

REQUEST FOR PROPOSALS



Background

Mile High Early Learning (MHEL) is a provider of subsidized quality early child care and education in Denver, Colorado, with over 52 years of experience serving our community. We currently have 175 employees and expect to grow to 200 staff in 2024.

The mission at MHEL is to cultivate every child’s potential. Client children and families come from 18 different countries and speak 30 different languages. MHEL is committed to the understanding of race and diversity and to call out and act when we see racism and injustice so that all children may thrive.

We are requesting proposal from parties to serve as our consolidated benefits broker.

Questions

Please respond to each of the following:

Benefit Vendor	Number of Covered Lives You Currently Support?	Your <u>Current</u> Role With This Vendor (and Benefits Brokered)?
Kaiser Permanente		
Nonstop Health		
The Standard		
Guardian		
Spring Health (Guardian) EAP		
Rocky Mountain Reserve		

Lincoln Financial Group		
ComPsych (Lincoln) EAP		

1. Describe your direct role with helping employees understand and manage their benefits.
2. Describe your direct role in helping employers develop a benefit plan summary for their employees in both English, Spanish, and other languages.
3. Does your pricing include a hands-on, direct provision of services to our employees? Please describe (e.g. if an employee prefers to interact directly with the broker, rather than the employer).
4. Please describe a time when you had a difficult negotiation with a vendor on behalf of a client. How did you resolve the issue?
5. Please describe a regulatory compliance issue with a client that you managed very well. Next, describe a regulatory compliance issue that you managed that did not go well.
6. Please provide a specific example in which you saved your client money by your actions as a broker. How much money was saved?
7. Please provide an example of a customer service failure that you managed.
8. Please provide an example of a customer service success due to the customer service you provided to a client.
9. Please describe your current role in managing HIPAA compliance with your clients.
10. Please share how you have helped clients implement FAMILI and how you have helped overcome obstacles.
11. Please list the philanthropic activities in which you have personally participated on behalf of your company.
12. Please share your company's DEI Statement and what you have done to pursue this in your work.

More Information and Details

A. Invitation

Mile High Early Learning (MHEL) is seeking proposals from parties that are interested and qualified to provide benefit broker services to MHEL.

B. Communication

All communication regarding this RFP must be directed to:

Richard DelaCastro, Ph.D.
Senior Consultant
Employers Council
Rdelacastro@employerscouncil.org
303.223.5557

C. Submission Deadline

Proposals from qualified and interested parties must be received no later than **5:00 PM on June 7, 2024**. Proposals received after this date may not be considered.

D. More Details

- Indicate your pricing to provide benefit broker services to MHEL.
- Provide your proposal in electronic format to the person listed in Communication, above.
- Your response to this RFP will be confidential and will only be used by MHEL to select the next benefit broker.
- Finalists will be required to provide references from current and recent employers for which they have provided broker services.
- The identification and selection of the successful representative will be determined by responses to this questionnaire, subsequent interviews, price, service, experience, presentation, and will be at the sole discretion of MHEL.