



REQUEST FOR PROPOSAL
Employee Benefits and Human Resources Management Services
Brooklyn Laboratory Charter School

Invitation

Brooklyn Laboratory Charter School is seeking a benefits brokerage firm to perform the full range of services related to the design, implementation, and maintenance of employee benefits insurance programs.

Interested and qualified brokers are invited to submit proposals which will be accepted until (time/date). Proposals should be addressed to:

Name: Venecia Valles-Cox
Company Name: Brooklyn Laboratory Charter School
Address: 240 Jay Street, Brooklyn, NY 11201
Email Address: vcox@brooklynlaboratoryschool.org

All bids should be submitted via email.

RFP Schedule

Activity	Date
RFP Distribution	6/2/16
RFP Responses Due	6/10/16
Proposal Review	6/15/16
Conduct Interviews with Selected Finalists	TBD
Select Broker	6/15/16
Relationship Effective Date	7/1/16

Background of Brooklyn Laboratory Charter School

Brooklyn Laboratory Charter School (“Brooklyn Lab”) is an open enrollment public charter school located in downtown Brooklyn. The mission of Brooklyn Laboratory Charter School prepares students with academic foundation, digital literacy and leadership skills necessary to excel in college and professional life as they grow as ethical leaders. Brooklyn Lab opened in fall of 2014 in the heart of downtown Brooklyn for its inaugural 6th grade. Next year it will welcome 6th, 7th and 8th grade classes.



Total employees eligible for benefits is 61. The challenges we face is Lab is in a state of constant growth over the next few years, meaning that we will be adding more employees who need benefits every year.

Scope of Services

Brooklyn Laboratory Charter School is looking for a benefits partner that can provide professional, highly qualified benefits guidance and services. This includes, but is not limited to:

- Develop short and long range employee benefit goals and strategies.

Partner with the Human Resources and Benefits team at Brooklyn Laboratory Charter School in the administration of all group insurance plans including responding to questions from and providing information to staff, and providing other benefits-related advisory services throughout the plan year.

- Review and analyze claims experience, claim service, and claim administration to ensure maximum benefit to Brooklyn Laboratory Charter School.
- Determine and recommend the most cost efficient funding methods for benefit programs.
- Prepare bid specifications and solicit proposals, as needed, from insurance markets that specialize in group insurance plans.
- Evaluate bids and bidders, including administration, coverage, claim payment procedures, customer service, networks, reserve establishment policies and financial solvency.
- Provide Brooklyn Laboratory Charter School with in-depth analysis of proposed alternatives and assist with the process of selecting the most favorable annual renewal options.
- Apprise Brooklyn Laboratory Charter School of local and national benefit trends and provide benchmark survey data to help calibrate program offerings with employee and employer costs compared to similar organizations.
- Meet with and provide reports and presentations to various Brooklyn Laboratory Charter School representatives, including the Executive Director if requested.



- Assist Brooklyn Laboratory Charter School with the implementation and communication of new programs or changes to existing programs, which may include attending and presenting information at Open Enrollment meetings when requested.
- Work closely with the benefits team to develop and execute the benefits communication strategy.
- Partner with Brooklyn Laboratory Charter School to effectively performance manage the vendors that provide insurance or related services to Brooklyn Laboratory Charter School.
- Educate and advise on Healthcare Reform, specifically PPACA, and the key strategic decisions that Brooklyn Laboratory Charter School should consider.



Questionnaire

Your Company

1. Briefly describe your firm's history and background.
2. Provide details of your firm's financial status and stability.
3. Discuss any impending changes in your organization that could impact the delivery of services.
4. Provide proof that your company carries Errors and Omissions insurance coverage.

Your Practice

5. Describe how employee benefits are structured within your firm.
6. Describe the proposed team that would work with (Company Name) and provide information about the qualifications and expertise of each team member.
7. How often does your team meet with your clients and for what purposes?
8. Describe what makes your firm uniquely qualified to work on our account.
9. What types of training programs does your firm provide to its employees?
10. How does your firm recognize and celebrate employees' successes?
11. Provide an example of how your firm is taking a leadership role within the industry.
12. What size clients does your firm generally support?
13. Describe your experience with clients with multiple locations in multiple states and countries.
14. Why do clients leave your organization?
15. Do you have a method or process in place to gauge client satisfaction?



16. What is your service philosophy?

17. If your firm is selected, how would you propose we transition our account?

Expertise

18. Describe your approach to supporting our programs throughout the plan year.

19. Do you have a process in place for tracking communication between you and your client?

20. How do you manage vendor relationships?

21. In your opinion, what are the two major challenges companies our size face and how will your firm help meet these challenges?

22. Describe your process for negotiating renewals. Be prepared to share examples of your success in negotiating renewals.

23. Describe your underwriting and actuarial resources.

24. Describe your experience supporting clients with mergers and acquisitions, including the due diligence process and integrating the acquired company's benefits plans with the client's benefit plans, communications to employees, etc.

25. Describe any special analysis that you would provide to help manage our programs.

26. Describe your experience managing employee claims escalation.

27. Describe your experience assisting clients with complicated administrative issues and fostering positive resolution.

Special Services

28. Describe your standard package of employee communications services. Please provide samples.

29. Describe services you offer to support employee surveys and/or focus groups.



30. Describe services you provide to assist with benefits benchmarking.
31. Describe how you support the ongoing professional development of your clients.
32. Does your firm provide general Human Resources consulting services and/or support?
33. Describe any additional services offered by your company that may be of interest to Brooklyn Laboratory Charter School.

Corporate Wellness

34. Does your company provide and/or support corporate wellness initiatives?
35. Describe any programs that you provide to your clients that foster employee wellness.

Legislative / Compliance

36. How do you support your clients in ensuring their employee benefits programs remain compliant with all federal and state laws?
37. How does your firm assist clients with HIPAA compliance?
38. Describe how your firm maintains client records in a HIPAA secure environment.
39. Do you have in-house legal advisors or outside counsel who provide guidance to you and your clients?
40. Describe methods you employ to disseminate information about current trends and legislation. Please provide examples.
41. Do you assist clients in the preparation of their Form 5500s and Summary Annual Reports? Is there a cost for these services?

Compensation

42. Describe how you would prefer to be compensated for your services.



43. Has your firm been subject to any lawsuits or settlements specific to compensation disclosure or practices within the last five years?
44. Does your firm have any reservations in making available documentation of the commissions received from insurers?
45. What is your company's philosophy on accepting contingency/override compensation from insurers relative to the placement of insurance programs?
46. Describe our right to terminate a contract with you. Is there a minimum contract period?
47. Based on the information provided and the services requested, what is your proposed annual fee? Please make certain to identify any services mentioned in your proposal that are not included in your proposed fee (services that would be an additional expense).
48. Provide three references from current clients, preferably of similar size and/or need and complexity to Brooklyn Laboratory Charter School. For each reference please include:
 - Number of employees
 - Number/type of plans
 - Length of servicing relationship
 - Contact name, title, and phone number



BROOKLYN LAB
CHARTER SCHOOL

PROPOSAL SUBMITTAL OPTIONS in order to be considered for purposes of evaluation and contract award, submit your proposal using the following option:

Submit via email a single pdf document of the complete proposal, including all other documents required to be submitted with the proposal, to vcox@brooklynlaboratoryschool.org . Clearly note Payroll Processing Services Proposal in the subject line.

Proposals sent by fax will not be accepted.

Proposals sent by mail or other mailing/courier service are not recommended as this may cause your proposal to miss the deadline noted below. No responsibility or liability will be attached to any employee for the premature opening or failure to open any proposal not marked according to this instruction or proposals sent by mail/courier service and received after the deadline. No responsibility or liability will be attached to any employee should a proposal sent via email not be received by deadline due to size or any other issue that impedes its arrival to the specified email address on time.

SUBMITTAL DEADLINE. Proposals must be received by Wednesday, June 16, 2016, at 4:00 p.m. eastern standard time.