

# Request for Proposal

Property & Casualty  
Insurance Broker Services



Heartspring

# 1. Introduction

**Company Name:** Heartspring, Inc.

**RFP Number:** 240722INS

**RFP Title:** Property & Casualty Insurance Broker Services

**Date Issued:** July 23rd, 2024

**Submission Deadline:** August 15<sup>th</sup>, 2024

## 2. Background

Heartspring is pleased to announce the issuance of a Request for Proposal (RFP) for Property and Casualty Insurance Broker Services. This decision comes as part of our commitment to due diligence and ensuring we are receiving the best possible service and value in the marketplace.

**Why RFP:** For many years Heartspring has partnered with the same insurance broker, and while this relationship has been beneficial, we believe it is prudent to periodically evaluate our options. This RFP is intended to invite proposals from qualified insurance brokers who can provide comprehensive Property and Casualty Insurance services tailored to our needs. The selected broker will assist in the procurement and management of insurance coverage, risk management strategies, and claims handling for our organization.

**About Heartspring:** Heartspring helps neurodiverse children create more independent lives. Our Pediatric Outpatient Clinic and Therapeutic Residential & Day School provide life-changing therapies and special education for children with neurodevelopmental delays and disabilities. Originally founded in 1934 as the Institute of Logopedics, Heartspring is celebrating its 90th year and continuing its tradition of integrating evidence-based therapies into innovative support models that help children realize their full potential in communication, social interactions, mobility and daily living. Learn more at [www.heartspring.org](http://www.heartspring.org).

## 3. Scope of Services

The selected broker will be expected to provide the following services:

1. **Risk Assessment and Analysis:**
  - Review and assess current insurance policies and identify any gaps in coverage.
  - Conduct risk assessments to determine appropriate coverage levels.
2. **Insurance Procurement:**
  - Solicit and evaluate insurance proposals from multiple carriers.
  - Negotiate terms and premiums to obtain the most favorable terms for Heartspring.

3. **Policy Management:**
  - Provide ongoing support for policy administration, including endorsements, certificates of insurance, and renewals.
  - Ensure timely and accurate policy documentation.
4. **Claims Management:**
  - Assist in the reporting and management of claims.
  - Advocate on behalf of Heartspring to ensure fair and prompt settlement of claims.
5. **Risk Management Consulting:**
  - Provide recommendations for risk mitigation strategies.
  - Conduct regular reviews of risk exposures and recommend adjustments to coverage as needed.

## 4. Proposal Requirements

Proposals should include the following information:

1. **Company Profile:**
  - Company history, structure, and size.
  - Experience and expertise in providing Property & Casualty Insurance Broker Services.
  - Client references, particularly from clients similar to Heartspring.
2. **Team Qualifications:**
  - Bios of key personnel who will be assigned to this account.
  - Relevant experience and qualifications of the team members.
  - How customer service team is structured and how you will support our users.
3. **Service Approach:**
  - Detailed description of the approach to providing the services outlined in the Scope of Services including securing the best rates, ensuring rates are competitive, and risk management services for Heartspring.
  - Methods for ensuring effective communication and service delivery including tools & technology used to collaborate with us and serve our account.
4. **Fee Structure:**
  - Detailed breakdown of fees and expenses including, but not limited to: fee basis, indicating how charges are made and when billings are issued and due. State hourly rates/fees for professional time and time of others, including any minimum, maximum or flat fees, and which types of expenses are charged (telephone calls, postage, printing, travel, lodging, meals, etc.). Indicate if there is a charge for travel time, and the basis for such.
5. **Additional Information:**
  - Any additional information that would assist in the evaluation of the proposal.

## 5. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

1. Experience and qualifications of the broker and assigned team.
2. Demonstrated ability to deliver the services outlined in the Scope of Services.
3. References from current and former clients.
4. Fee structure and overall cost-effectiveness.
5. Understanding of Heartspring's needs and the quality of the proposed approach.
6. Adherence to the conditions, rules, regulations and requirements of the RFP;

## 6. Submission Instructions

Proposals must be submitted by August 15<sup>th</sup>, 2024 to:

**Contact Name:** Makala Navarro

**Title:** Chief People Officer

**Address:** 8700 E 29<sup>th</sup> St. N Wichita, KS 67226

**Phone:** 316-295-6053

**Email:** mnavarro@heartspring.org

## 7. Timeline

- **RFP Issued:** July 23<sup>rd</sup>, 2024
- **Deadline for Questions:** August 5<sup>th</sup>, 2024
- **Proposal Submission Deadline:** August 15<sup>th</sup>, 2024
- **Evaluation Period:** August 16<sup>th</sup> – 23<sup>rd</sup>, 2024
- **Contract Award Date:** August 26<sup>th</sup>, 2024

## 8. Questions and Clarifications

All questions regarding this RFP must be submitted in writing to mnavarro@heartspring.org by August 5<sup>th</sup>, 2024. Responses will be provided by August 9<sup>th</sup>, 2024.

## 9. Terms and Conditions

Heartspring reserves the right to reject any or all proposals, to waive any informality in the RFP process, and to accept the proposal deemed to be in the best interest of the organization. This RFP does not commit Heartspring to award a contract or to pay any costs incurred in the preparation of a proposal.