

June 15, 2023

Re: Insurance RFQ

To whom it may concern,

City of Versailles is soliciting for broker and consulting services for employee benefits and property/casualty insurance. Please review the enclosed request for qualifications which has information required for submitting a response.

City of Versailles welcomes a submittal of a response from your agency.

Thank you,

Libby Webb, City Clerk

Request for Qualifications (RFQ) Insurance EMPLOYEE BENEFIT BROKER/CONSULTING SERVICES

Introduction

City of Versailles seeks to engage a partner as Insurance Broker for Employee Benefit Services. Firms are invited to submit their qualifications for consideration in providing a proposal for this scope of work. The submission of a proposal in response to this RFQ will permit City of Versailles to evaluate objectively the capabilities of your firm and pursue an ongoing dialogue of insurance services. This contract will be awarded to one firm which will handle all lines of insurance coverages for the employee benefits program.

Technical questions or requests for clarification shall be directed, in writing, to the email address below. 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.

Contact Name: Libby Webb

Title: City Clerk

Organization's Name: City of Versailles

Address: 104 N. Fisher, Versailles, MO 65084

Email: libbycityhall@yahoo.com

Key Dates:

| | |
|---|---|
| June 15, 2023 | RFQ Issued |
| July 7, 2023, 1 p.m. | Deadline for receipt of Proposals to Versailles City Hall |
| July 11, 2023 at 6 p.m. (Board of Aldermen Meeting) | Interviews conducted (If determined as necessary) |
| July 12, 2023 | Selection completed/contract negotiations begin |

Each company that responds to this RFQ will be advised whether or not it has been selected to provide services. Companies will also be notified if additional information or clarification is needed so that each company's proposals can be fairly evaluated.

Please respond as outlined in this request for proposal and observe the following guidelines:

1. Respond to questions as directly as possible along with any supporting information you feel will be pertinent to these questions.
2. Written proposals (6 copies) must be received at our offices no later than 1:00pm on July 7, 2023 – OR – Electronic proposal must be emailed and received by libbycityhall@yahoo.com no later than the stated deadline above. It is the responsibility of the sender to confirm with City of Versailles that the electronic copy was received. Proposals not received prior to the date and time specified will not be considered.
3. Please mark all mailed packages or designate the subject of electronic submissions as applicable with "Employee Benefits / Consulting Services."
4. Our final broker selection will be made based on our evaluation of the criteria outlined in this Request for Qualifications.

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.

General Information

City of Versailles has approximately 29 full time employees. The Employee Benefits and ancillary coverages expire on October 1. Currently, City of Versailles provides Health, Vision and Life insurance to all fulltime employees. Voluntary coverages currently available are: Dental, AFLAC, Globe Life / Liberty Mutual

Scope of Work

City of Versailles is seeking a state licensed, experienced firm to assist with the procurement and other administrative aspects of insurance. Excellence in customer service is required.

Qualifications:

1. Broker shall be licensed by, and in good standing with, the State of Missouri Department of Insurance; licenses shall be for all lines of insurance requested in this RFQ.
2. Broker shall be sufficiently experienced in employee benefits insurance services to provide expert, efficient, effective and reliable services.
3. Broker shall be knowledgeable of all State and Federal laws regarding insurance plan designs.
4. Broker shall have extensive and continuous relationships with the insurance markets necessary to provide superior insurance alternatives, meet requested needs and are favorably priced relative to the risk and current market.
5. Broker shall provide continuity of services, by assigning a minimum of a primary broker and a backup broker who will be:
 - a. Knowledgeable in the principles and practices of risk management and strategic planning, specifically designing an Employee Benefits Program for attraction and retention of employees.
 - b. Accessible on short notice;
 - c. Thoroughly knowledgeable and competent in insurance alternatives in order to provide superior services.
6. Broker shall maintain the highest integrity in business relationships and practices and shall make full and timely disclosure of any conflicts of interest.
7. Broker shall work with City of Versailles to evaluate the current program and to recommend appropriate or advantageous changes; renewal shall be timely, to meet internal time requirements and also maintain coverage.
8. Broker shall keep written records of marketing efforts and shall make this information available upon request.
9. Brokers' recommendations shall be made in writing and shall be sufficiently detailed to explain alternatives and support the recommended decision.
10. City of Versailles wishes to contract broker services for three years (upon annual review and approval by City of Versailles), with 2 one year optional renewals (at City of Versailles option) for a total contact term of up to 5 years. At the end of the 5-year period, or earlier if annual renewal is not executed, City of Versailles will use a competitive process to solicit broker services, if such services are required at that time.

Responsibilities to include but not be limited to:

1. Negotiate renewal of Employee Benefits Program. Seek competitive quotes and provide advice and recommendations for consideration.
2. Insure the timely issuance of updated policy information.
3. Analyze and review all claims history, claims processing and other plan costs and expenses to provide information and recommendations.
4. Assist in settling and managing claims for City of Versailles and the employees.
5. Provide reasonable preliminary renewal figures during the budget process. Where appropriate, include financial modeling such as employer/employee contribution comparatives.
6. Provide insurance industry updates, trends of the market and impacts anticipated on the financial budget as requested or as directed by critical market activity.
7. Advise on risk management including but not limited to new types of coverage which may be applicable, trends in emerging risks, etc.
8. Assist with health plan open enrollment including but not limited to offering a variety of

- communications such as electronic media, group meetings, etc.
9. Provide, on an annual basis, a schedule detailing the coverages placed through the firm.
 10. Assist in designing a comprehensive employee benefits plan that may include medical, dental, vision, life, short- and long-term disability and various other benefit products and plan designs.
 11. Represent City of Versailles in all negotiations with providers on all benefits issued including those related to premiums, benefit levels, plan design and any special terms and conditions.

Submission Requirements

Interested and qualified firms should provide the following information in their Statement of Qualifications:

Firm and Account Team Overview

1. Agency name, address, and contact information. Include years in operation, number of years servicing our industry and business philosophy.
2. Names, titles, and bios of key staff that would be servicing the account.
3. Describe the approach taken in the ongoing training and education of your staff.
4. Identify any accolades, awards or certifications that differentiate your team in the servicing of accounts.

Employee Benefits Support Services/Capabilities

1. Provide an overview of your approach to strategic planning.
2. Describe your organization's capabilities in ongoing plan performance. Include how this will impact City of Versailles program.
3. What is your strategy to help City of Versailles employee benefits and its impact on employee engagement, attraction/retention, and value. Include specific examples.
4. Identify the person or team dedicated to assist with the claims process.
5. Describe your capabilities in employee communications.
6. Describe your use of technology to support online employee services and education.
7. Describe any additional service options that may be of interest.
8. Describe your renewal process and the associated timeline.

Selection Criteria

Evaluation of the Statements of Qualifications will be based on, but not limited to, the following selection criteria.

- Quality of broker response
- Proposed approach and plan
- Quality of services; experience of firm and staff
- Comprehensiveness of services offered

General Terms

City of Versailles will not discriminate in the purchase of goods and services on the basis of race, color, creed, sex, handicap or national origin. Verbal quotations or quotations received after the closing date will not be accepted. This solicitation does not commit City of Versailles to award a contract, pay any costs incurred in preparing a proposal, or to procure or contract for services or supplies. City of Versailles reserves the right to accept or reject any or all proposals received, to negotiate with all qualified sources, or to cancel in part or in its entirety the solicitation or to extend the timetable contemplated herein. City of Versailles also may discuss this RFQ with individual firms, request revisions to proposals and negotiate changes to the terms of individual proposals. City of Versailles reserves the right to reject all proposals.

Request for Qualifications (RFQ) Insurance PROPERTY & CASUALTY BROKER/CONSULTING SERVICES

Introduction

City of Versailles seeks to engage a vendor as Insurance Broker for Property & Casualty Services. Firms are invited to submit their qualifications for consideration in providing a proposal for this scope of work. The submission of a proposal in response to this RFQ will permit City of Versailles to evaluate objectively the capabilities of your firm and pursue an ongoing dialogue of insurance services. This contract will be awarded to one firm which will handle all lines of insurance coverages for the Property & Casualty program.

City of Versailles is NOT requesting insurance quotes at this time and expressly prohibits prospective brokers from quoting or approaching carriers at this time.

Technical questions or requests for clarification shall be directed, in writing, to the email address below. 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.

Contact Name: Libby Webb

Title: City Clerk

Organization Name: City of Versailles

Address: 104 N. Fisher, Versailles, MO 65084

Email: libbycityhall@yahoo.com

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Each company that responds to this RFQ will be advised whether or not it has been selected to provide services. Companies will also be notified if additional information or clarification is needed so that each company's proposals can be fairly evaluated.

Please respond as outlined in this request for proposal and observe the following guidelines:

1. Respond to questions as directly as possible along with any supporting information you feel will be pertinent to these questions.
2. Written proposals (6 copies) must be received at our offices no later than 1:00pm on July 7, 2023 – OR – Electronic proposal must be emailed and received by libbycityhall@yahoo.com no later than the stated deadline above. It is the responsibility of the sender to confirm with City of Versailles that the electronic copy was received. Proposals not received prior to the date and time specified will not be considered.
3. Please mark all mailed packages or designate the subject of electronic submissions as applicable with "Property & Casualty Broker / Consulting Services."
4. Our final broker selection will be made based on our evaluation of the criteria outlined in this Request for Qualifications.

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.

Scope of Work

City of Versailles is seeking a state licensed, experienced firm to assist with the procurement and other administrative aspects of insurance. Excellence in customer service is required.

Qualifications:

1. Broker shall be licensed in all states required by City of Versailles, and in good standing with the Department of Insurance; licenses shall be for all lines of insurance specified for this RFQ.
2. Broker shall be sufficiently experienced in Property & Casualty insurance services to provide expert, efficient, effective and reliable services.
3. Broker shall be knowledgeable of all Missouri and Federal laws regarding Property & Casualty insurance.
4. Broker shall have extensive and continuous relationships with the insurance markets necessary to provide superior insurance alternatives, meet requested needs and are favorably priced relative to the risk and current market.
5. Broker shall provide continuity of services, by assigning a minimum of a primary broker and a backup broker who will be:
 - a. Knowledgeable in the principles and practices of risk management and strategic planning, specifically designing a Property & Casualty Program.
 - b. Accessible on short notice;
 - c. Thoroughly knowledgeable and competent in risk strategy alternatives in order to provide superior services.
6. Broker shall maintain the highest integrity in business relationships and practices and shall make full and timely disclosure of any conflicts of interest.
7. Broker shall be insured for general liability, auto liability, professional errors and omissions, and workers' compensation; Broker shall not subcontract work without prior written permission.
8. Broker shall work with City of Versailles to evaluate the current program and to recommend appropriate or advantageous changes; renewal shall be timely, to meet internal time requirements and also maintain coverage.
9. Broker shall keep written records of marketing efforts and shall make this information available upon request.
10. Brokers' recommendations shall be made in writing and shall be sufficiently detailed to explain alternatives and support the recommended decision.
11. City of Versailles wishes to contract broker services for three years (upon annual review and approval by City of Versailles), with 2 one-year optional renewals (at City of Versailles option) for a total contact term of up to 5 years. At the end of the 5-year period, or earlier if annual renewal is not executed, City of Versailles will use a competitive process to solicit broker services, if such services are required at that time.

Responsibilities to include but not be limited to:

1. Place and Procure insurance with insurance companies on behalf of City of Versailles. Seek competitive quotes and provide advice and recommendations for consideration.
2. Insure the timely issuance of updated policy information.
3. Analyze and review all claims history, claims processing and other plan costs and expenses to provide information and recommendations.
4. Assist in settling and managing claims.
5. Provide reasonable preliminary renewal figures during the budget process.

6. Provide insurance industry updates, trends of the market and impacts anticipated on the financial budget as requested or as directed by critical market activity.
7. Advise on risk management including but not limited to new types of coverage which may be applicable, trends in emerging risks, etc.
8. Assist with contract language consulting as needed throughout the year.
9. Provide, on an annual basis, a schedule detailing the coverages placed through the firm.
10. Assist in designing a comprehensive Property & Casualty plan that may include loss control and safety program design, asset valuation review, emerging trend updates and various other products/plan design detail.
11. Represent City of Versailles in all negotiations with providers on all products offered related to premiums, plan design and any special terms and conditions.
12. Disclose broker compensation in all transparency with City of Versailles.

Submission Requirements

Interested and qualified firms should provide the following information in their Statement of Qualifications:

Firm and Account Team Overview

1. Agency name, address and contact information. Include years in operation, number of years servicing our industry and business philosophy.
2. Names, titles and bios of key staff that would be servicing the account.
3. Describe the approach taken in the ongoing training and education of your staff.
4. Identify any accolades, awards or certifications that differentiate your team in the servicing of accounts.

Insurance and Risk Management

1. Provide an overview of your approach to strategic planning.
2. Describe at least two strategic solutions you have implemented for clients similar to City of Versailles.
3. Describe the process for measuring results of the risk program.
4. How will your firm assist City of Versailles in training and educating employees on safety measures?
5. Describe your firm's process to identify emerging trends specific to our industry and how you communicate these trends with your clients.
6. Describe the process for measuring client satisfaction.

Insurance Support Services/Capabilities

1. Identify the person or team dedicated to assist with the claims process.
2. What resources do you provide as a standard service to your property/liability and workman's compensation clients?
3. Explain your firm's philosophy on keeping City of Versailles informed about changes in laws and regulations and how you will help City of Versailles with compliance.
4. Describe your organization's capabilities in ongoing plan performance. Include how this will impact City of Versailles program.
5. Describe your renewal process and the associated timeline.
6. What resources or tools do you offer your clients to demonstrate improvement and effectiveness of

the program at reducing risk? Provide 3 examples where these resources or tools have benefited a current client.

7. Provide an example of results you've obtained for a client and your method of measurement of your success over multiple policy periods.
8. Outline your process for identifying services that would be recommended and implemented in a Long-Term Plan if selected as the broker of record. Provide specific examples.

Selection Criteria

Evaluation of the Statements of Qualifications will be based on, but not limited to, the following selection criteria.

- Quality of broker response
- Proposed approach and plan
- Quality of services; experience of firm and staff
- Comprehensiveness of services offered

General Terms

City of Versailles will not discriminate in the purchase of goods and services on the basis of race, color, creed, sex, handicap or national origin. Verbal quotations or quotations received after the closing date will not be accepted. This solicitation does not commit City of Versailles to award a contract, pay any costs incurred in preparing a proposal, or to procure or contract for services or supplies. City of Versailles reserves the right to accept or reject any or all proposals received, to negotiate with all qualified sources, or to cancel in part or in its entirety the solicitation or to extend the timetable contemplated herein. City of Versailles also may discuss this RFQ with individual firms, request revisions to proposals and negotiate changes to the terms of individual proposals. City of Versailles reserves the right to reject all proposals.

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