



Request for Qualifications (RFQ)
For
Insurance Broker/Agent Services

Pre-Bid Conference

February 28, 2019

Questions and Answers

This Question and Answer (Q & A) summary is intended to provide answers to questions asked verbally during the Pre-Bid Conference and questions submitted in writing before or after the Pre-Conference by the 5:00 p.m. deadline on March 4, 2019. Questions and answers may have been amended to ensure clarity. As such, the content of this document is not a verbatim transcript of the Pre-Bid Conference.

The Pre-Bid Conference for Insurance Broker/Agent Services Request for Qualifications (RFQ) was opened at 2:00 p.m. on February 28, 2019 and adjourned at 2:35 p.m. The Time Table for Submission, Contract Terms and Scope of Services were reviewed, followed by the opportunity to discuss the procurement and have questions answered.

The following items are posted at www.elcbroward.org

- Verbal and Written Questions and Answers
- RFQ Addendum #01
- List of Pre-Bid Conference Participants
- Current Insurance Broker Information
- Plan Cost Sheet and Redacted Invoices
- Plan Summaries

Questions and Answers related to the RFQ Pre-Bid Summary are grouped by Questions presented at the Pre-Bid Conference and Questions submitted in Writing.

I. Questions Presented at Pre-Bid Conference

Q: Who is your current broker and how were they selected?

A: Our current broker is the Faison Group who was previously selected based on the recommendations of other ELCs.

Q: Do you have concerns about the performance of your current broker?

A: In the past year, our organization has expanded rapidly, from a small plan agency administering pass through funds with fewer than 25 employees to a large plan agency with a direct service business model and over 120 employees. We expect to reach 133 employees by the end of the year and, in accordance with best administrative practices, it was appropriate to conduct a competitive procurement for Insurance Broker services.

Q: Is information on the Faison Group public record?

A: Yes, as their services relate to Broward ELC. We will post available and relevant information with this Pre-Bid Conference Summary.

- Q:** You are currently with Blue Cross Blue Shield; is it a preference to stay with them?
- A:** We have enjoyed the plan and would prefer to have a plan with similar benefits.
- Q:** Is Personal Health Information available from Florida Blue?
- A:** A report is not available at this time.
- Q:** Do you have an online enrollment site?
- A:** Yes, Maxwell Health
- Q:** Who is your payroll provider?
- A:** ADP
- Q:** Do you have any additional payroll support? (Such as someone to do the integration?)
- A:** Maxwell Health integrates with ADP. Integration with/or using alternative systems could be built into your proposal as appropriate.
- Q:** Do you want to stay with Maxwell Health?
- A:** We are interested in a user-friendly, automated, integrated open-enrollment capability. All options would be considered.
- Q:** Are you able to share current benefit package?
- A:** It will be posted on our website with this Pre-Bid Conference summary.
- Q:** RFQ Page 8 asks for three (3) references and Page 13 asks for two (2). Can you clarify?
- A:** Three (3) references are required and this will be corrected in RFQ Addendum #01.
- Q:** Do you want Letters of Recommendation or just contact information for references?
- A:** Contact information for references, which will be verified by ELC staff, are sufficient.
- Q:** You indicated you have 121 employees, are they all in one location?
- A:** Due to our rapid growth, some staff are outposted at various locations throughout the community; however, we will be relocated to a larger location and, although will continue to deploy staff to community locations to promote access to services staff will all be housed in one building at the Crowne Plaza, just a mile west of our current building.
- Q:** Are all of your current employees fully covered?

- A:** 120 out of our total 121 employees currently participate in our employee benefits.
- Q:** Can we see the date of births and salaries?
- A:** Our average age is 44 and our average employee salary is \$48,000
- Q:** RFQ Page 8, item #B.6 asks that bidders disclose any prior known business with ELC. All ELCs?
- A:** Only the Broward County ELC.
- Q:** RFQ Page 9, Item #B. 7. References the “selected investment provider”. Please clarify.
- A:** This is a Scrivener’s error and will be corrected in RFQ Addendum #01.
- Q:** Is the Fee Proposal noted on RFQ Page 9, item #B. 7, a qualifying or disqualifying quantitative component? Are you looking for a hard number quote?
- A:** The fees are not disqualifying. We are interested in your estimated fees.
- Q:** Are you looking towards self-insurance/self-funding in the future?
- A:** Not at this time.
- Q:** How Is COBRA sponsored?
- A:** By our current broker
- Q:** What about FMLA?
- A:** FMLA is currently managed in-house; however, with our rapid expansion, outsourcing might be worth consideration.
- Q:** What does your organization currently cover for your employees?
- A:** ELC currently covers health, vision and dental insurance costs as follows: employees at 100%; dependents at 90% and spouses at 50%. Life, STD, LTD are all covered 100%
- Q:** How does ELC consider the cost of the overall package?
- A:** The coverage is expensive; however, as an organization dedicated to serving children and their families, it is important to us to ensure that our health insurance benefits are comprehensive. We hope to preserve this employment benefit to maintain positive staff recruitment and retention, but we also need to manage our costs by finding plans with the best value.
- Q:** Can we see the current full plan design and the most recent bill?
- A:** Yes, but individual employee names and elections will be redacted.
- Q:** What are your expectations for employee health and morale activities.

A: This is covered in the RFQ Addendum #01, posted with this Pre-Bid Conference Summary.

Q: Should we provide a work sample?

A: You may provide any relevant documentation with your proposal submission.

Q: Is your current broker participating in this procurement process?

A: This is an open and competitive procurement process. The current broker has had no involvement with the procurement; however, they are eligible to apply as are all other Insurance Brokers/Agents.

II. Questions Submitted in Writing

Q: What is the current Annual Cost for Cobra administration?

A: None.

Q: Would ELC be willing to look at other vendors / options?

A: Yes.

Q: What are the current Medical, Dental, Vision plans being offered?

A: See plan documents posted separately.

Q: What are the rates for the different services?

A: See plan documents posted separately.

Q: Please provide a copy of your current broker agreement/contract?

A: We have representation letters and do not use a broker agreement or contract.

Q: Are any supplemental or override commissions being paid? If yes, please clarify and provide the amounts.

A: No

Q: What is the current compensation model – Fees or Commissions? If fees what is the total annual fee? What is the commission percentage per line of coverage?

A: The current commission is approximately 6% for health.

Q: Please share the compensation model that is currently in place with your existing broker (i.e. fee/rate/percentage).

A: The current commission is 6%.

- Q:** What is the annual premium per line of coverage?
- A:** See plan documents posted with this Pre-Bid Conference summary.
- Q.:** What wellness initiatives has the ELC of Broward put in place or started to initiate over the past year or is planning on prior to open enrollment of 2019?
- A:** ELC does not currently offer wellness initiatives; so we ask that this be addressed in your response to this RFQ.
- Q:** Is the current broker providing compliance and government administration? What is meant by “government administration (Page 8 – 2nd Bullet from top)”?
- A:** Government administration refers to management of all COBRA-related activities. Our current broker provides this service at no charge to ELC.
- Q:** Please confirm that it will be acceptable to the ELC of Broward that the ELC of Broward will be named as an additional insured on the Commercial General Liability Policy, but not on the Workers’ Compensation and Employer’s Liability or Comprehensive Auto Liability Policy, and it will be via a Certificate of Insurance, not an endorsement.
- A:** This RFQ does not include these types of policies. The RFQ is for employee health benefits only
- Q:** Please confirm that it will be acceptable to the ELC of Broward that any cancelled or non-renewed policy will be replaced with no coverage gap and a current Certificate of Insurance will be provided to the ELC of Broward.
- A:** The RFQ is for employee benefits only.
- Q:** Please confirm that it will be acceptable to the ELC of Broward that Gallagher’s Commercial General Liability insurance policy includes a \$250,000 deductible which is not subject to change.
- A:** Not Applicable; this RFQ is for employee benefits only.
- Q:** Please confirm if the ELC of Broward is willing to accept the Auto Liability based on Auto limits on any one accident or loss?
- A:** Not Applicable; this RFQ is for employee benefits only.
- Q:** Please confirm if the ELC of Broward is willing to accept that our professional liability limits are each wrongful act/annual aggregate and our policy has a \$5 million retention.

- A:** Not Applicable; this RFQ is for employee benefits only.
- Q:** With regards to WOS we would request that the waiver of the insurer's subrogation rights with WC, EL, GL and AI be removed or if not, will the ELC of Broward allow mutual waivers under the other party's policies?
- A:** Not Applicable; this RFQ is for employee benefits only.
- Q:** Please confirm that it will be acceptable to the ELC of Broward to limit indemnification to negligent acts and omissions, breaches of contract, intentional misconduct, or violations of law with a cap of \$1million.
- A:** Not Applicable; this RFQ is for employee benefits only.
- Q:** Do you have an employee count growth projection for next year, three years, five years?
- A:** We expect to remain at about 133 employees for a while.
- Q:** One of the brokers mentioned that Early Learning Coalition of Broward's Health plan was with BC/BS of FL and Faison was the current agent. Is there any chance that I can find that information where that broker was obtaining that information?
- A:** We do not have that information.
- Q:** Do you currently provide disability coverage for your employee?
- A:** Yes. Short Term and Long Term Disability are provided.
- Q:** When was the last time you updated your employee handbook? Was this done with in-house resources or outsourced?
- A:** An update is currently in process. It is being completed in-house.
- Q:** Outside of these benefits – medical, dental, vision, LTD, STD and life insurance, what other ancillary (voluntary) benefits are offered to ELC team members?
- A:** Flexible Spending Account and Colonial Supplemental Coverage.

END OF PRE-BID CONFERENCE SUMMARY

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