

TANEY COUNTY MISSOURI

Purchasing Department 132 David Street / P. O. Box 1630 Forsyth, Missouri 65653

SOLICITATION TITLE: Insurance Broker of Record

- Health and Property & Liability

RFQ # 202405-554

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:

May 8, 2024 – June 5, 2024 Proposal Release Date / Advertising Period

Deadline For Submitting Questions May 24, 2024 at 2:00 PM

June 5, 2024 at 9:00 AM **Closing Date / Time**

June 5, 2024 at 9:30 AM **Opening Date / Time**

Responding Vendor / Company Name

City / State

Submitting RFQ For:

*A) Health

(circle one)

*B) Property & Liability

*C) Both

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| City / County / State / Zip | p | Title | |
|--|---|--|---|
| | | | |
| Address | | *Signature | |
| Company Name | | Authorized F | Person (Print) |
| as well as <mark>initial all page</mark> | <mark>es</mark> . *An authorized sigr | nature and email a | with their submittal to our solicitation ddress, printed clearly is mandatory, and disqualify from participation. |
| | _ | | agreement to supply the products, or ecified herein <i>or</i> to offer a "No Bid." |
| RFQ Opening Location / Address: | Taney County Purch Forsyth, MO 65653 | nasing Office (Old | Courthouse) |
| RFQ Submission Location / Mail Address: | • | Box <u>MUST</u> be us sical Address <u>MUS</u> | t (Second Floor) ed for U.S.P.S .delivery.) t <u>T</u> be used for Courier delivery.) |
| RFQ Title: | INSURANCE BROK – HEALTH AND PR PLEASE MARK YO | County, Missouri (ER OF RECORD OPERTY & LIABII UR ENVELOPE "(| |
| Γ\ | RFQ #202405-554 Insurance Brok | cer of Record – Health and | Property & Liability |

INTRODUCTION & BASIC PROCESSING INFORMATION:

*E-mail (MUST be legible.)

Sealed qualifications cannot be emailed and must either be delivered by hand, courier, or U.S.P.S. All formal request 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 Section 2. Specifications.

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Entity Type (Corporation, LLC, Sole

Proprietor, Partnership)

Read ALL solicitation documents closely. Note any/all special dates and submit your response as soon as possible. See Items 1.21-1.22 for the process to submit questions.

Section #1 includes instructions, conditions, guidelines, requirements and other key factors.

Use a checkmark (✓), in the box adjacent to the section number, in order to acknowledge each of the following items. Any item unchecked in this section, will be considered non-responsive and may be disqualified.

Section 1. INSTRUCTIONS AND GENERAL CONDITIONS

1.1

Sealed responses may be submitted to the Taney County Purchasing Office until the solicitation closing date and time indicated herein, subject to Instructions and General Conditions and any special conditions.

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 ("U.S.P.S.") WARNING: Because there is no mail delivery service at our offices, we **strongly** discourage bidders from using the U.S.P.S. If a Submitter elects to use the U.S.P.S., do **NOT** send "return receipt requested." The Post Office only recognizes the P.O. Box address. Other delivery services require the physical address. It is the Submitter's responsibility to ensure responses are delivered in a timely fashion to the Purchasing Department. Courier or hand delivery is recommended.

1.4

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

1.5

Opening: RFQ's will be opened publicly at "Opening Date/Time" 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, 10 or more days, for any reason.

1.7

Withdrawals: Responses may be withdrawn on written request from the Submitter at the address shown 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 RFQ number and dates of closing & opening. List the RFQ number on the outside surface of the box or envelope

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and note "Response to Request for Qualification enclosed" with a return name & address. No fax or electronic transmitted responses will be accepted.

1.9

Submitter Expenses: This County is not responsible for any expenses which may incur during estimating, inspecting, or preparing information to respond to this solicitation.

1.10

Presentations/Inspections: The County reserves the right to conduct personal interviews or require presentations, inspections, of *or* from any/all Submitters prior to selection. The County will not be liable for ANY costs incurred by the Submitter in connection with such interviews, presentations, or inspections.

1.11

Term: All Responses submitted shall be binding and remain firm for ninety (90) calendar days following the opening, unless otherwise indicated. Pricing/Costs submitted with a response must be honored for that set timeframe. Submitted pricing, once opened, cannot be changed for any reason. Any such changes will disqualify that response.

1.12

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.

1.13

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

1.14

Payment Terms: Standard payment terms are *Net 30* after receipt of an invoice. The County cannot, 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 to the requesting department - not Purchasing.

1.15

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

1.16

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

1.17

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

1.18

Direct Email Address: An email address, not a website, MUST be provided in order to receive award results. Final award results are by email only and will be emailed to all responding Vendors. Please do not call for results.

1.19

Results are always posted at: www.taneycounty.org

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1.20

All questions for this solicitation must be submitted by the time indicated on page 1. 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

1.21

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.

1.22

Any/all solicitation questions that result in modifications will be combined into one written Addendum with answers and explanations to cover any/all new issues.

1.23

Addenda are valid only if in writing and issued by the Taney County Purchasing Department.

1.24

Any necessary Addendum will be emailed as close as possible to the day following the question submission deadline to all parties who had previously been part of the original Direct Qualification Invitation email or had made email contact during the open questioning timeframe.

1.25

When an Addendum is necessary, Submitters are required to formally respond. Follow the instructions as indicated in the Addendum.

1.26

Any necessary Addendum will be posted on the Taney County website with the original solicitation. An indication will be in red and placed at the end of the affected proposal.

1.27

Award of Contract: Multiple awards may be made on the basis of a primary, secondary, and tertiary vendor. The primary vendor 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 vendor, then tertiary vendor. 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 vendors when it is in the best interest of the County.

1.28

Agreement: The selected vendor(s) will be required to enter into a written agreement with the County, in cooperation with the County's Legal Services Department and completed to the mutual satisfaction of the parties, consistent with the RFQ and response. The RFQ and response documents submitted by the successful Bidder 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 "Initials:

____ " at the bottom of the page after completing said page. Any responses not complying with this condition may be considered non-responsive.

1.29

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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 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."

1.30

Advice of Award: The County's Responses, Tabulations, and Award information may be viewed on our website at www.taneycounty.org. (Purchasing Department Page.) If a Vendor wants a copy of the tabulation they must include a direct email address, not website, in order to receive results.

1.31

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

1.32

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

1.33

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.

1.34

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

1.35

Sunshine Law: All responses to this request will be considered public information as soon as they are opened and become a part of public record subject to disclosure 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) by submitting a Public Service Request Form (PSR). Charges for time spent as well as a cost per page apply and may be collected prior to the making of copies.

Section 2. SPECIFICATIONS

The Taney County Purchasing Department, on behalf of the Taney County Commission, is accepting and reviewing responses to this RFQ from firms to provide:

- *A) Professional Insurance Brokerage (Broker 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.
- *B) Professional Insurance Brokerage (Broker of Record) Services for Taney County, Missouri in various commercial insurance markets including but not limited to property, casualty, liability, and auto insurance benefits for Taney County, as well as other required areas not specifically listed here.

For questions concerning the below listed specifications, or any other technical questions, please feel free to contact:

Pag

Department Contact(s):

Dawn Muller, HR Benefits Coordinator

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|-----------|----------|
|-----------|----------|

RFQ #202405-554 Insurance Broker of Record – Health and Property & Liability Taney County, Missouri

Taney County Administrative Services 417-546-7285 (off)

dawn.muller@taneycountymo.gov

Please check (✓) off the appropriate box to indicate compliance with the specifications. The County will always look for 100% COMPLIANCE. These "SPECIFICATIONS" and "STANDARD TERMS AND CONDITIONS" are critical to all County solicitations. If after reviewing each of the following items a potential participant is not able to comply with ALL requirements, reconsider whether to submit a bid response to the solicitation. All "D" check (✓) marks will be considered 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.

<u>C</u> <u>D</u>

| Intere | ested pa | rties sh | ould complete the following information requests, as asked for. |
|--------|----------|----------|---|
| _ | | 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 | The company will be a qualified Broker in the public entity market and will serve as Broker of Record for the specified policies. |
| | | 2.3 | Taney County is NOT requesting insurance quotations at this time and expressly prohibits prospective brokers from quoting/approaching carriers at this time. |
| | | 2.4 | 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. |
| | | 2.5 | Verify authorization to conduct business in the State of Missouri. |
| | | 2.6 | Be professionally registered in the State of Missouri. |
| | | 2.7 | Be able to commit adequate staff to meet the desired time frames. |
| | | 2.8 | Be familiar with Taney County Missouri. (Possess local knowledge.) |
| | | 2.9 | Possess an understanding of Taney County's needs in specialized areas and provide input to as to areas of modification or improvement. |
| | | 2.10 | Provide safety / loss control services and documentation as requested. |
| | | 2.11 | Perform other services customarily expected of a broker for the duration of the agreement. |
| _ | _ | 2.12 | Act as the liaison and advocate for the Taney County Commission with underwriters and Claims staff. |
| | | 2.13 | 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. |
| | | 2.14 | 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.

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| | | 2.15 | Assist in determining proper limits and coverage for exposures specific to Taney County. |
|-------|-------|--------|---|
| | | 2.16 | Assess insurance company stability, solvency and service records. |
| | | 2.17 | Deliver insurance policies or binders during term of coverage. |
| | | 2.18 | Accurately amend policies, as needed. |
| | | 2.19 | Upon request, provide timely, verbal or written interpretation of coverage. |
| | | 2.20 | Provide policy maintenance and issue binders and certificates when required. |
| _ | _ | 2.21 | Brokers' recommendations to purchase insurance shall be made in writing and shall be sufficiently detailed to explain alternatives and support the recommended decision. |
| _ | _ | 2.22 | Broker shall provide full disclosure of fees, commissions, and income to be derived from services to Taney County. |
| | | 2.23 | Such disclosure shall also include payment terms and expectations of Broker. |
| _ | | 2.24 | 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. |
| ***** | ***** | ***** | *************************************** |
| 2A. S | | to Hea | Ith & Benefits (only to be completed by vendor responding to the Health & Benefits portion of this |
| _ | _ | 1. | Assist the Taney County Commission in developing the best employee benefits options, And adjustments, based on claim history monitoring, etc. |
| | | 2. | 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 |
| | | 3. | 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, May 24, 2024 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.

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- 5. The current medical and ancillary carriers are:
 - Cox Health Systems, also offering "VIRTUAL VISITS"
 - Current dental/vision carrier is Delta
 - Current Group and Voluntary Life, Short Term Disability and Long Term Disability is with Lincoln Financial
 - Flexible spending is HealthEquity

| 2B. | Specifi | c to P&L | (only to be comp | oleted by vendor responding to the Property & Liability portion of this solicitation) |
|-----|---------|----------|---------------------------------|---|
| | _ | 1. | Assist the Tar Personal prop | ney County Commission in developing insurable values for all real and perty. |
| | | 2. | | insurance brokerage services, Taney County requires their broker to perform services as part of their proposal: |
| | | | a. b. | Processing of enrollment and change forms Employee training and customer service |
| | | 3. | 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, May 24, 2024 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 Insurance, 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 carrier is Traveler's Insurance.

NOTE: Bidders must procure and maintain, at a minimum, the following policies of insurance against all claims for injuries against persons or damage to property which may arise from or in connection with the performance of the subject matter of the request for bid: (1) workers' compensation insurance for all employees as required by state law; (2) comprehensive general liability insurance in an amount not less than \$500,000 per occurrence and \$3,000,000 in aggregate, covering both bodily injury and property damage, including accidental death; (3) automobile liability insurance during the term of the Agreement not less than \$500,000 per occurrence and \$3,000,000 in aggregate, covering both bodily injury, including accidental death, and property damage to protect themselves from any and all claims; and (4) insurance for loss of materials, supplies, tools and equipment during the term of the Agreement in an amount which will adequately cover the potential loss or damage to such items. The bidder shall furnish the County with Certificates of Insurance establishing the insurance requirements as set forth in this section. Each policy of insurance must contain a thirty (30) day mandatory cancellation notice.

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| | | | | | | | | | |

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3. STANDARD TERMS AND CONDITIONS

| С | D | | |
|---|---|------|--|
| | | 3.1 | The awarded submitter shall furnish the goods or services described in Section 2. Specifications. |
| | | 3.2 | All pricing MUST remain in effect, without increase, for at least one year from the date of the effective date of the awarded contract. Do not include Federal Excise Tax or Sales and Use Taxes in RFQ process, as the County is exempt. |
| _ | | 3.3 | The County will not be required to purchase any/all from a specific vendor, nor be held to any minimums/maximums, even if quantities are listed within the RFQ or response. |
| _ | | 3.4 | Total price MUST include delivery to the address set forth in Section 2. Specifications. Responses shall include all charges for packing, delivery, installation, etc., (unless otherwise specified) to the County Department identified in this Request for Qualification. |
| | | 3.5 | Include an updated W-9 form with company information and signature, with formal, legal, company name. |
| _ | _ | 3.6 | The Taney County Commission has the right to accept or reject any part or parts of all responses to waive any informalities or technicalities and to accept the offer the County Commission considers the most advantageous to the County. Taney County reserves the right to award this bid on ar item-by-item basis, or an "all or none" basis, whichever is in the best interest of the County. |
| _ | | 3.7 | Submitters must use the bid forms provided, must return the completed sheets, as requested, provide the unit price, quantity and extended totals, and sign the bid. |
| _ | | 3.8 | When products or materials of any particular manufacturer are mentioned in specifications, such products or materials are intended to be descriptive of type or quality and not restricted to those mentioned. |
| | | 3.9 | The delivery date shall be identified by specific date, unless otherwise indicated. |
| | | 3.10 | The County Commission reserves the right to cancel all or any part of an order if delivery is not made or work is not started or completed as guaranteed. In case of delay, the Contractor must notify the Purchasing Department. |
| _ | _ | 3.11 | The County may utilize state or federal grant funds in the procurement of goods and services which may require a provider of goods or services to comply with certain state or federal laws, rules and regulations applicable to the funds and may require inclusion and compliance with certain contract clauses required by the state or federal government to an agreement with the County. Any questions regarding the applicability of state or federal requirements should be directed to the Purchasing Department. |
| _ | | 3.12 | In the event of a discrepancy between a unit price and an extended line item price, the unit price shall govern. |
| _ | _ | 3.13 | Should an audit of invoices during the term of the Agreement, and any renewals thereof, indicate that the County has remitted payment on invoices that constitute an over-charge to the County above the contract terms, the Contractor shall issue a refund check to the County for any over-charges within 30 days of notification. |
| | _ | 3.14 | Cooperative Procurement: The vendor should indicate by checking "Yes" or "No" if the vendor will honor the submitted prices and terms for purchase by other entities that participate in cooperative purchasing with Taney County, Missouri. Yes No |
| | | | |

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4. 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 <u>all</u> of the below listed requirements or it may <u>not</u> be included for consideration. <u>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.</u> Please call or email me with any questions pertaining to these requirements or any other written instructions.

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

 (\checkmark) = Acknowledge intent to comply with the following item:

| 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. | |
| | 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 post-award Agreement. | |
| 6.4 | Remember to sign the mandatory proposal sheet. Missing signatures WILL disqualify. | |
| 6.5 | Un-readable responses, including an unreadable email address, WILL disqualify. | |
| 0.0 | Submit the original bid response plus three complete copies of the bid response. Please indicate copies versus original. One sided copies <u>ONLY - no</u> double-sided responses. | |
| 6.7 | ALL pages of the bid document must be initialed by hand, not typed, on the bottom of each page. Incomplete responses may result in disqualification. | |

NO BID RESPONSE FORM: Completion of this form is optional and is included within solicitations as an additional tool to improve future solicitation processes. If you, or your company, have decided not to participate and *not* offer a proposal, please complete the below form and return it to the Purchasing Department by email.

RFB #202405-554 Insurance Broker of Record – Health and Property & Liability

| Business Name: | | | | |
|-------------------------|---|--------|------|--|
| Address: | | | | |
| Telephone: | | | | |
| Contact Person: | | | | |
| Date: | | | | |
| Reason(s) for not S | Submitting: | | | |
| | | | | |
| | | | | |
| Would you like to be re | moved from our list(s) for future proposals/bids? (| Yes or | No.) | |
| | | | | |

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