



RFQ # 03192016

Dated: March 19th, 2016

INSTRUCTIONS

These instructions are designed to assist the Broker in their response to the Request for Qualifications (RFQ). Read these instructions carefully. If your response is incomplete or incorrect, it may result in the disqualification of your submission. This RFQ is not an order, and does not reflect any guarantee on the part of MEMS. This RFQ is a request for qualifications only and it is for the work to be set forth.

1. All responses must be in accordance with the time table shown below. Any change to these dates must be approved by MEMS' Finance Director. Qualifications submitted outside these instructions may be marked LATE/UNACCEPTABLE and returned unopened. In the event MEMS considers it to be in its best interest to receive a late submission, all Brokers will be given equal amount of time to revise, if so desired.

Q & A	No bidders' conference will take place.	Q & A will be available by contacting the Finance Director up through the date of submission.
Date for Submission and internal review.	March 30, 2016	Perspective Brokerage Firms must have all required information returned to MEMS on or before this date. This includes the attached questionnaire.
Date for individual meetings.	April 8, 2016	MEMS will review all submissions, and select up to three (3) most qualified submissions and schedule return meetings to expand on work and other specifics.
Date for potential agreement	April 22, 2016	MEMS will make contact with selected Brokers to schedule a meeting to discuss final arrangements, fees, costs and terms.

Complete and return this RFQ by the Qualification Close Date to the address shown below:

MEMS – RFQ # **03192016**
USPS - P.O. Box 2452
Commercial Carrier - 1101 W. 8th St.
Little Rock, AR 72201
Attn: **Finance Director**

Note: Any other identification could render your submission ineligible.

2. If, after review of this RFQ, Broker feels it is in its best interest to not submit a response, MEMS requests Broker submit a statement on Brokers' letterhead stating no submission will be presented. Failure to comply with this request could render Broker ineligible to participate in future requests.
3. Any exceptions to this RFQ should be stated in Broker's response. Remaining silent on any issue will be interpreted by MEMS as full and complete acceptance on the part of the Broker of the work outlined within this RFQ. Broker must work in accordance with this SOW.
4. Submissions will be evaluated and awarded to the best qualified Broker as concluded by MEMS' Directors and/or appointed Selection Committee. By responding to this RFQ, the Broker acknowledges their understanding that each line item may be evaluated on its own merit, and Broker could be awarded some but not all of the work outlined within this RFQ.
5. MEMS reserves the right to accept or reject any and or all proposals.



Statement of Work

The Little Rock Ambulance Authority d/b/a MEMS is seeking the services of a qualified Broker to assist MEMS with its' employee benefits plans including insurance needs relative to Health, Dental, Life, Vision and Short & Long Term Disability and Retirement. The selected Broker will assist MEMS in selecting carriers for the above mention benefit plans. In regards to healthcare the broker will assist in evaluating self-insurance -vs- fully insured plans. Broker will assist with insurance coverage, rates, as well as services. MEMS will not hold a Bidders Conference but rather will allow Q&A to be addressed by the Finance Director via telephone up through the date of RFQ submission. During this Q&A, the Finance Director will completely outline full scope of work that will be required under this RFQ.

In this RFQ Package, you will find a questionnaire. It is mandatory this questions be addressed and a written response be returned within the timeframe outlined within the Bidders Instructions.

After the submissions are received, MEMS' Directors and/or appointed Selection Committee will review all submissions and conclude which Individuals, or Firms can best meet MEMS' need.

MEMS will contact up to three (3) of the most qualified candidates, and set up appointment whereby they will be given time to make formal presentation to MEMS. At the conclusion of this phase, MEMS' Directors and/or appointed Selection Committee will review all presentations, and conclude which Individuals, or Firms is the most qualified, and will best meet MEMS' need. Once an Individual of Firm has been selected, MEMS' Executive Staff will meet with said Individual or Firm, and establish:

- A complete outline of work, and services that are to be provided.
- Timeline for all work and services.
- Cost & Fees for work and services that are to be provided.

Only during this portion of the negotiations are costs and fees to be discussed. If Individual or Firm Representative attempts to discuss fees or costs outside this meeting could render Individual or Firm's submissions ineligible Also, if MEMS and the selected Individual or Firm are not able to agree on terms, MEMS may elect to reach out to second most qualified submission and begin talks.

Broker(s) should review this package and if Broker believes they are qualified they should submit their response within the timeframe outlined within the "Bidder's Instructions Section" contained within this package. Once Submission Date has passed, MEMS will review qualifications submitted. Some Brokers, but not necessarily all Brokers, may be asked to return to make a formal presentation to the MEMS' Finance Director. Once MEMS selects a Broker, a final meeting will be held to discuss work and associated fees and costs.

MEMS Background

MEMS was founded in May, 1984, and MEMS is an Agency of the City of Little Rock. MEMS is governed by a Board of Directors, the Little Rock Ambulance Authority (LRAA), with an appointed Executive Director that oversees its' day-to-day operations. MEMS provides emergency ambulance services, as well as other services, to approximately 525,000 citizens within its' service area. MEMS service area includes the Cities of Little Rock, North Little Rock, Conway, Maumelle, Sherwood, Cabot, and Sheridan. In addition, MEMS also provides service to other Communities & Townships within Pulaski, Faulkner, Grant and Lonoke counties. To provide these services, MEMS employs approximately 300 fulltime staff members. This includes both uniformed and non-uniform personal.

Statement of Qualifications & Questionnaire

(Please address each of the points below and provide a written response)

MEMS is requesting Qualifications only. MEMS will review all submissions and conclude which Broker will best meet MEMS' objectives. No cost(s) pertaining to actual work will be accepted. Any cost(s) submitted can render the submission ineligible. Below are bullets points that pertain to Broker's history as well as additional information. Please make sure these points are addressed.

- Description of brokerage firm, including years of service, a brief history of size, number of employees/location of offices and other pertinent information. Also outline areas of expertise and experience in the areas of employee benefit plans including Health & Welfare and Retirement including analysis and design. For health plans please note experience in establishing a self-insured health plan. Please, be detailed and specific.
- Detail your ability to monitor regulatory and legislative developments at both state and federal level including all regulatory requirements of the Affordable Care Act (ACA), and obtain information on trends, new services, new concepts and how this will be communicated to our organization and employees.
- Provide statement that will show Broker is authorized to conduct business in the State of Arkansas, and provide all license's and other certification's that show Broker is qualified to provide work and services that are outlined. Broker should be able to provide a statement that shows Broker is in good standing with Arkansas Attorney General.
- Have you had a contract or agreement terminated (either as prime consultant or as a sub-contractor) for failure to comply, breach or default? Yes _____ No _____. If Yes, please explain, and be prepared for further discussion.
- Broker should expand on its capabilities. Also, what level of Broker's Management will be assigned to assist with MEMS' needs? Broker should provide an estimated total number of employees that will be available to MEMS. Also, list names, titles, mailing address, email and contact telephone number of staff that will be in direct contact with MEMS post award.
- Describe overall administration services that are provided for benefits, billing, claims research, and etc.
- Broker should provide a minimum of three (3) references w/ contact information of like or similar work as outlined. In doing so, please provide with company name and contact point(s) and telephone numbers.