

**Request for Proposals (RFP) For Insurance Broker Services RFP-02-15-2018**  
**Experience Works Inc. Responses to questions:**

1. Retirement Plan/401k services are not listed on the RFP. We have a full-service Retirement plan division and would like to include our Retirement Plan capabilities in our response. Is this an area Experience Works would like to consolidate with one broker as well? Would you like us to include information on our capabilities in our response?
  - *Experience Works Inc. offers retirement/401k plans and services to employees. We currently do not have a broker that manages these plans and would welcome an overview of services you provide.*
2. Cost of Insurance: Can you please clarify what Experience Works is looking for in this section? Specifically, “the proposal must have a specific cost and/or estimate of the costs of insurance and the potential increases in renewal costs based on market research or otherwise”
  - *With this section we are looking to receive estimates to the best of your ability with the information you have at hand. We understand that these would be estimates and to get actual pricing more detailed information is needed. We will use your response to this question to get a sense of your plan approach, structure, pricing layout and breakdown.*
3. We have not been provided any underwriting/claims/census data and would not be able to project costs at this point. Is Experience Works looking for a general market projection? i.e. workers compensation rates are -3% industry wide. Please advise how best we should answer this question.
  - *We do not expect exact numbers with this section but based on general market projection and possible packaging of workers compensation. We serve older population (55 year +) working in positions such as office work, janitorial, sales, gardening, etc.*
4. We have a good understanding of the services requested in the RFP. Are there any new areas of focus we could help with which have come up since issuance of the RFP?
  - *No. There have been no changes since the issuance of the RFP. Of course, we don't know what might happen in the future, as such, we are looking for a partner to help us along the way.*
5. Regarding growth, what is the go forward strategy for Experience Works? The RFP outlines a 3-year term, what growth projections can you share with us for the next 3 years?
  - *We anticipate limited, methodical growth as permitted by our grantors. As recipient of federal funds, we are required to bid services out. We ourselves have to bid for all of our grants every 3-4 years, with very few exceptions. We anticipate re-bidding for our largest grant in 2020, or 2021 depending on when the Department of Labor chooses to bid the grant.*

6. Regarding the outlined schedule: Once the “Finalists selection” has been made, what is to be expected in the “Finalist Presentation”?
  - *A possible power point presentation, either in person or via webinar, to include your marketing materials and services offered.*
7. What is the primary reason you are conducting this RFP?
  - *As recipient of federal funds, we are required to bid services out. We follow a similar pattern to our grant awards, and incorporate any changes resulting from the competition and ensure that the federal dollars are spend effectively.*
8. What criteria are most important to you in selecting a broker? How would you rank these criteria?
  - *Overall, we are looking for a partner. A partner to provide full service broker, expertise, pricing, alternative plan designs.*
9. How many other firms are competing, and how many will be brought in for meetings? Who at EW is responsible for this task?
  - *At this time, we don't know how exactly how many firms are competing, as the RFP are not due yet. This process is managed by several folks at EW, a panel will review all RFP responses and make a selection based on the criteria outlined in the RFP.*
10. How do you currently define what a successful benefits strategy looks like? Are there specific metrics or tools that help to define that?
  - *By suggesting and showcasing alternative designs, cost saving options, educating employees on being good stewards of their preventative approach to staying healthy, and creative methods to offer competitive health plans while reducing costs. We are open to all suggestions and alternatives.*
11. What piece of your benefits strategy has required the most attention over the past 2-3 years and why?
  - *Cost management and reduction of legacy claims, as well as, converting from a traditional plan to a high deductible plan.*
12. For your organization, what does a successful benefits broker partnership look like to you?
  - *Ongoing relationship / partnership, regular communication, including periodic “check-ins”, expertise and assistance with complex issues.*
13. Can we review job descriptions for the people you place? What is the average tenure at each position?

- *Yes, brokers may review job descriptions for participants that we place with our partners. The tenure for each position varies since multiple participants may serve in the same position at the same site until a good fit is found. Our program has a duration limit of 4 years, in other words a participant can only be enrolled in the program for 4-years. The purpose of the program is to find permanent employment for each participant in that 4-year timeframe.*

14. May we review five years of detailed loss data for analysis and risk control planning?

- *Yes. All detailed loss data will be made available to the selected broker.*

15. How are you providing coverage for volunteers?

- *Yes. We provide coverage for all of our volunteers through a separate policy. We will consider bringing this into the overall policy coverage, if that is a coverage provided.*

16. Is Cyber coverage in place?

- *Not at this time. We have explored coverage in the past, but, declined coverage due to budgetary limitations.*

17. May we address the broker fee/commission breakdown based on the current premiums?

- *Yes. We understand that the actual amount may change based on the premium costs, however, we want to clearly understand how you would arrive at the amount.*

18. Could you please provide the following?

- A full schedule of insurance to include: (This will allow us to develop a baseline commission for the account, build the proper team and understand the program structure.)
  - Line of coverage
  - Policy term
  - Limits and sublimit
  - Collateral required by carrier, as applicable
  - Deductibles/retentions, as applicable
  - Premiums
- Complete copies of policies (This will allow us to understand if EW's exposures are properly covered under the existing program or if a major overhaul will be warranted)
- Current and five-year history of: (This will allow us to better design a program alternative, to understand the complexity of the risk as well as to develop our fee.)
  - Payroll – For the current year only, provide the payroll by state and class
  - Auto count
  - Revenue
- Current property schedule including address and values. (This will allow us to determine the extent of EW's Natural Catastrophe exposure)

- *We understand that all the requested information is essential in providing best pricing for services requested. All the requested information will be provided to the bidders upon selection. Our audited financials are public and can help provide some context of expenses. We have a budget of about \$20M, about 85% of that is payroll. We do not own vehicles.*

19. Approximate number of lease/contract reviews per year?

- *We review approximately twenty (20) leases/contracts yearly, these are all reviewed internally with attorney's assistance where applicable.*

20. Approximate number of new certificates issued per year.

- *Grantees, office space leases, and 4 events a year. Approximately 15- 20.*

21. Current copy of audited financials with notes (This will help us underwrite the bond risk as well as Management & Professional Liability placements)

- *As non-profit organization our audited financials are public and available on our website.*

22. Current listing of bonds.

- *N/A except for Fiduciary bond*

23. Legal entity org chart

- *Our leadership and board members are on our website*

24. How is Personal Identifiable Information (PII) held by EW? *(This will assist our Cyber and Data Breach broker specialists in accessing the program adequacy)* Is PII held in an off-site data center? In house? How many PII records are held by EW? Is PII held by any third parties? Please provide a sample contract for vendors that would hold or have access to PII

- *Our PII information is held off-site data center, through a combination of in-house and third-party providers. We are required to keep some sensitive information for a number of years and thus our PII records are between 10,000-50,000 records.*

25. Employee count and location by state?

- *The RFP lists all the states where we have participants and or staff along with the number of each. Payroll data requested above would also include the number of staff's by state. This detailed information will be provided to the selected broker.*

26. Fiduciary Liability Submission: Plan Assets amounts?

- *Our pension has over 16M and our 403(b) has 4M, Audited Plan Financials. We are about to begin our PY 17-18 pension audit. It will be available in March / April.*

27. Insurance Contract requirements with the third parties.
- *A sample of contract requirements to third parties is provided in the RFP.*
28. Is it possible to get a copy of the most recent enrollment materials to see what EW currently provides to employees at open enrollment and for mid-year enrollments?
- *We only have open enrollment in June for our plan year July – June. The broker provides a power point, webinar, in person at HQ, customized brochure for EW, enrollment forms for all benefits, premium breakdowns, Q&A session, etc. And any other materials per our request.*
29. Are part-time employees eligible for benefits and, if so, which ones?
- *No*
30. Are volunteers offered any voluntary benefits?
- *No*
31. Are the medical and dental plans fully-insured or self-insured? If fully-insured, is there a desire to self-fund in the future if EW grows?
- *Currently fully insured. We are open to all plan designs*
32. Please provide a copy of the 2017 5500 filing for the benefit plans.
- *This information will be provided to the selected broker.*
33. Please provide annual premiums for the medical, dental, life/AD&D and disability plans.
34. Does EW contribute to the HSA and, if so, how much?
- *No, EW does not contribute to the HAS plan.*
35. Is voluntary life and AD&D offered?
- *No*
36. Are STD and LTD both offered and does EW pay the cost?
- *STD is voluntary – paid by the employee. Life, ADD & STD is paid for by EW.*
37. Is a vision plan offered?
- *Yes, it is built in with the CareFirst Medical plan*

38. Are there any voluntary benefits offered like legal plan, home/auto, critical illness, etc? If not, is there a desire to offer in the future?
- *Yes, we have an EAP.*
39. Please outline EW's leave policies – vacation, personal time, holidays, etc.
- *This can be disclosed later in the selection process.*
40. What payroll and HRIS systems does EW utilize?
- *EW uses Paylocity for HRIS services and payroll.*
41. Do employees enroll via paper or do they utilize an online enrollment portal?
- *Currently all employees enroll via paper. However, each employ can manage their benefits on employee portal.*
42. Does EW offer executives any enhanced benefits?
- *No, we do not offer executives enhanced benefits.*
43. Does EW offer an employee advocacy service?
- *No, we do not offer advocacy service.*
44. Does EW have a wellness strategy? Only basics, plus the incentive health metrics action plan via current medical plan thru CareFirst.
- *We do not offer a true wellness plan.*
45. What is EW's biggest employee benefit and commercial insurance challenges?
- *Premium increases on both. WC – we are in an assigned risk pool and have several individual plans to manage. Our preference is to have a single non-monopoly national plan.*
46. Does current broker provide the following additional services and, if so, do they charge an additional fee?
- *The COBRA/FSA administration is managed at nominal fee. FSA is really independent of the broker. Monthly fee per enrollees*