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REQUEST FOR PROPOSALS

Issued by
Public Health Solutions

Public Health Solutions Insurance Broker

[Solicitation #: 2019.07.PHS.01.~~0102~~]

Issue Date: ~~July 16, 2019~~ [Revised August 7, 2019]

Proposals Due Date: August ~~16~~²⁶, 2019, 3:00pm EDT

RFP Contact: Joseph A. Tubiolo, Public Health Solutions

RFP Email: InsuranceRFP@healthsolutions.org

For a copy of this Request for Proposals, please go to:

<https://www.healthsolutions.org/get-funding/request-for-proposals/>

I. INTRODUCTION

PURPOSE

Public Health Solutions (PHS) seeks an intermediary to design, place, and manage its corporate insurance portfolio and to provide a variety of strategic risk advisory services. PHS seeks a qualified insurance broker / risk management firm with a demonstrated history and expertise in providing insurance placement and risk management services to clients with a similar size and mission to PHS. The firm will be expected to help assess PHS' insurance needs, recommend the appropriate levels of insurance coverage and structure to ensure the best value for PHS. In addition, the insurance program must be administered and maintained at the most reasonable cost to the organization. Firms will be expected to provide evidence of professional experience, qualifications, capability, and personnel to perform these services.

ABOUT OUR ORGANIZATION

Public Health Solutions (PHS) is the largest public health nonprofit serving New York City. For over 60 years, PHS has improved health outcomes and helped families thrive by providing directed services to the city's most vulnerable populations, including maternal and child health services, reproductive care services, health insurance access, and food and nutrition services. PHS' Contracting and Management Services (CAMS) works in partnership with government, foundations and other funding bodies to handle the contracting and administrative requirements of grant funding. Over the past 28 years, we have executed thousands of public health contracts throughout the city and southern New York. This year alone, CAMS' work supported the work of over 200 community-based organizations.

PHS is responsible for maintaining insurance coverage to ensure the protection of its Board officers, employees, and assets. It has insurance policies with several carriers to maintain an insurance program with possible protection and pricing for all parties involved. Our current risk profile is as follows:

- Our current annual revenue is over \$260M, 77% of which is pass-through funding via PHS as grants to other organizations.
- PHS employs approximately 420 full time and 26 part time staff.
- PHS leases/owns 3 automobiles
- PHS leases locations at 17 sites. Staff are additionally located at 29 sites
- PHS' real & personal property has an estimated value of \$10m and will be reevaluated during the insurance renewal process.

Additional information including our audited financial statement is available to view at www.healthsolutions.org

CORPORATE RISK MANAGEMENT & INSURANCE PROGRAMS

PHS maintains an insurance portfolio comprised of 14 separate policies. Key policies are as follows:

Line of Insurance	Insurance Policy Limits (2019-2020)
Directors & Officers Liability / Employment Practices	\$5M per occurrence / \$1M general aggregate Fidelity bond issued by insurer, based on Master Contract terms
Business Automobile Liability	\$1M per occurrence / \$1M general aggregate
Commercial General Liability	\$1M per occurrence / \$3M general aggregate
Worker's Compensation & Employer's Liability	Workers Compensation - Statutory benefits for NYS Employer's Liability \$1M bodily injury by accident \$1M bodily injury by disease, policy aggregate \$1M bodily injury by disease, each employee
Management Liability	Limits of liability Each claim 5M. Aggregate \$5M shared with employee practices liability (with \$10M policy aggregate applicable across all policies)
Healthcare Professional Liability	\$1M per medical incident / \$6M policy aggregate
Excess Umbrella Liability	\$10M per occurrence / \$10M general aggregate
Real & Personal Property	Limits of Liability Business personal property \$9,447,738 blanket limit (\$100,001 for electronic vandalism) Business Income and extra expenses \$3,825,000 blanket limit (\$100,001 or electronic vandalism) Equipment breakdown \$100,000 each occurrence
Specialty Risk Package	Cyber Related Sections Limits of Liability. Security Failure & Privacy Liability \$1M sublimit. Regulatory Action-1M sublimit. Network Interruption (First Party) 1M sublimit Security Failure and Privacy Event Response (First Party) 1M sublimit Cyber Extortion (First Party) 1M sublimit Policy Aggregate (applies across all sections of the policy other than Corporate Counsel Liability 1M

The proposed insurance broker / risk manager contract term will be for four (4) years, with up to 3 one-year renewals. The intent is to begin the term of the contract on September 1, 2019 and end on August 31, 2023, subject to change, as needed.

II. SCOPE OF WORK

This section details the risk management and insurance services that the successful respondent (“Broker” or “Brokerage”) will provide to PHS under the contract awarded from this RFP. The selected broker’s responsibilities and tasks will include, but are not limited to:

1. BROKER SERVICES

1. Assign experienced staff immediately upon selection to assess PHS’ current insurance program and insurance requirements. The Broker’s primary account representatives shall be reasonably available to PHS staff to address questions related to this account.
2. Review PHS’ insurance program to ensure that PHS and its contractors maintain appropriate levels of insurance and notify PHS of any new developments in the insurance industry that may impact its insurance coverage.
3. Advise PHS of recommended insurance policy changes and considerations, insurance policy renewal, as well as any additional insurance coverage, including recommended changes due to regulatory changes.
4. Recommend a plan for PHS’ insurance program renewal/marketing, including timelines and assignments, at least 120 days prior to PHS’ January 1st policy expiration.
5. Work with PHS to organize, develop, and present PHS’ operations and company risk profile and insurance coverage requirements to insurance underwriters.
6. Evaluate insurance underwriter bids and present PHS with a package of insurance policy terms, conditions, and premiums that best reflect its goals and objectives, including: (1) a narrative describing competitive bidding (2) a matrix comparing insurance policy proposals, and (3) recommendations regarding insurance carriers, coverage limits, premiums, terms, conditions, and risk exposure.
7. Review proposed insurance policies and endorsements for accuracy and conformity to specifications and negotiated coverage. As PHS operations change, identify new issues, exposures and potential gaps in coverage, keeping PHS informed of significant insurance matters that will impact PHS’ risk exposure and insurance program.
8. Negotiate insurance policy terms prior to binding coverage, keeping PHS fully informed of the marketing process. No insurance coverage, terms, or conditions may be bound without PHS’ prior written authorization.
9. Recommend standard insurance specifications for all of PHS’ procurement documents.
10. Review and advise on appropriate insurance terms and requirements for all PHS contracts.
11. As needed, assist with preparation and presentation of PHS Board materials.

2. RISK SERVICES

1. Review PHS's current insurance policies to assess sufficiency of insurance limits and adequacy of coverage required to protect PHS from reasonable risks, providing the best balance of minimizing risk and insurance premiums.

3. CLAIMS SERVICES

1. Provide an experienced, dedicated insurance claim expert to assist PHS with reviewing and managing its insurance claims.
2. Notify insurance carriers of all potential and actual insurance claims against PHS.
3. Address emergency mitigation procedures for property related claims.
4. Monitor insurance claims to ensure that the carrier handles all claims properly and in a timely manner
5. Advocate for PHS on any disputed or problem insurance claims.
6. Meet quarterly with PHS and respective carriers to review all open insurance claims and settlements.

4. ADMINISTRATIVE SERVICES

1. Ensure insurance carriers issue insurance policies and endorsements in a timely manner.
2. Provide PHS with binders with all new insurance policies on a timely basis.
3. Approximately 30 days after PHS' new insurance policies are bound, provide a complete summary of PHS' insurance program, including insurance policy limits, terms, premiums, deductibles, insurance carrier, and any other relevant information for each insurance policy.
4. Provide PHS detailed, accurate invoices with rating adjustments, dividends, and other factors impacting the policy premiums, fees/commissions, and other policy expenses.
5. Provide insurance certificates to third parties on a timely basis.
6. Conduct PHS property inspections and/or surveys to recommend operational and equipment changes that may lower insurance premiums.
7. Review PHS written loss prevention plan to identify any actions to deduce PHS' risk exposure.

III. PROPOSAL CONTENT

The proposal must address and demonstrate your ability to comply with each of the items identified below.

1. Demonstrate at least five (5) years of successful similar brokerage experience with not-for-profit and healthcare practice expertise. Provide at least three (3) client references with contact information, highlighting not-for-profit and healthcare practice clients.

2. Provide a brief profile of your proposed servicing office (e.g., number of employees, specialties, service territory, etc.) and indicate why this office was chosen and how it fits into your overall organization.
3. Demonstrate the ability to access insurance markets with sufficient market capability to participate in PHS' insurance program.
4. Demonstrate the ability to identify risk, recommend appropriate insurance coverage and limits, and analyze losses to provide the most cost effective and comprehensive insurance program for clients similar to PHS.
5. Describe the staff that will be designated to PHS insurance program and the services that they will provide. If you plan to use other firms as partners or subcontractors, please provide a profile of their staff and the services that they will provide.
6. Name the principal contact and other key personnel that will be primarily responsible for servicing PHS' insurance program. Please include their addresses, email addresses, and telephone numbers.
7. Provide an overview of your marketing strategy for PHS's insurance program.
8. Please describe in detail how you would provide all the insurance brokerage services required by PHS, including management reporting, meetings with us, annual stewardship report, and service agreements.
9. Provide a detailed technical plan for accomplishing the work with the responsibilities and ask descriptions in Part II ("Scope of Work") as your reference point.
10. Provide a copy of your firm's audited financial statements for the most recent fiscal year.
11. Our organization encourages and rewards innovative thinking that enhances operational and financial performance. Although this RFP has been formatted to gather a wide range of information, there may be other issues and opportunities that you wish to identify as being particularly important and relevant for our benefit. We encourage you to identify such issues and opportunities, the potential impact that would have upon our organization, and how you would deal with them.
12. Briefly describe your practical approach to providing placement and support services for our program, including the following subject matters:
 - a. Risk identification and evaluation
 - b. Contract analysis
 - c. Providing and/or facilitating risk control services
 - d. Informing us of current and expected insurance market conditions and industry developments
 - e. Assisting in the preparation of insurance budgets and cost allocation mechanisms
 - f. Managing the insurance renewal process
 - g. Making introductions to underwriters and us in negotiations
 - h. Securing insurance coverage
 - i. Preparing policy summaries and schedules of insurance
 - j. Reviewing insurance policies
 - k. Preparing and issuing certificates of insurance as required
 - l. Reviewing insurer solvency
 - m. Reporting and managing claims
 - n. Providing loss information

- o. Performing or facilitating periodic property appraisals
 - p. Providing an annual stewardship report
13. Outline your proposed service plan for Year 1 of a new relationship with our organization
 14. Propose a method by which your firm will be held accountable for performance.
 15. Based on your experience with nonprofit health and human services risks and your limited knowledge of PHS, what would you consider the top three strategic challenges our organization is likely to face in the next three to five years, and how can you help us surmount them? What do you believe should be our top three risk management concerns, and how will you address them?
 16. Provide a conceptual overview of the program structure you believe would be most appropriate for our organization, based on your current understanding of its operations and appetite for risk.

1. FEE PROPOSAL

Please provide a complete fee schedule for your brokerage, administration and claims services. All fees and commissions must be identified separately from policy premiums.

- Propose **two** methods of payment: scenario one by fees and scenario two as a percentage (%) of premium (plus fees as needed).
- Describe the remuneration mechanism proposed to design, place, and manage our risk and insurance program and explain why you favor it. Please identify any services not contemplated in your core service offering and how you price them.
- Indicate whether your firm will receive contingent commissions or supplemental compensation, including profit- or volume-based payments based on your overall book of business, from any insurer you reasonably expect to engage on our behalf, identifying the insurer(s) and expected amount(s) of such income.

2. RFP SCHEDULE OF ANTICIPATED DATES

It is anticipated that a contract will be awarded in response to this RFP based on the following schedule:

Milestone	Date & Time
Release of RFP	July 16, 2019
Deadline for submission of questions	July 31, 2019, 3:00pm EDT
<u>Deadline for PHS to respond to questions</u>	<u>August 9, 2019</u>
<u>In-person Pre-Proposal Conference held at: Public Health Solutions 40 Worth Street, 5th Floor New York, NY 10013</u>	<u>August 20, 2019, 2:30pm-4:30pm EDT</u>

Deadline for submission of proposals	<u>August 16, 2019, 3:00pm EDT</u> <u>August 26, 2019, 3:00pm EDT</u>
Interviews (as necessary)	<u>Week of August 26, 2019</u> <u>Week of September 9, 2019</u>

The in-person Pre-Proposal Conference is added to the RFP Schedule to provide an opportunity for applicants to learn more about Public Health Solutions' directed community services and its contracting and management services. Attendance at the Pre-Proposal Conference is not mandatory; however, applicants interested in submitting a proposal are *strongly* urged to attend. If you plan to attend the Pre-Proposal Conference, please RSVP to the RFP email address: InsuranceRFP@healthsolutions.org

If you can't attend in person, you can dial-in to the Pre-Proposal Conference via: Dial-in: 866-434-5269, Access code: 651787857

Questions that were submitted to the RFP email will be addressed in a Q&A Supplement [which will be made available for download in advance of the Pre-Proposal Conference].

PHS reserves the right, at its sole discretion, to adjust and/or modify this schedule.

IV. PROPOSAL SUBMISSION AND SELECTION PROCESS

The deadline for submitting a proposal is **August ~~16~~26, 2019** by **3:00pm EDT**.

1. UPLOAD PROPOSAL TO PUBLIC HEALTH SOLUTIONS' CONTRACTING PORTAL

One electronic copy of the required documents identified in the RFP must be uploaded to the Contracting Portal on Public Health Solutions' website at <https://mer.healthsolutions.org> by the proposal submission deadline. You do NOT need to submit a hard-copy or submit via email. Use of the Contracting Portal is REQUIRED. Proposals sent by hard copy or email will NOT be considered as submitted.

In order to use the Contracting Portal to upload a proposal, you must have a current login.

- If you have been named on a Contractor Contact Verification Form (CCVF) as an official contact for an existing contract with PHS, then you already have a login on the Contracting Portal. If you do not know what your login is, please email RFLoginrequest@healthsolutions.org
- If you have not been named on a CCVF as an official contact for an existing contract, then a new login will need to be created for you. Please email RFLoginrequest@healthsolutions.org to request a login.
- All login request emails should include the following:
 - First and last name of the proposal submitter
 - Email address of proposal submitter
 - Title of proposal submitter
 - Full legal name of the applicant organization
 - EIN of applicant organization

- RFP title should be on the subject line of the email

Note that only one individual may initiate and submit the proposal for an organization per RFP.

Please be aware that uploading a proposal will involve multiple files representing different required proposal documents. Please allow sufficient time for checking that you have included all necessary digital file attachments. Please ensure that you have a working login and familiarize yourself with the Contracting Portal's Proposal Upload area, at least one week before the proposal submission deadline.

Note that proposals received after the deadline may be disqualified from funding consideration.

It is the responsibility of the submitting organization to ensure delivery of the proposal to Public Health Solutions via the Contracting Portal by the submission deadline. A confirmation of receipt of the required submission (via upload) will be sent by email. Note that the email confirmation is confirming the delivery and receipt of the proposal submission and is not a confirmation that the proposal submission is complete or responsive.

For all other things, please email the RFP contact at: InsuranceRFP@healthsolutions.org

Although generalized promotional literature is welcomed, it will not substitute for original narrative responses to the questions posed in Section III. We reserve the right to disqualify any proposal for lack of responsiveness or specificity.

2. SELECTION PROCESS

The selection process will begin with the review and evaluation of each written proposal. The purpose of this evaluation is to:

1. examine the responses for compliance with this RFP, and
2. identify the firms that have the ability to meet the scope of services required by PHS at competitive rates.

A committee of PHS staff will evaluate the proposals based upon the criteria for selection set forth below, and the qualification requirements listed in each section.

PHS reserves the right to interview any or all of the proposers. The purpose of the interview may be to review the proposer's ability to provide the required services, and how specific services will be furnished. Proposals that meet all the mandatory qualifications as outlined within this RFP will be evaluated and scored by PHS staff based upon the following selection criteria (100 total possible points):

- 1. Servicing Capabilities (30 points)**

Each proposer will be evaluated on its qualifications pursuant to this RFP and demonstration of its ability to provide the insurance broker services included in this RFP.

- 2. Relevant Experience of Personnel Assigned to Account (20 points)**

Each proposer will be evaluated on its organizational support and experience of staff assigned to servicing the PHS Insurance Program.

- 3. Clientele with Comparable Business Experience/Operations (20 points)**

Each proposer will be evaluated on specific examples of insurance services provided to not-for-profit clients and health industry clients with operations comparable to PHS.

4. Fee Structure (25 points)

Each proposer will be evaluated on its broker, claims and administrative services fee structure, as well as any other relevant fees.

5 Diversity and Inclusion (5 points)

Each proposer will be evaluated for its demonstrated commitment to diversity and inclusion.

All expenses associated with proposal preparation and presentation, including travel, shall be borne by the respondents.

The issuance of this Request for Proposal (RFP) and responses to it convey no rights or obligations on the part of Public Health Solutions. PHS may (1) amend, modify, or withdraw this solicitation; (2) revise its requirements; (3) require supplemental statements or information; (4) accept or reject any or all submissions; (5) extend submission deadlines; (6) negotiate or entertain discussions with candidate firms and waive defects and allow corrections of deficient RFP responses, and/or (6) cancel this solicitation, in whole or in part. Public Health Solutions may exercise any of the foregoing measures at any time without prior notice and without liability to any respondent for expenses incurred.

Your company shall refrain from contacting any insurance market or service provider in our behalf during this conceptual selection process. We reserve the right to disqualify any respondent for failure to comply with this requirement.

Following evaluation of all proposals, we may invite bidders for an interview, the dates and times to be scheduled as mutually convenient. Public Health Solutions will select the brokerage firm whose proposal is determined to provide the best value, taking into consideration the firm's qualifications, the quality of the proposal and the price.