



TANEY COUNTY MISSOURI

Purchasing Department 132 David Street / P. O. Box 1630
Forsyth, Missouri 65653 / 417-546-7281

SOLICITATION TITLE: Insurance Broker of Record
(Health)
SOLICITATION #: RFQ #202106-481

SOLICITATION TYPE:

- () = Full / Formal Bid for Products *or* Materials *ONLY*
- () = Full / Formal Bid for Products *and* Services.
- () = Full / Formal Bid for *Services ONLY*.
- () = Full / Formal Request for Proposals.
- (✓) = Full / Formal Request for Qualifications

SCHEDULE & DEADLINES:

June 12, 2021 – July 12, 2021

Proposal Release Date / Advertising Period

July 2, 2021 at 2:00 P.M.

Deadline For Submitting Questions

July 12, 2021 at 5:00 P.M.

Closing Date / Time

July 14 , 2021 at 9:45 A.M.

Opening Date / Time

Responding Vendor / Company Name

City / State

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Commodity Title: INSURANCE BROKER OF RECORD (HEALTH)
PLEASE MARK YOUR ENVELOPE "SEALED RFQ #202106-481"
RETURN ONE (1) ORIGINAL & THREE (3) HARD COPIES.

Location / Mail Address: *Qualification Submission*
Taney County Purchasing Department (Second Floor)
P. O. Box 1630 (PO Box **MUST** be used for U.S.P.S. delivery.)
132 David St. (Physical Address **MUST** be used for Courier delivery.)
Forsyth, MO 65653

Location / Address: *Qualification Opening*
Taney County Commission Hearing Room (Old Courthouse)
Forsyth, MO 65653

The undersigned certifies their authority to bind this company in an agreement to supply the products, or services, in accordance with all terms, conditions, and pricing specified herein or to offer a "No Proposal." Type or print information below. **Submitter is REQUIRED** to complete, sign and return this form with their submittal to our solicitation as well as initial **all pages**. *An authorized signature and email address, printed clearly is mandatory, lack thereof *may* result in a determination of "Non-Responsive" and disqualify from participation.

_____		_____	
Company Name		Authorized Person (Print)	
_____		_____	
Address		*Signature	
_____		_____	
City / County / State / Zip		Title	
_____		_____	
Telephone #	Fax #	Date	Tax ID #
_____	_____	_____	_____
*E-mail (MUST be legible.)		Entity Type (Corporation, LLC, Sole Proprietor, Partnership)	
_____		_____	

INTRODUCTION & BASIC PROCESSING INFORMATION:

A formal invitation for qualification is utilized when any total purchase estimate exceeds \$6,000. The County also uses this method when the life of a term and supply contract is valued more than \$6,000. A complete proposal request package will contain well-defined standard technical specifications for the nature of the service or product(s) requested. A formal closing date and time is specified. The Submitter must comply with this requirement in order to be considered for award.

The Purchasing Department is responsible for the proposal opening at the time and place noted in this solicitation. If a Vendor wants a copy of the proposal tabulation they must include a direct email address, not website, in order to receive results. Obviously sealed proposals cannot be emailed so they must either be delivered by hand, courier, or U.S.P.S. (Please note U.S.P.S. concerns as listed in item #1.3 on the following page.)

All formal invitations for qualifications are handled by the Taney County Purchasing Department. However, technical requirements and product specifications are the responsibility of the specific requesting department as listed in sections #2 & #3.

Read **ALL** solicitation documents closely - immediately upon receipt. Note any/all special dates and submit your response as soon as possible. See Items 1.21-1.27 for the process to submit questions. Pay close attention to the terms *must, will, shall, should* or *may*.

Section #1 includes instructions, conditions, guidelines, requirements and other key factors that must be understood. Using the checkmark system here will assist Vendors in participating correctly and limit the possibility of their response being disqualified due to a technicality. **You MUST use a checkmark (✓)**, in the box adjacent to the section number, in order to acknowledge each of the following items. We have found this method improves communications, limits the need for questions and thus Addendum, and helps to avoid other areas of confusion.

Section 1. INSTRUCTIONS AND GENERAL CONDITIONS

1.1

Delivery of: *Sealed Responses*, subject to Instructions and General Conditions and any special conditions set forth herein, will be received at the Taney County Purchasing Office until the solicitation closing date and time indicated herein for furnishing the County with goods, and or, services as detailed within the following pages.

1.2

Closing: *Sealed Responses* must be delivered before “Closing Date / Time” as listed on page one, to the Taney County Purchasing Department as listed on page two.

1.3

United States Postal Service WARNING: Because there is no mail delivery service at our offices, we **strongly** discourage Submitters from using the U.S.P.S. If a Submitter elects to use the United States Postal Service, do **NOT** send “return receipt requested” on our end, as we are not staffed appropriately to wait in line at the Post Office *when their counter is open* to sign for a proposal response package. IN ADDITION, The Post Office only recognizes our P.O. Box address. Other delivery services require our physical address. Both addresses are listed on page #2. It is the Submitter’s responsibility, not the County, nor the Post Office, to ensure responses are delivered in a timely fashion, to the Purchasing Department. Courier or hand delivery works the best.

1.4

Late Packages: The County will not accept any response received after the listed closing date/time. Late arrivals are considered “NON-RESPONSIVE”. They will not be opened or returned.

1.5

Opening: Proposals will be opened publicly at “Opening Date / Time”, per page one, and read aloud. All responses will be considered public information as soon as they are opened and become a part of the public record to be released to any person or firm who formally requests a copy.

1.6

Award / Timeline: Recommendation for award will be made formally to the Taney County Commission as soon as possible after a complete departmental review. Updates may be sent via email should the award process become delayed for any reason. (10 days or more.)

1.7

Withdrawals: Responses may be withdrawn on written request from the Bidder at the address shown in this request prior to the time of acceptance of the response. Once a response is opened, and accepted, it can only be withdrawn by order of the Taney County Commission.

1.8

Sealed & Marked: Responses must be submitted in a sealed envelope identified with the proposal number and dates of closing & opening. List the proposal number on the outside of the box or envelope and note “*Response to Request for*

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Proposal enclosed with a return name & address. No fax or electronic transmitted responses will be accepted. Make sure your package indicates "QUALIFICATION", with the RFQ NUMBER - on the final outside surface of your package.

1.9

No Response: If you elect not to submit a response, return the No Response Form in section #5 of this package, and note your reason. (Optional). An email is preferred for a "No Response".

1.10

Submitter Expenses: This County is not responsible for any expenses which Submitters may incur in estimating, inspecting, nor preparing information to respond to this solicitation.

1.11

Presentations / Inspections: The County reserves the right to conduct personal interviews or require presentations, inspections, of *or* from any / all Bidders prior to selection. The County will not be liable for any costs incurred by the Submitter in connection with such interviews, presentations, or inspections. (i.e. travel accommodations, etc.)

1.12

Term: All Responses submitted shall be binding, and remain firm for ninety (90) calendar days following the opening, unless otherwise indicated. Pricing / Costs submitted within this response must be honored within that set timeframe. Submitters should not respond unless certain on this point. Submitted pricing to this request, once opened, cannot be changed for any reason. Any such changes, by law, will disqualify that full response.

1.13

Rejection: The Taney County Commission reserves the right to reject any or all responses when such rejection is in the best interest of the County.

1.14

Multiple Awards: Responses may be awarded to one company or multiple companies; when such award is deemed in the best interest of the County.

1.15

Payment Terms: Taney County standard payment terms are *Net 30* after receipt of an invoice. We can not, and will not, agree to any other payment terms. Once products, or services, are received and accepted Taney County will process payment in full. Invoices need to be issued, and mailed, correctly, to the requesting department - not Purchasing.

1.16

Requests for credit applications are not necessary and will – in most cases – not be processed. Requests for deposits are not necessary and will not be accepted.

1.17

Any award agreement shall take effect upon the approval by the Taney County Commission.

1.18

Alterations: Any alterations, changes, lining out, or margin notes to any items within these instructions may result in said response being disqualified.

1.19

Direct Email Address: An email address MUST be provided in order to receive award results. (Not a website.) We do not use U.S.P.S. for results only email. Final award results will be emailed to all responding Vendors. Please do not call for results.

1.20

Results are always posted at: www.taneycounty.org

1.21

All questions for this solicitation must be submitted no later than 2:00 P.M. on Friday, July 2, 2021. Questions must be emailed to the department point of contact listed within this request as well as copied (cc) to the Purchasing Director at: nikki.lawrence@taneycountymo.gov

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1.22

Aside from routine processing questions, if it becomes necessary to revise any part of this solicitation due to a significant question received which could impact specifications; a written Addendum will be issued to explain any new / necessary modifications.

1.23

Any /all solicitation impacting questions, causing the need for modifications, will be combined into one written Addendum with answers and explanations to cover any / all new issues.

1.24

Any necessary Addendum is valid only if in writing and issued by the Taney County Purchasing Department.

1.25

Any necessary Addendum will be emailed as close as possible to the day following the deadline listed in item #1.21 above, to all parties who had previously been part of the original DQI (Direct Qualification Invitation) email, or had made email contact during the open questioning timeframe.

1.26

When an Addendum is necessary it is a formal / legal process which Submitters are required to formally respond to. Follow the instructions as indicated in detail on the Addendum itself.

1.27

Any necessary Addendum will also be posted on the Taney County website attached at the end of the solicitation there. An indication in red, placed at the end of the affected proposal, will alert website visitors as to the presence of an Addendum – if / when one is needed.

1.28

Award of Contract: The County reserves the right to award to more than one (1) supplier. Multiple awards may be made on the basis of a primary, secondary, and tertiary supplier. The primary supplier shall furnish the County's requirements until such time as the County determines that it is in the best interest of the County to seek performance from the secondary supplier, then tertiary supplier. The County's decision will be based upon the ability of the primary source to supply acceptable goods or services within the County's time requirements. The County's decision to utilize the secondary and tertiary sources shall be final and conclusive. In addition, the resulting contract from this solicitation will be considered "Non-Exclusive". The County reserves the right to obtain service, or product(s), from other suppliers. Always acting in the best interest of Taney County Missouri.

1.29

Agreement: The entire contents of response documents submitted by the successful Submitter to this request shall include all documents and will become a part of any contract award as a result of this solicitation. These signed documents will be binding. Submitter shall initial all pages where the document denotes "Submitter's Initials: ____" at the bottom of each page after completing each page. Any responses not complying with this condition may be considered non-responsive. The Awarded Vendor(s), of this request, will follow up with a written agreement draft, working with our Legal Services Department, and oversee completion of that process to the mutual satisfaction of all parties working in harmony with this signed response.

1.30

Our standard *Sample* agreement currently being used by Taney County, in most cases, is available to assist. The County reserves the right to use other agreement versions should our Legal Services Department decide another version would better serve the needs of Taney County Missouri as they pertain to those requested within this solicitation.

1.31

Response Content: In order to enable direct comparison of competing responses, Submitters must submit responses in strict conformity to the requirements stated herein. Failure to adhere to all requirements may result in Submitter's Response

being disqualified as non-responsive. All responses must be submitted using the forms provided herein. Every question should be answered. If not applicable, the section should contain "N/A."

1.32

Advice of Award: The County's Responses, Proposal Tabulations, and Proposal Award information may be viewed on our website at www.taneycounty.org. (Purchasing Department Page.)

1.33

Response Clarification: The County reserves the right to request additional written or oral information from Submitters in order to obtain clarification of their responses.

1.34

Rejection or Correction of Responses: The County reserves the right to reject any or all responses. Minor irregularities or informalities in any response which are immaterial or inconsequential in nature, neither affected by law nor at substantial variance with bid conditions, may be waived at our discretion whenever it is determined to be in the best interest of Taney County Missouri.

1.35

Evaluation Process: The County's sole purpose in the evaluation process is to determine from among the responses received which one is best suited to meet the County's needs at the lowest possible cost. Any final analysis does not imply that one Submitter is superior to another, but simply that in our judgment the Contractor selected appears to offer the best overall solution for our current and anticipated needs at the lowest possible cost.

1.36

Acceptability: The County reserves the sole right to determine whether goods and/or services offered are acceptable for County use.

1.37

Sunshine Laws: Per (Section 610.026 RSMo.) concerning public documents, all responses to this request will be considered public information as soon as they are opened and become a part of public record releasable to any person or firm that requests it. Requests for copies, of responses, must be made through the Taney County Clerk's Office (417-546-7202) requiring a Public Service Request Form (PSR). By law charges for time spent as well as a cost per page apply. Payment for copying fees is required prior to the making of copies.

2. Invitation / Purpose Overview:

The Taney County Commission is requesting qualifications (RFQ) from firms to provide professional Insurance Brokerage (Agent of Record) Services for Taney County, Missouri in various commercial insurance markets including but not limited to health insurance benefits for approximately 260 Taney County Employees, as well as other required areas not specifically listed here.

2.1 The successful firm must be a licensed Missouri insurance producer, with a minimum of five (5) years of experience representing medium to large sized groups, and must have access to various competitive insurance markets.

2.2 It is the intention of the Commission to appoint an Agent of Record and to enter into a term for an initial one (1) year period with the option of renewing the relationship for up to two (2) additional one (1) year terms.

2.3 The company will be a qualified Broker in the public entity market and will serve as Broker of Record for the specified policies.

2.4 Taney County is NOT requesting insurance quotations at this time and expressly prohibits prospective brokers from quoting/approaching carriers at this time.

2.5 For questions concerning ALL listed specifications, or any technical questions, the below "Department Point of Contact" MUST be contacted:

Dawn Muller, (417) 546-7285 (o)
HR Benefits Coordinator
Taney County Department of Human Resources
dawn.muller@taneycountymo.gov

Section 3 SPECIFICATIONS

Please check (✓) off the appropriate box to indicate compliance or not. The County will always look for 100% COMPLIANCE. These "SPECIFICATIONS" are absolutely critical to all County solicitations. We suggest that if after reviewing each of the following items if any potential participant feels they are not able to comply with ALL - they should probably not submit a bid response to our solicitation. All "D" check (✓) marks will be considered very strongly toward disqualification. Check every item. Any blank item in this section will be considered non-responsive and may disqualify.

C = Comply with item. (In some cases this will serve as a simple acknowledgement.)

D = Do not / cannot comply with item.

3. SPECIFICATIONS / SCOPE OF WORK / RESPONSE INCLUSIONS:

- | C | D | |
|-----|-----|---|
| ___ | ___ | 3.1 Verify authorization to conduct business in the State of Missouri. |
| ___ | ___ | Be professionally registered in the State of Missouri. |
| ___ | ___ | Be able to commit adequate staff to meet the desired time frames. |
| ___ | ___ | Be familiar with Taney County Missouri. (Possess local knowledge.) |
| ___ | ___ | Possess an understanding of Taney County's needs in specialized areas and provide input to management as to areas of modification or improvement. |
| ___ | ___ | Provide safety / loss control services and documentation as requested. |
| ___ | ___ | Perform other services customarily expected of a broker for the duration of the agreement. |
| ___ | ___ | Act as the liaison and advocate for the Taney County Commission with underwriters and claims staff. |
| ___ | ___ | Provide all carrier quotations received from carrier underwriters with detailed recommendations to the Taney County Commission of which proposal would best meet the County's needs. |
| ___ | ___ | Verify the accuracy and adequacy of policies, endorsements, coverage, and premiums, noting in writing any variations from the previous year, or from conformance with specifications. |
| ___ | ___ | Assist in determining proper limits and coverage for exposures specific to Taney County. |
| ___ | ___ | Assess insurance company stability, solvency and service records. |
| ___ | ___ | Deliver insurance policies or binders during term of coverage. |
| ___ | ___ | Accurately amend policies, as needed. |
| ___ | ___ | Upon request, provide timely, verbal or written interpretation of coverage. |
| ___ | ___ | Provide policy maintenance and issue binders and certificates when required. |
| ___ | ___ | Assist the Taney County Commission in developing the best employee benefits options, and adjustments, based on claim history monitoring, etc. |
| ___ | ___ | Brokers' recommendations to purchase insurance shall be made in writing and shall be sufficiently detailed to explain alternatives and support the recommended decision |
| ___ | ___ | Broker shall provide full disclosure of fees, commissions, and income to be derived from services to Taney County. |

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- — Such disclosure shall also include payment terms and expectations of Broker.
- — Brokers are encouraged to suggest alternative methods of compensation and billing that will result in cost savings for Taney County, particularly if they also maintain or improve broker services.
- — In addition to insurance brokerage services, Taney County requires their broker to perform the following services as part of their proposal :
 - a. Processing of enrollment and change forms
 - b. Online benefit enrollment program
 - c. Employee training and customer service
 - d. Wellness events / programs

4. ADDITIONAL INFORMATION:

In previous years, we have received various questions from potential Responders to our RFQ that required a formal addendum to be added and shared widely, including being posted on the Taney County website, well prior to the solicitation closing date / time. In an effort to proactively avoid such issues / needs we offer the following additional information to hopefully answer possible questions ahead of time.

Points listed below are the results from previous questions. Please remember that the deadline for submitting questions on this RFQ is Friday, July 2, 2021 at 2:00 PM. Answers, to any / all such questions that we may receive, will be supplied shortly thereafter via email as explained within this RFQ document. Thank you.

1. The current broker for Taney County Missouri is: Ollis | Akers | Arney of Branson, Missouri.
2. There is no Third-Party Administrator (TPA).
3. Current annual fees or commissions as well as premium amounts are not deemed applicable, and or, necessary to complete a “Request For Qualifications” response.
4. The current medical plan is a FULLY INSURED plan.
5. The current medical and ancillary carriers are:
 - Cox Health Systems, also offering “VIRTUAL VISITS”
 - Current dental/vision carrier is MetLife
 - Flexible spending is Maestro Health

RESPONSE FORM: Completion of this short form is totally optional and is included within our solicitations simply as an additional “tool” to assist us overall in improving future solicitation processes. If you, or your company, has decided not to participate by *not* offering a proposal, please complete the below form and return it to the Purchasing Department by email.

Thank you...

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Business Name:	
Address:	
Telephone:	
Contact Person:	
Date:	
Reason(s) for not Submitting:	
Would you like to be removed from our list(s) for future proposals/bids? (<input type="checkbox"/> Yes or <input type="checkbox"/> No.)	

5. FINAL COMPLIANCE CHECKLIST: By using the below table as a checklist you will help to insure that your proposal is fully compliant before you seal it for submission. Your full proposal response needs to comply with all of the below listed requirements or it may not be included for consideration. Use a checkmark (✓) next to each item to avoid leaving out required information or missing an instruction which could cause your response to be disqualified. Please call me, at my office as listed right below, or email me with any questions pertaining to these requirements or any other written instructions. *Thank you...*

Nikki Lawrence, Director of Purchasing
Office: 417-546-7281 / FAX: 417-546-3931
nikki.lawrence@taneycountymo.gov

The below requirements apply to every solicitation we do.

(✓) = Acknowledged below item with intent to comply.

ITEM #	FINAL COMPLIANCE CHECKLIST	(✓)
6.1	The County will not accept any late proposals. Late packages will not be opened or returned.	
6.2	No fax or electronic transmitted proposals will be accepted. Proposal responses received via fax will disqualify that Vendor from any participation in this proposal.	
6.3	Please include a current/signed W-9 form with your company information. Taney County Accounts Payable Department cannot process payment(s) without a current W9. The name and address on your W9 will be used as the formal name/address on any subsequent Agreement post award.	
6.4	Remember to sign the proposal sheet as this is mandatory. Missing signature WILL disqualify.	
6.5	Un-readable responses, including an unreadable email address, WILL disqualify.	
6.6	Three COMPLETE copies of the bid response, with your original, are REQUIRED . Please indicate copies versus original. One sided copies ONLY . A double-sided response is not considered an acceptable “legal” document for our purposes.	
6.7	Include, in your response, ALL pages of the bid document initialed by hand, not typed, where asked for on each page bottom. Incomplete responses could possibly disqualify.	



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Insurance Broker of Record – Health
Addendum
June 29, 2021

This addendum is issued under Vendor Certification & Information Form, on page 2 of our solicitation #202106-481, new information has been inserted on specific pages, as listed below, and **MUST** be initialed, on this document as to whether you, the Vendor, acknowledge by initialing each and every page.

This document is now hereby incorporated into and made a part of the complete formal bid document package. Bidders are being reminded that receipt of this addendum **MUST** be acknowledged either within their bid responses package, or by email.

The Taney County solicitation for INSURANCE BROKER OF RECORD – HEALTH requirements & specifications are unchanged except as set forth herein, otherwise remaining in full force and effect.

Please note that the **RED** verbiage below, is indicative to the change:

Page 2 of 9 **Submitter's Initials** _____

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Nikki Lawrence, Director of Purchasing
132 David Street / P.O. Box 1630, Forsyth, Missouri, 65653
Telephone: (417) 546-7281

BIDDER has examined copy of this Addendum to RFB #202106-481, receipt of which is hereby acknowledged:

Company Name: _____ Address: _____

Phone Number: _____ E-mail address: _____

Authorized Representative Signature: _____

Date: _____

Authorized Representative Printed Name: _____

Acknowledgement of this addendum may also be sent via email to:
nikki.lawrence@taneycountymo.gov