



**Request for Proposal
Employee Benefit Management and
Resource Services**

**CHILDNET, INC.
REQUEST FOR PROPOSAL**

**Employee Benefit Management and
Resource Services**

Issued: October 7, 2009

CN 2009-02

Instructions

Background on ChildNet, Inc.

ChildNet Inc. Broward's Community Based Care (CBC) lead agency, is the not for profit organization created specifically to manage the child welfare system in Broward County, Florida, as part of a statewide initiative transferring responsibility for child protection, foster care, adoptions and related services to private community based organizations. ChildNet Inc.'s mission is to protect Broward County's abused, neglected and abandoned children, to assure their safety and to swiftly provide them with a permanent, loving home.

Program Scope

Childnet, Inc. seeks to appoint an insurance broker that can also provide assistance and guidance on employee benefit management.

Bidders for this account should provide very specific information about the types of support and assistance that will be provided to ChildNet, Inc. Services should be provided by your organization not by another partner or affiliate organization.

Specifications

The specifications below are to be considered an outline of the desired services. ChildNet, Inc. will consider any recommended changes in the specifications and will issue amended specifications as needed. At the option of the vendor, proposals for more extensive services may be quoted. However, any deviations from the specifications for more limited services must be indicated on the proposal or by explanatory letter. Otherwise, the submitting company will be bound by the terms of the specifications.

Conceptual Approach

Each bidder must submit as a part of its proposal a narrative describing the conceptual approach it will take to providing employee benefit management resource services to ChildNet, Inc. The conceptual narrative should address the firm's capability with regard to serving a child welfare agency's needs using a creative approach to secure affordable, broadly worded coverage from financial stable providers.

Proposal Format

The proposal should be submitted using the following format and should be based on the activities of your office, unless otherwise directed by ChildNet Inc.

General Information

1. **Name of firm:**

Contact

Address:

Phone:

Facsimile:

Web site:

Contact's email address:

2. **Child Welfare Agency and Not for profit expertise**

A. Total number of clients or accounts:

B. Number of child welfare agency clients or accounts:

C. Number of not for profit (other than child welfare) clients or accounts:

D. Number of years working with not for profit clients:

E. List membership or participation with professional associations and/or not for profit organizations:

F. Describe your experience with not for profit organizations generally and child welfare agencies in particular.

STAFFING

3. **Account Service Team**

A. Support Staff/Service Team: List the personnel who will be assigned to work on this account in support of the assigned principal, including their job title and primary area of responsibility or expertise. Include brief information on the professional qualifications of each service team member.

SERVICES

4, **Services**

Overall Approach to this Account: In this section of your proposal we ask that you describe your firm's proposed overall approach to this account.

Services and Time Estimate: Please answer the questions below to help demonstrate how you would manage ChildNet Inc's account.

- *How would you assist ChildNet, Inc. in administering all group insurance plans and responding to questions from staff on a day to day basis?*
- *How would you assist ChildNet, Inc. in complying with laws and regulations related to employee benefits?*
- *How would you assist in reviewing claims experience, claim service and administration to ensure maximum benefit to ChildNet, Inc?*
- *Please explain how you would determine and recommend the most economical funding methods for our employee benefit plans.*
- *How would you assist ChildNet, Inc. with the implementation and communication of new programs or changes to our existing program?*
- *Please explain your involvement during our open enrollment process.*
- *Please explain how our renewal process would work.*
- *How would you interface with insurance carriers to resolve adds/deletes, billing issues and other problems associated with our benefit program?*
- *What technology tools would you use to manage our employee benefits program to include training and monitoring?*
- *What is your procedure for evaluating cost and risk when making changes related to plan design changes?*
- *What is your process to help us review employer/employee premium contribution structure?*
- *How would you help us with wellness initiatives?*
- *How would you help us to insure we are in compliance regarding human resources laws and regulations?*
- *Provide a list and describing services you propose and the annual fees.*
- *How often should you obtain competitive bids on employee benefit plans?*

- *How would you assist in the creation of an overall benefits compensation strategy?*
- *Demonstrate Cost Management – Performance Outcomes*
- *Provide samples of open enrollment materials*
- *Provide samples of legislative updates over the past 12 months*
- *Have you or your organization had any claims or lawsuits filed against you?*
- *Designations assigned to our account that shows a specialization in health & welfare benefits industry - describe how this benefits our organization*
- *Provide proof of E&O insurance*

CLIENTS

5. **Child Welfare Agency or Nonprofit Accounts:** Please list by name (and include web sites) for your three largest not for profit agency accounts.

6. **References:** Provide the names, addresses, phone numbers and email addresses of at least three references from current not for profit accounts.

Review Process

Proposal must be prepared in compliance with provisions of this RFP.
Failure to comply with all provisions may result in disqualification.

Proposal must be received by mail or delivery by Noon (12 PM), October 30, 2009.
Any proposal received after such time will not be considered. A Bid Opening is
scheduled for 2 PM, October .30, 2009 at ChildNet Inc. headquarters
at 313 North State Road 7, Plantation, FL 33317, in the Board Room.

The ChildNet Inc. Evaluation Committee will take up to 7 days to review all
Proposals. A meeting of the Evaluation Committee will take place on
or about November 6, 2009 to rank the proposals and determine next steps. This
exact date, time and place of this meeting will be posted on the ChildNet Inc.'s
website at least five business days prior to the meeting. The Evaluation Committee
consist of the (Finance Chair, Chief Financial Officer, and Director of Finance, Director of
Talent Management and the Purchasing Manager).

The Evaluation Committee may elect to conduct interviews with one or more
finalists.

The ultimate award of the contract will be subject to approval of the ChildNet Inc.'s
Chief Financial Officer. ChildNet Inc. encourages the vendor to submit as
comprehensive and explicit a response as reasonably possible. Broad generalizations
and simple statements will not provide ChildNet Inc. with the information needed to
properly evaluate the efficiently of the proposed approach. When reviewing the response
to RFP, ChildNet Inc. will rate more favorably those proposals that provide sufficient and
clear information and are able to demonstrate their understanding of the services to be
delivered. All responses should be typed and arranged in the format outlined below.
Please be clear, concise, and accurate.

Please send 6 copies of your response to:

Dipak Parekh
Chief Financial Officer
ChildNet, Inc.
313 N. State Road 7
Plantation, FL 33317

All questions should be directed ONLY to Dipak Parekh at dparekh@childnet.us.
All questions and answers will be addressed via posting on the ChildNet Inc. website to
be available to all applicants. Q&A will be posted within 48 hours of receipt of the
questions at <http://www.childnet.us/dbwc.asp>.