



Request for Proposal

Insurance Brokerage Services

Request for Proposal No. 2017-11

Date of Issue: October 26, 2017

Proposal Submission Deadline: November 17, 2017 2:00 p.m.

Closing Location:

The Township of Cramahe
Town Hall – Municipal Office
1 Toronto St.
Colborne, ON K0K 1S0

Attention:

Nicole Leach-Bihun, CPA, CGA
Treasurer
Phone: 905-355-2821 ext. 223
Fax: 905-355-3430

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1.00 INTRODUCTION

The Corporation of the Township of Cramahe (Municipality) is inviting proposals from general insurance brokers for the provision of comprehensive insurance brokerage services for a five-year term, commencing on January 1, 2018.

2.00 SUMMARY OF THE REQUIREMENT

The firm selected shall provide the following services to the Municipality:

1) Risk Management Services

In consultation with the insurer, the broker shall review site risks on location with municipal staff as required from time to time;

Co-ordinate risk management seminars and workshops for municipal staff;

Consult with and provide advice to municipal staff regarding third party insurance requirements and documentation;

Provide general advice to municipal staff on risk retention and transfer.

2) Claims Management Services

The broker shall provide all services relating to the management of an insurance claim, including but not limited to:

Receiving initial incident report;

Assessment of initial report to determine appropriate response;

Forward required documentation to insurer;

Monitor the claims process and reporting to municipal staff;

All dealings with adjuster and insurer as required.

3) General Insurance Consulting Services

The broker shall provide advice as required on insurance matters to the Municipal Council and to municipal staff;

Prepare and invite proposals on behalf of the Municipality for the provision of the general comprehensive insurance program by municipal insurance market providers, including the analysis of the proposals and submission of recommendations to the Corporation for awarding the insurance program for a five year term, commencing January 1, 2018;

The broker shall undertake an annual review of the general insurance program with municipal staff and submit recommendations for revisions, if required;

The broker shall at all times liaise with the general insurance program provider.

3.00 ADMINISTRATIVE REQUIREMENTS

The following terms will apply to this Request for Proposal and to any subsequent Contract. Submission of a proposal in response to this Request for Proposal indicates acceptance of all the following terms.

3.01 Request for Proposal Terminology

Throughout this Request for Proposal, terminology is used as follows:

- a. "Municipality" means the Corporation of the Township of Cramahe
- b. "Contract" means the written agreement resulting from this Request for Proposal executed by the Municipality and the Broker
- c. "Broker" means the successful Proponent to this Request for Proposal who enters into an agreement with the Municipality
- d. "must", "mandatory" or "required" means a requirement that must be met in order for a proposal to receive consideration
- e. "Proponent" means an individual or a company that submits, or intends to submit, a proposal in response to this "Request for Proposal"
- f. "should" or "desirable" means a requirement having a significant degree of importance to the objectives of the Request for Proposal

4.00 REQUEST FOR PROPOSAL PROCESS

4.01 Receipt Confirmation Form

Proponents are advised to notify Nicole Leach-Bihun, Treasurer, by email nicolel@cramahetownship.ca that they will be submitting a proposal for this Insurance Brokerage Services RFP. Any addendums will be sent out to all registered proponents.

4.02 RFP Schedule of Events

The RFP process will be governed according to the following schedule. Although every attempt will be made to meet all dates, the Municipality reserves the right to modify or alter any or all dates at its sole discretion by notifying all Respondents in writing at the address indicated in the completed RFP submitted to the Municipality.

Release of RFP	October 27, 2017
Submission Date	November 17, 2017, 2:00 p.m. local time
Contract Award	November 22, 2017

4.03 Enquiries

All enquiries related to this Request for Proposal are to be directed to the following person. Information obtained from any other source is not official and should not be relied upon. Requirements that require clarification will be issued in an addendum.

Nicole Leach-Bihun, CPA, CGA
Treasurer, nicolel@cramahetownship.ca
Phone (905)355-2821 ext. 223 Fax (905)355-3430

4.04 Closing Date

Four complete copies of each proposal must be received by 2:00 p.m., on the date specified in section 4.02, to the attention of:

Nicole Leach-Bihun, CPA, CGA,
Treasurer,
The Corporation of the Township of Cramahe
1 Toronto Street, P.O. Box 357
Colborne, ON K0K 1S0

Proposals must not be sent by facsimile. Proposals and their envelopes should be clearly marked with the name and address of the Proponent, the title "Insurance Brokerage Services" and "Request for Proposal No. 2017-11".

4.05 Late Proposals

Late proposals will not be accepted and will be returned unopened to the Proponent.

4.06 Eligibility

- a. Proposals will not be evaluated if the Proponent's current or past corporate or other interests may, in the Municipality's opinion, give rise to a conflict of interest in connection with this project.
- b. Proposals from not-for-profit agencies will be evaluated against the same criteria as those received from any other Proponents.

4.07 Conflict of Interest

- a. All firms are required to disclose to the Municipality prior to accepting this assignment any potential conflict of interest.
- b. If a conflict of interest does exist, as referred to above, the Municipality, may at its discretion, withhold the assignment from the Proponent until the matter is resolved
- c. to the satisfaction of the Municipality.
- d. If, during the conduct of the assignment, the Proponent is retained by another client giving rise to a potential conflict of interest, then the Proponent shall so inform the Municipality and if a significant conflict of interest is deemed to exist by the Municipality, then the Proponent shall:
 - i.) refuse the new assignment; OR
 - ii.) take such steps as are necessary to remove the conflict of interest.

- c. Any contract with the Municipality resulting from an official order based on this Proposal is entered into on the part of the Municipality in full faith that no member of the Municipal Council or Officer of the Municipality has any interest whatsoever herein.

4.08 Evaluation Committee

Evaluation of proposals will be a committee composed of staff from the Township of Cramahe.

4.09 Evaluation and Selection

The evaluation committee will check proposals against the mandatory criteria. The Municipality reserves the right to request clarifications from any/all Proponents, which may take the form of an interview (phone or personal). Proposals that do meet all the mandatory criteria will then be assessed and scored against the desirable criteria. The Municipality also reserves the right to investigate and evaluate the experience, capability, registration and financial position of any Proponent prior to award of Contract. The Municipality's intent is to enter into a Contract with the Proponent who has the highest overall ranking.

The Municipality reserves the right to accept or reject any or all proposals, to enter into negotiations with one or more submitting firms and to waive irregularities and omissions, if in so doing the best interests of the Municipality will be served.

The Respondent is encouraged to ensure that their proposal is submitted in the most favorable terms in order to reflect the best possible potential, since less than best potential could result in exclusion of the proposal from further consideration.

Respondents, whose proposals have been selected for further evaluation, may be invited to attend an interview with the Evaluation Committee where their proposal will be discussed. Respondents may be requested to clarify information provided in their submission. Respondents are encouraged to provide any additional information which may be relevant in the evaluation of their proposal.

All proposals will be submitted on the understanding that the selection of a proposal for discussion by the Evaluation Committee shall not thereby result in the formation of a contract nor shall it create any obligation on the Municipality to enter into further discussions. Information received from Respondents is collected in accordance with and subject to the provisions of the *Municipal Freedom of Information and Protection of Privacy Act*

Following award of a contract, the chair of the Evaluation Committee is prepared to discuss with any unsuccessful proponent, in very broad terms, why they were unsuccessful. The discussion will be limited to identifying areas where the proponent wasn't as strong as the successful candidate. The ratings are strictly confidential and will not be released.

4.10 Negotiation Delay

If a written Contract cannot be negotiated within thirty days of notification of the successful Proponent, the Municipality may, at its sole discretion at any time thereafter, terminate negotiations with that Proponent and either negotiate a Contract with the next qualified Proponent or choose to terminate the Request for Proposal process and not enter into a Contract with any of the Proponents.

5.00 PROPOSAL PREPARATION

5.01 Signed Proposals

The proposal must be signed by the person(s) authorized to sign on behalf of the Proponent and to bind the Proponent to statements made in response to this Request for Proposal.

Proposals must be legible and written, printed, or typed in ink. Proposals written in pencil will not be considered. Any erasures or corrections to Proposals must be initialed or otherwise acknowledged or explained by the Proponent.

5.02 Contract Documents and Order of Precedence

The Contract document shall consist of:

- a) the agreement,
- b) the Request for Proposal document, and
- c) Respondent's Proposal and any subsequent changes.

These documents and portions thereof, take precedence in the order in which they are named above, notwithstanding the chronological order in which they are issued or executed.

Change notices, appendices and addenda to any contract document shall be considered part of such documents.

5.03 Alternative Solutions

Alternative solutions are not applicable.

5.04 Irrevocability of Proposals

By submission of a clear and detailed written notice, the Proponent may amend or withdraw its proposal prior to the closing date and time. Upon closing time, all proposals become irrevocable. By submission of a proposal, the Proponent agrees that should its proposal be deemed successful the Proponent would enter into an Agreement with the Municipality.

5.05 Changes to Proposal Wording

The Proponent will not change the wording of its proposal after closing and no words or comments will be added to the proposal unless requested by the Municipality for purposes of clarification.

5.06 Working Language of the Corporation of the Township of Cramahe

The working language of the Municipality is English and all responses to this Request for Proposal must be in English.

5.07 Proponents' Expenses

Proponents are solely responsible for their own expenses in preparing a proposal and for subsequent negotiations with the Municipality, if any. If the Municipality elects to reject all proposals, the Municipality will not be liable to any Proponent for any claims, whether for costs or damages incurred by the Proponent in preparing the proposal, loss of anticipated profit in connection with any final Contract, or any other matter whatsoever.

5.08 Firm Pricing and Term of Agreement

Proposals must be firm for at least 90 days after the closing date. The term of the agreement shall be for five years: January 1, 2018 to January 1, 2023. The services identified in this Request for Proposal shall be provided by the broker for a fixed annual fee and the proposal shall identify this amount for each year of the five year term. The broker shall not accept any additional fee by way of commission or otherwise nor will the insurance carrier add any such fee or commission onto the premium charged to the Township of Cramahe.

Either party to the agreement may cancel the remaining term of the agreement at any time by giving at least three months written notice prior to the January 1st annual renewal date.

5.09 Currency and Taxes

Prices quoted are to be in Canadian dollars with the applicable taxes shown separately.

6.00 ADDITIONAL TERMS

6.01 Acceptance of Proposals

- a. This Request for Proposal should not be construed as an agreement to purchase services. The Municipality is not bound to accept the lowest priced or any proposal of those submitted. Proposals will be assessed in light of the evaluation criteria. The Municipality will be under no obligation to receive further information, whether written or oral, from any Proponent.
- b. Proposals must be completed with due care. All Proposals must conform to the instructions in this Document. If a Proposal does not conform in every way, even in ways which may seem to Proponents to be innocuous, that Proposal may be rejected by the Municipality as improper, and may not be considered at all.
- b. Neither acceptance of a proposal nor execution of an Agreement will constitute approval of any activity or development contemplated in any proposal that requires any approval, permit or license pursuant to any Federal, Provincial, Regional District or Municipal Statute, Regulation or By-law.

6.02 Definition of Contract

Notice in writing to a Proponent of the acceptance of its' proposal by the Municipality and the subsequent full execution of a written Agreement will constitute a Contract for the goods or services, and no Proponent will acquire any legal or equitable rights or privileges relative to the goods or services until the occurrence of both such events.

6.03 Liability for Errors

While the Municipality has used considerable efforts to ensure an accurate representation of information in this Request for Proposal, the information contained in this Request for Proposal is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be accurate by the Municipality, nor is it necessarily comprehensive or exhaustive. Nothing in this Request for Proposal is intended to relieve Proponents from forming their own opinions and conclusions with respect to the matters addressed in this Request for Proposal.

6.04 Agreement with Terms

By submitting a proposal the Proponent agrees to all the terms and conditions of this Request for Proposal. Proponents who have obtained the Request for Proposal electronically must not alter any portion of the document, with the exception of adding the information requested. To do so will invalidate the proposal.

6.05 Modification of Terms

The Municipality reserves the right to modify the terms of the Request for Proposal at any time at its sole discretion.

6.06 Ownership of Proposals and Freedom of Information

All documents, including proposals, submitted to the Municipality become the property of the Municipality. They will be received and held in confidence by the Municipality, subject to the provisions of the Freedom of Information and Protection of Privacy Act.

6.07 Use of Request for Proposal

This document, or any portion thereof, may not be used for any purpose other than the submission of proposals.

6.08 Confidentiality of Information

Information pertaining to the Municipality obtained by the Proponent as a result of participation in this project is confidential and must not be disclosed without written authorization from the Municipality.

6.09 Business Registration

The successful Proponent shall be required to register to conduct business in Ontario.

6.10 Purchasing By-law

Proposals will be called, received, evaluated, accepted and processed in accordance with the Municipality's Purchasing Policy. By submitting a proposal for this contract, the Proponent agrees to be bound by the terms and conditions of such Policy and any Amendments thereto, as fully as if it were incorporated herein.

6.11 Laws of Ontario

Any Contract resulting from this Request for Proposal will be governed by and will be construed and interpreted in accordance with the laws of the Province of Ontario. The Respondent shall comply with the relevant Federal, Provincial and Municipal Statutes, Regulations and By-laws pertaining to the work and its performance.

6.12 Contract Award

Provided that at least one of the Proposals received meets the approval of the evaluation committee, a recommendation for award will be made on the basis of the evaluation.

- a) The award of the contract is subject to the best value for the Municipality.
- b) On approval of the evaluation committee's recommendation by Council, the Successful Respondent will be required to enter into a formal agreement.

- c) Written notification to the Successful Respondent and the issue of a Municipal agreement form shall result in a binding contract between the Municipality and the Successful Respondent unless otherwise stated and will result in the execution of a formal contract agreement.

7.00 PROPOSAL REQUIREMENTS

7.01 Fee Structure and Terms of Payment

Fees quoted in the proposal will be on an annual basis plus applicable taxes. Payment will be made upon receipt of an invoice at the start of each year covered in the agreement. Any out of pocket expenses of the broker will be covered off by the annual fee for service.

7.02 Proposal Format

The following format and sequence **must** be followed in order to provide consistency in Proponent response and to ensure each proposal receives full consideration:

- a. All pages should be consecutively numbered.
- b. Title Page, showing Request for Proposal number and title, Proponent's legal business name and address, Proponent's telephone number, and a contact person. All addenda received must be identified on this page.
- c. The second page will contain an executive summary of the services to be provided and contain an introduction, signed by the person or persons authorized to sign on behalf of, and bind the Proponent to, statements made in the proposal.
- d. Table of contents including page numbers.
- e. The main body of the proposal is to address the criteria for which the proposals will be rated by. Address team members including their location, areas of expertise and brief related experience; relevant corporate history and experience; and fee schedules proposed. A list of other municipal or public sector clients shall also be provided.
- f. Any additional pertinent information the Proponent wishes to address. Resumes, if submitted, are to be appended to the proposal.
- g. The proposal shall also identify the manner in which any conflicts of interest between the Corporation and a private client of the insurance broker will be dealt with. For those firms not located in the Township of Cramahe, the proposal shall also include comments regarding the ability of the firm to provide personal contact and communications with municipal staff.

8.00 EVALUATION CRITERIA

The evaluation of the proposals submitted and respondent's presentations will be carried out by municipal staff with a recommendation brought forward to Council. Council will make its decision based on information gathered during the procurement process and the evaluation criteria outlined in this section.

Respondents will initially be evaluated based on the points system identified in Table 'A'. In addition, the Evaluation Team may request an interview to clarify the qualifications of the respondents.

The evaluation matrix outlined in Table 'A' will be used to address the following criteria:

- Qualifications of the firm based on previous experience, capability and resources
- Qualifications of the personnel responsible for providing audit services and preparation of financial statements
- The business approach
- The quality of the Proposal including completeness, presentation and timing

Table 'A'

CRITERIA	MAXIMUM POINTS	POINTS SCORED
1. Suitability of Proposal	25	
• extent to which the solution meets the Municipality's needs		
• creativity, completeness, clarity		
• ease of client access, interaction implementation plan		
2. Company Background	30	
• Number of other municipal clients		
• relevant experience		
• the skills of the proposed team		
• references		
3. Value Added Service	15	
• Provide a comprehensive list of any services and activities in addition to the specifications that will be provided		
4. Overall Presentation of Proposal	5	
Price	25	
Total Score for all components other than price from Table 'A'	75	
TOTAL SCORE	100	

Point Score for
Price Above

Point Score for Price Alone= $25 \times [1 - (A - B) / B]$ (Where A= Bid and B=Lowest Bid)

Selection of a proposal(s) will be based on all the above criteria (but not solely limited to the above) and any other relevant information provided by the Proponent(s). The Municipality reserves the right to prioritize and weigh the importance of each criterion confidentially. The Municipality will not be liable for any costs incurred by Proponents in the preparation of Proposals, site inspections, interviews, or any other services that may be requested as part of the evaluation process.

Appendix A

LIST OF REFERENCES

Respondents must provide a minimum of three (3) current customer references that have been provided with a plan similar to that proposed herein.

Company Name:

Address:

Phone No.: Email.....

Contact Name{fitle:

Position

Number of Years as a client:

Company Name:

Address:

Phone No.: Email.....

Contact Name{fitle:

Position

Number of Years as a client:

Company Name:

Address:

Phone No.: Email.....

Contact Name{Title:

Position

Number of Years as a Client: