

2020

St. Croix Regional Medical Center



Request for Information and Quote Employee Benefit Broker Services

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St. Croix Regional Medical Center
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REQUEST FOR INFORMATION AND QUOTE: EMPLOYEE BENEFIT BROKER/CONSULTING SERVICES

St. Croix Regional Medical Center (hereinafter “SCRMC”) is seeking information and quotes for an insurance brokerage firm to provide Employee Benefit Brokerage and Consulting services for SCRMC’s ancillary lines of coverage for contracts commencing January 1, 2021 and vision and remaining coverage and support services for contracts commencing January 1, 2022 (see Section 1.2 for details). Technical questions or requests for clarification should be directed, in writing, to the email address below.

SCRMC’s 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.

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1. GENERAL INFORMATION

1.1. Key Dates

The following table outlines **SCRMC’s** key dates and events in this RFI/Q process.

| | |
|-----------------|---|
| Aug 28, 2020 | Invitation released for information and quotes |
| Aug 28 – Sept 9 | Questions and Answer Period |
| Sept 14 | Deadline for electronic submissions of proposals to SCRMC |
| Sept 21-23 | Review of submissions, SCRMC follow up with agencies |
| Sept 24-30 | Final negotiations/award of contract |
| October 1 | Contract commences |

SCRMC 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 **SCRMC**.

1.2. Background of St. Croix Regional Medical Center

SCRMC is a not-for-profit healthcare facility located in St. Croix Falls, WI. The roots of SCRMC are traced back to Dr. Jake Riegel, a military doctor during World War I, who returned to St. Croix Falls in 1919 and opened the first hospital of the St. Croix Valley in his wife’s family home, the Baker House. For over 100 years, SCRMC has been serving healthcare needs of the greater St. Croix Valley area. Today, SCRMC offers the services of 80+ providers and 20 specialties with five community clinics all supported by a critical access hospital on the main campus in St. Croix Falls.

The community clinics are located in both Wisconsin and Minnesota. In Wisconsin, SCRMC clinics are found in St. Croix Falls, Balsam Lake (Unity Clinic), Frederic and Webster, and in Minnesota there is a clinic located in Lindstrom. All five clinics offer both primary care and specialty care needs for the communities they serve. In addition to those services, SCRMC's Webster location offers a dental clinic. As a healthcare provider, St. Croix Regional Medical Center works to fulfill the healthcare needs of the communities it serves. We employ approximately 775 people from across the region. Of those 775 employees, approximately 550 are benefit-eligible.

We are seeking an employee benefits broker who can provide us not only with technical and field expertise, but serve as a consultant and partner in developing and implementing our overall people strategy. Having experience working with the healthcare labor sector is a plus; as new waves of changes impact and influence our labor market, we need a visionary partner who can provide holistic support.

The selected benefits broker will provide support in the following benefit lines and service areas with contract terms commencing January 1, 2021:

- A. Short & Long Term Disability
- B. Life/Voluntary Life Insurance & AD&D
- C. Other ancillary benefit lines of coverage

The following contracts and services are slated to be added in to the broker service contract for contract terms commencing January 1, 2022:

- D. Vision Insurance
- E. Employee Assistance Program
- F. Wellbeing platforms and programming
- G. HR & Legal Compliance including Reporting/Legal Notice Compliance
- H. Employee Benefit Support & Compliance

At present, SCRMC plans to continue a direct relationship with our third party administrator for health and dental insurance plans.

1.3. Preparation Costs

SCRMC shall not be responsible for submission 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 firm and/or award of the contract. 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 SUBMISSIONS

2.1. Confidentiality

The content of all submissions will be kept confidential throughout the selection process and afterward. Copies of any submissions will not be shared with other respondents.

2.2. Disposition of Submissions

All materials submitted in response to the RFI/Q shall become the property of **SCRMC**.

2.3. Modification of Submissions

Modifications to submissions will not be accepted by **SCRMC**.

2.4. Late Submissions

Submissions not received prior to the date and time specified will not be considered and will be returned to the submitting agency unopened.

2.5. Acceptance/Rejection of Submittal

SCRMC reserves the right to reject any or all responses to this RFI/Q, to waive minor irregularities in any proposal or in the RFI/Q 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 **SCRMC**. However, the requirements for timelines shall not be waived.

2.6. Proposal Evaluation

A committee of individuals representing **SCRMC** will perform the evaluation of all proposals. Following this evaluation process, the committee may elect to ask certain respondents to participate in an oral interview. 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 **SCRMC** and are for the purposes of allowing **SCRMC** 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 30, 2020**. The successful respondent will assume their responsibilities on **October 1, 2020**.

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 **SCRMC's** current and future operations,
- c. consistently maintain and allocate sufficient staffing resources to provide timely service for **SCRMC's** Employee Benefit Broker/Consulting Service 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. Electronic proposal must be emailed to ***andrea.jerrick@scrmc.org*** no later than ***11:59 pm on Monday, September 14, 2020.***
- c. Our final broker selection will be made based on our evaluation of the criteria outlined in Section 5 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, Composition, 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) How many employees are there in your company? Generally, what are their job categories (e.g., management, sales, technical, customer service, etc.)?
- c) Who would be working directly with our company on administrative issues, questions, or problem solving? Please provide the roles and qualifications of each person. Also, include the number of clients each person is expected to handle and categorize these clients by large (500 or more), medium (100-500), or small (less than 100) group.
- d) Provide a count of your existing clients categorized by large (500 or more), medium (100-500), or small (under 100) group.

2. Account Services

- a) Provide an overview of the account team that would be assigned to **SCRM**. For each member of the team, provide highlights outlining qualifications and experience. Provide a summary of roles and distribution of responsibilities.
- b) What kind of training (industry, internal, computer, other) does your firm expect or require your staff receive?
- c) What is your process for ensuring customer satisfaction?

- d) What is the turnover rate of the employees that perform the bulk of the problem-solving administration within your organization? Have you recently undergone any type of organizational restructure? If so, please explain.
- e) Do you provide employee communication services for your clients' employees? If so, please provide a general description of your capabilities. Please provide sample employee communication materials that you have distributed to other clients.
- f) How can you assist in facilitating employee meetings?
- g) How do you help facilitate annual open enrollments? Include technology based approaches and identify additional costs. Please expand on any new approaches you have or are planning to adopt in the context of workplace modifications related to COVID.

3. Clients

- a) Describe at least two innovative strategic solutions you have implemented for clients similar to **SCRMC** that highlight your benefits consulting expertise.
- b) Provide contact names and phone numbers of 3 references.

4. Services

- a) Provide an overview of your approach to strategic planning.
- b) Describe your capabilities in ongoing plan performance monitoring, plan performance forecasting, claims experience analysis, benchmarking and reporting. Please provide additional information on any data analytics tools/services you may use to assist you in this process. In addition, please provide a sample report highlighting your data analytics capabilities.
- c) Describe your use of technology to support online employee services and education.
- d) Describe any additional service options that may be of interest to **SCRMC**.

5. Legislative Compliance

- a) Describe any additional legal/compliance services you provide to clients including plan review, notice requirements, and other HR/Benefits related compliance issues.

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

6. Compensation

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