

REQUEST FOR PROPOSAL
Employee Benefits Brokerage & Consulting Services for:
AgeSpan, Inc.

December 1, 2022

About AGESPAN, INC.

AgeSpan, Inc. dedicated to helping people in northeast Massachusetts maintain their highest levels of independence, health, and safety as they age. As a private, nonprofit agency, we serve as a trusted, impartial resource connecting people of all ages and abilities and their caregivers with impartial information, quality services, and vigorous advocacy. AgeSpan is one of 25 Massachusetts Aging Services Access Points (ASAP) and one of 21 Area Agencies on Aging (AAA). We employ roughly 500 employees, both full-time and part-time, in a variety of roles that include case management, nursing, and administrative support among others.

Request for Proposal (RFP) Invitation

AGESPAN, INC. is seeking a benefits brokerage/consulting firm to perform the full range of services related to the design, implementation, maintenance and improvement of AGESPAN, INC. employee benefits insurance programs.

Electronic proposals will be accepted until 5pm on January 3rd, 2023. Please confirm whether your firm wishes to participate and will accommodate the submission deadline.

This RFP does not commit AgeSpan, Inc. to award a contract, to pay any costs incurred in the preparation of the application, or to purchase any services.

Activity	Date
RFP Distribution	12/1/22
RFP Responses Due	1/3/23
Proposal Review	1/6/23
Interview Sessions with Selected Respondents	Week of 1/9/23
Select Broker / Consultant	By 1/23/23
Relationship Effective Date	2/1/23

AGESPAN, INC. BACKGROUND INFORMATION

Current Plans offered:

Medical

- BCBS Options V. 5
- BCBS \$1,000 Deductible Plan

Dental

- BCBS Dental Blue

HRA – Benefit Strategies/Voya

FSA – Benefit Strategies/Voya

Medical Reimbursement
Dependent Care

LTD - SunLife

Life/AD&D - SunLife

EAP - TBD

Voluntary Benefits: SunLife

- Voluntary Employee Life Insurance
- Voluntary Spouse Life Insurance
- Voluntary Child Life Insurance

SCOPE OF SERVICES

AGESPAN, INC seeks a benefits brokerage partner and advisor that can provide professional, innovative, and highly qualified benefits guidance and services. This includes but is not limited to the following.

Employee Benefit Goals & Strategy

- Develop short and long-range employee benefit goals and strategies as a partner with **AGESPAN, INC.**
- Determine and recommend the most cost-efficient funding methods for all benefit programs, without sacrificing service level and customer service quality for employees.
- Introduce proven programs and ideas to aggressively manage healthcare costs.
- Educate **AGESPAN, INC.** on trends and best practices of benefits programs. Recommend innovative ideas and new products, programs and services to ensure a competitive, valued and

cost-effective benefits program that enhances culture and improves employee productivity and morale.

Review & Analysis

- Prepare bid specifications and solicit proposals, as needed, from insurance markets that specialize in group insurance plans.
- Review and analyze claims experience, claim service, and claim administration to ensure maximum benefit to **AGESPAN, INC.**
- Evaluate bids and bidders, including administration, coverage, claim payment procedures, customer service, networks, reserve establishment policies and financial solvency.
- Provide **AGESPAN, INC.** with in-depth analysis of proposed alternatives and assist with the process of selecting the most favorable annual renewal options.

Administration

- Partner with the Human Resources team at **AGESPAN, INC.** in the administration of all group insurance plans including responding to questions from and providing information to staff, and providing other benefits-related advisory services throughout the plan year.
- Work closely with **AGESPAN, INC.** to develop and execute the benefits communication strategy.
- Assist **AGESPAN, INC.** with the implementation and communication of new programs or changes to existing programs, which may include attending and presenting information at Open Enrollment meetings, when requested.
- Provide periodic benefits newsletters and other communication to educate staff.
- Partner with **AGESPAN, INC.** to effectively performance manage the vendors that provide insurance or related services.
- Prepare and file 5500 on behalf of **AGESPAN, INC.**

Compliance

- Act as advisor on issues such as discrimination testing, Section 125, COBRA, HIPAA, Medicare, FMLA, PFML, etc.
- Provide overall guidance to **AGESPAN, INC.** regarding northeast regional, MA, and Federal Health and Welfare regulatory compliance.

YOUR COMPANY

1. Briefly describe your firm's history and background.
2. Provide details of your firm's financial status and stability.
3. Provide proof that your company carries Errors and Omissions insurance coverage.
4. Is your firm local, regional, national (US) or worldwide?
5. Please describe how large a part of your company's overall business the Employee Benefits Division is.
6. What are the unique strengths/services of your firm?
7. As a part of normal brokerage/consulting service, we would expect on-going proactive and creative consulting services. Please describe your firm's approach to providing such services.

YOUR PRACTICE

1. Describe how the employee benefits team is structured within your firm.
2. Describe the proposed team that would work with **AGESPAN, INC.** and provide information about the qualifications and expertise of each team member.
3. How often does your team meet with your clients and for what purposes?
4. Describe what makes your firm uniquely qualified to work on our account.
5. Provide an example of how your firm is taking a leadership role within the industry.
6. What size and type of clients does your firm generally support?
7. Why do clients leave your organization?
8. What is your service philosophy?

EXPERTISE

1. Describe your approach to supporting our programs throughout the plan year.
2. Describe any special analysis that you would provide to help manage our programs.
3. Describe your knowledge and experience with self-insured plans and alternative funding models.
4. Describe your firm's capabilities with regard to communication. Include employee communications, Annual Enrollment materials, and web-based communications.

5. What information/reports will you provide on a monthly/annual basis? Provide a list of the reports with descriptions and samples.
6. Describe the process and source of benchmark information you can provide us. Do you have your own benchmark information or do you utilize other surveys?
7. Describe how you support clients during the open enrollment period.

UNDERWRITING AND RISK MANAGEMENT

1. Describe your underwriting and risk management resources.
2. Describe your reporting capabilities. Please include samples.
3. Please explain how your firm analyses data to identify opportunities to reduce the cost of healthcare or improve the quality of care delivered to employees.

SPECIALTY SERVICES

1. Describe the scope of your Survey Capabilities- both employee and employer facing.
2. Describe Medicare Services as part of your Employee Benefits Offering.
3. Describe your experience working with health and human service organizations to deliver Employee Benefits programs.
4. Describe your Employee Engagement and Education approach as it pertains to Employee Benefits.
5. Describe any additional services offered by your company that may be of interest to **AGESPAN, INC.**

HEALTHMANAGEMENT / WELLNESS

1. Describe any programs that you provide to your clients that foster employee wellness.
2. What experience does your firm have in establishing and monitoring the effectiveness of disease management and wellness programs?

LEGISLATIVE & COMPLIANCE

1. How do you support your clients in ensuring their employee benefits programs remain compliant with all federal and state laws?
2. Do you assist clients in the preparation of their Form 5500s and Summary Annual Reports? Is there a cost for these services?

3. Does your firm have a compliance department? If not, how do you assist clients with legislative and regulatory requirements? If your firm outsources this service, is there an additional charge?
4. Will you provide COBRA / HIPAA / PPACA recommendations for employer/administrator compliance? Please identify the source(s) of compliance information.
5. Describe the method you use to obtain and disseminate information about current state, Federal and international legislation to us. Provide a sample communication you provide to clients.

COMPENSATION

1. Describe how you would prefer to be compensated for your services.
2. Has your firm been subject to any lawsuits or settlements specific to compensation disclosure or practices within the last five years?
3. Describe our right to terminate a contract with you. Is there a minimum contract period?
4. Based on the information provided and the services requested, what is your proposed annual fee? Please make certain to identify any services mentioned in your proposal that are not included in your proposed fee (services that would be an additional expense).
5. Provide four references (3 current clients and 1 former client), preferably of similar size and/or need and complexity to **AGESPAN, INC.**. For each reference please include:
 - a. Number of employees
 - b. Number/type of plans
 - c. Length of servicing relationship
 - d. Contact name, title, and phone number

CONTACT INFORMATION

Thank you for your attention to this proposal and we look forward to your response. For any questions and to confirm your participation, please contact Shelley DeSimone, Chief HR Officer, at sdesimone@agespan.org.