



City of Eastman, Georgia

Request for Qualifications (RFQ)

Insurance Brokerage Services

Introduction

The City of Eastman, Georgia ("the City") is seeking Statements of Qualifications and Performance Data from qualified firms interested in providing Insurance Brokerage Services. The City intends to contract with a broker to support the City's Human Resources team in managing and optimizing employee benefits programs, including:

- Group Medical Insurance & Pharmacy Benefits
- Dental, Vision, Life and Disability Insurance
- Employee Assistance Program (EAP)
- Wellness Program Administration
- Accident and Critical Illness Insurance
- Flexible Spending Accounts (FSA)

Compensation for the selected broker will be structured as a fixed flat fee or a percentage paid directly by the City. Any additional compensation—including commissions or overrides—must be fully disclosed and remitted to the City of Eastman.

Qualifications

Firms must demonstrate successful completion of projects of similar scope and magnitude. They must also have sufficient staff, resources, and capital to complete the required services in a timely and effective manner.

Background

The City of Eastman is a municipal government located in Dodge County, Georgia. The City provides a full suite of public services including law enforcement, public works, utilities, and administrative services. For the current fiscal year, the City provides benefits to approximately 45 full-time employees through its health and wellness insurance offerings.

Projected Scope of Services

1. Collaborate with the City's Human Resources team to acquire and evaluate insurance proposals.
2. Assist in negotiations to ensure the City receives optimal value.
3. Provide written analysis and recommendations for all proposals.
4. Track and report plan performance quarterly, including premiums vs. claims.
5. Attend management and employee meetings as required.

6. Provide liaison services between the City and providers to resolve claim issues.
7. Forward federal regulatory updates relevant to City plans.
8. Recommend applicable wellness and population health programs.

Submission Requirements

1. Firm overview, years in service, organizational structure, office locations, resources, and relevant experience including experience providing insurance to county or municipal governments.
2. Resumes of key personnel, their proposed roles, and current commitments.
3. Disclosure of any relationships with insurance providers that could pose a conflict of interest.
4. Experience with pharmacy benefit managers, stop-loss, and population health vendors.
5. Detailed scope of services regarding pharmacy contract review.
6. Services related to wellness program administration.
7. Services related to disease management and chronic condition support.
8. Open enrollment and ongoing communication services.
9. Disclosure of any pending legal proceedings, convictions, or settlements in the last five years, including any complaints regarding the firm and/or any employees to the Office of the Insurance Commissioner.
10. Any financial or organizational conditions that could impact contract performance.
11. Certification of eligibility to contract with public agencies.
12. List of required actions from the City to initiate services.
13. Additional information the firm believes is relevant or beneficial.
14. Minimum of three current references (including at least one public agency in Georgia) with service descriptions and contact information.
15. Proof of professional liability insurance, including coverage limits.

Schedule of Events

RFQ Release: June 4, 2025

Deadline for Questions to be Submitted via email to April Sheffield: June 11, 2025 5:00 p.m.

Responses to Questions Published on City Website: June 18, 2025

RFQ Submission Deadline: June 27, 2025 5 p.m.

Council Work Session: Week of July 7, 2025, Exact date and time to be determined. The council will review submissions and give respondents an opportunity to provide a brief presentation and to answer any further questions from the council.

Final Selection By Council: City Council Meeting, July 14, 2025 6:00 p.m.

Submission Instructions

Interested firms must submit eight copies of their qualifications package in a sealed envelope marked:

"Insurance Broker RFQ – City of Eastman" Along with the name, phone number, email, and address of a contact person.

Deliver to:
City of Eastman
Attn: April Sheffield, City Clerk
333 College Street
Eastman, GA 31023

Submissions received after the stated deadline will not be considered. The City of Eastman reserves the right to reject any or all responses, waive technicalities, or cancel the RFQ process entirely.

Contact Information

All questions or clarification requests must be submitted in writing to:
April Sheffield
City Clerk
Email: April@cityofeastman.com
Phone: (478) 374-7721

All questions and answers will be published on the City of Eastman Website on June 18, 2025.