City of Danville Kentucky
BENEFITS CONSULTING AND BROKERAGE SERVICES, RFP #2020-01
Score Sheet – Q&A

The purpose of the Score Sheet Q&A is to us better evaluate the vendor responses. Listed below are a set of questions that will help us flush out what to listen for and provide more accurate RFP scoring.

Section 1: Cost Containment – 25 points

Cost containment is designed to lower the costs of Medical and RX benefits to the City. The cost reduction strategies should not come at the expense of the employees. The Vendor should have clearly defined strategies with proven results.

- What are your cost containment strategies?
    - Listen for Medical and RX savings strategies
        - How have they resulted in savings to employers?
        - How have they impacted employees?
    - Give me an example.

Section 2: Better Benefits W/O increasing costs – 20 Points

What type of Medical/RX benefit improvements can we make to our plan without increasing costs to employees or the City.

- What programs have you implemented that:
    - Gave better Medical/RX care or programs to employee without increasing costs?
        - Example of Medical
        - Example of RX
    - How did this impact the employee?

Section 3: Strategic Partnership with City – 20 Points

Danville wants a Broker that is a true strategic Partner with our City. We want our Broker to provide us valuable insights to strategies and recommendations that will help us manage the Benefit Program.

- Give us an example of a seeming unsurmountable problem that you have faced with one of your clients.
    - How did you work with the client to resolve the issue?
    - What were the results of your efforts?
- How will you partner with the City of Danville to be a valuable Strategic Partner?

Section 4: General Broker Services – 20 Points

We want a Broker that has solid General Broker Services. These standard services are important blocking and tackling activities for the annual processes needed to transact insurance programs. The broker should cover the annual renewal process including marketing, evaluating, presenting insurance products for consideration.

- Give us a brief description of your standard Broker Services.
- How do you ensure these will meet our needs?

Section 5: Administrative Support – 15 Points

Administration of benefits can be challenging and complex. We want a Broker partner that will help the City of Danville manage the transactional and administrative challenges of managing the Benefits program. We will want to listen for annual open enrollment support, employee education for open enrollment, help with reconciling billing, coverage and eligibility problem resolution.

- How do you support the Open Enrollment process?
- How do you help implement benefit programs?
- How do you help support the City in administering benefits plans and transactions?