

September 9, 2021

REQUEST FOR PROPOSAL: EMPLOYEE BENEFIT BROKER/CONSULTING SERVICES

SER National is seeking written proposals for an insurance brokerage firm to provide Employee Benefit Brokerage and Consulting services related to SER National. Technical questions or requests for clarification shall be directed, in writing, to the email address below. SER National’s responses to a proposer’s question(s) will be provided via return email and shared with other all other respondents.

- Name
- Company Name
- Address
- City, State Zip
- Telephone
- Email address
- Website address

A letter of intent must be submitted via email to tmorales@ser-national.org, prior the end of the Questions and Answer period. The letter of intent will register the participating companies with SER National for the RFP

1. GENERAL INFORMATION

1.1. Key Dates

The following table outlines SER National’s key dates and events in this RFP process.

September 9, 2021	RFP is available
September 17, 2021	Questions and Answer Period
September 20, 2022	Responses to Questions and Answers released to proposers
October 7, 2021	Deadline for receipt of Proposals to SER National’s office (12:00 PM CST)
October 12, 2021	Oral Interviews with selected respondents
October 15, 2021	Selection completed/contract negotiations begin
November 1, 2021	Open enrollment begins

SER National 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 SER National.

1.2. Background of Company

SER National is a network of community-based employment and training centers located in 19 states, the District of Columbia, and Puerto Rico. SER’s primary focus is to empower socially and economically disadvantaged Americans, especially Hispanics, with the knowledge, skills, and abilities that will prepare them for full participation in American society. SER National is funded through grants and contracts, from federal and private businesses.

For the purpose of this RFP, the company has approximately 50-60 FTE residing in nine (9) states/territories (Texas, California, Colorado, Kansas, Michigan, Missouri, New Mexico, Wisconsin,

and D.C.), with the potential of expansion during the year. The benefit plan year begins on December 1, 2021, and expires November 30, 2022. A copy of the staff census will accompany this RFP to participants that have submitted a letter of intent to submit a proposal, via request to the organization's email.

SER National provides a monthly stipend for each fulltime employee's benefits. That contribution amount for the plan year of 2021-22 is \$1450.00 per month. SER National does not contribute to FSA or pet insurance, although they are at part of the Cafeteria 125 Plan.

SER National is looking for benefit proposals that cover medical, dental, vision, Life, AD&D, voluntary supplemental life, voluntary supplemental spouse and dependent life as well as AD&D plans, short term disabilities, long term disabilities, and auxiliary supplemental plans covered under Cafeteria 125.

Final proposals should include plans and rates with the preferred carriers, as well options from additional carriers, which are similar to the benefits plans SER National currently utilizes. Additionally, this year SER National will be moving to paperless enrollments for all plans. SER National currently utilizes Paycom for our HRIS services; proposing parties will need to be able to provide details on integration of services with Paycom for paperless enrollments.

1.3. Preparation Costs

SER National 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 SER National.

2.3. Modification of Proposals

Modifications to proposals will not be accepted by SER National.

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

SER National 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 SER National. However, the requirements for timelines shall not be waived.

2.6. Proposal Evaluation

A committee of individuals representing SER National 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 SER National and are for the purposes of allowing SER National 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 **October 15, 2021**. The successful respondent will assume their responsibilities on **October 18, 2021**.

3. MINIMUM QUALIFICATIONS

All brokerage firms submitting a proposal must:

- a. Be licensed to do business in all states SER National operates in. Currently, those states are Texas, California, Colorado, Kansas, Michigan, Missouri, New Mexico, Wisconsin, and D.C. More state may be added later.
- b. Have the expertise, licenses and resources to provide Employee Benefit broker/consulting services for SER National's current and future operations,
- c. Consistently maintain and allocate sufficient staffing resources to provide timely service for SER National's Employee Benefit broker/consulting services needs,
- d. Maintain staff that are qualified and available to provide specialized technical expertise in various disciplines as necessary.
- e. Ability to onboard through web portals (paperless).
- f. Currently holding of Errors & Omissions insurance.

- g. Currently in good standing with national or state professional associations, holding licensure/certifications with the agencies/boards.

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 (**5 of copies**) must be received at our offices no later than **12:00 PM CST on Thursday, October 7, 2021**. – OR – Electronic proposal must be emailed to tmorales@ser-national.org no later than **12:00 PM CST on Thursday, October 7, 2021**.
- 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.

Recommendations for services requested for the proposal should include the following:

1. Medical, including 100% and 80%/20% plans, with various deductibles)
2. Dental
3. Vision
4. Life/AD&D
5. STD
6. LTD
7. Voluntary Supplemental Life insurance plans
8. Auxiliary Supplemental Plans (that fall under the Cafeteria 125 Plans)

Proposers will be allowed to offer quotes from all carriers in their preferred network for each of the services requested.

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 SER National. For each member of the team, provide highlights outlining qualifications and experience. Provide a summary of roles and distribution of responsibilities.

3. Clients

- a) Describe at least two innovative strategic solutions you have implemented for clients similar to SER National that highlight your benefits consulting expertise.
- b) Describe your internal mechanism 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 account support and administration services, including enrollment coordination and ongoing support for SER National employees.
- b) Describe your capabilities in ongoing plan performance monitoring, plan performance forecasting, claims experience analysis, benchmarking and reporting.
- c) Describe your capabilities in communications SER National employees.
- d) Describe your consulting and educational services in the area of legal compliance.
- e) Describe your onboarding services.
- 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 SER National.

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

6. Compensation

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