



**NORTH COUNTRY**

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**HealthCare**

creating healthier communities

## REQUEST FOR PROPOSAL

**Benefit and Professional Insurance Brokerage and Consulting Services**

***April 2, 2021***

***Melinda Morales, Director Human Resources***

Primary Request for Proposal Contact:

***Melinda Morales***

***Director, Human Resources***

North Country HealthCare

2920 N 4<sup>th</sup> St

Flagstaff, AZ 86004

***928-522-9510***

***mmorales@nchcaz.org***

## Purpose:

North Country HealthCare, Inc. (NCHC) is a not-for-profit, federally qualified community health center located in 12 communities across northern Arizona. It is NCHC's intent to enter into an ongoing, long-term relationship for **an insurance brokerage firm to provide Employee Benefit and Professional Insurance Brokerage and Consulting services**. The purpose of the Request For Proposal (RFP) is to obtain information that we will deem pertinent to our decision making process and to collect such information in a uniform format from all interested bidders.

### Primary RFP Contact:

**Melinda Morales**

**Director, Human Resources**

North Country HealthCare, Inc.

2920 N 4<sup>th</sup> St, Flagstaff, AZ. 86004

**928-522-9510**

[mmorales@nchcaz.org](mailto:mmorales@nchcaz.org)

## Due Dates and Schedule of Events:

All times expressed in this RFP are local time in Arizona, please be aware that Arizona does not observe daylight savings time.

A written confirmation of the vendor's Intent To Respond to this RFP is required by the date indicated below. Submit your Intent To Respond via email to the Primary RFP Contact, and include the name, title, telephone number, and email of the person that should be contacted regarding the proposal. Addenda or other information related to this RFP will be transmitted to the contact listed in the Intent To Respond.

Proposals are due by the date and time indicated below. Proposals should be submitted to the Primary RFP Contact. Any proposals received after the specified time will be considered non-responsive, and will not be evaluated for award. To facilitate review by the NCHC evaluation team, **please submit proposal to [mmorales@nchcaz.org](mailto:mmorales@nchcaz.org)**. Any question please direct to **Melinda Morales at [mmorales@nchcaz.org](mailto:mmorales@nchcaz.org)** before **April 30, 2021**.

RFP Release	<b>April 2, 2021</b>
<b>Intent To Respond due</b>	<b>April 12, 2021</b>
<b>Proposals due</b>	<b>April 30, at 3:00 pm, Arizona time</b>
Anticipated announcement of award	<b>May 21, 2021</b>
Desired service start date	<b>June 1, 2021</b>

## Proposal Format:

Proposals submitted in response to this RFP will be incorporated into the final agreement between NCHC and the selected vendor. The submitted proposals should include each of the following sections. Detailed requirements for each of the listed sections are contained in the remainder of this section.

1. Executive Summary
2. Scope of Services
  - a. **Firm History and Experience**
  - b. **Account Team Qualifications**
  - c. **Clients**

- d. **Services**
- e. **Attributes**
3. Pricing
4. Billing/Invoicing
5. Compliance with federal non-discrimination requirements
6. Additional Services
7. References

**Executive Summary:**

This section should present a high-level synopsis of the proposal. Include a brief overview of the vendor's company, and the benefits your company can offer to NCHC.

Provide the following information for your company:

- Name, title, telephone number, and email of the person authorized to negotiate the contract and clarify services in proposal on behalf of the organization.

**Scope of Services:**

The services provided by the Contractor will include the following:

1. Health Insurance
2. Dental Insurance
3. Vision Plan
4. Life Insurance
5. Accidental Death and Dismemberment Insurance
6. Short Term Disability
7. Long Term Disability
8. Health Care Flexible Spending Account or Health Savings Account for Health Related Expenses
9. Wellness Programs

NCHC's Health Insurance is a self-funded plan. It utilizes HealthNow as its third-party administrator. NCHC also has Stop Loss coverage.

***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.

***Account Team Qualifications:***

- a) Provide an overview of the account team that would be assigned to NCHC. For each member of the team, provide highlights outlining qualifications and experience. Provide a summary of roles and distribution of responsibilities.
- b) Describe your approach to the ongoing training of your staff.

***Clients:***

- a) Describe at least two innovative strategic solutions you have implemented for clients similar to NCHC that highlight your benefits consulting expertise.
- b) Describe your internal mechanism for ensuring customer satisfaction with your services.

**Services:**

- a) Provide an overview of your approach to strategic planning.
- b) Provide an overview of your account support and administration services, including enrollment coordination and ongoing support for NCHC employees.
- c) Describe your capabilities in ongoing plan performance monitoring, plan performance forecasting, claims experience analysis, benchmarking and reporting.
- d) Describe your capabilities in employee communications.
- e) Describe your consulting and educational services in the area of legal compliance.
- 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 NCHC.

**Describe attributes that make you a valuable strategic partner to North Country HealthCare**

**Pricing:**

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

**Billing/Invoicing:**

- Contractor shall submit an invoice on a monthly basis to Accounts Payable with all applicable information
- Contractor cannot bill for services in advance and the account will be set up on a Net 30 for billing purposes.

**Compliance with federal non-discrimination requirements:**

Being a federal contractor, our contract with you will require the following statement to be part thereof:

*This contractor and subcontractor shall abide by the requirements of 41 CFR §§ 60-1.4(a), 60-300.5(a) and 60-741.5(a). These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities and prohibit discrimination against all individuals based on their race, color, religion, sex, or national origin. Moreover, these regulations require that covered prime contractors and subcontractors take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, national origin, protected veteran status or disability.*

*This contractor and subcontractor shall abide by the requirements under the Federal Acquisition Regulation (FAR) clause at 52.219-9, we are required to flow down certain requirements to our subcontractors and suppliers to ensure utilization of small businesses in all subcontracts that offer further subcontracting opportunities. You must provide us with a formal subcontracting plan under the flow-down provision set forth in FAR 52.219-9(d)(9).*

**Additional Services:**

Describe any additional services that your company can provide to NCHC.

**References:**

Provide three reference letters from other similar businesses using your services. Please provide three contact names and phone numbers from your references.

**Evaluation Criteria:**

NCHC will use a qualification-based evaluation process to select the vendor whose proposal provides the greatest value and provides the most comprehensive services. Proposals will be evaluated based upon the vendor's responsiveness to the requirements of this RFP, how well the proposed solution meets the described needs, and the costs associated with the proposed services. Evaluation will also consider the extent to which the proposal demonstrates the vendor's ability to deliver the services needed.

**Declarations:**

NCHC reserves the right to:

- Reject any or all offers and discontinue this RFP process without obligation or liability to any potential vendor.
- Accept other than the lowest priced offer
- Award a contract on the basis of initial offers received, without discussions or requests for best and final offers
- Request best and final offers from less than all of the potential vendors