

Broker/ Consultant Selection Process

*California Education Coalition for Health Care Reform
A Joint Labor-Management Committee*

Health Care Insurance Broker/Consultant Selection Process

1. Recommendation from Health Care Cost Containment Committee* to Assistant Superintendent, Human Resources to send out a Request for Proposal (RFP).
2. Assistant Superintendent, Human Resources with Manager, Employee Benefits develop RFP documents with Purchasing Manager.
 - a. Statement of Work
 - b. List of Possible Vendors
 - c. Criteria for Awarding Contract
 - d. Interview Questions
 - e. Reference Questions
3. Assistant Superintendent, Human Resources, Manager, Employee Benefits, and Purchasing Manager review proposals and determine which vendors will be invited for interviews. (paper screening - all components of the RFP must be met).
4. Interview panel will consist of Health Care Cost Containment Committee members (One representative from each bargaining unit).
5. Interview panel recommends top two candidates to Assistant Superintendent, Human Resources.
6. Finalists interviewed by Assistant Superintendent, Human Resources**.
7. References called and additional inquiries are made to ascertain as much information as possible by Assistant Superintendent, Human Resources and Manager, Employee Benefits.
8. Contract is awarded by Assistant Superintendent, Human Resources**.

*Health Care Cost Containment Committee is comprised of:

- 6 SEIU (Aides, Office Technical, and Support Services)
- 2 ACE (Teachers)
- 2 Management
- 2 Psychologist/Social Workers
- Assistant Superintendent, Human Resources
- Assistant Superintendent, Business Services
- Manager, Employee Benefits
- SEIU Worksite Organizer
- CTA Chapter Services Consultant

**In partnership with Assistant Superintendent, Business Services

Consultant Broker Services Interview

Presentation (30 minutes)

- Introduce the members of your team and their qualifications. Also, provide a brief background of your company.
- Each member of your team must present a component of the proposal that addresses each item under Statement of Work. (4.1 through 4.10). In addition, address information required in 5.8 and 5.9.

Questions (15 minutes)

1. What is the most difficult issue you have had to address with a current or past client and how did you resolve it. (Do not include the issue of rising health care cost).
2. What is the biggest complaint you receive from your clients about your service. What are you doing to satisfy concerns?
3. Explain your time and expense charges. How often are statements generated?
4. What other revenue does your company generate from insurance carriers (insurance placement fees, contingent commissions)? Will this revenue be disclosed to us?

Additional questions pertaining to your proposal may also be asked.

Broker/Consultant Reference Check

Company: _____ Date: _____

1. What is your professional experience with this company?
2. How long have you worked with this company? Who are your representatives?
3. What are the company's major strengths?
4. What are the company's weaknesses or areas for improvement?
5. How do the representatives present information to the administration and your health care committee if you have one?
6. How responsive are the representative to inquiries and meeting deadlines?
7. **What has the company done to help reduce health care costs in your organization?**
8. How satisfied are you with their services? Would you renew their contract?
9. Is there anything else of a significant nature that you would like to add?

Reference Name: _____ Title: _____
Organization: _____
Interviewer: _____

EVALUATION CRITERIA

4. STATEMENT OF WORK

- 4.1 Solicit insurance plans within the parameters set by the Assistant Superintendent, Human Resources or designee.
- 4.2 Recommend the best insurance products and services for district employees- within financial constraints.
- 4.3 Provide professional assistance in the management of medical, dental, vision, life and disability insurance plans.
- 4.4 Review, analyze and recommend plan designs and solutions that address cost efficiency by using approaches such as vendor management. plan management and Individual health management.
- 4.5 Review, analyze and respond to renewal plan documents to verify validity of data used by vendors and challenge renewal rates If necessary.
- 4.6 Review, analyze and present periodic vendor reports to the district and explain trends, reserves and premium ratios prior to annual renewal of plans.
- 4.7 Provide side by side comparisons of current and proposed plans to simplify analysis and decision making.
- 4.8 Present and explain renewal plan documents and other health Insurance trends and surveys to various groups including the District Health Care Cost Containment Committee, the Board of Education, and labor unions.
- 4.9 Provide direct assistance to the Assistant Superintendent, Human Resources or designee, to resolve issues between the district and vendors.
- 4.10 Participate in the District Health Care Cost Containment Committee as requested.

5. PROPOSAL RESPONSE REQUIREMENTS

- 5.1 General
All proposals shall be submitted In the format as specified below.
- 5.2 Title Page
Indicate the name of the firm, local address, the name of your firm's contact person for the purposes of this RFP, the telephone number of the contact person and the e-mail address, if applicable.
- 5.3 Table of Contents
Include a clear Identification of the material included in your firm's response by section and by page number.
- 5.4 Letter of Transmittal
Summarize your understanding of the work to be done. Indicate the names of the persons who will be authorized to make representations on the part of your firm, their titles, addresses and telephone numbers. The person and/or persons who is authorized to execute the contract on the part of your firm shall sign the transmittal letter.

5.5 Profile of Broker

State whether your firm is local, regional, national or international. State the location of the office from which the work will be done if your firm is awarded the contract, the number of partners, managers, seniors, supervisors and other professional staff employed at this office.

5.6 Broker's Staffing and Qualifications

Indicate the name and position of the person who will manage the broker services as specified in this Request for Proposal. Provide a brief resume of the manager's background training and experience. Specifically discuss the manager's experience in managing accounts of the size and scope as specified herein. Indicate the names of Agents who will be assigned to this account. Provide a brief resume of the Agents background, training and experience in supervising an account of this size and scope.

5.7 Fees

Provide a comprehensive fee schedule including commissions by vendor, contingent commissions, and placement fees. Also identify time and expense charges.

5.8 References

Provide a list of COE's and School Districts for whom your firm has provided Brokering services in the past two (2) years. Indicate the scope of the services performed for each of the referenced clients. Include the name of the client, address, telephone and the name of each client's cognizant manager.

5.9 Health Care Expertise

Describe the challenges public sector employers face in getting control of rising health care costs. Provide a list of innovative health care cost reduction solutions *your* firm has implemented in the last five years.

5.10 Additional Information

The preceding sections shall contain only the information requested. If Brokers desires to present additional information, such additional Information shall be presented in this Section of the RFP. If there is no additional information to present, indicate "There is no additional information to present."

6.0 PROPOSAL EVALUATION

A proposal will not be considered unless the Broker's firm submitting the proposal meets all of the criteria specified herein. All submittals will be evaluated by a panel and assigned an overall rating based on their scores in three major areas:

- Technical
- References
- Cost

Firms selected through this evaluation will be invited to appear for a panel interview. All firms participating in the oral panel must have agents assigned to this account in attendance. All participants will be notified of the award decision at the conclusion of the process.

SCORING WORKSHEET

Broker's Name						
Broker's Staffing and Qualifications						
Fees						
References						
Health Care Expertise						
Additional Information						
NOTES						