

**REQUEST FOR PROPOSALS  
INSURANCE BROKER  
NOTICE OF REQUEST FOR PROPOSALS**

NOTICE IS HEREBY GIVEN that Cape Fear Community College (hereinafter referred to as “CFCC”) is requesting proposals Insurance Broker. CFCC will receive such proposals in the office of and addressed to:

New Hanover County  
C/O New Hanover County Risk Management Department  
230 Government Center Drive Suite 125-A  
Wilmington, N.C. 28403  
ATTENTION: Jennifer Stancil, Risk Manager

**SIX (6) COPIES OF THE PROPOSAL WILL BE REQUIRED AND RECEIVED**

**UP TO THE HOUR OF 3:00 P.M., Wednesday, SEPTEMBER 2, 2020**

Copies of the Insurance Broker Request for Proposal Document are available from the New Hanover County website at [www.nhcgov.com](http://www.nhcgov.com) on the Purchasing and Bidding Page under the Finance Department and Contracts Interactive Purchasing System (IPS) <https://www.ips.state.nc.us/IPS/DeptBids.aspx>, then click on Cape Fear Community College or by contacting the Risk Manager at [jstancil@nhcgov.com](mailto:jstancil@nhcgov.com).

**All questionnaires and declaration forms must be properly executed and submitted as part of the proposal. CFCC reserves the right to reject any or all proposals.**

**At this time, you are not authorized to contact any insurance markets on CFCC’S behalf. Failure to comply with this request will disqualify your firm.**

Christina Greene  
Vice President of Business Services  
Cape Fear Community College

## **INSURANCE BROKER SCOPE OF SERVICES & PROPOSAL**

### 1. Purpose

Cape Fear Community College is requesting proposals from qualified insurance brokers that are familiar with Public Entities to assist in managing its Property and Casualty Insurance Program.

### 2. Background

Cape Fear Community College was founded in 1958 and is accredited by the Commission on Colleges of Southern Association of Colleges and Schools. CFCC is the 5th largest of North Carolina's 58 community colleges. Over 22,000 people attend classes at CFCC every year.

### 3. Broker Qualifications:

CFCC requires a North Carolina licensed Broker that is independent and is not affiliated with any insurance company, third party administrative agency or provider network. The brokerage firm must have at least 5 years of experience in providing brokerage service in the school's/colleges arena.

### 4. Scope of Service

CFCC reserves the right to reject any and all proposals. The Broker shall at a minimum provide the following services:

#### **Property & Casualty Program:**

- Broker shall market Auto Liability & Physical Damage, Garagekeepers Physical Damage, Garagekeepers Liability, Educators Legal Liability, Inland Marine, General Liability, Liquor Liability, Law Enforcement Legal Liability, Excess Liability, Crime, Cyber Liability, Ocean Marine (P&I, Hull & Pollution), Volunteer Accident and Workers' Compensation.
- Broker shall provide pre-marketing, marketing and claims related services. Please include in proposal a detailed list of services covered under each and any other service included in the fee for services.
- Insurance proposals should be submitted by October 1st of each year for CFCC's review.
- Proposals should only be submitted from insurance providers with at least a 5-year history of providing school/college entity insurance coverage. The insurance company's A.M. Best rating should be a factor. CFCC has no desire to serve as a test market for new companies.
- Make recommendations as to which carrier(s) provide insurance which is in the best interest of CFCC.
- Negotiate with insurance providers.
- Perform claims control function upon request.

- Notify CFCC promptly of any changes in the status of the insuring company, changes in the financial condition, changes in policy working and premiums.
- Be available to meet with CFCC management as needed.

## 5. Broker Compensation

The broker's only compensation will be derived from CFCC. The Broker shall not take commissions or other methods of payments from insurance companies. Please provide a flat fee with the services it covers and how it is derived. Please also include any additional services that would be an additional cost over the flat fee.

In order to help calculate your annual fee, below is a list of current coverage's and premiums for the 2019-2020 term:

| <b><u>Insurance Coverage</u></b> | <b><u>Premium</u></b> |
|----------------------------------|-----------------------|
| Package Policy                   |                       |
| General Liability                | \$29,457              |
| Inland Marine                    | \$4,615               |
| Employee Benefits Liability      | Included              |
| Liquor Liability                 | \$749                 |
| Crime                            | \$4,687               |
| Auto                             | \$46,553              |
| Garagekeepers Physical           | Included              |
| Damage                           |                       |
| Garagekeepers Liability          | Included              |
| Educators Legal Liability        | \$13,543              |
| Law Enforcement Liability        | \$750                 |
| Excess Liability                 | \$25,633              |
| Cyber Liability                  | \$18,523              |
| Ocean Marine                     | \$14,693              |
| Marine Pollution Liability       | \$4,390               |
| Ocean Marine Excess              | \$7,929               |
| Workers Compensation             | \$159,796             |
| Student Malpractice Liability    | \$10,989              |
| Guaranty Bond-Barber School      | \$250                 |
| Flood (3 policies)               | <u>\$52,873</u>       |
|                                  | \$395,430             |

## 6. Projected Timetable

|                      |   |
|----------------------|---|
| August 11, 2020      | RFP Issued and advertised   |
| August 18, 2020      | Deadline for questions. All questions must be submitted in writing by 5:00 pm on Tuesday, August 18, 2020 |
| August 21, 2020      | Questions will be answered in writing by 5:00 pm on August 21, 2020                                       |
| September 2, 2020    | Due Date for Proposal. Proposal must be received by 3:00 pm on Wednesday, September 2, 2020               |
| September 7-11, 2020 | Selection committee selects proposal for recommendation and possible interviews;                          |
| October 28, 2020     | Insurance Quotes Submitted  |
| October 28, 2020     | Contract finalized and signed   |

## 7. Proposal Submittal Requirements

The following should be included in your Proposal. 1 original and 5 copies for a total of 6 proposals shall be submitted.

- Complete Attachment A – Broker Questionnaire with signed declaration.
- Compensation Fee

## 8. Evaluation Criteria

The evaluation of the proposals will be based on:

- a. Completeness and quality of proposal
- b. Past performance with similar projects for schools/colleges
- c. Specialized College/Schools experience
- d. Ability of the broker and its staff and its accessibility, experience and flexibility
- e. Proposer's stated method of providing the necessary services and understanding of the range of services being requested.
- f. Total Cost
- g. Client references, financial viability and demonstrated success

A selection committee comprised of the Risk Management Department and a selection of CFCC staff employees will make the selection.

The selection committee, at its option, may require a presentation from up to three brokers. This presentation would encompass an overview of the broker services proposed and a question and answer period to clarify any questions by the committee. At least three (3) days' notice will be provided to each offeror if requested. Brokers are cautioned that the CFCC is not required to request clarifications; therefore, all proposals should be complete and reflect the most favorable terms available from the broker.

#### 9. Form of Submission

CFCC will receive proposals in the office of and addressed to:

New Hanover County Risk Management Department  
230 Government Center Drive, Suite 125A  
Wilmington, N.C. 28403  
ATTENTION: Jennifer Stancil, Risk Manager  
SIX (6) COPIES OF THE PROPOSAL WILL BE RECEIVED  
UP TO THE HOUR OF 3:00 P.M., WEDNESDAY, SEPTEMBER 2, 2020

The proposal can be delivered via U.S. Postal Service, Commercial Carrier or by Hand.

Late proposals will not be accepted. Proposals shall be valid for 60 days.

Questions will be answered by August 21, 2020. All questions shall be in writing to the attention of Jennifer Stancil, Risk Manager [jstancil@nhcgov.com](mailto:jstancil@nhcgov.com).

#### 10. Terms and Conditions

- a) **No Broker may approach any market without the CFCC's expressed authority.**
- b) Submission of a proposal indicates acceptance by the agency of the conditions contained in this request for proposal unless clearly and specifically noted in the proposal submitted and confirmed in the contract between the CFCC and the agency selected.
- c) CFCC reserves the right without prejudice to reject any or all proposals, to waive any non-material irregularities or informalities in any RFP, to accept or reject any item or combination of items, and to request additional clarification of proposals.
- d) All proposals received become the property of CFCC and information included therein or attached thereto, shall become public record upon their delivery to CFCC. Any information deemed by the bidding agency to be protected as a trade secret shall be submitted separately in a sealed envelope along with a statement supporting this assertion.
- e) Any and all costs associated with the preparation of a response to this request are the responsibility of the proposer, and are not to be passed on to CFCC.
- f) Any information, data, instruments, documents, studies or reports given to or prepared or assembled for the broker under this agreement shall be kept confidential and not divulged, made available, sold, or used for advertisement to any individual, organization, or company without prior

written approval of CFCC.

g) By submitting an executed proposal the signer certifies that this proposal is submitted competitively and without collusion, that none of the officers, directors, or owners of an unincorporated business entity has been convicted of any violations of the General Statutes, the Securities Act of 1933, or the Securities Exchange Act of 1934.

h) This RFP can only be changed by written addendums. Any oral comments by anyone shall have no effect on these instructions and specifications. If a bidder knows of or should have known of an error in the RFP, but fails to notify CFCC of the error, the bidder shall bid at its own risk and if awarded the contract, shall not be entitled to additional compensation or time by reason of the error or its later correction.

i) Broker understands and acknowledges that CFCC is a body politic of the State of North Carolina. CFCC prohibits any of its officials or employees from accepting any personal gift, favor, or thing of value that may tend to influence that employee in the discharge of duties. With this understanding, Broker agrees not to take any action which creates a situation, which would or which could appear, to result in a conflict of interest and violation of this prohibition.

#### 11. Inquiries

All questions and requests for clarification concerning this RFP shall be made in writing to Jennifer Stancil, Risk Manager [jstancil@nhcgov.com](mailto:jstancil@nhcgov.com).

**Questionnaire & Required Documents**

THE FOLLOWING FORMS SHOULD BE COMPLETED AND RETURNED WITH PROPOSAL. ATTACH ADDITIONAL SHEETS AS REQUESTED.

**A. Business Information**

1. Name of Firm (exactly as it is to appear on the agreement):

\_\_\_\_\_

2. Servicing Office Address:

\_\_\_\_\_

3. Telephone Number: \_\_\_\_\_

4. Email Address \_\_\_\_\_

5. Contact Person/Title: \_\_\_\_\_

6. Insurance Broker License Date: \_\_\_\_\_

7. Tax ID #: \_\_\_\_\_

8. Form of Business Entity (check one):

Corporation

Partnership

Joint Venture

Individual

9. Total Staff \_\_\_\_\_

10. Professionals \_\_\_\_\_

11. Total Annual Premiums Written (\$000's) \_\_\_\_\_ Year \_\_\_\_\_

12. Total Annual Premiums Written (\$000's) for Public Entity \_\_\_\_\_ Year \_\_\_\_\_

13. Is your organization, functionally or practically, tied to any insurer or in any manner precluded from using a particular insurer? (briefly describe)

\_\_\_\_\_

14. Describe your contractual relationships, if any, with organizations necessary to your proposal's implementation (i.e. actuarial services, data information services).

\_\_\_\_\_

15. What is your median client size? \_\_\_\_\_

**B. Experience**

1. Provide the number of years engaged in the insurance brokerage business: \_\_\_\_\_

2. Provide the number of years engaged in the school's/college insurance brokerage business: \_\_\_\_\_

3. Number of years individual assigned to this proposed contract engaged in the schools/colleges insurance Brokerage business: \_\_\_\_\_

4. How many schools/college clients do you have? \_\_\_\_\_

5. What is the population of your largest school/college client? \_\_\_\_\_

6. How many overall clients do you have? \_\_\_\_\_

7. Describe your firm's experience with schools/colleges on a nation-wide basis.

\_\_\_\_\_

**C. Specific Experience**

1. List current school/college clients and services provided/types of coverage's specifically Automobile Liability & Physical Damage, Garagekeepers Physical Damage, Garagekeepers Liability, Educators Legal Liability, General Liability, Inland Marine, Law Enforcement Legal Liability, Excess Liability, Property, Flood, Crime, Volunteer Accident, Cyber Liability and Workers' Compensation, placed by the servicing office that will service CFCC's account, if successful (do not list clients that are not direct clients of the proposed servicing office):

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2. List current school/college clients and services provided for Ocean Marine (Protection & Indemnity and Hull), placed by the servicing office that will service the CFCC's account, if successful (do not list clients that are not direct clients of the proposed servicing office):

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3. Who will manage/service this account? Please list all schools/colleges this person (s) has directly serviced:

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4. References – Please provide these on a separate attachment

Please provide a list of four verifiable client references of similar scope and industry for the property and casualty program, all of whom are able to comment on your organization's relevant experience. This list should include at least three active client references that are similar in nature and size to CFCC, and one reference from a former client. Please include company name, contact name, telephone number and size of company's workforce as well as services provided. It is the vendor's responsibility to provide valid reference information and CFCC reserves the right to use reference check in its evaluations of proposals.

**D. Qualifications**

1. Confirm that you are a licensed broker in North Carolina and provide documentation. Confirm that you serve as a broker, independently, and are not affiliated with any insurance company, third party administrative agency or provider network.

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2. Please provide the most recent year's annual reports, or comparable document, including detailed current profit and loss, assets and liabilities, and other relevant financial data.

3. Describe the account set up you would use to service the CFCC's account. Provide a brief resume of qualifications and experience for the personnel and their backup who will be servicing the CFCC's account. Include professional qualifications, educational background (also indicating current and historical account responsibilities), and specific school/college experience. If your servicing plans include the use of personnel other than the identified servicing location, describe the method or internal set-up that assures your servicing office clients are well serviced.

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4. Describe your firm's servicing and technical capabilities. Provide a general background of your company as it relates to the line of coverage for which the CFCC is seeking a proposal. Describe any special expertise your firm has in providing insurance to schools/colleges.

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5. Describe any impending changes in your organization that could impact the delivery of services.

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6. What is your average response time to questions posed from your clients? How do you handle follow up to

outstanding items?

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7. How does your firm develop your insurance/risk management professionals (i.e., do you have any in-house training program, on-the-job training, etc.)?

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8. Provide your suggestions for developing a reliable, viable, working relationship with CFCC. What do you view as the role of each of the following parties: your organization, New Hanover County Risk Management, CFCC and the carrier? Please be brief and concise.

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9. What techniques will you use to assist us in developing current risk exposure information? Can your staff conduct or arrange facility inspections? What services do you expect to be provided by the insurance carriers and how do you plan to monitor these services?

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10. In what way do you insure that each policy is being properly serviced, and how would follow up and control the service standard on the CFCC's account?

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11. Describe in schematic form your "ideal" method of handling yearly renewals/selection of new vendors. Please start at the data collection phase and continue through the entire process, key on the role of each party, timing of events, and the necessary coordination of the parties.

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12. How will you assist with the management of insurance, including preparation of claims activity reports from carriers; executive summary reports; underwriting analysis for annual renewals; annual financial projections for budgeting purposes analysis?

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13. Describe your organization's method of keeping abreast of insurance market changes including coverage, rates, business philosophy, availability, legal constraints, and solvency (security of company). Describe your organization's method of apprising clients of these same changes.

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14. Specifically address what you have done to reduce insurance costs for clients.

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15. Provide details of seminars, presentations or webinars you have provided to your school/college clients in the last three years. Please also include your role in the presentations (instructor, organizer, etc.).

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16. State any other facts and information you feel are pertinent to the selection process as they relate to your firm.

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17. List any additional service options your company can provide, not already requested, and along with the fee required for these services.

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**E. Carrier Information**

1. Provide the following carrier information:

a) List the three P&C carriers with whom you have placed the greatest percent of your school/college P&C business during the previous 24 months.

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b) List three P&C carriers that you have accepted proposals from, but have not placed any school/college P&C business with during the previous 24 months.

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**F. Broker Insurance**

1. Do you carry professional liability insurance to protect against errors and omissions?

Yes No Limits: \_\_\_\_\_

2. Will you provide a certificate of insurance for CFCC if successful in obtaining this account?

Yes No

**5. PROPOSER’S DECLARATION**

**PROPOSER UNDERSTANDS, AGREES AND WARRANTS:**

That Proposer has carefully read and fully understands the information contained in this Request for Proposal;

That Proposer has the capability to successfully undertake and complete the responsibilities and obligations of the proposal being submitted;

That this Proposal may be withdrawn by requesting such withdrawal in writing at any time prior to the time and date set for acceptance of proposals by CFCC;

Any proposal received after the time and date specified as deadline for submission of proposals will not be considered;

That all information contained in the Proposal is true and correct to the best of Proposer’s knowledge;

That Proposer did not, in any way, collude, conspire, or agree, directly or indirectly, with any person, firm, corporation or other Proposer in regard to the amount, terms or conditions of this proposal;

That CFCC reserves the right to reject any and all Proposals and to accept that Proposal which will, in its opinion, provide the best level of service to CFCC;

That by submission of this Proposal, the Proposer acknowledges that CFCC has the right to make any inquiry it deems appropriate to substantiate or supplement information supplied by Proposer and Proposer hereby grants CFCC approval to make said inquiries;

Signature of Authorized Representative: \_\_\_\_\_

Title of Authorized Representative: \_\_\_\_\_

Subscribed and sworn before me this \_\_\_\_\_ day of \_\_\_\_\_, 2020

\_\_\_\_\_  
Notary

My Commission expires: \_\_\_\_\_