

**REQUEST FOR PROPOSAL
FOR
INSURANCE AGENT/BROKER “AGENT OF RECORD”**

**HAWAII COUNTY ECONOMIC OPPORTUNITY COUNCIL
47 RAINBOW DR.
HILO, HI 96720**

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REQUEST FOR PROPOSAL
FOR
INSURANCE AGENT/BROKER "AGENT OF RECORD"

Request for proposal (RFP) for selecting Insurance Agent/Broker "Agent of Record" for Hawaii County Economic Opportunity Council

Hawaii County Economic Opportunity Council (HCEOC), County of Hawaii, will receive proposals at the Administration Office, 47 Rainbow Dr. Hilo, HI 96720 until January 31, 2017 at 3:00 p.m. for **INSURANCE AGENT/BROKER "AGENT OF RECORD"** services.

Request for Proposal Submission and Acceptance

1. RFP Submission

A copy of this will be distributed to prospective respondents. This RFP will also be available on the website: www.hceoc.net. Respondents will prepare responses in compliance with all instructions outlined in the RFP. Respondents must provide a cover letter using the form provided in the Response Structure section, providing the requested information and returning the completed documents to:

Hawaii County Economic Opportunity Council
Attn: Mary Namaau
47 Rainbow Dr.
Hilo, HI 96720

2. Submission of Proposals

Respondents should submit an original and three (3) copies of their proposal. Proposals must be received no later than 3:00 PM on January 31, 2017 at Hawaii County Economic Opportunity Council, located at 47 Rainbow Dr. Hilo, HI 96720. To prevent opening by unauthorized individuals, your proposal should be clearly identified on the envelope wrapper as follows: "INSURANCE AGENT/BROKER "AGENT OF RECORD" PROPOSAL".

3. Completeness

Partial or incomplete responses will be rejected. Responses having any erasures or corrections shall be initialed in ink by the respondents. The response must contain the

signature of a duly authorized officer of the respondents, empowered with the legal right to bind the respondent. Once submitted, responses may not be withdrawn.

4. Modification or Withdrawn of Proposals

Any proposal may be withdrawn or modified by written request of the Proposer, provided that such request is received by the Fiscal Officer at the above address prior to the date and time set for receipt of proposals.

5. Right to Reject Proposals

This RFP does not commit the Hawaii County Economic Opportunity Council to award a contract, pay any cost incurred in the preparation of a proposal in response to this RFP, or to procure or contract for services. Hawaii County Economic Opportunity Council intends to award a contract on the basis of the best interest and advantage HCEOC, reserves the right to accept or reject any or all proposals received as a result of the RFP, to negotiate with all qualified proposers, or to cancel this RFP in part or in its entirety, if it is in the best interest of HCEOC to do so. HCEOC may select as the successful proposer that proposal which, in HCEOC's sole discretion and with whatever modifications HCEOC and the proposer may mutually agree upon, best meets HCEOC's requirement whether or not that proposal is the lowest priced. No Proposer shall have any legal, equitable, or contractual rights of any kind arising out of its submission of a proposal except as and to the extent that HCEOC, in its sole discretion, shall enter into a contract with the proposer that it selects as the successful vendor.

6. Timeline

Proposal Submission	January 31, 2017
Review Proposal(s)	February 3-21, 2017
Award of Contract	March 4, 2017
Insurances Commencement	August 1, 2017

7. Summary of Insurance Coverage

Please see the enclosed HCEOC 2016-2017 Insurance binder for current coverages that will apply the same for the 2017-2018 insurance covered period.

General Condition

1. Overview

The Hawaii County Economic Opportunity Council shall contract a vendor to provide "Agent of Record" services for HCEOC's Commercial Insurance Programs and Risk Management services as outlined in this RFP. However, the agency intends to seek multiple quotes for the agency's commercial insurance program. This RFP award will apply to insurance carriers utilizing broker/agents. Fees will only be payable to the broker/agent upon acceptance of insurance coverage from a carrier presented by the broker/agent.

HCEOC intends to award to a single vendor. The terms "Respondent", "Vendor", "Company", "Firm", "Bidder", and "Contractor" are used interchangeable throughout this document

2. Cancellation

Should the vendor fail to meet the requirements of the Contract after it is executed, the Hawaii County Economic Opportunity Council may cancel the Contract at once and award the remainder of the contract term to the next qualified vendor. If the Contract is cancelled, all material provided to the vendor shall be returned to HCEOC.

3. Anticipated Commencement Date

HCEOC anticipates the commencement date of this contract to be July 1, 2017.

4. Term of Contract

The initial term of the Contract will be for a period of up to five (5) years commencing on the start date of the Contract. HCEOC reserves the right to agree to any longer or shorter term as it so desires.

5. Termination of Contract

HCEOC may at any time upon thirty (30) days written notice to the Company, specifying the effective date of termination, terminate the Contract, in the whole or part, when HCEOC deems it to be in HCEOC's best interest. If HCEOC terminates the Contract, HCEOC shall be liable under the payment provision of the contract only for payment of services rendered and expenses incurred before the effective date of the termination. Company may terminate the Contract upon thirty (30) days notice to HCEOC, if HCEOC is in material breach of the contract and fails to cure the breach before the end of the thirty (30) day period. If the contract is terminated prior to the Company's completion of the services to be performed hereunder, than all finished and unfinished documents or other materials prepared or obtained by Company pursuant to the Contract shall become HCEOC'S property. If the contract is terminated prior to Company's completion of the services to be performed, Company shall return to HCEOC any sums paid in advance by HCEOC for services that would otherwise have had to rendered between the effective date of the termination and the original ending date of the Contract.

6. **Payment & Billing Requirements**

Invoices for payment related to the Contract covered under this agreement shall be presented annually or quarterly, to be determined upon contract award. Any additional charges must first be approved by HCEOC and include adequate support for payment.

7. **Payment Terms**

Payment terms shall be net thirty days from the receipt of the correct invoice unless otherwise indicated on the Proposal Submittal Form.

Scope of Services/Specification

1. **Commercial Insurance Program (CIP) Description**

HCEOC is seeking proposal for an "Agent of Record" for HCEOC's commercial insurance program (CIP) and risk management services (RMS).

The current CIP covers the operations of HCEOC including but not limited to services, property, automobile, and general liability. The goal of the CIP is to insure a safe and healthy work environment for staff, public safety and well being with the added benefit of reducing costs.

This proposal will include assisting HCEOC in on-going administration of its current CIP, to market and place the selected insurance coverage, oversee and assume advocacy off all claims associated with the CIP. Proposers are encouraged to offer concepts that will save money and provide superior service while affording maximum protection to HCEOC.

Insurance coverage provided by the CIP may include but not be limited to Property, Automobile, Liability, and Excess Catastrophe. In addition, policy coverage is requested for Commercial Crime and Fidelity. Current coverage's and limits are for informational purposes only and are subject to change at the recommendation of the Agent of Record (AOR).

2. **Agent/Broker Requirements/Scope of Services**

In addition to the stated flat fee for the 2017-18 year and the estimated fee increase for future years, each proposal submitted shall include written evidence of the following qualification and service requirements:

- Licensed to sell insurance in the State of Hawaii and be in good standing with the State of Hawaii Insurance Department
- Provide evidence of Insurance Agents Errors and Omissions limits of at least \$1,000,000
- Ability to place required coverage with insurance companies. Best with a minimum acceptable rating of A-VIII
- Develop a comprehensive understanding related to HCEOC's areas of exposure; develop a tool for automating workflow and tracking that is transparent for all risks.

Tool will assist with documentation of the improvements to the risk mitigation efforts within projects.

- Evaluate existing insurance contracts, claims history and make written recommendations concerning any changes, modification, consolidations or additions to existing coverage necessary to protect the interests of HCEOC.
- Identify programs, products, and insurers capable of property quoting insurance renewals.
- Offer electronic access and submission of claims data and other information related to HCEOC's risk management program.
- Act as an advisor to HCEOC for any specialty insurance coverage that may be outside the normal market of the selected broker.
- Present to HCEOC in a clear and understandable format, a written evaluation of the results from each insurance quotation submitted in addition to comprehensive financial analysis and recommendation for selection of an insurer for each type of risk.
- Provide a verification of insurance coverage as needed by HCEOC to satisfy lessors, contractors and other parties from whom HCEOC contracts services.
- Prepare insurance certificates and endorsements as requested by HCEOC or its suppliers, contractors or vendors.
- Design alternative property approaches utilizing retention, amount subject to coverage, probable maximum loss based on loss history and potential, market availability, and cost effectiveness.
- Provide answers to HCEOC staff, as necessary, respond to coverage or claims questions from underwriters or adjustors, feedback regarding insurance requirements in contracts or other documents. This often requires a quick turnaround time for response by Company.
- Provide when requested, allocation services so that premiums costs may be property charged back to appropriate agency departments.
- Work closely with HCEOC's staff and claims adjustors to manage effectiveness and timeliness of claims processing

Response Structure

Each response shall include the following:

- Cover letter containing the name and address of company submitting the proposal. The cover letter shall contain the title and signature of a duly authorized officer who is empowered with the right to represent and bind the respondent
- List four (4) references with contact name and phone number of customers, for which the company is currently providing services
- Provide qualifications. Include information regarding the Company's firm, location, staff size, and office location expected to provide services. Specific examples of loss control and risk management services. Examples of Quality Assurance program including written service standards for managing public entity CIP's.

- List specific staff members responsible for HCEOC's CIP and provide their professional resumes. Identify staff responsible for marketing HCEOC's CIP to insurance companies and the methodology used.

Insurance Service

Provide a description of AOR's relationship specializing in HCEOC.

Describe in full the range of administrative services your firm would provide and how each is necessary for the overall CIP. Describe the type, benefit and frequency of claim management reports what would be provided. Describe Company's relationship with the claims department of CIP carriers and how such relationship would benefit HCEOC.

Safety and Loss Prevention Services

Provide specific details of Safety and Loss Prevention (SLP) services include in the AOR pricing. Include who will provide the services on what kind of timetable.

AOR Service Pricing

The respondents shall include a detail of pricing for services outlined in the REF. Additionally the respondent shall include a separate price for SLP services if a separate charge is to be made for such service.

The AOR will be paid an annual flat-fee and will not be allowed to receive commissions direct from the insurance company where HCEOC's insurance is paid. The flat-fee will not apply to lines of coverage not stated in Summary of Insurance. This AOR program helps to insure that HCEOC's best interest is first and foremost, which ultimately translates to lower insurance costs and better risk analysis.

Selection Process

1. Solicitation

Responses are solicited from all companies that wish to be considered for the services outlined in the RFP document. HCEOC will make the selection from the information contained in the responses, submitted by the due date, and additional information, if needed from interviews with the short listed firms. All parties are encouraged to respond in depth with statements containing specific experience and qualifications related to this request.

2. Evaluation

This RFP seeks an AOR to provide comprehensive insurance and risk management services to HCEOC. Selection will be made from those proposal deemed to be fully qualified and best suited among those submitted on the basis of the evaluation factors listed below:

- Cost of services
- Scope of services
- Relevant experience managing similar accounts and services with public sector clients
- Experience, recourses and qualifications of the agent, company and staff assigned to the account.
- Financial strength and rating of the proposing insurance companies
- Adequacy of controls and protection against loss for HCEOC
- Understanding of the needs and operational requirements of HCEOC
- References provided and collective responses from references

Although fees and insurance costs will be vital factor in the evaluation of proposals, HCEOC is not required to choose the lowest bidder and reserves the right to reject and all bids. Evaluation and acceptance of a proposal will be based on the total package of services offered by agency and insurance companies.