensed Benefits Consultant/Broker to assist the Lower Valley Water District with all employee benefit lines of coverage. The Request for Qualifications is available on the Lower Valley Water District's website at [www.lvwd.org](http://www.lvwd.org). Notification of any addendums will be posted through the Lower Valley Water District's website.

Sealed proposals, one (1) original and four (4) copies and a USB with a PDF file of the SOQ, must be clearly marked, "**Request for Statement of Qualification for Insurance Consultant/Brokerage Services; RFQ NO. 17-0829-05**", shall be delivered to the Lower Valley Water District, attention Purchasing Department, at 1557 FM Road 1110, Clint, Texas, 79836, at or before 3:00 P.M., local time, on Tuesday, August 29, 2017. Late Proposals will not be accepted. Proposals are to be hand delivered or mailed to address provided above. **NO faxed or e-mail submittals will be accepted.** Lower Valley Water District will not be responsible for any lost or late deliveries.

A highly recommended pre-bid meeting will be held on Monday, August 21, 2017 at 10:00 A.M. local time, at the address listed above.

Lower Valley Water District retains the right to accept or reject any and all RFQs, to waive the technicalities, and to select the RFQs which are in the best interest of the District.

The selected firm will work directly with the Administrative staff. The term of the contract will be for three years beginning September 2017. The contract will be annually renewable based on the performance and services provided by the broker.

#### **I. General Information**

The Lower Valley Water District hereafter known as LVWD, currently provides to its employees the following fully funded benefits (Dependent coverage is paid in its entirety by the employee); Medical, Dental, Vision, and Basic Life and Voluntary Life.

#### **II. Scope of Services**

The Lower Valley Water District desires to enter into agreement with a firm(s) to provide Employee Benefits Consulting and Broker Services. LVWD current insurance benefits renew on November 1. Successful proposer(s) would be responsible for consulting and brokering the following plans until their expiration dates;

<b>Benefit</b>	<b>Present Carriers</b>	<b># Enrolled Employees</b>
Medical	TML-United Healthcare	110
Dental	TML	112
Vision	TML	111
Basic Life	Standard	114

Scope of Services should include:

**Underwriting and Financial Activities to Include:**

- Trend Analysis
- Annual Renewal Process Negotiation
- Plan Design Modeling and Benchmarking
- Medical Inflation Trend Reviews
- Large Claim Forecasting
- Quarterly Claim Analysis and Reporting

**Clinical Activities:**

- Disease Management
- Predictive Modeling
- Ongoing Wellness Program Monitoring/Development/ROI Reporting
- Medicine at Work Programs

**Compliance Activities Include:**

- Quarterly Compliance Updates
- HIPAA Privacy Interpretation
- HB 2015 Negotiations with Carriers
- Compliance Training Seminars
- Eligibility Audit

**Scope of Service Activities**

- Daily Claims Resolution
- Claims Advocacy
- Open Enrollment Assistance

- HR Assistance

**Communication Activities Include:**

- Employee Communication Campaign Strategy
- Enrollment Guides/Payroll Stuffers/Newsletter and Articles
- Web Based Employer/Employee Resources
- Employee Education/Meetings
- Benefits Statements
- Bilingual Support

**Technology Activities Include:**

- On-line Benefits Enrollment Software Consultation
- Carrier Eligibility Feeds
- HRIS/PR Interface Consultation

**III. Instructions to Proposers:**

A. The Lower Valley Water District reserves the right to reject any and all proposals, in whole or in part, waive any technicalities; and to accept the proposal which in its judgment, is in the best interest of LVWD and its employees.

B. Proposals shall show the ability to meet the Scope of Services and provide complete responses to the attached Questionnaire.

C. Each proposer should submit a detailed response to the RFQ. The response shall include sufficient information to enable LVWD to fully evaluate the capabilities of the proposer and its approach to providing the specified services. The response shall specifically address the issues raised and provide the information requested.

D. Do not include fee information at this time. Proposers will be first evaluated on their ability to meet the Scope of Services and responses to our questionnaire. Finalists may be identified to present to the Committee. The Evaluation Committee will have the option to interview the top ranking proposers. Fee negotiations will occur after the selection of the successful proposer.

E. The information contained in this RFQ is confidential and may be used solely for the purposes of preparing proposals for the Lower Valley Water District.

F. The Lower Valley Water District reserves the right to award the contract to the proposer who meets our provisions and provides services at the best value. In its determination of best value, LVWD may consider: the reputation of the proposer and of the proposers goods or services, the quality of the proposers goods or services, the extent to which the goods or services meet LVWD needs, the proposers past relationship with LVWD, the total long term cost of LVWD to acquire the proposers goods or services, and any other relevant criteria listed in the Request for Qualifications.



G. The Lower Valley Water District reserves the right to select two or more proposal for Best and Final Presentations.

H. The Lower Valley Water District will not respond to oral request for information or clarification. Only written request, including questions and/or clarification will be acceptable by email. Any questions and/or comments about RFQ should be submitted through e-mail with subject: **“Questions-RFQ No. 17-0829-05 Insurance Consultant/Brokerage Services.”** Last day to submit question is Wednesday, August 23, 2017.

I. It is the responsibility of the proposer to examine the entire RFQ package and seek clarification of any item or requirement that may not be clear and check all responses for accuracy before submitting a response.

J. Proposals may not be withdrawn after the bid due date for a period of 90 days.

K. The contents of the proposals will remain confidential during the review process.

L. The successful Consultant/Broker will assist with open enrollment and employee meetings to explain new benefits and assist with the placement and set-up of new plans.

M. The selection is based on the following evaluation criteria;

#### **Scoring System**

Ability to meet Scope of Services 25%  
Ability to meet the LVWD needs 25%  
Services Offered 20%  
Reputation of the Company 15%  
Presentation 15%

N. As required by Chapter 176, Respondent must have filed a Conflict of Interest Questionnaire with the Purchasing Department no later than the seventh business day after the commencement of contract discussions or negotiations with the District or the submission of a response to a request for proposals, or other writing related to a potential contract with **OWNER**. The questionnaire must be updated no later than the seventh day after the date of an event that would make a statement in the questionnaire inaccurate or incomplete. There are statutory penalties for failure to comply with Chapter 176.

O. Proposer must complete and sign the following; **Prohibition on Lobbying or Solicitation Acknowledgement Form** and **Bid Acknowledgement Form** and made part of the RFQs response for proposal to be considered.

## **IV. Questionnaire**

### **Company Information**

1. Briefly describe your firm's history, number of employees and years in existence.
2. Discuss any impending changes in your organization that could impact the delivery of services.
3. Provide proof that your company carries Error & Omissions insurance coverage.
4. Describe how employee benefits are structured within your organization.

### **Company Practices**

5. Describe what makes your firm uniquely qualified to work on our account.
6. What size clientele does your firm generally support?
7. Do clients leave your organization? If so, Why?
8. Provide the names, contact information and responsibilities for the proposed persons on your staff.
9. What is your service philosophy?
10. What is your clientele to specialist ratio?
11. If your firm is selected, how would you propose we transition the account?

### **Expertise**

12. Describe your approach to supporting our programs throughout the plan year
13. Describe your experience with different types of funding.
14. How do you manage vendor relationships?
15. Describe your local and national market leverage within the employee benefits market place.
16. Describe your experience with employee claim assistance and carrier escalation.
17. Describe your process for negotiating renewals.
18. How does your firm measure service quality?

### **Underwriting and Financial Services**

19. Describe your firm's underwriting services.
20. Describe the annual renewal process and carrier negotiation.
21. Describe your firm's plan design modeling and benchmarking.
22. Describe how your firm will assist LVWD with claim analysis and reporting to the Administrative Staff and Board of Directors.

### **Wellness & Clinical Activities**

23. Describe your firm's expertise with developing and managing Wellness initiatives.
24. Describe how your firm measures Wellness Programs: Return on Investment.
25. Describe how your firm utilizes predictive modeling.

### **Special Services**

26. Describe any unique tools you could employ to assist us in monitoring our healthcare and prescription drug programs.

27. Describe your company's capabilities with regard to employee communication – both through paper and electronic means.
28. What type of HR consulting services does your firm offer (i.e., process, compliance, compensation, in-services, etc.)?
29. Does your firm offer additional education opportunities for clients on topics such as health care reform, COBRA, FMLA, labor law, wellness, etc.?
30. Describe your firm's employee communication campaign strategy.
31. Provide examples of employee communications: enrollment guides, payroll stuffers, newsletters, etc.
32. Describe your firm's assistance at open enrollment meetings.
33. Describe any additional services offered by your firm that may be of interest to LVWD.

### **Legislative/Compliance**

34. Do you have in-house legal advisors who provide counsel to your clients?
35. Describe methods you employ to disseminate information about current labor laws, current benefit trends and legislation. Provide examples.
36. Do you assist clients in filing Form 5500's?

### **Compensation**

37. Describe how you would prefer to be compensated (i.e. fee for services, monthly, retainer, etc.).
38. Describe our right to terminate a contract with your firm. Is there a minimum contract period?

### **References**

39. Provide at least four-references of current clients. Include: Name of organization, nature of business, number of employees, types of benefits, length of service relationship with firm, and contact person and phone number.

**LOWER VALLEY WATER DISTRICT**

**PROHIBITION ON LOBBYING OR SOLICITATION ACKNOWLEDGEMENT FORM**

**Request for Qualification  
For  
Insurance Consultant/Brokerage Services;  
RFQ No. 17-0829-05**

The Lower Valley Water District has implemented a procedure prohibiting lobbying, contacting or soliciting District staff members or members of the Board of Directors during the selection process.

The undersigned acknowledges the district procedure and certifies that all employees, agents, consultants, or representatives of the representing firm have not or will not contact, solicit, or lobby District staff members, members of the Board of Directors regarding the above mentioned solicitation from the date of Board of Directors authorization to solicit proposal through final action of this solicitation by the Board of Directors.

\_\_\_\_\_  
Firm Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
City/State/Zip

\_\_\_\_\_  
Telephone Number

\_\_\_\_\_  
Fax Number

\_\_\_\_\_  
Name of Representative

\_\_\_\_\_  
Title of Representative

\_\_\_\_\_  
Signature of Representative

\_\_\_\_\_  
Date



**LOWER VALLEY WATER DISTRICT**

**Request for Statement of Qualification  
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**BID ACKNOWLEDGEMENT  
FORM**

"The undersigned affirms that he/she is duly authorized to execute this contract, that this company, corporation, firm, partnership or individual has not prepared this bid in collusion with any other Bidder, and that the contents of this bid as to prices, terms or conditions of said bid have not been communicated by the undersigned nor by any employee or agent to any other person engaged in this type of business prior to the official opening of this bid."

COMPANY'S NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_  
\_\_\_\_\_

PHONE: \_\_\_\_\_

FAX NUMBER: \_\_\_\_\_

BIDDER (Signature): \_\_\_\_\_

BIDDER (Print Name): \_\_\_\_\_

POSITION with Company: \_\_\_\_\_

SIGNATURE of Company  
Official Authorizing this Bid: \_\_\_\_\_

Company Official (Print Name): \_\_\_\_\_

Official Position: \_\_\_\_\_  
\_\_\_\_\_

\*\*\*\*\*  
The bidder hereby acknowledges receipt of the following listed addenda and agrees that all addenda issued are made part of the contract documents, and the bidder further agrees that his/her bides) includes all changes resulting from said addenda.

ADDENDUM NO. \_\_\_\_\_ DATE \_\_\_\_\_

ADDENDUM NO. \_\_\_\_\_ DATE \_\_\_\_\_

ADDENDUM NO. \_\_\_\_\_ DATE \_\_\_\_\_

\*\*\*\*\*

Please provide name and title of any employee of your firm who may have acted as a consultant in the preparation of this bid:

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_