

CITY OF GAINESVILLE

REQUEST FOR PROPOSAL



RFP No. 19012

PROPERTY AND LIABILITY RISK MANAGEMENT AND INSURANCE BROKERAGE SERVICES

Proposal Release: November 9, 2018
Proposal Questions Deadline: November 27, 2018 at 5:00 p.m.
Proposal Due Date: December 4, 2018 at 2:00 p.m.

Postal Return Address:

City of Gainesville
Purchasing Office
P.O. Box 2496
Gainesville, GA 30503

Courier Delivery Address:

City of Gainesville
Purchasing Office
300 Henry Ward Way, Room 103
Gainesville, GA 30501

City of Gainesville

Request for Proposal



RFP No. 19012

PROPERTY AND LIABILITY RISK MANAGEMENT AND INSURANCE BROKERAGE SERVICES

Sealed Proposals will be received by the City of Gainesville, Administrative Services Department, 300 Henry Ward Way, STE 103, Gainesville, GA. 30501, until 2:00 p.m., December 4, 2018, for Property and Liability Risk Management and Insurance Brokerage Services.

OVERVIEW

The City of Gainesville, Georgia (Hereafter also referred to as "The City") seeks proposals to provide Property and Liability Risk Management and Insurance Brokerage Services.

Solicitations will only be entertained by Local Vendors as defined by City Code:

Sec. 2-4-5. – Definitions

Local vendor means a bidder or offeror which operates and maintains a brick and mortar business, i.e., a physical business address, within the city limits of the City of Gainesville, has a current business license, has paid in full all real and personal taxes owed the city, is considered a vendor in good standing with the city and can obtain an active vendor status.

PROPOSAL CORRESPONDENT

Upon Release of this Request for Proposal, all vendor communications concerning this acquisition must be directed to the Administrative Services/Risk Management Department correspondent listed below:

Janeann Allison, Administrative Services Director/Risk Management

City of Gainesville
PO Box 2496, Gainesville, GA. 30503
Phone: 770-297-5485
FAX: 404-806-6121
jallison@gainesville.org

Unauthorized contact regarding the proposal with other Gainesville City employees may result in disqualification. Any oral communications will be considered unofficial and non-binding on the City of Gainesville. Vendor should rely only on written statements issued by the proposal correspondent.

PROPOSAL QUESTIONS

All questions must be submitted in writing to the proposal correspondent named above. Questions must be received by 5:00 p.m., November 27, 2018. A list of questions and answers will be provided to all known proposers and by request no later than close of business on November 28, 2018. Requests may be made to the proposal correspondent named above.

PROPOSAL RESPONSE DATE AND LOCATION

The Purchasing Department must receive the vendor’s proposal in a sealed envelope, in its entirety, not later than 2:00 pm., Eastern Standard Time in Gainesville, Georgia on December 4, 2018. Proposals arriving after the deadline will be returned unopened to their senders. All proposals and accompanying documentation will become the property of the City of Gainesville and may not be returned. One (1) unbound original and (3) copies of this proposal must be submitted to allow for evaluation. Proposals must be clearly marked on the outside of the package:

**PROPERTY AND LIABILITY RISK MANAGEMENT
AND INSURANCE BROKERAGE SERVICES RFP #19012**

Vendors assume the risk of the method of dispatch chosen. The City of Gainesville assumes no responsibility for delays caused by any delivery service. Postmarking by the due date will not substitute for actual proposal receipt. Late proposals will not be accepted nor will additional time be granted to any vendor. Proposals may not be delivered by facsimile transmission or other telecommunication or solely by electronic means.

Proposal Schedule:

- Proposal Release: November 9, 2018
- Proposal Questions Deadline: November 27, 2018 at 5:00 p.m.
- Proposal Due Date: December 4, 2018 at 2:00 p.m.
- Award Date: January 22, 2019

WAIVER OF TECHNICALITIES

All items must meet or exceed specifications as stated by the City of Gainesville. The City of Gainesville reserves the right to waive any technicalities and to reject or accept any Proposal in its entirety or to accept any portion thereof if it is determined that either method results in lower costs, better service, final satisfaction or is otherwise determined to be in the best interest of the City of Gainesville. Award may be made by item number or in total. Determination of best response to proposal will be the sole judgment of the City of Gainesville. Proposals shall remain valid for ninety days for the date of proposal opening.

PROPOSAL REJECTION

The City of Gainesville reserves the right to reject any or all proposals at any time without penalty.

Any vendor, who acts as a supplier to another vendor submitting a proposal and also submits a proposal of their own, will be viewed as participating in Collusive behavior. This behavior displays a pattern or practice of unethical or immoral business practices. Any vendor associated with this practice may be banned from doing business with the City of Gainesville for up to three years.

MODIFICATION OF PROPOSALS

Any clerical mistake that is patently obvious on the face of the proposal may, subject to the limitations described below, be corrected upon written request and verification submitted by the proposers. A nonmaterial omission in a proposal may be corrected if the Administrative Service Department determines that correction to be in the City's best interest. Omissions affecting or relating to any of the following shall be deemed material and shall not be corrected after Proposal opening:

- (1) Price Information; and
- (2) Any required Insurance

WITHDRAWAL OF PROPOSALS

Proposals may be withdrawn at any time prior to the proposal opening. After proposals have been publicly opened, withdrawal of a proposal shall be based upon the following:

The Proposer shall give notice in writing of his claim of right to withdraw his proposal due to an error within two business days after the conclusion of the proposal opening procedure. Proposals may be withdrawn from consideration if the price is substantially lower than the other proposals due solely to a mistake therein, provided the proposal was submitted in good faith, and the mistake was a clerical mistake as opposed to a judgment mistake, and was actually due to an unintentional arithmetic error or an unintentional omission of a quantity of work, labor or material made directly in the compilation of the proposal, which unintentional arithmetical error or unintentional omission can be clearly shown by objective evidence drawn from inspection of original work papers, documents and materials used in the preparation of the proposal sought to be withdrawn. The proposer's original work papers shall be the sole acceptable evidence of error and mistake if he elects to withdraw his proposal. If a proposal is withdrawn under the authority of this provision, the lowest remaining responsive proposal shall be deemed to be the low proposal.

PROPOSER'S RESPONSIBILITY

When determining whether a proposer is responsible, or when evaluating a proposal, the following factors may be considered, any one of which will suffice to determine whether a proposer is responsible or the proposal is the most advantageous to the City:

- The ability, capacity and skill of the proposer to perform the contract or provide the equipment and/or service required.
- The character, integrity, reputation, judgment, experience and efficiency of the proposer.
- Whether the proposer can perform the contract within the time specified.
- The quality of performance of previous public and private contracts or services, including, but not limited to, the proposer's failure to perform satisfactorily or complete any written contract. The City's termination for default of a previous contract with a proposer, within the past three years, shall be deemed to be such a failure.
- The previous and existing compliance by the Proposer with laws relating to the contract or service.
- Evidence of collusion with any other Proposers, in which case colluding proposers will be restricted from submitting further proposals on the subject project or future proposals, for a period not less than three years.
- The proposer has been convicted of a crime of moral turpitude or any felony, excepting convictions that have been pardoned, expunged or annulled, whether in this state, in any other state, by the United States, or in a foreign country, province or municipality. Proposer shall affirmatively disclose to the City all such convictions, especially of management personnel or the proposers as an entity, prior to notice of award or execution of a contract, whichever comes first. Failure to make such affirmative disclosure shall be grounds, in the City's sole option and discretion, for termination for default subsequent to award or execution of the contract.
- If the proposer will be unable, financially or otherwise, to perform the work.
- At the time of the proposal opening, the proposer is not authorized to do business in the Georgia, or otherwise lacks a necessary license, registration or permit.
- Any other reason deemed proper by the City.

Proposer Requirements

- Proposer must have five years of continuous experience.
- Proposer must provide evidence, satisfactory to the City, of the following insurance requirements:
 - Owner requires the Contractor to have and maintain the following insurance coverage and indemnification provisions with the City of Gainesville named as an additional insured hereunder.
 - The Contractor agrees to provide and maintain insurance coverage until the contract is completed and to furnish certificates from its insurance carriers showing that it carries insurance in the following minimum limits:

<i>Bodily Injury by Accident:</i>	<i>\$100,000 each accident</i> <i>\$1,000,000 per occurrence limit</i>
<i>Comprehensive General Liability:</i>	<i>\$1,000,000 per occurrence</i>
<i>Automobile Liability:</i>	<i>\$1,000,000 per occurrence for bodily injury</i> <i>\$1,000,000 per occurrence for property damage</i>
<i>Workers' Compensation</i>	<i>Statutory Limits</i>
<i>Professional Liability</i>	<i>\$1,000,000 per occurrence</i>

- Proof of Insurance

The Contractor shall furnish the Owner with certificates showing the type, amount, class of operations covered, effective dates, and date of expiration of policies. Such certificates shall also contain substantially the following statement: The insurance covered by this certificate will not be cancelled or materially altered, except after thirty (30) days written notice has been received by the Owner.

NON-ENDORSEMENT

As a result of the selection of a vendor to supply products and/or services to the City of Gainesville, the City of Gainesville is neither endorsing nor suggesting that the vendor's product is the best or only solution. The vendor agrees to make no reference to the City of Gainesville in any literature, promotional material, brochures, sales presentation or the like without the express written consent of the City of Gainesville.

PROPRIETARY PROPOSAL MATERIAL

Any information contained in the proposal that is proprietary will be neither accepted nor honored. All information contained in this proposal is subject to public disclosure.

RESPONSE PROPERTY OF THE CITY OF GAINESVILLE

All material submitted in response to this request becomes the property of the City of Gainesville. Selection or rejection of a response does not affect this right.

NO OBLIGATION TO BUY

The City of Gainesville reserves the right to refrain from contracting with or purchasing from any vendor. The release of this proposal does not compel the City of Gainesville to purchase.

COST OF PREPARING PROPOSALS

The City of Gainesville is not liable for any cost incurred by vendors in the preparation and presentation of proposals and demonstrations submitted in response to this proposal.

NUMBER OF PROPOSAL COPIES REQUIRED

Vendors are to submit one (1) unbound original proposal and three (3) copies.

ADDENDA

Proposers are responsible to check the City of Gainesville's website for the issuance of any addenda prior to submitting a proposal. The address is <http://www.gainesville.org/purchasing>

PROPOSAL AWARD AND EXECUTION

The City will select the proposal that, in its sole discretion, is the most responsive and responsible proposal to the City. The City reserves the right to make any award without further discussion of the proposal submitted; there may be no best and final offer procedure. Therefore, the proposal should be initially submitted on the most favorable terms the vendor can offer. The specification may be altered by the City of Gainesville based on the vendor's proposal and an increase or reduction of services with the service provider may be negotiated before proposal award and execution.

Should the owner require additional time to award the Contract, the time may be extended by the mutual agreement between the Owner and the successful Bidder. If an award of Contract has not been made within ninety days from the Bid date or within the extension mutually agreed upon, the Bidder may withdraw the Bid without further liability on the part of either party.

LOCAL VENDOR PREFERENCE

Local Vendor means a bidder or offeror which operates and maintains a brick and mortar business, i.e. a physical business address, within the city limits of the City of Gainesville, has a current business license, has paid in full all real and personal taxes owed the City, is considered a vendor in good standing with the City and can obtain an active vendor status.

A local vendor may receive an opportunity to match for purchases, bids, proposal or contracts over \$20,000 and less than \$100,000. The local vendor may be given an opportunity to match the lowest price proposal, if the quotation or bid of the local vendor is within 3% of the lowest price proposal by a non-local vendor. In the event a local vendor matches the lowest price proposal, including all other terms, quality, services and conditions, then the local vendor shall be awarded the contract.

In the event the price proposal of more than one local vendor is within 3% of the lowest overall price proposal of a non-local vendor, the local vendor with the lowest proposal will be given the first opportunity to match the lowest overall price proposal. If this local vendor declines to match the price proposal, then the local vendor with the next lowest bid within 3% will be given the opportunity to match the lowest proposal. This process will continue with all local vendors having proposal within 3% of the lowest overall bid by a non-local vendor.

Policy to be stated. This policy shall be so stated in all applicable solicitations.

Exemptions. This provision does not apply to public works construction projects or road projects pursuant to the laws of the State of Georgia (O.C.G.A §36-91 or §32-4).

PROPOSAL REQUIREMENTS/EVALUATION CRITERIA

The City will evaluate all written submittals. It is incumbent upon the proposers to demonstrate within their proposals how each requirement will be satisfied. All Proposals must meet the specification as outlined in this Proposal. The City reserves the right to investigate the qualifications and experience of the proposers, or to obtain new proposals. Proposals not sufficiently detailed or in an unacceptable form may be rejected by the City. Dates and documentation included in the proposal become public information

upon opening the proposals. Interested firms must follow the process outlined in the following pages in submitting their proposal.

GENERAL CONDITIONS

1. Purpose:

The purpose of this Request of Proposal (RFP) is to seek experienced and qualified brokers to assist the City of Gainesville with strategically planning, designing and negotiating the best coverage and cost for the City's property and casualty coverage and for providing other insurance-related services as further defined herein. The proposal should detail the firm's conceptual approach to handling the City's account, and providing both insurance placement and advisory services.

2. Contract Execution:

The broker which results from the awarding of this RFP shall begin services as Agent/Broker of Record immediately following contract execution. The term of service shall continue until any subsequent RFP for the same services is issued and awarded.

3. Respondent Minimum Qualifications:

Qualified respondents must be a Local Vendor as defined by City Code. The City of Gainesville also requires qualified respondents to the RFP to be licensed Brokers in the state of Georgia. They must be independent and not affiliated exclusively with any insurance company, third party administrative agency or provider network. The brokerage firm must have not less than 5 years experience in providing brokerage services to employers. Experience in the provision of brokerage services to public sector employers is required.

4. Scope of Work

THE SELECTED PROPOSER(S) SHALL PROVIDE THE FOLLOWING SERVICES:

1. Prepare annual marketing strategy reports identifying anticipated market conditions and proposing a marketing strategy for the City's major loss exposure areas prior to policy renewal.
2. Assist in developing underwriting data and specifications for renewal negotiations.
3. Assist in providing value trends for property insurance.
4. Select insurance markets and evaluate coverage quotations.
5. Market insurance policies, including preparation of quality marketing submissions and development of coverage specifications.
6. Obtain bids from the insurance industry and negotiate the best terms and coverage for the various exposure areas.
7. Fully document marketing of insurance coverages, including declinations received from insurance carriers.

8. Exhibit the knowledge of and willingness to work with alternative risk coverage providers.
9. Evaluate the commitment and financial stability of the insurance companies or alternative coverage providers and make recommendations to City Risk Management Department.
10. Service existing insurance policies by tendering losses, reviewing coverage issues, assisting in collection of losses, reporting values, issuing Certificates of Insurance as needed, processing policy changes, etc. in a timely manner.
11. Assist with coverage and claim disputes.
12. Schedule quarterly meetings with the Department Director and Risk Manager to discuss loss control issues, exposure changes, and general administrative matters.
13. Analyze the City's exposure to loss, adequacy of coverage, and develop options on coverage not presently purchased by the City.
14. Prepare an annual report including a schedule of policies in force, coverage provisions, premiums, insurance claims experience for the prior policy year and recommendations for possible adjustments to insurance coverage for the next policy year. The report should provide a summary of broker support services rendered during the prior year, with recommendations for broker services recommended for the subsequent year.
15. Provide research and prompt response to insurance and risk management questions from the Risk Management Department regarding City contracts or new exposures.
16. Provide other services that are normally and customarily required of a municipal insurance broker.
17. Respond to City Risk Management Department communications the same business day in general; if not practicable, response should be within twenty-four hours.
18. Have key personnel available between 8:00 a.m. and 5:00 p.m. Eastern Standard Time.
19. Facilitate semi-annual stewardship reports to and meetings with the Risk Management Department.
20. Give advice on preparing a renewal calendar. Meet or exceed the City's time expectations and renewal calendar.
21. Coordinate, attend and participate in carrier loss control surveys and underwriter visits.
22. Make educational presentations to City staff, if needed, on requested topics (approx. 2 per year).
23. If other services are included in your fee for this section of the Scope of Work, such as, Risk Control Services, please state them in the Method of Approach section of your proposal.

5. Broker Proposal Questionnaire:

The proposal response must clearly demonstrate the required qualifications, expertise, competence and capability of the vendor. Please provide a concise description of your firm's ability to provide the services required in the scope of the document. Additionally, please include the answers to the following questions (address each by number):

- (1) Describe your organizational structure (i.e. publicly held corporation, partnership, etc.). How many employees do you have in your organization and what are their job categories?
- (2) Confirm that you are a licensed broker in the State of Georgia and provide documentation. Confirm that you serve as a broker, independently, and are not affiliated with any insurance company, third party administrative agency or provider network.
- (3) Briefly describe your company's organization, philosophy, and management. Also, provide a brief company history.
- (4) Describe your contractual relationships, if any, with organizations or entities necessary to your proposal's implementation (i.e. actuarial services, data information services, etc.).
- (5) How long has your organization been providing brokerage services?
- (6) How many public sector clients does your organization presently have?
- (7) Please provide a list of four verifiable client references of similar scope and industry, all of whom are able to comment on your organization's relevant experience. Include at least one reference from a former client. It is the vendor's responsibility to provide valid reference information and the City reserves the right to use reference checks in its evaluation of proposals. Please include the following for each reference:
 - a. Services you provided
 - b. Time period covered
 - c. Contact name, email and phone number.
- (8) Indicate the method of service provision your organization would utilize in implementing your proposal (i.e. individual broker, individual broker with supporting back up, team of brokers). Please provide resumes of individual brokerage staff that would provide services to the City. Include a brief professional history for each individual and how they are qualified to provide services to the city.
- (9) Briefly describe the level of service and support provided to the City by your broker(s) on a day-to-day basis. What is your average response time to questions proposed from your clients? How do you handle follow up to outstanding items? What is your preferred method of communicating with your clients (i.e. voicemail, e-mail, or fax)?
- (10) How does your firm provide continuing education to ensure that each broker is educated on current market trends and legislative developments? How is this information communicated to your clients?

- (11) Describe how you propose to build an understanding of the direction and priorities of the City of Gainesville risk management program, and how you would utilize this information to assist the City in developing a risk management plan.
- (12) Describe your organization's anticipated involvement in selecting an insurance carrier and/or renewal of coverages. Include information regarding process timeframes, negotiation of rates and vendor selection. NOTE: The City of Gainesville's plan year is July to June.
- (13) Please provide a list of the vendors you have relationships with, that would benefit the City, in regard to Property and Liability, and Risk Management.
- (14) What training resources does your organization provide to assist your clients in educating and training their risk management staff and employees (webinars, 10-minute trainers, etc.)?
- (15) What makes your organization unique from other organizations that may submit proposals for the City's considerations?
- (16) Provide any additional information regarding your organization or services that you feel would be beneficial in helping the City select a broker.
- (17) Does your firm provide access to a Risk Management Information System for your clients? Is this access included in your fee? If not, please describe the service and fees associated.
- (18) Provide a complete schedule that details all the fees associated with your services, including any brokerage fees, expenses, travel and fees for additional services. Describe your proposed form of compensation. If commissioned, how is the commission determined?
- (19) Provide a sample of the contract you would expect to enter into with the City of Gainesville if you are chosen as their Broker/Consultant. If such document is not available, please provide explanation.

6. Selection Process:

The purpose of the proposal evaluation process is twofold: (1) to assess the responses for compliance with minimum qualifications, content, and format requirements; and (2) to identify the proposers that have the highest probability of satisfactorily performing the services as described herein. The evaluation process will be conducted in a comprehensive and impartial manner.

All proposals will be reviewed to determine if they satisfy the minimum qualifications specified in Item 3. Those not satisfying the Minimum Qualifications will not be considered.

A. Written Proposal Evaluation:

All proposals that pass the pre-evaluation review will undergo an evaluation process conducted by a selection committee and will be evaluated according to, but not necessarily limited to, the following:

- 50% Your firm's indicated ability to provide a level of service sufficient to meet the City's needs, as stated in your response to item 4 (Scope of Work) and 5 (Broker Proposal Questionnaire).
- 20% Extent and success of previous work your firm has provided to organizations similar in nature and size to the City of Gainesville.

- 20% Qualifications/experience of key personnel to be assigned to the project as stated in item 5.(8).
- 10% Adherence to the RFP requirements, including: completion of all required forms; provisions of all requested information; and adequacy of responses. The proposal itself as an example of your firm's work product.

B. Reference Checks:

Reference checks will be conducted for each firm selected for an oral presentation/interview with the Selection Committee.

7. Pricing

Gainesville desires to pay a specified yearly fee, guaranteed for 3 years, for Property and Liability Risk Management and Insurance Brokerage Services. We would expect to be invoiced for this fee each month. If the broker receives commission(s) and/or other income from one or more insurance companies and/or intermediaries for the placement of insurance policies for the City of Gainesville, the Fee would be reduced by the amount of such Commission. The City of Gainesville would expect to receive Form(s) 5500 to support and disclose amounts paid directly to the broker.

8. Oral Presentations:

During the evaluation process, the City of Gainesville, may, at its discretion, request oral presentations from all qualified bidders for the purpose of clarification or amplifying the materials presented. However, respondents are cautioned that the City is not required to request clarification; therefore, all proposals should be complete and reflect the most favorable terms available from the broker. All Oral Presentations will take place the week of December 10, 2018.

9. Final Selection

Following review of all qualified proposals, selection of a suitable vendor and preliminary contract negotiations, a recommendation is expected to be made to the City of Gainesville Council members by January 22, 2019. Following Council approval, the City will complete contract negotiations. The selected vendor should be prepared to commence working immediately following contract execution.

10. Right to Reject

The City reserves the right to reject any and all bids.

**The City of Gainesville is an equal opportunity owner/employer and will not discriminate against any vendor because of race, creed, color, religion, sex, national origin, or ADA disability status.

*** The City of Gainesville will comply with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 USC 2000d—42 USC 2000d—4 (hereinafter referred to as the Act), and all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary Part 21, Nondiscrimination in Federally Assisted Programs of the Department of Transportation— Effectuation of Title VI of the Civil Rights Act of 1964 (hereinafter referred to as the Regulations), and other pertinent directives, to the end that in accordance with the Act, Regulations, and other pertinent directives, no person in the United States shall, on the grounds of race, color, sex, or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the Recipient receives federal financial assistance from the Department of

Transportation, including the Federal Highway Administration, and HEREBY GIVES ASSURANCE THAT it will promptly take any measures necessary to effectuate this agreement.

City of Gainesville
REQUEST FOR PROPOSAL

RFP No. 19012

PROPERTY AND LIABILITY RISK MANAGEMENT AND INSURANCE BROKERAGE SERVICES

Certification

This form must be completed and signed for bid to be considered.

Postal Return Address:

City of Gainesville
Purchasing Office
P.O. Box 2496
Gainesville, GA 30503

Courier Delivery Address:

City of Gainesville
Purchasing Office
300 Henry Ward Way, Room 103
Gainesville, GA 30501

Proposal Response:

Price: \$_____

Having read and responded to all attached specifications, the undersigned offers the above quoted prices, terms and conditions.

Signed, sealed, and delivered

In the presence of:

(Name of Company)

Unofficial Witness

By: _____
(Person authorized to sign binding contract)

Title: _____

Notary Public

Commission Expires: _____

Attest: _____
(Officer of Company if Corporation)

Title: _____