

City of Coquitlam

Request for Proposals
RFP No. 21-045

Insurance Brokerage Services

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PROPOSAL SUBMISSION FORM

SUMMARY OF KEY INFORMATION

RFP Reference	RFP No. 21-045 Insurance Brokerage Services
Overview of the Opportunity	The purpose of this RFP is to invite Proposals from qualified firms for the provision of Insurance Brokerage Services .
Closing Date and Time	2:00 pm local time Wednesday August 18, 2021
Instructions for Proposal Submission	<p>Proposals are to be consolidated into one PDF file and uploaded electronically through Qfile, the City's file transfer service accessed at qfile.coquitlam.ca/bid</p> <ol style="list-style-type: none"> In the "Subject Field" enter: RFP Number and Name Add files in .pdf format and Send (Ensure your web browser remains open until you receive 2 emails from Qfile to confirm receipt.) <p>Phone 604-927-3037 should assistance be required.</p> <p>The City also reserves the right to accept Proposals received after the Closing Date and Time.</p>
Obtaining RFP Documents	<p>RFP Documents are available for download from the City of Coquitlam's website: http://www.coquitlam.ca/Bid-Opportunities</p> <p>Printing of RFP documents is the sole responsibility of the Proponents.</p>
Instructions to Proponents	The guidelines for participation that will apply to this RFP are posted on the City's website: Instructions to Proponents
Questions	Questions are to be submitted in writing quoting the RFP number and name up to 3 business days before the Closing Date sent to email: bid@coquitlam.ca
Addenda	Proponents are required to check the City's website for any updated information and addenda issued, before the Closing Date at the following website: www.coquitlam.ca/Bid-Opportunities
Withdrawal of Submission	Proposals may be withdrawn by written notice only, made by an authorized representative of the Proponent sent to email: bid@coquitlam.ca prior to the Closing Date and Time.
Terms and Conditions of Contract	City of Coquitlam Standard Terms and Conditions - Consulting and Professional Services are posted on the City's website and will apply to the Contract awarded as a result of this RFP.

DEFINITIONS

The following words and terms, unless the context otherwise requires, in the Request for Proposal document shall have the meaning set out below.

“Agreement” “Contract” means the contract for services or City Purchase Order that will be issued to formalize with the successful Proponent through negotiation process with the City based on the Proposal submitted and will incorporate by reference the Request for Proposals, Specifications, Drawings, any additional subsequent information, any addenda issued, the Proponent’s response and acceptance by the City.

“City” means City of Coquitlam;

“Broker” means the person(s), firm(s) or corporation(s) appointed by the City to carry out all duties, obligations, work and services outlined in this Request for Proposals and all associated documentation, which may also include mutually agreed revisions subsequent to submission of a Proposal. Both “Broker” and “Proponent” are complementary in terms of duties, obligations and responsibilities contemplated at the Request for Proposals stage, through evaluation process, execution and performance of the Services;

“Proponent” means responder to this Request for Proposals;

“Proposal” means the submission by the Proponent;

“Request for Proposals” “RFP” shall mean and include the complete set of documents, specifications and addenda incorporated herein, and included in this Request for Proposals;

“Services” means the provision by the successful Proponent of all Broker services, duties, deliverables and expectations as further described in this Request for Proposals;

“Shall” “Must” “Will” “Mandatory” means a requirement that must be met

1 INSTRUCTIONS TO PROPONENTS

1.1 Purpose

The City requests proposals from professionally qualified firms to provide Insurance Brokerage Services (the “Services”).

The successful Proponent will act as the City’s Broker and will be marketing and obtaining insurance coverage and providing a wide range of insurance, risk management and other related services to and on behalf of the City. The Broker will also be providing guidance in the management of self-insured retentions.

As the City maintains both liability (and related) insurance policies, and property (and related) insurance policies, Proponents are invited to submit Proposals in one of three categories:

Option 1: Liability Only- Review, analyze, market and bind insurance coverages for the City’s liability policies;

Option 2: Property Only - Review, analyze, market and bind insurance coverages for the City’s property policies;

Option 3: Both Liability and Property - Review, analyze, market and bind insurance coverages for both the City’s liability and property policies;

Proponents are to refer to Section 3 - Scope of Services.

1.2 No Contact of Underwriters

Proponents are not to approach any underwriters in preparation of their Proposals. Any Proponent that approaches or contacts any existing or proposed insurer of the City will be disqualified.

1.3 Requirements

Proponents must have experience and expertise in insurance products, and the provision of on-going insurance consulting and support to the public sector and other local governments.

To be considered, Proponents should have an established, reputable and regularly staffed business office in the Metro Vancouver area and demonstrated experience working with British Columbia municipalities.

1.4 Instructions to Proponents

Proponents are advised that the rules for participation that will apply to this RFP are posted on the City’s website at: [Instructions to Proponents](#).

By submission of a proposal in response to this RFP, the Proponent agrees and accepts the rules by which the RFP process will be conducted.

Proponents should complete and submit the information requested in this RFP document on the Proposal Submission Form.

1.6 Term of Contract

It is anticipated the Contract will commence approximately in October 2021.

The term of Contract will be for five (5) years with the option to extend for additional years. Renewal or extension of the Contract will be subject to the parties' mutual agreement of the fees and included Services.

1.7 Proposal Submission

Proponents should complete and submit the information requested in this RFP document on the Proposal Submission Form or in a format that has been approved and is acceptable to the City.

1.8 Requested Departures

The Proponent acknowledges that the departures requested in the Proposal Submission Form will not form part of the Contract unless and until the City specifically consents in writing to any of them. The City will evaluate those departures as per the Evaluation Criteria stated within this RFP.

1.9 Evaluation Criteria

The criteria for evaluation of the Proposals may include, but is not limited to:

Key Requirements – 30 points

- local government contracts and experience
- assessing organizational exposure and providing guidance in the evaluation and management of a self-insured retention
- Location and staffing of business office

Corporate Experience, Capacity and Resources – 20 points

- Corporate Profile, Capabilities and Capacity
- Licensed to conduct business in the province of British Columbia
- Key Personnel
- Industry Leading Client Service Levels
- Assignment of account representative
- Experience and References from local government clients
- Sub-contractors

Technical – 30 points

- Demonstrated understanding of insurance, self-insured retentions and risk issues of one or more local government(s) similar in size and scope to the City
- Methodology and approach
- Service and support

Financial and Value Added – 20 points

- Fees and Pricing
- Value Added
- Sustainability/Environmental Considerations

These criteria will be used to determine best overall value to the City. Proposals will be compared to select one or more that are most advantageous.

And, upon selection of one or more lead Proponent(s):

- References may be contacted
- Interviews may be conducted

The City reserves the right to check references even if they are not specifically listed. Information obtained from references will be confidential and will not be disclosed to any Proponents.

The City may, at its discretion, request clarification or additional information from a Proponent with respect to any Proposal and the City may make such requests to only selected Proponents. The City may consider such clarifications or additional information in evaluating a Proposal.

Proponents agree the City may disclose names of Proponents and total award amount, however, unevaluated results, unit prices, rates or scores will not be provided to any Proponents. Incomplete Proposals or Proposals submitted on forms other than the Proposal Submission Form may be rejected.

The City has no obligation to accept any Proposal if that Proposal is the sole bid. The lowest price of any Proposal will not necessarily be accepted but will be analyzed to determine best overall value.

The City reserves the right to reject without further consideration any Proposal which in its opinion does not meet the criteria it considers essential for the work outlined in this RFP.

1.10 Eligibility

For eligibility, and as a condition of award, the successful Proponent would be required to a provide the following:

1.10.1 Certificate of Insurance signed by the Broker's insurer certifying that the required insurance policies are in force and that:

- a) The policy shall not be cancelled, lapsed, transferred, assigned or materially altered without at least thirty (30) days written notice to the City of Coquitlam and the City's written approval of the cancellation, transfer, assignment or alteration;
- b) Such certificate shall be in the form of Certificate of Insurance - Broker Form
- c) The Broker carries:
 - i. Commercial General Liability Insurance satisfactory to the City in the amount of TWO MILLION DOLLARS (\$2,000,000) inclusive per occurrence; and
 - ii. Professional Liability Insurance for the Broker's legal liability for errors, omissions and negligent acts, to the extent of not less than FIVE MILLION DOLLARS (\$5,000,000) per claim.

1.10.2 Be registered and provide WorkSafeBC clearance

1.10.3 Accept the City's standard Terms and Conditions posted on the City's website: [Standard Terms and Conditions - Consulting and Professional Services](#)

1.10.4 A City of Coquitlam or Tri Cities Intermunicipal [Business License](#)

These items are not required as part of this Proposal Submission but will be required prior to entering into an Agreement with the City for Services.

1.11 Prices

Prices shall be all-inclusive and stated in (Canadian Funds). Prices shall remain FIRM for the Initial Term of the Contract.

Prices shall include the provision of all tools, materials, equipment, labour, transportation, fuel, supervision, management, overhead, materials, services, all other associated or related charges, foreign, federal, and provincial taxes, and all other requirements necessary for the commencement, performance and completion of Services as described.

Taxes are to be shown separately at time of invoicing.

1.12 Requested Departures

The Proponent acknowledges that the departures requested in the Proposal Submission Form will not form part of the Contract unless and until the City specifically consents in writing to any of them. The City will evaluate those departures as per Evaluation Criteria.

1.13 Examination of Proposal Documents

The Proponent must carefully examine the Proposal Documents. The Proponent may not claim, after the submission of a Proposal, that there was any misunderstanding with respect to the requirements and conditions imposed by the City.

There will be no opportunity to make any additional claim for compensation or invoice for additional charges that were not considered and included in the Proposal price submitted, unless the City, at its sole discretion, deems that it would be unreasonable to do so, or there are additional work requirements due to unforeseen circumstances.

All information in this RFP Document, Drawings, Specifications, and any resulting Addenda will be incorporated into any Contract between the City and the successful Proponent, and therefore must be considered by the Proponent in preparing their Proposal.

2 GENERAL CONDITIONS OF CONTRACT

2.1 Terms and Conditions

The City's [Standard Terms and Conditions - Consulting and Professional Services](#), as published on the City's website, the Conditions listed below, along with the accepted Proposal, addenda and any subsequent clarifications, correspondence, the totality of which will constitute the Contract.

In addition, the following terms and conditions will also apply to this Contract:

2.2 Regulatory and Compliance Requirements

Broker is to comply with the latest laws, codes and regulations, including all provincial and other amendments, and local by-laws. When multiple codes and/or regulations apply, follow the most stringent provision:

- Worker's Compensation Act
- Payment Card Industry Data Security Standard (PCI DSS)
- BC's Personal Information Protection Act, SBC 2003 c. 36
- Federal Personal Information Protection and Electronic Documents Act
SC 2000 c 5
- Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165 (FIPPA)
- BC Financial Services Authority
- the Financial Institutions Act
- the Insurance Council of BC
- the Insurance Act.

2.3 Confidentiality of Information

The Broker agrees that proprietary City information obtained as a result of its provision of the Services is confidential and must not be disclosed without the written authorization from the City.

2.4 Intellectual Property Rights

The City will become the owner of all reports, analysis and any other materials requested from and provided by the Broker to the City during the Contract.

3 SCOPE OF SERVICES

The successful Proponent will be providing the City with **Insurance Brokerage Services** as described in this Scope of Services.

****ICBC Fleet insurance program is excluded**.**

It is anticipated that the successful Proponent will commence these Services in approximately October 2021 to work with City staff to prepare for upcoming policy renewals.

The successful Proponent must have experience in, and will provide expertise in many areas including, but not limited to, the following:

3.1 Key Requirements

- a) Insurance experience in a local government setting;
- b) Current contracts with local government clients;
- c) Experience in assessing organizational exposure and providing guidance in the evaluation and management of a self-insured retention;
- d) Established, reputable, regularly staffed business office in the Metro Vancouver area;
- e) Available support up to 5PM PST weekdays.

3.2 General Requirements

- a) Experience assisting clients to resolve disputes with insurers;
- b) Experience advocating on behalf of clients to resolve disputes with insurers;
- c) Providing standard response times for services included, but not limited to:
 - i. Placement of insurance coverages;
 - ii. Generating policy documents including issuance of Certificates of Insurance;
 - iii. Processing claims with insurers;
 - iv. All inquiries in relation to risk management issues;
 - v. After hours' emergency contact;
 - vi. Any other services proposed to be provided to the City that would enhance this RFP;
- d) Providing other risk management and related consulting services as needed.

3.3 Strategic Analysis and Marketing

- a) Reviewing existing insurance policies and preparing policy renewal strategies in advance of policies' expiration;
- b) Evaluating retention levels and coverage needs;
- c) Providing regular updates on emerging trends and market conditions;
- d) Conducting pre-marketing meetings to discuss insurance wording and marketing strategies;
- e) Identifying and analyzing all viable markets for the City's insurance requirements;
- f) Preparing marketing and underwriting information and submitting to potential insurers;
- g) Making recommendations to maximize coverage and minimize costs.

3.4 Placing Insurance

- a) Evaluating the commitment and financial capacity of insurers;

- b) Obtaining competitive insurance quotations;
- c) Assisting the City to negotiate the most favourable rates and coverage;
- d) Providing analysis of proposed policy wording and advising of changes to existing policies at renewal;
- e) Preparing and reviewing policy documents;
- f) Obtaining and reviewing insurance policies for accuracy;
- g) Binding coverage, upon approval by the City;
- h) Providing Certificates of Insurance as requested.

3.5 Reviewing Insurance Contracts and Documents

- a) Providing professional opinion and recommendations regarding insurance and related risk management options, including indemnities and other forms of contractual risk transfer;
- b) Reviewing the City's Certificates of Insurance required for contracts upon request;
- c) Reviewing policies and providing professional opinion and recommendations upon request.

3.6 Professional Insurance and Risk Management Consulting

- a) Providing risk management and consulting services which increase the City's ability to effectively and efficiently manage the City's financial exposure to risk including alternate risk financing, risk transfer, cost of risk analysis, retention analysis etc.;
- b) Providing a response to all inquiries relating to risk management issues;
- c) Acting as City's insurance Broker, consultant and risk advisor, as applicable, with respect to the coverages;
- d) Assisting with assessing the City's risk exposures;
- e) Providing value added risk management services and reporting.

3.7 Optional - Additional Services

Proponents are encouraged to provide detail to additional services that are available outside of Scope of Services. Optional services shall be itemized with description of functionality provided.

3.8 Reference Materials

Proponents should identify any relevant documents or data that would contribute to achieving the City's objectives.

3.9 Quote

All quotes requested and presented to the City is to indicate the line items usual to a quote if a similar nature, including policy limits, premiums, terms of minimum retained premiums, subscriber details and broker fees.



City of Coquitlam

REQUEST FOR PROPOSALS

RFP No. 21-045

Insurance Brokerage Services

Proposals will be received on or before 2:00 pm local time on

Wednesday August 18, 2021

(Closing Date and Time)

INSTRUCTIONS FOR PROPOSAL SUBMISSION

Proposal submissions are to be consolidated into one PDF file and uploaded through QFile, the City's file transfer service accessed at website: qfile.coquitlam.ca/bid

- 1. In the "Subject Field" enter:** RFP Number and Name
- 2. Add files in .pdf format and "Send"**
(Ensure your web browser remains open until you receive 2 emails from Qfile to confirm upload is complete.)

Proponents are responsible to allow ample time to complete the Proposal Submission process. If assistance is required phone 604-927-3037.

PROPOSAL SUBMISSION FORM

Complete and return this Proposal Submission Form

Submitted by: _____
(company name)

Proponents are to provide as much information as possible when replying to each point throughout the Proposal.

Proponents **MUST** identify any specific requirements with which they are unwilling or unable to comply.

PROPOSAL SUBMISSION

As the City maintains both liability (and related) insurance policies and property (and related) insurance policy, Proponents are invited to submit Proposals in one of three categories:

Option 1: Liability Only- Review, analyze, market and bind insurance coverages for the City's liability policies;

OR

Option 2: Property Only - Review, analyze, market and bind insurance coverages for the City's property policies;

OR

Option 3: Both Liability and Property - Review, analyze, market and bind insurance coverages for both the City's liability and property policies.

Please indicate below the category your firm is applying for:

	Category	Yes
1.	Liability Insurance Only	
2.	Property Insurance Only	
3.	Both Liability and Property Insurance	

1 PRICE

a) Fee Schedule and Cost of Services

Provide an annual fee for Broker remuneration inclusive of all the services listed in Scope of Services relevant to whichever of the three options your Proposal relates (i.e. liability insurance services only OR property insurance services ONLY or both liability and property insurance services)

Prices are to be firm and include all of the Services for the five (5) year Contract term.

Disbursements and all overhead charges are to be included in the annual fee and are considered to be a cost of doing business.

	Year	Liability Insurance Annual Broker Fee <i>(Complete if Option 1 Selected)</i>	Property/Boiler & Machinery/Crime Insurance Annual Broker Fee <i>(Complete if Option 2 Selected)</i>	Liability and Property Insurance Annual Fee <i>(Complete if Option 3 Selected)</i>
1	2021 Oct -Dec	\$	\$	\$
2	2022			
3	2023			
4	2024			
5	2025			
6	2026			

b) Optional Services

Proponents are to provide rates and fees for additional optional services offered to the City, if any.

	Year	Description of Service	Fee
1	2021 Oct -Dec		\$
2	2022		
3	2023		
4	2024		
5	2025		
6	2026		

2 REQUESTED DEPARTURES – CONTRACT

The Proponent has reviewed the City's Contract and the [Standard Terms and Conditions - Consulting and Professional Services](#)

I/We would be prepared to enter into that Contract, amended by the following departures (list, if any):

3 VALUE ADDED

Provide information on what makes your firm innovative, what is your competitive advantage, and what other services your firm provides that would assist or be of benefit to the City:

4 SUSTAINABLE BENEFITS AND SOCIAL RESPONSIBILITY

a) Sustainable Benefits

Describe all initiatives, policies, programs and product choices that illustrate your firm's efforts towards sustainable practises and environment responsibility in providing the services that would benefit the City:

b) Social Responsibility

- i. What policies does your organization have for hiring apprentices, indigenous peoples, recent immigrants, veterans, young people, women, and people with disabilities:

- ii. What policies does your organization have for the procurement of goods and services from local small and medium sized business or social enterprises:

5 CONFLICT OF INTEREST DECLARATION

Proponents shall disclose any actual or potential conflicts of interest and existing business relationships it may have with the City, its elected or appointed officials or employees.

6 PROJECT UNDERSTANDING

Provide a detailed narrative as to the Proponent's understanding of the Scope of Services, objectives, and outcomes:

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7 KEY REQUIREMENTS

The City has identified preferred key requirements. The Proponent is to provide information for the respective items listed in the table below.

	Requirement	Complies (YES/NO) Comments
1	Licensed to do business in the Province of British Columbia	
2	Current contracts with local government clients	
3	Experience and demonstrated understanding of insurance, self-insured retentions and risk issues of one or more local government(s) similar in size and scope to the City of Coquitlam	
4	Established, reputable, regularly staffed business office in the Metro Vancouver area / availability to 5pm PST	
5	Brief CVs for key personnel-- no more than 1 page each	

8 CAPACITY AND CAPABILITIES

Provide a narrative on the capabilities with respect to the subject matter and capacity to take on this project, and ability to deliver with respect to the timelines for the Services requested:

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9 EXPERIENCE AND REFERENCES

Proponents shall be competent and capable of performing the services requested and successfully delivered service contracts of similar size, scope and complexity.

Year Started	
Year Completed	
Company	
Contact Person	
Telephone and Email	
Contract Value	
Key Personnel assigned to this Contract	

Year Started	
Year Completed	
Company	
Contact Person	
Telephone and Email	
Contract Value	
Key Personnel assigned to this Contract	

Year Started	
Year Completed	
Company	
Contact Person	
Telephone and Email	
Contract Value	
Key Personnel assigned to this Contract	

10 KEY PERSONNEL

Proponent is to state the Key Personnel with, demonstrated skills, experience and expertise in insurance preferably within a local government setting as well as claims handling and general risk management, that would be utilized in performing the Services.

Key Personnel	Roles within Organization	Role in providing Services to the City	CV Attached (1 page maximum)

11 SUB-CONSULTANTS

Provide information on the sub-consultants that would be utilized in providing the Services.

Sub-Consultant	Tasks	Relevant Experience	Qualifications

12 METHODOLOGY AND APPROACH

- a) Proponent is to provide a detailed work plan and methodology to provide the Services as outlined in Section 3 – Scope of Services.

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- b) Proponent to state how they will measure and report on quality assurance and provide on-going service and support to the City.

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- c) Proponent is to provide examples and demonstrate cost savings measures that the Proponent has introduced for other local governments or clients.

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13 ADDENDA

We acknowledge receipt of the following Addenda related to this Request for Proposals and have incorporated the information received in preparing this Proposal:

Addendum No.	Date

14 AUTHORIZATION

We hereby submit our Proposal for the supply and services as specified and undertake to carry out the work in accordance with all Regulations and Codes, applicable to this RFP.

We agree to the rules of participation outlined in the [Instructions to Proponents](#) and should our Proposal be selected, will accept the City's Contract [Standard Terms and Conditions - Consulting and Professional Services](#).

The signature is an authorized person of the organization and declares the statements made in their submission are true and accurate.

For the purpose of this RFP submission, electronic signatures will be accepted.

Company Name:	
Address:	
Phone:	
GST Registration No.:	
Project Contact: Name and Title of Individual <i>for communication related to this RFP</i> (please print)	
Contact Email:	
Name & Title of Authorized Signatory: (please print) Signature:	
Date:	