

REQUEST FOR PROPOSALS

INSURANCE BROKERAGE SERVICES



Borough of Conshohocken | 400 Fayette Street, Suite 200 | Conshohocken, PA 19428  
Ph: (610) 828-1092 | Fax: (610) 828-0920

Issue Date: January 5, 2018

**Responses Due by: January 22, 2018**

SECTION I: INTRODUCTION

The Borough of Conshohocken, located at 400 Fayette Street, Suite 200, Conshohocken, PA 19428, is seeking proposals from qualified and licensed insurance brokers to provide insurance broker services that include, but are not limited to, insurance placement servicing, risk exposure analysis, general advice and claims assistant for property/liability, automobile and workers compensation.

The Borough operates under a seven member Council and Mayor form of government. The Borough Manager is the Chief Administrative Officer of the Borough. The Borough provides relatively extensive services to the community. These services include: police and fire protection; emergency medical aid; building safety regulations and inspection; street lighting; land use planning and zoning; housing and community development; maintenance and improvement of streets and related structures; traffic safety; and full range of recreational programs. Departments in the Borough consist of the following: Office of the Borough Manager, Department of Public Services (Public Works and Licenses and Inspections), Department of Administrative Services, Engineering and Land Development, Communications and Special Events, Community Development and Zoning, Fire and Emergency Services, Recreation Services and Police Department. The Borough's annual budget is approximately \$13 million.

SECTION II: SCOPE OF SERVICES

The successful firm will be responsible for the marketing, evaluation, and service of the above-mentioned insurance placements on behalf of the Borough of Conshohocken. They will also consult on coverage interpretation, safety/ risk reduction strategy, regulatory compliance with local, state, and national authorities, and cost recovery associated with damages to Borough property or claims brought against the Borough. Examples of duties may include but are not limited to the following:

1. Evaluate the Borough's existing insurance program, and as necessary recommend changes to terms, conditions, or coverage limits to ensure the program is affordable and adequately protects the Borough.
2. As soon as possible upon hiring, the chosen candidate should perform a review of the Borough's current exposure.
3. Evaluate the Borough's participation in applicable insurance pools and cost sharing programs for property casualty and workers compensation.
4. Work with existing underwriters to examine and potentially implement options to shift all policies to a January 1<sup>st</sup> renewal date.
5. Provide advice to Borough Administration on ways to strengthen Borough loss prevention and safety programs.
6. Assist Borough Administration with excess claim submission and handling process.
7. Maintain database of the Borough's building inventory with pertinent building construction and valuation information.
8. Inspect the Borough's properties every year and update building and property values as appropriate. The Borough insures approximately twenty-seven properties with an estimated total insurable value of \$24,059,537.

## Borough of Conshohocken | RFP for Insurance Brokerage Services

9. Provide Borough Administration in writing, the broker's best estimate of the expected premium for the upcoming placement renewal no later than March 16, 2018.
10. Negotiate with underwriters on behalf of the Borough and obtain insurance coverage that best meets the Borough's requirements at the least cost, while also advising on the carrier's financial strength, and their claim handling practices with other similar municipalities for losses within the coverage secured.
11. Provide Borough Administration with a summary of all markets approached and quotes submitted in writing no later than **March 2, 2018**. Present renewal options at the **March 7, 2018** Council Work Session. Provide recommended renewal option to administration for Council review no later than **March 16, 2018**. Present recommended renewal option to Council at the **March 21, 2018** Council Meeting to obtain authorization to bind coverage.
12. Bind insurance coverage before existing insurance placements expire. The Borough's current renewal date is April 1, 2018.
13. Verify that new policies, binders, certificates, endorsements and other documents are accurate and reflect the terms and conditions agreed during negotiations.
14. Respond to all insurance related questions and request for advice from Borough Administration in a timely manner.
15. Keep Borough Administration informed of pertinent market developments that might affect the Borough's access to, or cost of, insurance prior to renewal.
16. Assist Borough Administration to coordinate inspection, audit and other Carrier requests.
17. Issue Certificates of Insurance as required for the Borough to comply with requirements from vendors or various government bodies.
18. Recertify the Borough's Safety Committee and process the Borough's renewal application for certification of the Workplace Safety Committee with the Bureau of Worker's Compensation, Health and Safety Division.
19. Provide loss runs for Carriers based on Borough maintained documents.
20. Attend meetings with Borough representatives, as requested.
21. Provide legal updates and assist in maintaining compliance with all Federal and State laws and programs.

### SECTION III: CONTENTS OF PROPOSAL

1. **Executive Summary:** Provide an Executive Summary of not more than three (3) pages detailing and substantiating why the firm should be considered most qualified and be selected by the Borough to provide insurance brokerage services. Include your methods to review claims experience, claim service, and claim administration.

## Borough of Conshohocken | RFP for Insurance Brokerage Services

2. **Contact Information:** Provide general information for the firm including: name, address, office telephone number, office fax number, and email address of the principal individual contact responsible for the RFP response.
3. **Firm Overview:** Provide general information about the history of the firm, overview of qualifications pertinent to this RFP and demonstration of comparable services for other municipalities in Pennsylvania and Montgomery County. Include a listing of the insurance carriers and vendors with which your organization bids and places insurance contracts.
4. **Understanding of the Scope of work:** Provide the firm's understanding of the scope of work as described herein. Include a description of the firm's experience working with municipalities similar in size, types of exposures to the Borough and in the types of policies and coverage referenced herein. Specifically describe services that will be delivered to the Borough in detail. Include schedule for deliverables and/or services (e.g., assistance with loss control, coverage decisions, insurance questions, policy interpretations, claim submissions, etc.). Include information on any unique services your firm can offer the Borough that will distinguish you from other RFP respondents.
5. **Schedule of Fees:** Provide a schedule of fees including hourly rates for all personnel related to brokerage services, administrative, reimbursable expenses, and any other applicable fee information. If fees are commission based, provide a not to exceed commission percentage of premium cost. Provide documentation of all other fees associated with the firm's brokerage services/deliverables that the Borough will be subject to, if applicable. *Note that the lowest price proposal will not necessarily be selected. Technical components will be weighed in addition to costs to ensure the Borough is procuring best value versus lowest price.*
6. **Personnel:** Provide a list of personnel available to provide brokerage services to the Borough. Include designations for the primary project representative and those who will provide both redundant and supplemental services. Include an up-to-date resume for all personnel along with a list of active professional certifications. The personnel section of the proposal shall include an organizational chart to highlight which individuals will be provided to cover all the disciplines required to perform the full scope of work described herein. Specifically note if any personnel in the firm, not just those assigned to the Borough's account, have any affiliation with a group or individual that would prohibit the firm from working directly with the Borough of Conshohocken.
7. **References:** Provide at least five (5) references of clients for which the firm has provided brokerage services within the last five (5) years. Include contact names, titles, phone numbers and email addresses.

### SECTION IV: TIMELINE AND SUBMISSION PROCEDURES

The Borough anticipates the following general timeline for this RFP. The anticipated schedule may be changed if it is in the Borough's best interest to do so.

RFP Advertised – January 5, 2018  
Proposal Due Date – January 22, 2018  
Administration Evaluation of Proposals  
Proposer Interviews if selected (mandatory) – February 7, 2018  
Contract Awarded – February 8, 2018  
Insurance Renewal Options Due – March 2, 2018  
Presentation of Renewal Options to Council (mandatory) – March 7, 2018  
Final Insurance Renewal Proposal Due – March 16, 2018

**Borough of Conshohocken | RFP for Insurance Brokerage Services**

Presentation of Insurance Renewal to Council (mandatory) – March 21, 2018  
Notice of Authorization to Bind Insurance – March 22, 2018  
Insurance Renewal Due Date – March 30, 2018

Copies of the request for proposals are available at Conshohocken Borough Hall located at 400 Fayette Street, Suite 200, Conshohocken, PA 19428, and the office hours are 8:30 AM to 4:30 PM Monday through Friday. The RFP is also available on the Borough website ([www.conshohockenpa.gov](http://www.conshohockenpa.gov)).

Qualified applicants shall submit one (1) original copy of the proposal in a sealed envelope and one (1) electronic copy via email or flash drive to:

Borough of Conshohocken  
Attn: Stephanie Cecco, Borough Manager (c/o Brittany Rogers)  
400 Fayette Street, Suite 200  
Conshohocken, PA 19428  
Email: [scecco@conshohockenpa.gov](mailto:scecco@conshohockenpa.gov) ([brogers@conshohockenpa.gov](mailto:brogers@conshohockenpa.gov))

**Proposals shall be stamped received no later than 4:00 PM on January 22, 2018**

SECTION V: EVALUATION CRITERIA & SELECTION PROCESS

Proposals submitted by the deadline and deemed complete will be evaluated by the Borough Council Members. Any firms submitting a proposal may be required to provide additional detailed information. Borough Council will interview the most qualified firms. The award of contract will be at the sole discretion of the Council Members. Proposals will be evaluated on a variety of factors including, but not limited to, the following:

- Relevant experience and firm qualifications.
- Relevant experience and qualifications of key personnel.
- Satisfactorily completed similar services
- Cost

SECTION VI: ADDITIONAL REQUIREMENTS

**Indemnification**

The selected firm shall defend, indemnify and hold harmless the Borough, its officers, agents and employees and all claims and costs of any nature whether for personal injury, property damage or any other liability arising out of or in any way connected with the negligent acts or omissions perpetrated by employees of the firm.

**Insurance**

Provide a description of the firm's insurance coverage applicable to the services described herein. Such coverage must be adequate to sufficiently cover the services described herein and must include at a minimum, general liability insurance coverage and professional liability insurance coverage. Include insurance certificates summarizing such insurance coverage.

**Right of Refusal**

The Borough reserves the right to reject any and all proposals without qualifications. Proposals will be considered only in their entirety. The Borough reserves the right to add or deduct any specific requirements and associated costs from the selected proposal.

SECTION VII: CURRENT INSURANCE PLACEMENT

1. Deluxe Property
  - a. Carrier: The Travelers Property Casualty Co of America
  - b. Policy Period: April 1, 2017 to April 1, 2018
2. Crime
  - a. Carrier: The Travelers Property Casualty Co of America
  - b. Policy Period: April 1, 2017 to April 1, 2018
3. Inland Marine
  - a. Carrier: The Travelers Property Casualty Co of America
  - b. Policy Period: April 1, 2017 to April 1, 2018
4. General Liability
  - a. Carrier: The Charter Oak Fire Insurance Co.
  - b. Policy Period: April 1, 2017 to April 1, 2018
5. Employee Benefit Liability
  - a. Carrier: The Charter Oak Fire Insurance Co.
  - b. Policy Period: April 1, 2017 to April 1, 2018
6. Law Enforcement Liability
  - a. Carrier: The Charter Oak Fire Insurance Co.
  - b. Policy Period: April 1, 2017 to April 1, 2018
7. Public Entity Management Liability
  - a. Carrier: The Charter Oak Fire Insurance Co.
  - b. Policy Period: April 1, 2017 to April 1, 2018
8. Public Entity Employment Related Practice Liability
  - a. Carrier: The Charter Oak Fire Insurance Co.
  - b. Policy Period: April 1, 2017 to April 1, 2018
9. Cyber
  - a. Carrier: The Travelers Indemnity Company
  - b. Policy Period: April 1, 2017 to April 1, 2018
10. Auto Liability
  - a. Carrier: Travelers Indemnity Company of CT
  - b. Policy Period: April 1, 2017 to April 1, 2018
11. Auto Physical Damage
  - a. Carrier: Travelers Indemnity Company of CT
  - b. Policy Period: April 1, 2017 to April 1, 2018

**Borough of Conshohocken | RFP for Insurance Brokerage Services**

12. Umbrella Liability
  - a. Carrier: The Travelers Indemnity Company
  - b. Policy Period: April 1, 2017 to April 1, 2018
  
13. Workers Compensation
  - a. Carrier: The Travelers Casualty and Surety Company
  - b. Policy Period: April 1, 2017 to April 1, 2018
  
14. Workers Compensation – Volunteer Fire Companies
  - a. Carrier: PA SWIF
  - b. Policy Period: April 1, 2017 to April 1, 2018

**NOTE: SELECTED BROKER WILL RECEIVE A COPY OF BOROUGH'S CURRENT INSURANCE POLICIES AND LIMITS.**

**Questions**

Questions may be addressed to:

Brittany Rogers, Executive Assistant to the Borough Manager  
Borough of Conshohocken  
400 Fayette Street, Suite 200  
Conshohocken, PA 19428  
[brogers@conshohockenpa.gov](mailto:brogers@conshohockenpa.gov)