

THE HOUSING AUTHORITY OF COLUMBUS, GEORGIA

**REQUEST
FOR
PROPOSALS**

Issue Date: August 3, 2017

**1000 Wynnton Road - Post Office Box 630
Columbus, Georgia 31902-0630
Tel: 706-571-2800 - Fax 706-571-2864
Instructions on Preparing
The Request for Proposals**

INVITATION TO BID

August 3, 2017

INSURANCE BROKERAGE SERVICES

The Housing Authority of Columbus, Georgia (“HACG”) is requesting proposals from firms interested in providing Healthcare Insurance Brokerage Services and technical assistance. HACG does not require brokerage services for Property and Casualty or vehicle insurance services. The proposed contract would be for a two year base term with three, one year renewal options.

The Housing Authority is governed by a seven member Board of Commissioners who are appointed to a five-year term by the Mayor of the City of Columbus. The programs operated by the Housing Authority are funded by programs through the U.S. Department of Housing and Urban Development (HUD), local and state grants and rental income.

1. Timetable:

- A. Written proposals and all accompanying information are to be received no later than August 28, 2017 by 4:00 P.M. (eastern time) in triplicate copies to the following:**

**The Housing Authority of Columbus, Georgia
Attention: Susan McGuire, Manager, Human Resources
PO Box 630
Columbus, Georgia 31902-0630**

- B. Hand Deliver To:**

**The Housing Authority of Columbus, Georgia
Attention: Susan McGuire, Manager, Human Resources
1000 Wynnton Road
Columbus, Georgia 31906**

Persons requiring special accommodations should immediately contact HACG at (706) 571-2800 or the TDD number, via the Georgia Relay Center at (800) 255-0056, for voice messaging, (800) 255-0135.

HACG, in accordance with Executive Order 11625 and 12138, encourages participation by businesses owned and operated by minorities and women.

2. Questions About the RFQ:

It is your responsibility, prior to submitting your proposal, to ensure you have all necessary information. Any prospective respondent desiring an explanation or interpretation of the solicitation, etc, must submit a written request (email is preferred) by Wednesday, August 16, 2017 to allow a written response in the form of an addendum on HACG's website to reach all the prospective respondents prior to the date of submission. HACG will not accept any requests, in any form, submitted after 12 Noon on Monday, August 21, 2017. Oral explanations or instructions given will not be binding. Any information given to a Prospective Respondent concerning a solicitation will be furnished to all other Prospective Respondents. Responses to all inquiries in the form of an addendum will be posted to the Housing Authority's website at www.Columbushousing.org.

3. Form of Proposal:

Your proposal should respond to the specific questions outlined in the RFP and should be in written format.

An Executive Summary of the main points should be submitted at the beginning of your proposal.

4. General Conditions:

HACG reserves the right to disqualify a Broker from consideration that is deemed to have contravened the terms of the RFP.

Any cost associated with the preparation of this bid is the sole expense of the bidding brokerage firm.

5. Broker Selection:

HACG reserves the right to consider all factors in the selection of the successful Broker whose proposal is determined to be in the best interest of HACG.

Other:

Notwithstanding any other provision, HACG reserves the right to:

- Reject any or all bids or proposals or portions thereof, or
- Waive any immaterial defect or informality, or
- Reissue this invitation request for proposal

Broker Information and Services

History and Background

- 1. Please provide the name, address, telephone and fax numbers, web address and email address of broker.**
- 2. Briefly describe the ownership, history and philosophy of your company with respect to providing insurance brokerage services.**
- 3. What makes your company unique in the brokerage community and why would your company be a good fit with HACG?**

Service Team

- 4. Provide specific information about the Service Team that will handle HACG's account, including an organization chart. Please include information about the lead individual account executive, customer service representative(s), as well as the loss control and claims personnel. Include the following for each member of the service team.**

Instructions of Preparing the Request For Proposal (Service Team Questionnaire)

- The Individuals role within the brokerage firm**
- Their education, industry experience and areas of expertise**
- All professional designations**
- Length of time with the firm**
- Any information that would be relevant to the HACG review process**

Scope of Services

HACG expects the selected Broker to provide exceptional service to the organization. HACG will expect the broker to enroll new employees, meet with employees having conflicts with insurance carriers and conduct all insurance enrollment meetings.

HACG would expect the selected Broker to introduce new and improved services or benefits to the organization as well as any cost saving measures.

- 5. Describe your organization's capabilities with respect to the following services:
 - a. Describe the structure of your Claims Management Department. How are services coordinated and provided.**
 - b. Describe your capabilities in the development of experience rating, premium allocation.**
 - c. Describe your capabilities for claims monitoring, report generation, etc., and provide samples of reports and other claims-related communication you would provide to HACG. Indicate the frequency with which this information will be produced.**
 - d. Describe how you assist your clients in the event that they receive a claims denial or reservation of rights. How do you advocate on your insured's behalf?**
 - e. Describe how you will monitor and update HACG regarding the developments within the insurance industry that may impact our operations or the insurance program. Describe the process that will be used to monitor the financial stability of insurance carriers.****

- 6. Describe the scope of services you would provide to HACG and how these services will be delivered. What services to be provided would set you apart from other brokers?**

Cost of Services

- 7. You will be required to submit your cost(s) for providing the broker services to HACG. Include in your proposal the full description and detail the actual dollar amount you will charge HACG on an annual basis for your services. This cost is based on an employee headcount of 130.**

EVALUATION CRITERIA

HACG will award a contract to the firm with the most responsive proposal, which best meets the needs of the Authority.

Proposals will be reviewed for compliance with submission requirements. Proposals not meeting the submission requirements will be determined as Non-responsive.

Responsive proposals will be evaluated based on the following:

1. **Experience**. HACG will attach great importance to the proposing firm or individual's actual experience in providing the proposed services.
2. **Capability**. Evidence of the firm or individuals' ability to perform the required services.
3. **Price**. The reasonableness of the proposed cost to the Authority for providing the required services.
4. **Detailed Proposal**. HACG will evaluate each proposal to determine whether the proposal is responsive to the requirements set forth herein, to determine whether the proposal fits the needs of the Authority.

To promote fair and equal treatments of all proposals, each evaluation factor carries a relative weight. The weight of each evaluation factor listed below is defined in the Evaluation Plan. Best and final offers may be requested from the offerers who are rated in the competitive range.

Negotiations may be conducted with offerers who submit responsive and responsible offers.

EVALUATION PLAN

The following points will be assigned to each evaluation factor set forth in the Request for Proposal for Broker services. Each representative on the evaluation committee shall rate each proposal received, according to the evaluation factors and point system listed below.

<u>Evaluation Factor</u>	<u>Possible Points</u>	<u>High</u>	<u>Medium</u>	<u>Low</u>
1. Experience	35	24-35	13-23	0-12
2. Capability	30	21-30	13-20	0-12
3. Price	20	14-20	7-13	0-6
4. Detailed Proposal	15	11-15	6-10	0-5

Highest Possible Score: 100

General

HACG reserves the right to accept or reject any or all proposals, waive technicalities and to award the contract in the best interest of the HACG.

No member, officer, employee of HACG or member of the City of Columbus City Council shall during his/her tenure or for one (1) year thereafter, have any interest direct or indirect, in this contract or the proceeds thereof.

Governing Regulations

All work and services will be implemented in accordance with the rules and regulations of the United States Department of Housing and Urban Development (HUD). The proposed service contract, if awarded, will adhere to Federal Procurement Regulation 24 CFR 85.36 and to the HACG's Procurement Policy.

Equal Opportunity Employment

Each firm or individual shall certify compliance with all applicable Equal Employment Opportunity requirements governing contracts of this type.

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The Request For Proposal**

Important Dates:

	<u>Date</u>
RFP Issued:	August 3, 2017
Questions Due:	August 21, 2017
Proposal Due:	August 28, 2017

**** END OF PROPOSAL****