

REQUEST FOR PROPOSAL

CCSB-01-31-20084

For

**Request for Proposal for Broker of Record for
Insurance Consulting Services, Property and
Casualty Insurance, Workers Compensation
Insurance and Automobile Fleet Insurance
Program**

Issued By

Crossroads Community Services Board
P.O. Drawer 248
60 Bush River Drive
Farmville, VA 23904

February 4, 2008

REQUEST FOR PROPOSALS

CCSB-01-31-20084

Crossroads Community Services Board will receive sealed Proposals for Broker of Record for Insurance Consulting Services, Property and Casualty Insurance, Workers Compensation Insurance and Automobile Fleet Insurance.

Proposals will include an original and two copies and will be received by the Director of Administrative Services, 60 Bush River Drive, Farmville, VA; for personal delivery or mailed to P.O. Drawer 248, Farmville, VA 23901, until **4:00 P.M. February 28, 2008,** at which time and place all proposals will be received.

Ordering Instructions: The package can be requested from Crossroads Community Services Board website at <http://www.crossroadscsb.org>. or by calling 434-392-7049. All inquires regarding this Request for Proposals document should be directed to Connie DeLong, Director of Administrative Services or Frank W. Rogers, Executive Director, Crossroads Community Services Board, 434-392-7049 or, via e-mail, to cdelong@crossroadscsb.org. (Connie DeLong) or wrogers@crossroadscsb.org (Frank W. Rogers)

Note: Crossroads Community Services Board is not asking for, nor authorizing your solicitation of quotes from insurance carriers.

The following must be completed by all brokers wishing to submit proposals and must be included with the proposal package. This will be in compliance with this Request For Proposal and to all the Conditions referenced therein and subject to all the terms and conditions set forth herein, the Undersigned offers and agrees to furnish the services in accordance with the attached signed proposal or as mutually agreed upon by subsequent negotiations.

Name and Address of Broker:

_____ Date of Proposal: ____/____/_____

_____ Signed By: _____

_____ Printed Name: _____

FIN#/FEN#: _____ E-Mail: _____

Telephone #: _____ Fax #: _____

* Contractor **DOES** **DOES NOT** consider his firm to be a minority owned business.

* Contractor **IS** **IS NOT** certified as a minority business by the Virginia Dept. of Minority Business Enterprise.

* Optional Information: Minority contractors are encouraged to submit bids; however, minority status does not influence award.

REQUEST FOR PROPOSALS

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For Broker of Record for Insurance Consulting Services, Property and Casualty Insurance, Workers Compensation Insurance and Automobile Fleet Insurance.

I. SCOPE OF WORK

Crossroads Community Services Board (CCSB) is seeking a broker/consultant to act as CCSB's broker of record and to perform services related to the acquisition of competitive premium costs for comprehensive coverage on all its properties and operations, workers compensation and automobile fleet.

CCSB has approximately 24 properties/locations and provides services throughout the counties of Amelia, Buckingham, Cumberland, Charlotte, Lunenburg, Nottoway and Prince Edward in the Commonwealth of Virginia. CCSB has a total of 348 employees of which 199 are full-time. All CCSB employees are eligible for Workers' Compensation benefits while under our employ. CCSB has a fleet of approximately 140 vehicles; these vehicles range from standard passenger sedans to 15 passenger vans and include four wheel drive standard pick-up trucks.

Interested and qualified brokers/consultants who have demonstrated their ability at comparable work with public entities are invited to submit proposals. Additionally, as this is a contract for Broker Services, there should be no contact with insurance companies to obtain quotes for coverage and failure to comply with this request will be grounds for immediate disqualification of the Brokerage Firm.

II. COST OF SERVICE

Crossroads Community Services Board reserves the right to reject any or all proposals. The Cost of Service will be a factor, but will not be the deciding factor in the selection.

III. TERM OF CONTRACT

The contract will be effective from the date of award beginning 07/01/2008 for a period of three (3) years and may, at the discretion of Crossroads Community Services Board, be extended for two (1) one-year renewal terms.

IV. CONTRACT AWARD

Crossroads Community Services Board reserves the right to award one contract to a single contractor, or multiple contracts to some, all or no contractors after receipt of proposals, without further discussion. Therefore, it is emphasized that all proposals should be submitted initially on the most favorable terms. Crossroads Community Services Board may reject any bid not in compliance with all prescribed public bidding procedures and requirements, and may reject for good cause any or all bids upon a finding of Crossroads Community Services Board that it is in the public interest to do so.

A. Indemnity/Insurance.

1. Insurance shall be carried with a responsible company or companies, licensed to do business in the Commonwealth of Virginia. Certification of insurance or other satisfactory evidence thereof shall be filed with Crossroads Community Services Board prior to performance under this contract.

2. Contractor shall provide insurance coverage as follows:

- a. Public Liability and Property Damage Insurance.
- b. Personal Injury Insurance coverage.
- c. A Specific Waiver of Subrogation.
- d. Primary Insurance Coverage not less than \$2,000,000.
- e. Worker's Compensation Insurance with Employer Liability in the amount required by the Commonwealth of Virginia and in compliance with any other state and/or federal requirements.
- f. Statutory coverage for owned, hired and non-owned vehicles.

B. Compliance with Laws

Contractor shall comply with all Federal and State laws, ordinances, and codes applicable to Contractor's performance under this contract.

C. Cancellation of Contract

In addition to other rights and remedies, Crossroads Community Services Board reserves the right to cancel the entire contract for convenience and/or if Contractor fails to perform in accordance with this proposal as offered to and accepted by Crossroads Community Services Board. Authority in canceling any contract for just cause shall be as binding as though done by judgment of a court having jurisdiction over such matters. If services provided fail to meet the specifications herein, Crossroads Community Services Board shall call upon the Contractor to make immediate and satisfactory adjustments and corrections; failure to do so shall be cause for cancellation of the entire contract or a portion thereof, in addition to any other rights.

D. Attorneys Fees and Litigation Expenses. The Parties hereby agree that, in a suit and/or claim in mediation or arbitration to enforce the rights and/or obligations of this Contract, should Crossroads Community Services Board prevail in the prosecution or defense of said suit and/or claim, Crossroads Community Services Board shall be entitled to its reasonable attorney's fees, court costs and other reasonable litigation expenses, including, but not limited to, expert fees, costs of exhibits,

staff time in the preparation for and/or attendance at trial, investigation expenses, and travel expenses.

VI. TAX EXEMPTION

Crossroads Community Services Board is exempt from all Federal, State and local taxes; **taxes shall not be included in the prices quoted in Contractor's Proposal.** A tax exemption certificate will be provided to Contractor upon request, after award of Contract.

VII. SPECIFICATIONS OF NEEDS

Specific responsibilities include, but are not limited to:

- Representing Crossroads Community Services Board in all negotiations with providers on all issues including those related to premiums, benefit levels, plan designs and special terms and conditions.
- Meeting with and providing reports to various Crossroads' staff members.
- As requested by Crossroads Community Services Board, preparing bid specifications and soliciting proposals from insurance markets which specialize in group insurance plans as needed. Evaluate bids and bidders including administration, claim payment procedures, customer service, network, reserve establishment policies, financial soundness and identifying the most cost-beneficial package from among the various bidders.
- Evaluate existing Crossroads Community Service Board insurance policies coverage, including inter-relating coverage of various policies and make recommendations for streamlining coverage and policy administration.
- Service existing insurance policies by reviewing coverage issues, issuing binders and certificates of insurance and requesting endorsements from carriers in a timely manner.
- Schedule quarterly or as needed meetings with Crossroads' representatives to discuss loss control issues, exposure changes and general administrative matters pertaining to the Board's insurance program.
- Prepare an annual report including a schedule of policies in force, coverage provisions, premiums, and 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.
- No less than sixty days prior to the expiration or anniversary of any existing coverage, the Contractor will present recommendations concerning the renewal or anniversary. The Contractor shall present at least two quotations from different insurance companies for each expiring policies. The Contractor shall provide an analysis of each quotation, the advantages and disadvantages of each and make a recommendation as to which should be accepted.
- Assist the Director of Administrative Services in the audit of Workers' Compensation classification coding.
- Provide access to and consulting advice regarding the potential for utilizing new

and emerging risk financing programs.

- Provide local contact names for each line of business; we seek to have local representation for each facet of insurance.

PROPOSAL CRITERIA

I. PROPOSAL SUBMISSION

Proposals shall be considered only from responsible organizations or individuals now or recently engaged in the performance of services outlined in the Scope of Work and Specifications of this RFP. Each Proposer is requested to furnish information on competency in performing these specific services, demonstration of acceptable financial resources, personnel staffing, equipment availability and supply sources.

To assist in the evaluation of potential brokers/consultants, respondents must provide the following information:

- Organization structure of the firm, history, including number of years in existence, number and location of offices, total number of employees, number and type of employees in the office and description of corporate philosophy/culture.
- Details of the company's financial status and stability.
- Describe your firm's Errors and Omissions (E & O Limits) and provide evidence your company carries all applicable insurance coverage and licenses.
- Describe the firm's philosophy for servicing an account and commitment to customer service and quality assurance.
- Describe the responsibility, experience and qualifications of the individuals who would comprise the service team; list recent assignments.
- Describe the firm's general marketing philosophy and market leverage.
- Describe the process your firm uses for carrier renewals and negotiations.
- Describe the firm's legal research capabilities in servicing an account.
- Provide examples of your firm's leadership and innovation in the insurance industry.
- Provide a list of five (5) companies for whom the firm has recently provided similar services. Include company size and demographics, name and telephone number or contact person. These companies may be called upon for a referral.
- Any other information that you feel should be considered in the selection process.

II. PROPOSAL EVALUATION

All RFP's will be evaluated on the following criteria:

- Type of Services Provided

- Description of Additional Services
- Public Entity Experience
- References of Broker/Consultant Firm
- Availability of local Customer Service

III. METHOD OF PAYMENT

Compensation to the Contractor for insurance and other related services will be in the form of commissions for placement of insurance. Should other methods of payment be required, please specify within the RFP response.

SELECTION PROCESS

The Selection Committee will recommend the most qualified and responsible proposal for award after a review and analysis. Other experts, interested parties or employee representatives may be consulted to advise staff during the review and analysis process. Respondents may be requested to meet with the Selection Committee representatives and advisors to expand on proposal qualifications and experience. Crossroads Community Services Board Executive Committee will make final determinations of Broker of Record award.

GENERAL INFORMATION

All proposals and related materials become the property of Crossroads Community Services Board and will not be returned.

Crossroads Community Services Board is not obligated to accept any proposal or to negotiate with any proposal. Crossroads Community Services Board reserves the right to reject any or all proposals without cause for liability.

All costs directly or indirectly related to responding to the RFP (including all costs incurred in supplementary documentation, information or presentation) will be borne by those submitting RFPs.