

UNIVERSITY OF SOUTHERN INDIANA

Employee Benefits Brokerage and Consulting Services

Request for Proposal RFP #26-7-10001-04010

Jeff Sponn

Director of Procurement

January 30, 2026

KEY DATES:

January 30, 2026:	RFP issuance
February 13, 2026 / 2PM CST:	Final questions due
February 18, 2026:	Response to Questions
February 27, 2026 / 2PM CST	Proposal submission deadline
Week of March 2, 2026:	Initial Proposal evaluation completion
March 9 or 10, 2026:	Finalists notified
Week of March 16, 2026:	Finalist presentations (Please be prepared for on campus presentations on March 17, 18, and 19.)
Week of March 23, 2026:	Finalists Proposal evaluation completion
Week of March 30, 2026:	Finalist negotiations and selection completion
Week of April 6, 2026:	Target date to finalize Agreement

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University of Southern Indiana

**8600 University Boulevard
Evansville, IN 47712**

Request for Proposal Employee Benefits Brokerage and Consulting Services

Request for Proposal RFP NO. 26-7-10001-04010

Section 1 - Overview, Definitions and General Information

1.0. History. The University of Southern Indiana (“University”) has worked with its current broker, NFP, an Aon Company. With the challenge of increasing health care costs and it being such a large percent of the Universities expense, it is time once again for the University to examine all possible broker options for the University.

1.1 Purpose. The University is soliciting proposals from qualified firms to provide brokerage and consulting services for its employee benefits program. The overarching objective of this RFP process is to identify and contract with a highly qualified and capable partner who can deliver expert, innovative, and data-driven solutions that enhance employee wellbeing, ensure regulatory compliance, and support the long-term financial sustainability of the University’s benefits offerings. In addition, the University seeks a broker who can provide robust benchmarking and market analysis to ensure our benefits remain competitive, equitable, and aligned with industry trends and best practices.

1.2 Definition of Terms.

1.2.1 **“Agreement”** means the three (3) year contract that the University intends to enter into with the Participant that submits the best brokerage and related consulting services proposal that fully supports the expanding and evolving insurance needs of the University in the most cost-effective manner in response to this RFP.

1.2.2. **“University”** refers to the University of Southern Indiana.

1.2.3. **“Contractor”** means the firm or firms that the University selects to provide services under the Agreement.

1.2.4. **“Designated University Employee”** means the University employee whose name, title, and e-mail address are included in section 2.2.2 of this RFP.

1.2.5. **“Participant”** means an individual or firm that submits a proposal in response to this Request for Proposal.

1.2.6. **“RFP”** refers to this Request for Proposal.

1.3 University Information.

1.3.1. Founded in 1965, the University of Southern Indiana is a special-purpose governmental entity. The University is also considered a component unit of the State of Indiana. The University includes the University of Southern Indiana Foundation, Inc. as a component unit. The Foundation is a private nonprofit organization. Historic New Harmony is located in Posey County, Indiana and is approximately 30 minutes from the USI campus. It includes 30 properties which USI is responsible for maintaining and insuring.

1.3.2 USI enrolls nearly 9,400 dual credit, undergraduate and graduate students in more than 130 areas of study. A public higher education institution, located on a beautiful 1,400-acre campus in Evansville, Indiana, USI offers programs through the College of Liberal Arts, Romain College of Business, Kinney College of Nursing and Health Professions, Pott College of Science, Engineering, and Education, and School of Graduate Studies.

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Section 2 - Proposal Instructions and Conditions

2.1. Questions and Inquiries.

2.1.1. All questions and inquiries regarding this RFP should be submitted via email to Jeff Sponn, Director of Procurement, at jsponn@usi.edu. EXCEPT FOR CASES AUTHORIZED IN WRITING BY THE DESIGNATED UNIVERSITY EMPLOYEE, ANY COMMUNICATION BY A PARTICIPANT WITH UNIVERSITY STAFF OTHER THAN THE DESIGNATED EMPLOYEE, AFTER THIS RFP IS ISSUED AND THROUGH SELECTION AND NOTIFICATION OF THE CONTRACTOR, MAY RESULT IN IMMEDIATE REJECTION OF THAT PARTICIPANT'S PROPOSAL. No questions other than those submitted via e-mail will be accepted. No response other than those answered by the Designated University Employee via e-mail will be binding upon the University. Questions regarding this RFP should be submitted as they occur. Questions submitted after the deadline shown in the schedule in section 2.11 will not be answered.

2.2. Proposal Submission.

2.2.1. The required email deadline for proposal submittal is 2:00PM Central Standard Time (CST), February 27, 2026. If Participant chooses to additionally submit original versions of the RFP response proposal in person or via shipment, each must be double sided in three-ring binder, with one (1) signed original and three (3) copies provided. Narrative portions of the proposal must be submitted using Microsoft Word or PDF format and any spreadsheet schedules included with the proposal in Microsoft Excel format. The proposal must be received by the due date and time stated in section 2.11 of this RFP. A legally authorized representative of the Participant must sign the proposal.

2.2.2. Proposals must be addressed and sent via email as follows:

Jeff Sponn, Director of Procurement
jsponn@usi.edu

2.3. University's Reserved Rights.

The University reserves the right to:

- 2.3.1. Reject any or all proposals and, in particular, any proposals not containing complete data requested in Article 4 of this RFP;
- 2.3.2. Waive any irregularity in any proposal received;
- 2.3.3. Accept the proposal that appears to be in the best interests of the University and negotiate a contract with that Participant using the proposal submitted as part of the basis for the contract;
- 2.3.4. Conduct discussions with any or all participants for the purpose of clarification of proposals;
- 2.3.4. Waive, or decline to waive, any insignificant defect in any proposal or proposal procedure;
- 2.3.5. Accept, reject, or negotiate the "terms" of any proposal, or any part of a proposal, for the purpose of obtaining the best and final offer from a Participant;
- 2.3.6. Reissue the RFP;
- 2.3.7. Select the finalist or finalists based on the University's analysis and evaluation of proposals submitted; and
- 2.3.8. Request presentations of proposals if the University believes further information is appropriate to the decision-making process.

2.4. Preliminary Information.

Any information released either verbally or in writing prior to the issuance of this

RFP is considered preliminary and is not binding upon the University in any manner.

2.5. Submission Deadline-Withdraw, Rejection and Opening. Participants may withdraw their proposals before the submission deadline. The University will reject any proposal received after the submission deadline. After the submission deadline, proposals will be opened and reviewed at the convenience of the Designated University Employee. There will be no public opening of the proposals.

2.6. Irrevocability of Submitted Proposal. Each proposal constitutes an offer by the Participant, which remains open and irrevocable for a period of 120 days.

2.7. Proposal Costs. The University will not pay for any information requested under this RFP, nor is it liable for any costs incurred by the Participant in responding to this RFP. If a Participant is invited to come to the University to present its proposals, it will do so at its own expense.

2.8. Proposal Ownership. All proposals submitted become the property of the University; they will not be returned and may be subject to the Indiana Access to Public Records Law (IC 5-14-3). The University reserves the right to use any concept presented in a proposal to obtain the most beneficial and effective path to achieving the University's desired goal or goals. The University's selection or rejection of a proposal does not affect the University's rights under this section.

2.9. Financial Statements. If requested, Participants must submit audited financial statements for the past three (3) years (or equivalent data) in order to demonstrate financial capability to provide the required services.

2.10. Unacceptable Contract Terms. The University will not enter into any Agreement or execute any contract or affix its signature to any document from a Participant whose terms require the University to waive all conditions or requirements provided for in this RFP, the University's purchase order, or any other agreement negotiated by the University and the Contractor. The University may reject any proposal or other document that contains a clause or clauses that serve to supersede all other documents related to the services to be provided by the Contractor under the Agreement.

2.11. Schedule. The table that follows contains the detailed schedule of events for this RFP. The University reserves the right to modify the schedule.

<i>Activity</i>	<i>Date</i>
RFP issuance	Friday, January 30, 2026
Final questions regarding the RFP are due from interested parties by 2:00 PM CST.	Friday, February 13, 2026
Response to Questions	Wednesday, February 18, 2026
RFP Proposal submission deadline / 2:00 PM CST	Friday, February 27, 2026
Initial Proposal Evaluation completion	Week of March 2, 2026
Finalists Notified	March 9 or 10, 2026
Finalist presentations to University's evaluation team	Week of March 16, 2026
Proposal Evaluation completion	Week of March 23, 2026
Target date for Finalist negotiations and selection of Contractor	Week of March 30, 2026

Target date to finalize Broker Agreement	Week of April 6, 2026
Target date for implementation of Broker Agreement	Monday, May 11, 2026

Section 3 - Requested Services

3.1. General Information. The University of Southern Indiana seeks to contract with a single agency to provide comprehensive brokerage and consulting services for its employee benefits program. The University currently employs 918 full-time benefit-eligible employees, with 837 enrolled in the medical plan and a total of 1,890 covered participants. The University also provides coverage for 474 retirees. The benefits plan year runs from January 1 through December 31, with open enrollment occurring annually in mid- to late October.

3.2. Scope of Services. Services that Contractor will provide include, but are not limited to, the following Employee Benefit Broker Services:

3.2.1. Strategic Benefits Consulting

- Provide ongoing strategic guidance to ensure the University's benefits remain competitive, cost-effective, and aligned with industry trends.
- Conduct annual and mid-year plan reviews, including recommendations for plan design, cost-sharing strategies, and long-term sustainability.
- Deliver benchmarking analyses comparing the University's benefits to peer institutions, regional employers, and national higher-education trends.

3.2.2. Brokerage & Carrier Negotiation

- Market the University's benefit plans to qualified carriers as needed and negotiate competitive rates, terms, and renewals well in advance before our October open enrollment date.
- Provide a detailed annual renewal analysis, including claims experience, trend assumptions, and alternative funding or plan design options.

3.2.3. Compliance & Regulatory Support

- Provide expert guidance on all applicable federal and state regulations, including ACA, , HIPAA, COBRA, , MHPAEA, and other emerging requirements.
- Supply compliance calendars, notices, templates, and timely updates on regulatory changes.
- Assist with required filings and reporting, including 1095-C support, Form 5500 preparation assistance, and required plan documentation.

3.2.4. Data Analytics & Reporting

- Provide regular reporting on claims, utilization, cost drivers, and emerging trends.
- Deliver actionable insights using data analytics tools to support decision-making and long-term financial planning.
- Offer predictive modeling or scenario analysis when evaluating plan design changes.

3.2.5. Employee Communication & Engagement

- Develop clear, accessible, and branded communication materials for employees, including open enrollment guides, benefit summaries, FAQs, and digital content.
- Support and participate in open enrollment activities, including presentations, webinars, and employee education sessions.
- Provide decision-support tools or resources to help employees understand and utilize their benefits effectively.

3.2.6. Vendor & Program Management

- Serve as the primary liaison between the University and all benefits carriers, vendors, and third-party administrators.
- Serve as primary liaison on issue resolution, escalations, and service concerns on behalf of the University and its employees.
- Evaluate vendor performance and recommend improvements or alternatives as needed.

3.2.7. Wellness & Population Health Support

- Provide recommendations for wellness initiatives, health management programs, and strategies to improve employee wellbeing based on data.
- Assist in evaluating and integrating wellness vendors, digital tools, or incentive programs.
- Offer data-driven insights into population health trends and opportunities for targeted interventions.

3.2.8. Implementation & Transition Support

- Provide a detailed transition plan upon award of contract, including timelines, milestones, and responsibilities.
- Coordinate carrier transitions, data migration, and communication planning to ensure a seamless implementation.
- Conduct onboarding meetings with University leadership and HR staff.

3.2.9. Ongoing Service & Account Management

- Assign a dedicated account team with clearly defined roles and responsibilities.
- Provide regular check-ins, quarterly review meetings, and annual strategic planning sessions.
- Maintain timely responsiveness to University inquiries, issues, and service needs.

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Section 4 - Proposal Requirements

4.1. General Information. In its proposal, each Participant must include some brief information about the organizational structure and financial stability of the firm.

4.2. Work Plan. In its proposal, each Participant must describe its work plan for providing the services described in Article 3 of this RFP. In its work plan, Participant must provide sufficient detail regarding timeliness, processes, resources and policies it shall employ to execute each service line item in a manner that provides the University with best in class results. The work plan also must include a list of the individuals who will be involved in providing those services, biographical information for each of those individuals, the role each individual will perform in providing those services, and the individual's qualifications for performing that role. For each individual, the Participant must include a list of projects for educational institutions for which the individual performed a similar role in providing services within the last five years.

4.3. References and Related Experience. Each Participant must provide a list of references consisting of at least five clients for whom the Participant has provided similar services and the time period during which those services were provided. For each listed reference, the Participant must provide the name, address, telephone number, and e-mail address of the best individual for the University to contact. It is mandatory that the Participant's list of references include educational institutions.

4.4. Primary Contact. Each Participant must provide the name, address, telephone number, and e-mail address of the individual who is authorized to represent the Participant from the time the Participant's proposal is delivered until the Agreement has been executed by the University and the Contractor.

4.5. Civil and Criminal Actions. Each Participant must provide a list of any pending lawsuits brought against the company or owners of the company, and the details about those lawsuits. If any owner of the firm has been convicted of a crime or if any felony charges are pending, the Participant shall provide detailed information about those convictions or charges.

4.6. Use of Subcontractors. If a Participant intends to use another company or private individual as a subcontractor in providing the services described in Article 3 of this RFP, the Participant, in its proposal, must list each subcontractor, describe the subcontractor's role in providing the services, and explain the subcontractor's qualifications to perform such a role. The University reserves the right to approve or reject any proposed subcontractor or to reject any proposal based on the use of a proposed subcontractor.

4.7. Terms and Conditions of Agreement. Each Participant must indicate its exceptions to any terms and conditions listed in Article 5 of this RFP. By submitting a proposal, a Participant accepts each of those terms and conditions unless the Participant does indicate its exception to a particular term or condition. In addition, each Participant must include in its proposal any terms and conditions that it will require to be included in the Agreement.

4.8. Signature Required. Each Participant's proposal must be signed by an authorized representative of the firm.

4.9. Fees for Services. Each Participant shall complete Exhibit A Pricing, proposing an all-inclusive fixed annual fee for each proposed service as total Contractor compensation paid by the University to the Contractor.

4.10. Expected University Outcome Based on Participant Experience. Participant shall describe its expectations for the University in terms of service quality as well as insurances' quality and costs during the Agreement period based on Participant's past experience providing similar services.

4.11. Success enablers and inhibitors. Participant is encouraged to document in its proposal any suggestions for ensuring brokerage and consulting services process robustness and customer satisfaction and for enhancing the insurers' service and insurance quality while minimizing their cost. Additionally, Participant is asked to identify potential inhibitors to ensuring brokerage and consulting services process robustness, customer satisfaction and results.

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Section 5 - Standard Terms and Conditions

5.1. Provisions Included in Agreement. The terms and conditions set forth in this Article will be part of the Agreement that will be entered into by the University and the Contractor.

5.2. Applicable Law. The Agreement shall be governed by the laws of the State of Indiana, and Contractor shall at all times comply with and observe all federal, state and local laws, ordinances, and regulations that are in effect during the term of the Agreement and that in any manner affect the services that Contractor is to provide under the Agreement.

5.3. Assignment. No right or duty of the Contractor under the Agreement may be assigned or delegated, in whole or in part, including by transfer of stock or ownership in Contractor, without the prior written consent of the University.

5.4. Notices.

5.4.1. With the exception of notice of termination, which must be made by certified mail, any written notice called for in the Agreement may be given by personal delivery, first class mail, overnight delivery service, e-mail or facsimile transmission. Notices given by personal delivery will be effective on delivery. Notices given by overnight service will be effective on the next business day. Notices given by first class mail will be effective five business days after mailing. Notices given by e-mail or facsimile will be effective when a confirmation of delivery is received.

5.4.2. Until University provides Contractor with written notice of a change, notices to University shall be given to the following individuals:

Sarah Will
Executive Director of Human Resources
Human Resources
University of Southern Indiana
8600 University Boulevard
Evansville, IN 47712
skwill@usi.edu

Jeff Spohn
Director of Procurement
Procurement
University of Southern Indiana
8600 University Boulevard
Evansville, IN 47712
jsponn@usi.edu

5.4.3. Until Contractor provides University with written notice of a change, notices to Contractor shall be given to the following individual or individuals (Participant must provide this information):

Name:
Title:
Company Name:
Address 1:
Address 2:
Email Address:

Facsimile Number:

5.5. Non-Discrimination. This contractor and its subcontractor(s), if any, shall abide by the requirements of federal, state, and local law and will not discriminate against qualified individuals based on their status as protected veterans, or individuals with disabilities, and will not discriminate against any individual based on their race, color, religion, sex, sexual orientation, or national origin. Moreover, the contractor or subcontractor will not operate any programs promoting DEI that violate any applicable Federal anti-discrimination laws and shall not consider race, color, sex, sexual preference, religion, or national origin in ways that violate federal civil rights laws. Contractors or subcontractors may take affirmative action to employ and advance in employment individuals with a protected veteran status or disability. As used herein, “contractor” shall be deemed to mean “Vendor” or “Supplier” and “contract” shall be deemed to mean this Agreement.

5.6. Force Majeure. Neither party will be considered in breach of the Agreement for failure to perform if the failure is caused by riots, war, public emergency, national or local calamity, acts of terrorism, the act or regulation of any public authority, labor difficulty or strike, war, epidemic, pandemic, fire, storm, inclement weather or other act of God, or an Indiana or Federal state of emergency, an Executive Order issued by the Governor of Indiana or President of the United States preventing performance by either party, or closure of the University’s campus, or any other cause beyond the reasonable control of the nonperforming party that renders that party’s performance impossible. If this work cannot be completed in the time period required because of any Force Majeure Event or any event which makes completing the work impossible or impracticable, then USI is not responsible for payment for any work not completed. In such a case, the performance of the Agreement, with the exception of money already due and owing, shall be suspended and excused to the extent commensurate with the interfering occurrence. In addition, the expiration date of the Agreement may be extended, by mutual written consent, for a period of time equal to the time that performance of the Agreement is so excused.

5.7. Independent Contractor Relationship. The relationship of the parties is that of independent contractors, and no tenancy, partnership, joint venture, agency, fiduciary or other relationship is created. A party may not order any services, incur any indebtedness, or enter into any obligation or commitment on the other party’s behalf. It is mutually understood and agreed that employees of the Contractor are not employees of the University, and that employees of the University are not employees of the Contractor.

5.8. Severability. If any provision of the Agreement is finally adjudicated illegal, invalid, in excess of the authority of either party to this Agreement, or otherwise unenforceable, then that provision shall be severed, and the remainder of the Agreement shall remain in force as if the severed provision were never included in the Agreement.

5.9. Non-Performance. If Contractor fails to perform under the terms and provision of the Agreement, the Contractor shall reimburse the University for any additional expense incurred by the University to have the work completed by a third party over and above what the University would have been required to pay Contractor had Contractor not failed to perform.

5.10. Waiver. The failure of University to insist in any one or more instances upon the performance of any one or more of the provisions of the Agreement or to pursue any of its rights under the Agreement shall not be construed as a waiver of such a provisions or the relinquishment of such a right.

5.11. University Funding. The University represents that, as of the date of this Agreement, funds sufficient to pay its immediate financial obligations under this Agreement have been allocated and are available. However, the University is a publicly funded entity and its ongoing financial obligations under this Agreement are subject to the

allocation of funds by parties not controlled by University. If, through no action initiated by University, the General Assembly of the State of Indiana does not appropriate, or the Executive Branch of State Government does not release, sufficient funds to allow for the continuation of this Agreement for any fiscal year, in whole or part, as determined by the University in its sole discretion, this Agreement may be terminated by the University.

5.12. Indemnification. Contractor shall defend, indemnify and hold harmless University and its Board of Trustees, officers and employees from any and all claims, suits, actions, damages, judgments, and costs (including reasonable attorney fees), arising out of any (1) damage, destruction or loss of any property (including but not limited to University's property); or (2) injury to or death of any person (including but not limited to any employee of University) which results from or arises out of negligent or willful acts or omissions of Contractor or its officers, agents, employees, and subcontractors in the performance of this Agreement. At the University's request, Contractor shall investigate and defend such a claim, suit, or action against the University.

5.13. Insurance. During the term of the Agreement, Contractor shall keep in force, at its own expense, at least the following insurance:

- 5.13.1. Commercial General Liability having a combined single limit of not less than one million and 00/100 dollars (\$1,000,000) per occurrence, three million and 00/100 dollars (\$3,000,000) aggregate covering contractual liability and products/completed operations;
- 5.13.2. Business Automobile Liability having a combined single limit of not less than one million and 00/100 dollars (\$1,000,000) per occurrence covering claims arising out of ownership, maintenance, or use of owned or non-owned automobiles;
- 5.13.3. Worker's Compensation insurance having limits not less than those required by applicable statute;
- 5.13.4. Employer's Liability in the amount of at least one million and 00/100 dollars (\$1,000,000);
- 5.13.5. Excess or Umbrella Liability in the amount of at least four million and 00/100 dollars (\$4,000,000);
- 5.13.6. Professional Liability (Insurance, Consultants, Agent's Errors and Omissions) in the amount of two million and 00/100 dollars each occurrence and annual aggregate.
- 5.13.7. The University and its trustees, officers, and employees shall be named as additional insured parties under the Commercial General Liability.

5.14. Endorsement. Unless specifically authorized in writing by the University's Interim Director of Procurement on a case by case basis, Contractor may not use the name of the University, its officials or employees, or the seal or marks of the University in advertising, publicity, or promotion nor express or imply any endorsement by the University of Contractor's services.

5.15. Integrated Agreement. The University's Request for Proposal (RFP) and Contractor's proposal submitted in response to the RFP are incorporated into and made a part of this Agreement. However, if there is a conflict between the provisions of this Agreement and the provisions of either the University's RFP or the Contractor's proposal, the provisions of this Agreement control. This Agreement, including the incorporated documents:

- (1) is the sole expression of the understanding of the parties with respect to the subject matter of this Agreement;
- (2) supersedes all prior statements and agreements with respect to that subject matter;
- (3) may be modified or amended only by a written instrument signed by both parties; and
- (4) may only be waived in a written document that is signed by an authorized representative of the party against whom the waiver is sought to be enforced.

5.16. Tax Related Provisions. (a) University declares that as of the effective date of this Agreement, it:

- (1) is an instrumentality of the State of Indiana established by IC 21-22 and as such has been determined by the Internal Revenue Service to be exempt from federal income taxation under Section 115 of the Internal Revenue Code;
- (2) is not subject to the Indiana adjusted gross income tax imposed under IC 6-3;
- (3) is exempt from property taxation under IC 6-1.1-10-2; and
- (4) is exempt from sales and use taxes under IC 6-2.5-5-16.

(b) Contractor understands that University is exempt from the taxes listed in this section and that University will neither directly pay nor reimburse Contractor for any of those taxes.

5.17. Confidential Information. Contractor acknowledges that in the course of providing services under this Agreement it will have access to personal and confidential information, including but not limited to names, addresses, social security numbers, personal data, and financial information. Contractor shall implement appropriate measures, including the establishment and maintenance of policies, procedures, and technical, physical, and administrative safeguards, that are designed to ensure the security and confidentiality of personal and confidential information, protect against reasonably foreseeable threats to the security and integrity of that information, and protect against unauthorized disclosure of, access to or use of that information. Contractor shall promptly notify University upon discovery of any possible loss, unauthorized disclosure, or unauthorized use of any personal or confidential information. With respect to its duties under this section, Contractor shall comply with all relevant laws and regulations, including but not limited to the Gramm-Leach-Bliley Act, the Family Educational Rights and Privacy Act, IC 4-1-10, IC 4-1-11, and the regulations promulgated under those federal and state statutes and indemnify the University for its costs incurred as a result of any unauthorized disclosure of, access to or use of personal or confidential information.

5.18. Other Provisions.

5.18.1 The contract awarded as a result of this RFP shall be for three years. Pricing shall be listed in Exhibit B.

5.18.2 Any contract awarded as a result of this RFP and the ensuing process, shall cover the University's general requirements for services. The University reserves the right to contract separately for specific needs if it determines such action to be in its best interest. Consequently, contracts resulting from this process shall not provide the Contractor with exclusive rights.

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Section 6 - Evaluation of Proposals and Contract Award

6.1. Evaluation Committee. The proposals received in response to the RFP will be evaluated by a committee of University employees.

6.2. Evaluation Criteria. At a minimum, any Participant submitting a response to this RFP must be able to meet the preceding requirements to be considered. Participants must clearly demonstrate and provide documentation, as applicable, substantiating they are compliant in each of the following areas. Responses must follow the format used in the RFP. It will not be the responsibility of the University to request additional information to satisfy these requirements, if such information is not provided with the submission. The Participant's response should parallel the structure and order of this RFP.

6.2.1. The criteria that the Evaluation Team will use to evaluate the proposals are as follows:

- a) the completeness of each proposal in terms of responding to the information required under Article 4 of this RFP;
- b) the match between the needs of the University and the work plans submitted by the Participants in their proposals;
- c) the qualifications of each of Participant's personnel who would provide the services described in Article 3 of this RFP;
- d) the fee quoted by each Participant for providing the services described in Article 3 of this RFP;
- e) the accessibility and expertise of the proposed assigned personnel;
- f) the experience of the Participants in providing services similar to those described in Article 3 of this RFP to other educational institutions;
- g) the comments received from clients that the Participants listed as references in their proposals; and
- h) the exceptions, if any, of each Participant to the terms and conditions listed in Article 5 of this RFP.

6.3. Committee's Recommendation. Following the review of proposals, the Evaluation Committee will determine whether to recommend to the Vice President for Finance and Administration that the University enter into a contract with a particular Participant to provide the services described in Article 3 of this RFP. If the Evaluation Committee makes such a recommendation to the Vice President and the Vice President agrees with that recommendation, the University may then attempt to negotiate a contract with the recommended Participant(s).

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Exhibit A

Contractor Information

General Information

1. How long has your company been in business?
2. Please indicate the number of college/university clients and their employment size your company is currently serving.
3. Please indicate the total revenue and number of accounts managed by your company in all types of categories.
4. Is your company currently for sale or involved in any transaction to expand or to be acquired by another organization? If so, please explain. If your company has been involved in any reorganization, acquisition, or merger within the last three (3) years, please explain.
5. Have any complaints been filed with state or federal agencies or have any lawsuits within the past 3 years been brought in the courts in which your company was alleged to have violated any laws? If so, please describe in detail the circumstances and the outcome, including the court, the name and the docket number of the case.
6. Describe in detail programs which are made available to your staff for continuing education opportunities to stay abreast of legal, regulatory, industry and agency changes and enhancements.
7. Are members of your company staff certified or credentialed? How many?
8. Does your company maintain offices in Indiana? Elsewhere in the U.S.? Please provide us with a list of your locations.
9. Does your company possess the expertise and capacity to perform brokerage and consulting services?
10. What geographic area does your company cover?
11. What differentiates your company from your competitors?

Strategic Planning & Benefits Consulting

12. Describe your overall philosophy and approach to benefits strategy for higher education or public sector clients.
13. What is your process for developing short and long-term benefit strategies that balance cost, competitiveness, and employee wellbeing?
14. Provide examples of innovative plan design or cost containment strategies you have implemented for similar clients.
15. How do you evaluate the competitiveness of a client's benefits program, and how frequently do you conduct this analysis?

Benchmarking & Market Competitiveness

16. Describe the benchmarking tools and data sources you use to compare benefits offerings against peer institutions and regional employers.
17. Provide a sample benchmarking report.
18. How do you use benchmarking data to recommend plan design changes or cost sharing adjustments?
19. Explain how you ensure clients remain competitive in a rapidly changing benefits market.

Actuarial, Funding, Data Analytics & Reporting

20. Describe your IBNR reserve analysis process for self insured plans.
21. How do you provide cost projections and budget/funding analysis for self insured contracts?
22. Explain your plan design modeling capabilities and rate equivalent development for self funded plans.
23. Describe the data analytics tools and reporting capabilities your firm provides.
24. Provide sample claims, utilization, and trend reports.
25. How do you use data to identify cost drivers and recommend plan design or vendor changes?
26. Do you offer predictive modeling or scenario analysis? If so, describe your methodology.
27. Describe your process for monthly monitoring of large claims and coordinating stop loss reimbursements.
28. Provide an example of a stop loss analysis you have conducted, including deductible evaluation and pricing review.
29. Describe your PBM carve out analysis process and how you evaluate PBM performance and pricing.

Brokerage, Carrier Negotiation & Vendor Management

30. Describe your renewal planning process, including analysis, coordination, and negotiation of renewals with carriers across all benefit lines.
31. Provide an example of a recent renewal negotiation where you achieved improved terms or cost savings.
32. How do you evaluate carrier performance and recommend changes?
33. Describe how your team interfaces daily with carriers, TPAs, PBMs, and other vendors to manage benefit administration.
34. How do you support claim issues, billing discrepancies, contract questions, and vendor escalations for HR and employees?
35. What is your process for establishing vendor performance guarantees and evaluating carrier performance?
36. Provide examples of how you have improved vendor service or plan performance for other clients.
37. Describe your process for reviewing policies, SPDs, and plan documents for accuracy and coordinating final sign off.

Compliance & Regulatory Support

38. Describe your compliance resources and how you support clients with ACA, HIPAA, COBRA, and other regulatory requirements.
39. Provide a sample compliance calendar and examples of compliance alerts or guidance you issue to clients.
40. How do you assist with 1095 C reporting, Form 5500 preparation, and required plan documentation?
41. Describe how you stay current on regulatory changes and communicate them to clients.

Employee Communication, Engagement & Enrollment Support

42. Provide examples of employee communication materials you create (e.g., open enrollment guides, videos, microsites).
43. Describe your approach to employee education and engagement during open enrollment and throughout the year.
44. What decision support tools or digital resources do you offer to help employees understand their benefits?
45. How do you tailor communication for diverse employee populations?
46. Describe your approach to overseeing employee enrollment meetings during renewal.

47. How do you coordinate open enrollment presentations, materials, and virtual sessions?
48. Will your team present at open enrollment meetings with more than 100 eligible employees?

Wellness & Population Health

49. Describe your approach to wellness program design and population health management.
50. What tools or vendors do you partner with to support wellness initiatives?
51. Provide examples of wellness strategies that have improved outcomes or reduced costs for clients.
52. How do you measure the effectiveness of wellness programs?
53. How do you establish wellness goals and develop multi year wellness strategies?
54. Describe your wellness team's availability for meetings, onsite support, and vendor coordination.

Implementation & Transition

55. Provide a detailed transition plan, including timelines, milestones, and responsibilities.
56. Describe your experience transitioning clients from another broker or carrier.
57. What resources will you require from the University during implementation?
58. How do you ensure a smooth and disruption free transition for employees?

Account Management & Service Model

59. Describe your proposed account team, including roles, qualifications, time commitments, and the size and type of clients they currently support.
60. Provide bios for all team members who will serve the University.
61. What are your standard response times for HR inquiries and employee issues?
62. How often do you conduct strategic planning meetings, quarterly reviews, and check ins?
63. Describe your call center configuration, scripting, and service levels.
64. Describe your ongoing benefits administration support model, including advocacy and concierge services.
65. Provide details on your call center capabilities, hours, staffing, and service levels.

Data Security

66. Provide details of Information Security framework standards.
67. Are the standards verified by a certified external party (PCI, SOC 2 Type II, Penetration Testing, ISO Certified)?
68. Outline any applicable regulatory compliance requirements your organization complies with (HIPAA, GLBA, PCI, GDPR, FERPA).
69. Has there been any identified or reported information security breach in the last 5 years?

Exhibit B

Contractor Fees for Services

Participants are to quote a fixed, annual fee/price for the mandatory services requested to competitively place and service the insurance policies currently placed by USI's insurance brokers on a net of commission basis.

3-year commitment

Brokerage Fee
For the years May 11, 2026- June 30, 2029 \$ _____ per year