

Employee Benefits Broker Request for Proposal Questionnaire

(Company Name)

GENERAL INFORMATION

- 1) Provide the history of your firm, particularly your employee benefits division.
- 2) How many employees are there in your company? Generally, what are their job categories (i.e., management, sales, technical, customer service, etc.)?
- 3) Who would be working directly with **(Company Name)** on administrative issues, questions, or problem solving? Please provide the roles and qualifications of each person. Also, include the number of clients each person is expected to handle and categorize these clients by large (500 or more), medium, or small (less than 100) groups.
- 4) How many of your clients do you currently work with on a **broker** basis? How many of your clients do you currently work with on a **consultant** basis?
- 5) Describe the form of professional liability or errors and omissions insurance carried by your company and the amount of coverage.

ACCOUNT SERVICES

- 1) Describe your account services department.
- 2) What is your process for ensuring customer satisfaction?
- 3) What is the turnover rate of the employees that perform the bulk of the problem-solving administration within your organization? Categorize employee turnover according to the group sizes listed above.
- 4) What kind of training (industry, internal, computer, other) does your staff receive?
- 5) Do you provide employee communication services for your clients' employees? If so, please provide a general description of your capabilities. Please provide a sample of employee communication materials that you have distributed to other clients.
- 6) How can you assist in facilitating employee meetings?
- 7) Do you help facilitate annual open enrollments?

DATA ANALYSIS

- 1) What resources do you use to analyze medical and pharmacy claims?
- 2) Do clients have access to the data for ad hoc queries?
- 3) Will your organization complete a provider analysis of physicians, clinics, and hospitals that treat our plan participants?

- 4) Will your organization provide a wellness and preventive health analysis of our employees and claims experience?
- 5) What is the cost of customization or ad hoc reports?

STRATEGIC PLANNING/VENDOR SELECTION

- 1) What resources do you have available to help us manage our benefits and outline a benefits strategy consistent with current and future business plans?
- 2) How will you help us with the competitive marketing and placement of our plans, including development of marketing specifications, identification of market conditions, evaluation of proposals, negotiations, and placement of insurance contracts for annual renewals?
- 3) How is the “rebidding” process handled?
- 4) How are plan design changes handled?
- 5) Furnish a list of insurance companies, third party administrators, and other providers for which the consultant is an authorized agent or broker.
- 6) How will you save **(Company Name)** money?
- 7) What sort of benchmarking data can you provide?

COST PROJECTIONS/ONGOING REVIEW

- 1) How can you help us develop cost projections tied to our fiscal goals?
- 2) Who do you use for actuarial services? Please provide credentials.
- 3) How will you help with the management of insurance, including: monthly (or quarterly) supervision and/or preparation of claims activity reports from carriers; executive summary reports; underwriting analysis for annual renewals; annual financial projections for budgeting purposes; and alternative funding analyses?

PLAN ADMINISTRATION AND LEGISLATIVE COMPLIANCE

- 1) Do you have an in-house benefits attorney? If yes, please provide his or her credentials and the number of years he or she has provided counsel on benefits issues. If no, do you use an external benefits attorney? Which firm do you use?
- 2) How does your firm stay current with state regulations that impact multi-state employers?
- 3) Will your firm notify **(Company Name)** of changes in federal and/or local laws that would affect us?
- 4) Explain what steps you have taken to become HIPAA compliant.

WELLNESS PROGRAMS

- 1) What tools can you provide (Company Name) to help implement/continue our wellness program?
- 2) Can you provide examples of low-cost wellness tools?
- 3) How can you help evaluate and refine our wellness program over time?
- 4) What is your process for measuring the success or failure of a wellness program?

HR TOOLS

- 1) Describe how you keep your clients abreast of employment laws in a timely manner.
- 2) What resources do you provide to help (Company Name) remain compliant?
- 3) What types of materials can you provide to communicate pertinent information to (Company Name) employees?
- 4) Do you have any Internet-based employee communication tools?

FEES

- 1) Describe your proposed form of compensation (i.e., commission, annual retainer, fee-for-service). If you are proposing a fee, please include your fee schedule/hourly rates.
- 2) If you charge fees for consulting and employee communication, please indicate the basis of your charges (hourly, by project, etc.) and what typical charges might be.

REFERENCES/OTHER

- 1) How many clients of similar size to [c_officialname] have you lost in the last three years? Explain.
- 2) Please provide references that include name, address, phone number and length of time associated with your organization. Indicate whether your firm's role was as a **broker**, **consultant**, or **both**.
- 3) Describe any other facets of your organization and your firm's experience that are relevant to this proposal which have not been previously described and that you feel warrant consideration.