

REQUEST FOR QUALIFICATION FOR
INSURANCE BROKERAGE SERVICES

FOR

CHATHAM COUNTY NC

RFQ RELEASE DATE: 3/05/15

PROPOSAL DUE DATE: 3/26/15 BY 5 PM

THIS SOLICITATION SHOULD NOT BE CONSTRUED AS A LEGAL INTERPRETATION OR DESCRIPTION OF THE COVERAGE AFFORDED. THE SPECIFIC INSURANCE CONTRACT SHOULD BE CONSULTED FOR EXACT DETAILS ON COVERAGES AND EXCLUSIONS.

Broker Request for Proposal

Questionnaire

CHATHAM COUNTY GOVERNMENT BROKER'S PROFILE

Company: _____

Address: _____

Phone#: _____

Fax#: _____

Email address: _____

Company Representative(s): _____

Insurance Broker License Date: _____

Federal Tax ID#: _____

1. All proposals and quotations must be submitted on the basis of this Request for Qualification (RFQ). Any exceptions to the requirements outlined herein must be clearly identified.
2. Due care and diligence have been used in the preparation of these specifications. However, responsibility for determining the full extent of the exposures involved lies with the proposer.
3. The County reserves the right to reject any and/or all proposals and waive any and/or all technicalities.

**Proposal Deviations Form
COUNTY OF CHATHAM**

Please Check One:

Our proposal adheres to all items specified in the Request for Qualification. If chosen as the vendor, we will agree to abide by the terms of our response to this RFQ.

Our proposal adheres to all items specified in the Request for Qualification, except as detailed below. If chosen as the vendor, we will agree to abide by the terms of our response to this RFQ.

Signed by: _____

Company Name: _____

Name and Title: _____

Date: _____

COUNTY OF CHATHAM

REQUEST FOR QUALIFICATIONS

Proposal Deadline:
March 26, 2015 5:00 PM EST

Intent and Instructions to Interested Firms

Intent – It is the intent of these specifications to solicit proposals from established, qualified, A- or better insurance firms to assist the County in managing its Property and Liability program; and consult and evaluate our current self-insured Workers Compensation program with the possibility of moving to managed services. The RFQ also requests qualified Brokers to recommend products the Broker consider the best products available within the Industry for the County in the insurance market. These specifications and instructions to firms will be used to select a Broker for our plans. This invitation is not an authorization to approach the insurance marketplace on behalf of the County. Prospective Brokers failing to comply with this condition are subject to immediate disqualification.

Insurance Requirement for Brokerage Firm

Firms shall maintain insurance policies at all times with minimum limits as follows:

- Worker's Compensation
Statutory Limits as required by the State of North Carolina
- Errors and Omissions
\$5,000,000

All insurance policies shall be issued by companies authorized to do business under the laws of the State of North Carolina and shall be rated not less than "A-" by A.M. Best and Company. Compliance with the foregoing requirements shall not relieve the Firm from any liability or obligations under this Agreement.

Chatham County Local Government Assets Bio

The County has identified a brief estimate of our assets which may be included in this program:

Description of Liability: Property: Approximately \$115 million

General Fund budget: \$94 million

Operations: Includes water system of 7,000+ customers
Emergency Medical Services is contracted
No landfill

Personnel: 485 employees
103 sworn law enforcement personnel,
plus additional 25 non-sworn detention officers

Vehicles: Approximately 225 vehicles

INSTRUCTIONS

A. Proposals

Proposals will be evaluated according to completeness, content, and experience with similar projects, ability of the broker and its staff and cost. Award of the business to one broker does not mean that other proposals lacked merit, but that, all factors considered, the selected proposal was deemed most advantageous to County of Chatham and its employees.

B. Cost of Proposal Preparation

Any costs incurred by brokers in preparing or submitting responses to this proposal request are the sole responsibility of the broker. County of Chatham Government is in no way responsible for the broker's costs incurred to present an offer.

C. Confidentiality

Any information, data, instruments, documents, studies or reports given to or prepared or assembled for the broker under this agreement shall be kept confidential and not divulged, made available, sold, or used for advertisement to any individual, organization, or company without prior written approval of the County of Chatham. (NC General Statutes requires these pages to be noted as "Confidential" on each page the submitter wants considered as confidential.)

D. Addenda

This RFQ can only be changed by a written addendum. Any oral comments by anyone shall have no effect on these instructions and specifications.

E. Contract Period

The contract period shall begin July 1, 2015 and end on June 30th, 2018. Either party may cancel this agreement by providing 60 days' written notice prior to the expiration of the contract period. The County plans on keeping the contract for three years with the agency chosen, with the option to renew the same terms at the end of the three years.

F. Company and Agency Experience

The selected agency will be able to go to all of the qualified insurance markets. The County has no desire to serve as a test market for new companies and agencies. Unless approved in advance by the county, brokers should submit proposals only from insurance providers who have at least a 10-year history of providing public

entity insurance coverage and have at least 10 years of agency experience in working with public entities.

G. Presentations

The County may require a presentation from up to three brokers. This presentation would encompass an overview of the broker services proposed, and a question and answer period. A minimum of a three (3) days' notice will be provided to each offeror if a presentation is requested. Brokers are cautioned that the County is not required to request clarifications; therefore, all proposals should be complete and reflect the most favorable terms available from the broker.

H. Rejection of Proposals

The County reserves the right at its sole discretion to reject any or all proposals in whole or in part, without incurring any cost or liability whatsoever. All proposals will be reviewed for completeness of the submission requirements. If a proposal fails to meet a material requirement of the RFQ, and/or if it is incomplete or contains irregularities, the proposal may be rejected. A deviation is material to the extent that a proposal is not in substantial accord with RFQ requirements.

Immaterial deviations may also cause a bid to be rejected. The County may or may not waive an immaterial deviation or defect in a proposal. The County's waiver of an immaterial deviation or defect shall in no way modify the RFQ or excuse a submitting firm from full compliance with the RFQ requirements.

Any proposal may be rejected where it is determined to be not really competitive or where the cost is not reasonable.

Proposals that contain false or misleading statements may be rejected if in the County's opinion the information was intended to mislead the County regarding a requirement of the RFQ.

I. Award and Execution of Contract

The County has the right to reject any or all proposals. The contract for broker services will be awarded to the broker bringing the most competitive insurance proposal to the County. The County desires to ultimately deal with only one broker for account administration. The County does, however, reserve the right to award to more than one broker if the County feels it's in its best interest.

No contract or agreement, express or implied, shall exist or be binding on the County before the execution of a written contract by both parties. If agreement on the terms of such a contract cannot be reached after a period deemed reasonable by the County, in its sole discretion, the County may enter into negotiations and sign a contract with any other company who submitted timely, responsive and responsible proposals to this RFQ.

If, after the County and the selected firm agree to terms and execute a contract, that contract is terminated for any reason, the County may, in its sole discretion, enter into negotiations with another company.

Questions regarding the County's award of any business on the basis of proposals submitted in response to the RFQ should be addressed in an email to Robin James Purchasing Agent, County of Chatham robin.james@chathamnc.org

Where written notice is required in this RFQ, the notice must be sent by U.S. mail and either facsimile or e-mail.

J. Errors in the RFQ

If a firm discovers any ambiguity, conflict, discrepancy, omission, or other error in the RFQ, the firm should immediately provide the County with written notice of the problem and request that the RFQ be clarified or modified. Without disclosing the source of the request, the County may modify the document prior to the date fixed for submission of proposals by issuing an addendum to all potential interested firms to whom the RFQ was sent.

If prior to the date fixed for submissions, a firm knows of or should have known of an error in the RFQ, but fails to notify the County of the error, the firm shall bid at its own risk, and, if awarded the contract, shall not be entitled to additional compensation or time by reason of the error or its later correction.

K. Questions Regarding the RFQ

Questions regarding the RFQ may be addressed in writing to Robin James by email at robin.james@chathamnc.org; by fax to 919-545-2417; or mail to Chatham County Finance, PO Box 608, Pittsboro, NC 27312. All questions must be submitted no later than five business days prior to the date for submission of proposals, or Friday March the 19th by 12:00 Noon. Questions requiring answers regarding the RFQ will be shared with all known firms to be interested in submitting a proposal in the form of a written addendum.

L. Submittal of Qualifications

Firms responding to this solicitation must submit three hard copies and one electronic file of the complete packet by the deadline of March 26, 2015, 5:00 PM EST. The hard copies must be received in the office of Robin James, Chatham County Purchasing Agent, prior to the deadline. They may be delivered or mailed to one of the following:

<u>Mail:</u>	<u>Delivery:</u>
Robin S. James	Robin S. James
Chatham County Purchasing	Chatham County Purchasing
PO Box 608	12 East Street
Pittsboro, NC 27312	Pittsboro, NC 27312

The electronic file may be emailed or included on appropriate media in the proposal packet. It is the responsibility of each offeror to insure they submit their proposals in a timely manner to be received by the set deadline. The County will not consider any submittals after the deadline on March 26th at 5:00 PM EST.

M. Withdrawal and Resubmission/Modification of Proposals

A proposal may be withdrawn at any time prior to the deadline for submitting proposals by notifying the County in writing of its withdrawal. The notice must be signed by the firm. The firm may thereafter submit a new or modified proposal provided that it is received at the County no later than the deadline.

Modification offered in any other manner, oral or written, will not be considered.

Proposals cannot be changed after the evaluation process begins.

N. Disposition of Materials

All materials submitted in response to an RFQ will become the property of the County of Chatham and will be returned only at the County's option and at the expense of the firm. One copy of each proposal will be retained for official files and become a public record. Specific limited pages of a proposal, not including proposed cost and compensation, may be marked as proprietary and confidential. The firm's consent will be requested before release of such pages to non-County personnel. By submitting a proposal, a firm agrees to these terms and waives any right to pursue a cause of action for damages incurred as a result of the release of any information contained in a proposal.

County of Chatham

Summary of Information to be Submitted

1. Provide a brief history and description of your firm, including general information regarding size, capabilities, and areas of specialization.
2. Describe clients your firm represents that are similar to the County and summarize your approach to insurance placements, identify all markets used and provide specific details regarding services you provide.
3. How many other public entity clients does your agency service for property, liability, and/or Workers Compensation coverage in North Carolina?
4. Provide a list of public entities handled by proposed account staff to be assigned to the County. Provide names and telephone numbers for at least 5 public entities we may contact for a reference.
5. Describe the key individuals, along with their qualifications, professional certifications and experience that would comprise your organization's team for providing services to the County. Do any members of the service team hold the following designations: CIC, CPCU, ARM-P, CRM, AAI, CSRM, or CISR? (The CIC, or the CPCU designation is preferred from the servicing agent.)
6. Describe any special expertise your firm has in providing risk management services to public entities.
7. Describe the methods you would use in designing a comprehensive insurance program for the County; indicate how you would evaluate the County's exposure to risk.
8. Explain your approach to marketing and timeliness of events relating to insurance placement, general account service (policy review, inquiry response time, issuance of certificates, etc.), loss control and any other services you would provide.
9. Describe any resources you can provide to the County in regard to the best practices of public entities. Please identify and describe what services and resources your firm can provide the County for such things as sexual harassment training, workplace violence training, defensive driving training, employment practices training, facility safety inspections, or other "hot topics" that would assist the County in being proactive in dealing with potential losses and or/ safety violations.
10. What is the standard commission charged by your agency for public sector accounts?

- 11.** What methods do you use to control costs?
- 12.** What has been the average annual increase for your public sector clients during each of the past 5 years?
- 13.** How quickly can a quote for insurance be obtained if your agency is selected?
- 14.** Please outline the information you require from county staff to complete an insurance renewal.
- 15.** Going forward, the county requires that renewal quotes be obtained by April 1st for a July 1 renewal. Is your agency able to meet this timeframe?
- 16.** For privately held agencies. Please provide a letter from the current bank that holds your agency bank account. This letter needs to state the strength of your account as it relates to your percentage of assets vs. liabilities with the bank. This will need to be on your bank's letterhead and signed off on by an officer of the bank. Publicly traded agencies should provide financial statements for the past two years.
- 17.** Chatham County only wants to work with A- rated insurance companies and better. These company ratings are required to not have any fronting companies, or cut-through endorsements in order to obtain this A- or better rating. If chosen as the designated broker with the county, please provide all insurance rating information to the county with proposals every year.
- 18.** Describe the errors and omissions coverage your company has.

RFQ WILL BE EVALUATED BY THE FOLLOWING CRITERIA:

1. Responsiveness of the proposal to the submission requirements set forth in the RFQ.
2. The methods, technical ability, capacity, and flexibility of the firm to perform the contract, including proposed methods to be used in evaluating components of the County's Risk Management program and ability to provide advice and assistance in controlling increasing claim costs on an ongoing basis.
3. Financial viability of the companies the agency represents, client references, demonstrated success in projects with similar requirements and any other contracts with the County.
4. The overall cost of the risk management services provided by the agency, as well as the quality of service the County can expect to receive on an annual basis, and any fees associated with these services.
5. The number of public entity property and liability insurance companies and workers compensation companies the agency has access to with an A- rating or better. These commercial insurance companies need to have insured a public entity account in NC within the last five years.

If a large number of proposals are received, the county reserves the right to review the proposals using a tiered evaluation system. All proposals will be evaluated based on the submission requirements and cost, with the top candidates advancing as a finalist and receiving a full evaluation as outlined above.

County Conditions :

- All proposing firms or individuals shall comply with all conditions, requirements, and specifications contained herein, with any departure constituting sufficient cause for rejection of the proposal. However, Chatham County reserves the right to change the conditions, requirements and specifications as it deems necessary.
- The proposal must be signed by a duly authorized official of the proposing organization or individual submitting the proposal.
- No proposals will be accepted from any person or organization that is in arrears for any obligation to Chatham County, or that otherwise may be deemed irresponsible or unresponsive by county staff or the Chatham County Board of Commissioners.
- Chatham County is not obligated to enter into any contract as a result of the RFQ.
- All conditions stated within the proposal must be firm for a period of 90 (ninety) days following the proposal deadline.
- Chatham County reserves the right to reject any and all proposals or any part thereof and to select the most responsive proposal or combination of proposals that is deemed in the best interest of Chatham County.
- Chatham County may approve or disapprove the use of specified proposed subcontractors in any proposals.

- Chatham County reserves the right to enter into an agreement with another proposing vendor in the event that the originally selected vendor fails to execute a contract with the County or defaults on their contract.
- All proposals shall be prepared in a comprehensive manner as to content, but we do not require specific types of binders or promotional material for submissions. Promotional material will not be considered part of the proposal and will not affect the evaluation of proposals.
- Chatham County reserves the right to negotiate with any, none or all of the proposing vendors.
- All costs, including travel and expenses, incurred in the preparation on this proposal will be borne solely by the proposing company.
- The County will not return proposal materials to those submitting proposals.
- The County, to the best of our ability, will honor subject matter noted as confidential within the pages of this proposal. Each page should be marked as such (NC General Statutes requires these pages to be noted as “Confidential” on each page the submitter wants considered as confidential.)
- No agreements with the selected vendor shall be binding until a contract is signed and executed by the County manager and authorized representatives of the vendor.

The County of Chatham is an Equal Opportunity Employer and does not discriminate on the basis of sex, marital status, race, color, creed, national origin, age or disability.