

**YWCA IS ON A MISSION**

# REQUEST FOR PROPOSALS (RFP)

For Insurance Broker Services  
(Employee Benefits)

RFP# 21-0102

RELEASE DATE: JANUARY 22, 2021

PROPOSALS DUE: FEBRUARY 15, 2021

## CONTACT INFORMATION:

Rocio L. Castruita  
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201 E. Main St., Suite 400  
El Paso, Texas 79901-1383  
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**YWCA EL PASO DEL NORTE REGION  
REQUEST FOR SEALED PROPOSALS FOR INSURANCE BROKER SERVICES (EMPLOYEE BENEFITS)**

Young Women’s Christian Association El Paso del Norte Region (referred to as YWCA) is accepting sealed proposals in response to this RFP from Insurance Brokerage firms to provide procurement and advisory services related to the purchase and administration of Employee Benefits and other coverage insurance as deemed appropriate. Respondents must have experience and qualifications to acquire insurance company(ies) that have the capability to provide the needed coverages and benefits, at a reasonable cost. This Request for Proposals (RFP) provides potential respondents with vital background information and describes the desired services, guidelines for submitting a response, and the selection process.

**Background Information**

YWCA is a 501(c)(3) not-for-profit organization formed as a women’s membership movement. YWCA is the largest in the nation, serving almost 40,000 households annually. The organization employs approximately 400 full-time and part-time employees. Revenues include fees for services, proceeds from special events, private foundation grants and approximately \$28 million from federal contracts. YWCA is a non-profit corporation and has been determined to be exempt from federal income tax under Section 501(c)(3) of the Internal Revenue Code. A Board of Directors composed of thirty-one (31) volunteers, the Chief Volunteer Officer being the President of the Board of Directors, governs the organization. The Board of Directors has hired a Chief Executive Officer (CEO) to serve as the person in charge of YWCA’s daily operations. The CEO is ultimately responsible for and oversees the operations of YWCA’s programs, the personnel, the procurement process utilized by YWCA to purchase goods and services, and all financial and compliance matters of the organization.

The work of the agency ties to its mission that states, “The YWCA El Paso del Norte Region is dedicated to eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all.” A majority of YWCA’s services focus on the well-being of families, women and children, addressing areas of early childhood education, afterschool and teen programs, affordable housing for seniors and low-income households, health & wellness programs and workforce and leadership development. YWCA is the largest provider of transitional housing for homeless women & their children, and for survivors of sexual and family violence in the region. Far exceeding licensing standards, YWCA is the most-experienced and devoted childcare provider in the region, servicing children of our El Paso community with the utmost care, quality and respect within our seven (7) early learning academies. YWCA is also the largest provider of licensed, high-quality afterschool programs in the region with over forty (40) locations. Through a contract with Workforce Solutions Borderplex (WSB), the Child Care Services (CCS) Division assists parents in meeting their childcare payments. YWCA also integrates social equality and empowerment activities throughout their existing programs. The organization also offers various community events designed to empower women and eliminate racism.

Administrative offices are located at 201 E. Main St., Suite 400, El Paso, TX 79901. Other facilities are located throughout the city of El Paso. Activities and locations are further detailed in our web site, [www.ywcaelpaso.org](http://www.ywcaelpaso.org) and on Facebook, Twitter and Instagram.

**GENERAL INFORMATION**

**Procurement Standards**

Procurement of goods and services shall be in compliance with the guidelines of 2CFR 200, OMB Circular A-122, A-110, or other applicable OMB Circulars, supplemented by the final rules promulgated by the

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Office of the Texas Governor under the Uniform Grants Management Standards, and the Texas Workforce Commission (TWC) Financial Manual for Grants & Contracts Chapter 14, Procurement. These guidelines require that all procurement transactions be conducted in a manner to provide, to the maximum extent practical, open and free competition. Additionally, awards may only be made to organizations possessing the demonstrated ability to perform successfully under the terms and conditions of the contract agreement.

**Eligibility To Respond**

Organizations able to meet the technical specifications for quality and other terms of this proposal package and not debarred and/or suspended from conducting business with federal and state funded agencies are invited to respond. A prospective proposer must affirmatively demonstrate responsibility. A prospective proposer, by submitting a proposal, represents to YWCA that it meets the following requirements:

- Possesses or is able to obtain adequate financial resources as required to perform under this RFP;
- Is able to comply with the required or proposed RFP;
- Has a satisfactory record of integrity and ethics;
- Be otherwise qualified and eligible to receive an award; and
- Be in good standing with the applicable national or state associations.

No contract(s) will be awarded to any respondent(s) that is/are on State or Federal sanctions, during the award phase of the procurement process.

Minority, disadvantaged, veteran-owned and women-owned businesses that are certified by the State as Historically Underutilized Businesses are encouraged to respond to this RFP.

For purposes of this RFP, interested contractors are referred to as Proposers, Respondents, Bidders, or Applicants.

**Authorized Agency Contact**

All communications regarding this Request for Proposals (RFP) must be addressed solely to Rocio Castruita, Contracts and Compliance Administrator, email at [r.castruita@ywcaelpaso.org](mailto:r.castruita@ywcaelpaso.org).

To ensure a fair and competitive bidding environment, communication is prohibited between YWCA officials, employees, or representatives and parties involved in the bidding process that could create an unfair advantage to any party with respect to the award of a YWCA contract. Communication is prohibited from the day that the request for proposals (RFP) is advertised until the day that a recommendation of a contract award is made. Any person, including but not limited to, bidders, lobbyists or consultants of bidders, service providers or potential vendors and any YWCA board member, YWCA staff, and associated parties are precluded from entertaining any questions outside the written question process described below. Potential applicants are asked to respect these conditions by not making personal requests for assistance. No unauthorized methods or sources of responses or clarification are considered valid. Any violation of this process may disqualify an applicant.

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**Changes, Amendments, Withdrawal, Re-Issuance**

YWCA reserves the right to amend or withdraw this RFP at any time; reject any and all applications; re-issue this RFP and/or waive technicalities and to accept the proposal which in its judgment is in the best interested of the agency and its employees.

**SCHEDULE OF ITEMS**

**RFP Packets**

Request for Proposals packet will be available beginning on and after 5:00 P.M. MST on Friday, January 22, 2021 at the address listed on the cover page. Packets may be picked up in person or may be requested in writing to the address listed in the contact section. The RFP will also be available on the YWCA website at [www.ywcaelpaso.org](http://www.ywcaelpaso.org).

**Due Date and Delivery Method**

The Contracts and Compliance Administrator or authorized YWCA staff must physically receive responses to this RFP. Sealed proposals must be received by:

**4:00 P.M. MST on Monday, February 15, 2021**

**Responses submitted after this time will not be accepted under this RFP.**

Any reasonable delivery method may be used, except facsimile nor email. Use of a traceable delivery method such as certified mail-return receipt requested, guaranteed express service, or hand delivery is recommended. Submissions post marked prior to the due date but received after the due date will not be considered. No email or facsimile will be accepted. YWCA will not be responsible for any lost or late deliveries.

**Proposal Timeline**

The following schedule of events is subject to change at the discretion of YWCA. All requestors of this RFP will be notified of any and all changes. All times shown in the RFP are Mountain Standard Time Zone (MST).

Issuance of RFP	January 22, 2021 – 5:00 P.M. MST
Announcement Published in the El Paso Times	January 24, 31, and February 7, 2021
Deadline to Submit Questions	February 4, 2021 – 2:00 P.M. MST
Questions and Answers Posted on Website	February 8, 2021
<b>Deadline for Proposal Submissions</b>	<b>Monday, February 15, 2021 – 4:00 P.M. MST</b>
Proposal Opening*	February 16, 2021 10:00 A.M. MST
Evaluation of Proposals	February 16 – March 8, 2021
Engagement of Most Qualified Firm	Est. March 9 – 12, 2021
Contract Start Date	Est. March 15, 2021

\*The opening of proposals will be held on February 16, 2021 at 10:00 A.M. MST via online Zoom meeting. To join meeting please go to <https://zoom.us/j/98679266664>. The Meeting ID is: 986 7926 6664; One tap mobile is +13462487799, 98679266664# US (Houston); +12532158782, 98679266664# US (Tacoma). To dial by your location: +1 346 248 7799 US (Houston); +1 253 215 8782 US (Tacoma); +1

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669 900 9128 US (San Jose); +1 646 558 8656 US (New York); +1 301 715 8592 US (Washington D.C.); +1 312 626 6799 US (Chicago). Find your local number: <https://zoom.us/j/ab8UMeuepA>. Bidders are not required to attend this event. Please contact Rocio Castruita at [r.castruita@ywcaelpaso.org](mailto:r.castruita@ywcaelpaso.org) if you would like to receive the Zoom meeting invite link via email if firm is interested in attending via online participation.

**Question & Answer Period**

Prospective Bidder(s) may submit written questions no later than 2:00 P.M. on February 4, 2021. Submit questions via email to Rocio Castruita at [r.castruita@ywcaelpaso.org](mailto:r.castruita@ywcaelpaso.org). Answers to questions will be posted to YWCA's website located at [www.ywcaelpaso.org](http://www.ywcaelpaso.org). All answers issued in response to Respondent questions become part of the RFP and the RFP process. Respondents are encouraged to view the website frequently to ensure they are fully aware of the most current information. Notifications of changes or addendums will be posted through YWCA's website. Prospective Bidder(s) who notify YWCA ([r.castruita@ywcaelpaso.org](mailto:r.castruita@ywcaelpaso.org)) that they may submit a sealed proposal will be notified of amendment(s) to the packet and will be provided with answers to questions submitted or any other applicable clarification(s).

**Submission of Proposals**

Official receipt of proposals will be entered on a receipt form issued by YWCA staff. Bidder(s) who mail a proposal will be sent (or faxed) a copy of this receipt from upon request. Sealed proposals must be hand delivered or mailed to and labeled as follows:

**YWCA El Paso del Norte Region  
Contracts Department  
RFP# 21-0102  
201 E. Main St., Suite 400  
El Paso, TX 79901**

Timely delivery of proposals to the above address is the sole responsibility of the proposer. Proposals submitted via courier or overnight mail services will be considered hand-carried and must be received by the deadline.

All proposals will become the property of YWCA and will not be returned. No documents relating to this procurement will be presented or otherwise made available to any other person, agency or organization until after the funding award. Any proprietary information should be clearly marked "Proprietary". All costs incurred in the preparation of a proposal responding to this RFP will be the responsibility of the Proposer and will not be reimbursed by YWCA.

**Contract Term Period**

Any contract(s) awarded will be effective upon determination of award. The contract(s) resulting from this procurement will be for a 1-year term. YWCA reserves the right to negotiate up to four (4) one-year contract renewals, contingent upon satisfactory performance, need, and availability of funds. A contractor performance evaluation may be required at the end of each year.

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**SPECIFICATIONS**

**Scope of Services**

The purpose this Request for Proposal (RFP) is to solicit bids from qualified and certified Insurance Brokers to provide broker services for the YWCA staff. YWCA is requesting sealed proposals from respondents to serve as a broker, for a fee, for the categories of insurance products and services listed. YWCA is seeking to purchase insurance products net of commission and to pay an appropriate fee to broker. Respondents must have the experience and qualifications to acquire insurance company(ies) that have the capability to provide the following coverages and benefits at a reasonable cost:

Type	Underwriter	Expiration
Group Insurance (to include Medical, Dental, Vision, Life/AD&D, Short Term Disability, Long Term Disability, Optional Life and Long Term Care)	Blue Cross Blue Shield, MetLife Dental, MetLife Vision, MetLife Basic/Voluntary Life, & Colonial	May 31
COBRA Plan Administration		May 31
Section 125 Cafeteria Plan Administration		May 31
Employee Assistance Program		
Supplemental Insurance (i.e., Accident, Cancer, Hospital, etc.)		May 31

- Employees scheduled to work 30 hours or more per week are eligible to purchase the Health Insurance, a portion of which is paid by YWCA.
- Dental insurance is available for employees who are scheduled and working 30 hours per week or more. An employee who elects this coverage is required to pay the full premium through payroll deductions and may join the plan at any time.
- Employees scheduled to work 20 hours or more per week are eligible to purchase all other policies.
- YWCA does not participate in the payment for other policies but coordinates enrollment and premium payment through payroll deduction.
- A total of 65 employees currently participate in the Health Insurance and a total of 36-90 employees depending on type purchase additional products.
- Current policies are effective June 1 through May 31 of each year.
- YWCA is looking to offer an Employee Assistance Program that is not limited to offering confidential assessments, short-term counseling, referrals, and follow-up services to employees who have personal and/or work-related problems.

**Services to be performed**

The successful broker shall agree to contract with YWCA to provide the following for all policy types:

- Marketing, reviewing and negotiating renewal of policies;
- Analysis of loss runs;
- Trend Analysis and inflation review;
- Marketing coverage from multiple underwriters annually;
- Advice and training regarding legal requirements and trends;

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- Submission of required reports to regulatory entities;
- Open Enrollment Coordination and Assistance;
- Section 125 coordination and assistance;
- Quarterly Compliance updates and Compliance training seminars;
- Individual, bilingual assistance to employees regarding pending claims;
- Compliance and reporting regarding federal regulations such as the Affordable Care Act;
- Semi-Annual claim analysis and reporting;
- Handle all other customary activities and services associated with insurance procurement transactions; and
- Attendance and presentations at meetings may be required.

All brokerage firms submitting a proposal must:

- have the expertise, licenses and resources to provide Employee Benefit broker/consulting services for YWCA's current and future operations;
- consistently maintain and allocate sufficient staffing resources to provide timely service for YWCA's needs relating to Employee Benefits broker services;
- maintain staff that are qualified and available to provide specialized technical expertise in various disciplines as necessary; and
- provide support services with the open-enrollment activities; provide assistance to YWCA HR Team with open-enrollment services on an annual basis and monthly basis.

The successful broker must be licensed in the State of Texas to sell the line of insurance required. The broker will be required to certify that

- 1) Any insurance company(ies) selected by the broker is/are licensed in the State of Texas to sell the line of insurance required; and
- 2) Insurance company(ies) selected has/have an excellent record for handling policyholder complaints.

Respondents must attach a copy of their Broker Certificate(s) and Broker License(s) to their proposal.

Respondents may be required, if selected by the Evaluation Committee, to make an oral and visual presentation of their proposal.

The selected Broker will begin providing Broker Services effective March 15, 2021. The Broker will need to go out to market and present a comprehensive, cost effective proposal on options for providers to meet the agency's insurance needs; these proposal options will be reviewed by management for consideration and subsequent selection. No later than May 1, 2021, Broker assistance will be required for open enrollment activities.

Insurance coverage is required to be effective June 1, 2021 and renewed that date annually.

Prior to final selection, the awarded proposer must submit proof of errors and omissions insurance coverage.

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**Proposers may not contact the insurance marketplace nor discuss our account with underwriters until we have made our final broker selection.**

**General Requirements**

Respondent is required to comply with all federal, state, and local laws, rules and regulations, YWCA policies and procedures, and the terms and conditions of this contract as follows:

- Provide General Liability Insurance as required by YWCA policies.
- Demonstrate the ability to provide the requested services.
- Comply with budget constraints and the appropriate billing procedures.

**SUBMISSION GUIDELINES**

**General Guidelines**

To be considered for funding, each respondent must submit an offer (proposal) and other supporting documentation in accordance with these instructions. When evaluating a proposal, YWCA will consider how well the respondent complied with these instructions. YWCA will consider any failure on the part of the respondent to comply with these instructions to be an indication of the type of conduct it can expect during contract performance. Therefore, YWCA encourages respondents to contact the Authorized Contact by email to request any additional clarification that may be needed to comply with these instructions.

**Format**

Each respondent is required to submit one (1) signed original, three (3) copies and one (1) reproducible master disk or flash drive prepared or converted to Microsoft Office Software (Word, Excel, etc.) or PDF of the complete proposal response. The original must clearly be marked "ORIGINAL" on the cover sheet and contain signatures, where applicable. Double-sided printing is allowed. All responses must be typed and will become the property of YWCA. All responses, forms and attachments must be submitted on standard 8.5 by 11-inch paper, and either stapled or bound together with a binder clip. Please do not submit proposals in three-ring binders, other multiple ring binders, or spiral binders. Font size must be no smaller than 12 point, single space.

Please respond to the RFP questions in the order presented and limit your response to twenty (20) typed written pages for all questions. Requested items, if any, are limited to an additional twenty (20) pages, bringing the maximum size of the RFP response to forty (40) pages.

Respondents must respond to each item in Section A through H. Proposals should be prepared simply and economically, avoiding the use of elaborate promotional materials beyond those necessary to provide a complete, accurate and reliable presentation. All responses should be brief and concise.

Each copy of a completed Request for Proposal must contain all of the following segments in the order indicated.

- a) **Section A:** Proposal Cover Sheet - Must be signed by the individual having contract signature authority.



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- b) **Section B:** Organizational Capacity and Completed & Signed Statement of Work Narrative – Interested firms must submit their statement of work containing their organizational capacity, qualifications, and experience. Please refer to Section B for requested information.
- c) **Section C:** Broker Certification(s) and Broker License(s)
- d) **Section D:** Current Client References (Reference letters are not required for the submission.)
- e) **Section E:** Cost Fees
- f) **Section F:** Franchise Tax Account and Proof of General Liability Insurance
- g) **Section G:** Assurances and Certifications – The individual having contract signature authority as indicated on the cover sheet at Attachment A must sign the Assurances and Certification Document. Do not re-type this document, use the copy provided with this RFP.
- h) **Section H:** Historically Underutilized Business (HUB) Certificate (if applicable) – If the Respondent’s organization is HUB certified, enter the certification on the cover sheet and attach a copy of the HUB Certificate.

**Evaluation Criteria**

YWCA will award the contract to the bidder(s) that submits a bid which represents the best value to the agency. The best value shall not be based solely upon price but the bid that receives the highest cumulative score for each of the evaluation factors delineated herein.

YWCA may request a meeting/presentation with some qualified Proposers prior to final selection.

Each response will be awarded a numerical rating based on the information provided by the respondent, up to the maximum number of points indicated for each area of consideration. There are 100 points available. The review and evaluation of proposals shall be based on the following criteria:

- Qualifications of proposed management and staff related to the proposal-----20%
- Experience of firm and assigned employees with not-for-profit organizations-----30%
- Cost-----30%
- References and/or proven quality of past services-----20%

Proposals will be reviewed for the following items:

**Responsiveness:**

- a. Were appropriate attachments requested in the RFP provided and were the documents requiring signatures signed?
- b. Did the respondent follow the required format to submit the response to this RFP?

**Respondent Background Information:**

- a. Did the respondent provide sufficient background information to determine stability and did the proposal demonstrate compliance with regulatory requirements (tax status, license(s) if applicable)?

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- b. Did the respondent provide sufficient description of individuals who would be responsible for providing the requested services and did the provided information reflect adequate qualifications, experience and education in performing this type of service?
- c. Did the respondent provide a brief description of the organization's Principals and/or Officers, their education and relevant qualifications & experience and did the proposal demonstrate adequate qualifications, experience and education to perform these services (e.g. 5 years minimum experience)?

**Past Performance:**

All responses will be reviewed for the respondent's approach and demonstration of successful past performance.

- a. Did the respondent provide information for three (3) references establishing experience and performance relating to the provision of services similar to those sought by YWCA?
- b. Did the information on the three (3) references include Contracting Agency, address, telephone number, email address and point of contact; a brief synopsis of the services performed; and other indicators of successful past performance? Did these indicators demonstrate successful performance carrying out services the YWCA is seeking?
- c. Were the services provided similar in nature to the services requested in this RFP?

**Cost Analysis:**

All responses will be rated as to reasonable and necessary costs. Itemization and a detailed explanation of all costs are required.

- a. Are all costs associated with the requested services clearly stated in detail?
- b. Are the costs reasonable (i.e. does the respondent's proposed cost compare well to the costs offered by other respondents or to what is reasonable for the local market?)

**Historically Underutilized Businesses (HUB) (5 Points, Tie Breaker)**

In the event that two (2) or more responsive proposals end-up with a tie score the following criteria will be used as a tie-breaker:

A respondent that is State HUB certified and has provided the organization's State HUB Certification Number of the Cover Sheet (Attachment A) and attached a copy of the State HUB Certificate (Attachment H) will be awarded five (5) points.

The bonus points will not be added to the total score but only used to break the tie scores between bidders.

**Governing Provisions**

YWCA reserves the right to contact any individual, agencies, or employers listed in a response to the RFP, to contact others who have experience and/or knowledge of the Respondent's relevant performance and/or qualifications and to request additional information from any and all respondents.

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YWCA reserves the right to negotiate the terms of any and all purchase agreements with Respondents selected and such agreements negotiated as a result of this RFP may be re-negotiated and/or amended in order to successfully meet the needs of the agency.

The contents of a successful application may become a contractual obligation if selected for the award of a contract. Failure of a Respondent to accept this obligation may result in cancellation of this award.

Respondent is expected to honor their quoted pricing for ninety (90) days after the RFP closes.

**RESPONSE SECTIONS**

The following sections are to be submitted with the proposal in the order indicated in this RFP.

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**SECTION A: PROPOSAL COVER SHEET**  
**RFP# 21-0102 – Insurance Broker Services (Employee Benefits)**

Legal Business Name: \_\_\_\_\_

Physical Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Contact Person & Title: \_\_\_\_\_

Telephone: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Company Website: \_\_\_\_\_

Authorized Representative Signature: \_\_\_\_\_

Authorized Representative Printed Name and Title: \_\_\_\_\_

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Tax/Legal Status:

_____ State Government Agency	_____ Local Government	_____ Union
_____ Community College	_____ Local School District	_____ Non-Profit
_____ Private For-Profit	_____ Other: _____	

Federal Employer Identification Number: \_\_\_\_\_

Texas State Comptroller ID Number: \_\_\_\_\_

Historically Underutilized Business (HUB) Certification Number: \_\_\_\_\_

**SECTION B: ORGANIZATIONAL CAPACITY & STATEMENT OF WORK  
RFP# 21-0102 – Insurance Broker Services (Employee Benefits)**

FIRM BACKGROUND AND STAFF INFORMATION

Year Present Firm Established: \_\_\_\_\_

Name of Parent Company, if any: \_\_\_\_\_

Address of Parent Company: \_\_\_\_\_

Year Parent Company Established: \_\_\_\_\_

Former Company Name(s) if any, and Year(s) Established: \_\_\_\_\_

Number of Licensed Brokers in Firm: \_\_\_\_\_

Number of Employees in Firm Office-El Paso, TX: \_\_\_\_\_

Total Employees in Firm (All Office Locations): \_\_\_\_\_

**I. Firm History and Experience**

- a) Brief history of firm, including ownership, with an emphasis on any material developments in the past three years. Please include prior names and the length of time your organization has been in business under its present name and ownership. Name of parent firm (if any) and the name of affiliations or subsidiaries (if any).
- b) Include in brief history your firm’s size, volume of business, locations, number of years in business nationally (if applicable) and locally in El Paso, Texas.
- c) Describe your organization’s past experience and performance in operation and provision of services of a similar type and complexity as described within the RFP. Describe what experience your firm has had with insurance brokerage services specifically for employee benefits.
- d) Describe your business philosophy as it relates to insurance brokerage services in the employee benefits field and the visibility and influence of your firm in the employee benefits field.
- e) Organizational chart of firm.
- f) Firm’s current succession plans.
- g) Name of regulatory body overseeing the firm, this account, and the dates of registration, as appropriate. What is your firm’s AM Best rating?

**II. Account Team Qualifications**

- a) Provide an overview of the account team that would be assigned to YWCA. For each member of the team, provide highlights outlining qualifications and experience. Provide a summary of roles and distribution of responsibilities.
- b) Please provide a list of all key personnel involved in the management of this account. For each individual listed, please answer in the format below and attach resume/biographies.

Name	Title	Education	Role at Firm	Total Inv. Exp. (years)	Tenure with Firm (years)

**SECTION B: ORGANIZATIONAL CAPACITY & STATEMENT OF WORK**  
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- c) Firm’s principals, their education, their professional backgrounds and years in the insurance brokerage business including management experience.
- d) Describe your approach to the ongoing training of your staff.

**II. Services**

- a) Please explain fully how your firm would operate to provide services to YWCA. Describe your process and strategies to be used in the procurement of insurance carriers best fitted for this agency. Describe how and how often your company would make competing product prices available to YWCA. Describe how your company would monitor and analyze loss runs.
- b) Describe at least two innovative strategic solutions you have implemented for clients similar to YWCA that highlight your benefits consulting expertise.
- c) Describe your internal mechanism for ensuring customer satisfaction with your services.
- d) Provide an overview of your approach to strategic planning.
- e) Provide an overview of your account support and administration services, including enrollment coordination (annually and monthly preferably) and ongoing support for YWCA employees.
- f) Describe your capabilities in ongoing plan performance monitoring, plan performance forecasting, claims experience analysis, benchmarking and reporting.
- g) Describe your capabilities in employee communications.
- h) Describe your consulting and educational services in the area of legal compliance.
- i) Describe your use of technology to support online employee services and education.
- j) Describe any additional service options that may be of interest to YWCA.
- k) Has any regulatory body or market authority issued any orders or other sanctions against your firm in the last five (5) years? If yes, please describe.
- l) Please identify current or pending litigation involving firm, any and all principals, and/or respondent as well as litigation or censure by the Department of Labor, or any other regulatory authority during the past ten (10) years.
- m) Describe attributes that make you a valuable strategic partner to [COMPANY].

**SECTION C: BROKER CERTIFICATIONS & LICENSES**  
**RFP# 21-0102 – Insurance Broker Services (Employee Benefits)**

**Broker Certification(s)**

Each proposal submitted shall contain a copy of the Respondent's Broker Certification(s).

**Broker License(s)**

Each proposal submitted shall contain a copy of the Respondent's Broker License(s).

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**SECTION D: CURRENT CLIENT REFERENCES**  
**RFP# 21-0102 – Insurance Broker Services (Employee Benefits)**

REFERENCES Please provide the following information for three (3) current clients who YWCA may contact for a reference. These references will be indicative of your firm’s past performance and therefore full details of your firm services’ success will be used to determine the firm’s ability to provide YWCA with similar requested services described in scope of work. Please provide detail regarding your firm’s most closely related experience during the past three (3) years. YWCA will be contacting these listed references so please ensure that contact information is correct and up-to-date. Inability to receive a rating response from each of your listed references will impact your proposal score.

1) Organization Name \_\_\_\_\_

Organization’s Contact Person \_\_\_\_\_

Contact Information (Address, Telephone & E-Mail) \_\_\_\_\_

Type of Service Description (Include Success Indicators) \_\_\_\_\_

\_\_\_\_\_

Year(s) Service Provided \_\_\_\_\_

Broker Manager in Charge (Name) \_\_\_\_\_

2) Organization Name \_\_\_\_\_

Organization’s Contact Person \_\_\_\_\_

Contact Information (Address, Telephone & E-Mail) \_\_\_\_\_

Type of Service Description (Include Success Indicators) \_\_\_\_\_

\_\_\_\_\_

Year(s) Service Provided \_\_\_\_\_

Broker Manager in Charge (Name) \_\_\_\_\_

3) Organization Name \_\_\_\_\_

Organization’s Contact Person \_\_\_\_\_

Contact Information (Address, Telephone & E-Mail) \_\_\_\_\_

Type of Service Description (Include Success Indicators) \_\_\_\_\_

\_\_\_\_\_

Year(s) Service Provided \_\_\_\_\_

Broker Manager in Charge (Name) \_\_\_\_\_



**SECTION E: COST FEES**  
**RFP# 21-0102 – Insurance Broker Services (Employee Benefits)**

**Please list the fees you would charge, assuming all products are purchased net of commission.  
Proposed fees must hold with no increase for a three-year period.**

1. What annual fee would your firm charge YWCA to serve as broker for employee benefit services only such as those described herein? \$\_\_\_\_\_.
2. State your philosophy of compensation disclosure.

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**SECTION F: FRANCHISE TAX ACCOUNT & PROOF OF GENERAL LIABILITY INSURANCE**  
**RFP# 21-0102 – Insurance Broker Services (Employee Benefits)**

**Franchise Tax Account Status**

All vendors must attach a copy of their current Franchise Tax Account Status from the Texas Comptroller of Public Accounts. Out of state respondents should submit Certificate of Good Standing from their state of operation. The Web Site address to obtain this certificate is:

<http://www.window.state.tx.us/taxinfo/coasintr.html>. If the Franchise Tax Account Status is not applicable, the respondent must indicate as such and provide a reason for non-applicability i.e., non-profit organization, sole proprietorship, etc.

**Proof of General Liability Insurance**

All vendors must provide proof of General Liability insurance in the form of a certificate of liability insurance.

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**SECTION G: ASSURANCES AND CERTIFICATIONS**  
**RFP# 21-0102 – Insurance Broker Services (Employee Benefits)**

**Assurances and Certifications**

The authorized representative agrees to comply with all applicable State and Federal laws and regulations governing YWCA El Paso del Norte Region and any other applicable laws and regulations. The authorized representative certifies that the proposing organization possesses legal authority to offer the attached proposal.

The undersigned Respondent certifies that neither it nor its principals:

- (1) Are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal or state department or agency;
- (2) Have not within a three-year period preceding this application been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract under a public transaction, violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification, or destruction of records, making false statements, or receiving stolen property;
- (3) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity with commission of any of offenses enumerated in Paragraph (2) of this section; and
- (4) Have not within a three-year period preceding this application had one or more public transactions terminated for cause or default.

Conflict of Interest: The undersigned Respondent certifies that:

- (1) Their organization has not prepared this bid in collusion with any other vendor and that the contents of this bid have not been communicated by the organization or its agent(s) to any other person engaged in this type of business.
- (2) No manager, employee or paid consultant of the Bidder is a member or is married to a member of the YWCA Board, President, or an employee of YWCA El Paso del Norte Region;
- (3) No member of the YWCA Board of Directors, or an employee of YWCA owns or has any control in the Bidder's organization;
- (4) No member of the YWCA Board of Directors or employee of YWCA receives compensation from Bidder for lobbying activities;
- (5) Bidder has disclosed within the proposal response any interest, fact or circumstance that does or may present a potential conflict of interest.
- (6) Should Bidder fail to abide by the foregoing covenants and affirmations regarding conflict of interest, Bidder shall not be entitled to the recovery of any costs or expenses incurred in relations to any contract with YWCA and shall immediately refund the YWCA any fees or expenses that may have been paid under the contract and shall further be liable for any other costs incurred or damages sustained by YWCA relating to that contract.

Acknowledgement of Cooperation regarding Affirmative Action

YWCA El Paso Del Norte Region, as an equal opportunity employer, has developed an affirmative action plan and has an ongoing commitment to hire and develop the best people we can find, basing our judgment on their job-related qualifications. For this reason, we are asking your assistance and cooperation in actively recruiting and referring qualified applicants for all jobs without regard to race,

**SECTION G: ASSURANCES AND CERTIFICATIONS**  
**RFP# 21-0102 – Insurance Broker Services (Employee Benefits)**

gender, religion, national origin, ethnic background, age, disability, political beliefs or veteran status. Because of our commitment as an equal opportunity employer, we request your service to include active recruitment of qualified minority and female applicants for all positions when available.

The undersigned authorized representative affirms that she/he is duly authorized to sign proposals on behalf of the organization. The undersigned authorized representative of the respondent herein certifies that the statements above pertaining to Debarment, Suspension and Other Responsibility Matters; Conflict of Interest; and Nondiscrimination are true and correct as of the date of submission.

Respondent must notify YWCA El Paso del Norte Region in writing if the authorized signatory changes.

Certified by:

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Signature of Authorized Representative

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Printed Name of Authorized Representative

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Title of Authorized Representative

---

Business Name

---

Date

**SECTION H: HISTORICALLY UNDERUTILIZED BUSINESS (HUB) CERTIFICATE  
RFP# 21-0102 – Insurance Broker Services (Employee Benefits)**

**HUB Certificate**

Respondents certified as a Historically Underutilized Business (HUB) in the state of Texas should submit a copy of the HUB certificate.

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