

REQUEST FOR PROPOSALS INSURANCE BROKER SERVICES Q&A

1. Who is the current broker and what is their fee?
The question is not relevant to the RFP submittal.
2. Who is the current Claims Administrator for the self-insured workers compensation. Should the claims administration be included in the bid?
A. Greenville Utilities Commission has a separate agreement with its Workers Compensation TPA. Liability policies are written on a deductible basis. The successful broker will be assisting Greenville Utilities in requesting proposals for this service.
3. Provide a copy of the 2017 proposal presented by the incumbent broker outlining the current coverage, retention and premiums. This will reflect the program design and help us create the most competitive pricing?
A. We are not requesting plan pricing as a part of this RFP, only broker qualifications and a set fee for broker services.
4. Provide the property, auto and equipment schedules for our risk management evaluation?
A. Greenville Utilities Commission insured \$273,862,657 in property, 329 power units including trailers, and \$5,636,323 in equipment in 2017. Our 2016 audited payroll totaled \$26,107,332.
5. Provide the updated loss runs for the last five or more years for our risk management analysis to determine the services (and costs) to be provided?
A. A risk management analysis for claims made is not being requested in this proposal.
6. How many vendors will require certificates of insurance?
A. We are currently managing approximately 100 vendor COIs.
7. Estimated number of certificates of insurance needed annually?
A. Our business partners request a Greenville Utilities COI approximately 20 times within a year.
8. On a percentage basis, how will proposal be evaluated?
 - a. Qualifications and Experience (25%)

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- b. Project Approach and Proposed Solution (25%)
 - c. Cost Effectiveness and Value (20%)
 - d. MWSBE inclusion efforts (15%)
 - e. Acceptance of the Terms of the Contract (15%)
9. Pages 34 & 35 -- Aviation Liability is listed on Appendix A but not Appendix B. Can you explain the disparity?
- A. Greenville Utilities Commission is exploring the use of drones and may need coverage for this exposure in the upcoming year.
10. Page 12 - Section 3 Scope of Services, items: 3.3.4 Claims & Loss Support and 3.3.5 Risk Control – can you give an approximation of the extent of utilization for each over each of the last 3 years?
- A. Minimal Risk Control services have been utilized in the past 3 years. Our past utilization of Claims and Loss Support services has been moderate but is increasing. We will require ongoing Claims and Loss Support into the future.
11. Page 8 - Section 2.3 references information will be posted to the Internet at www.guc.com -- can you be more specific? (will it show up under ‘Doing Business With Us Bids as an addendum in one of the columns or a revised RFP?)
- A. All changes to this RFP will be posted in the same section as the RFP advertisement found under the Doing Business With Us>Bids page.
12. Re: E-Verify Compliance Form, Iran Divestment Act Cert, Good Faith Cert. Appendix B included these but it is not clear if we need to submit. They are not included in the checklist for submitting a proposal. Please clarify if we need to include these in the response.
- A. Completed forms are preferred with the submitted proposal.
13. Presently, do you purchase a combined Property/Boiler & Machinery policy or are these 2 separate policy’s?
- A. Property and Boiler/Machinery are insured through two separate policies.

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14. One indicator to determine a service fee is based on Premium expenditure. What are the premium figures for the policies included in this RFP?

A. Greenville Utilities Commission has budgeted \$868,565 for premiums for the 2017 fiscal year.

15. Another indicator of work load for fee related calculations is Total Insured Value/# of insured locations. Please provide a list of insured locations with values (Can be that utilized for the last renewal).

A. See question 4 above. Approximately 224 structures are included in our statement of values.

16. What annual fee are you paying the present broker and does this include the Certificate Management system?

A. The question is not relevant to the RFP submittal.

17. Does your present Broker Services Contract Include this now?

A. COI management is included in current broker services.

18. What service provider (name of System) do you utilize now?

A. The current COI system is proprietary.

19. Are you satisfied with the present system? If there are areas that you desire to improve, please list.

A. We are satisfied with the current system.