

**REQUEST FOR PROPOSALS:
INSURANCE BROKER**

A. Introduction

The Public Health Institute (PHI) is a non-profit and global leader in public health. PHI advances wellbeing and health equity with communities around the world through innovative solutions and collaborative partnerships with a variety of different funders. PHI develops research, leadership, and partnerships to build strong public health policy, programs, systems, and practices.

During its almost 60 years as an independent nonprofit, the Public Health Institute has led and managed hundreds of projects and programs ranging from small task order contracts to large, multi-site research programs with national and international reach.

PHI receives funding from a diverse group of federal, state, county, foundation, and private sector sources with nearly half of its funding support originating from agencies in the federal or state government. Incoming funds are received in a variety of forms including contracts, grants, cooperative agreements, and unrestricted donations.

As a result of our global footprint, diverse array of funders, and remote working model, PHI's insurance needs are dynamic: funders are often adding new requirements to existing awards or RFPs, programs end or expand, and new awards are administered at PHI every month. PHI needs a brokerage firm and representative insurance broker(s) that understands our unique position as a nonprofit and fiscal sponsor against a complex backdrop of liabilities and requirements spanning throughout the different specialties of Public Health.

B. Scope of Work

The Scope of Work, which may be further defined in the final executed contract between the selected service provider and PHI, is described below.

PHI places primary importance on developing and maintaining a quality risk management program with corresponding insurance coverage that thoroughly responds to the risks and liabilities that our organization may face. PHI has nearly 900 total employees working almost entirely remote, with approximately 135 central office staff supporting 750 employees in more than 60 different public health related programs. PHI, in its role as a fiscal sponsor, has domestic and international projects ranging from \$50,000 to \$100M or more in size and cover topics that vary and include community-based, federally funded, research, evaluation,

program implementation, clinical trials, technology/software design, clinical databases, and academic programming working to solve the pressing issues in public health.

PHI is seeking written proposals from a brokerage firm and representative broker(s) to provide insurance broker services that include but are not limited to:

- Insurance placement and servicing
- Risk exposure analysis
- Risk management services
- General insurance advisory services
- Claims assistance and advocacy
- Cyber-risk mitigation

PHI currently maintains the following insurance policies and coverage:

1. Blanket Accident
2. Business Travel Accident
3. General Liability
4. Sexual/Physical Abuse
5. Professional Liability
6. Workers Compensation (National)
7. Foreign Liability
8. Umbrella
9. Directors and Officers Liability and Entity Liability
10. Employment Practices Liability
11. Fiduciary Liability
12. Crime
13. Employed Lawyers Professional Liability
14. Cyber security
15. Tech E&O

The selected firm and representative broker(s) will work directly with PHI's Senior Director of Operations and Deputy Director of Operations on all insurance related matters to include but not limited to, insurance coverages, certificates of insurance for additional insured, exposure analysis, renewals, and claims. Applicants should bring a strong network of connections and contacts in the insurance market which include a broad array of providers at all price points, have a detailed knowledge of insurance types and coverage needed for PHI, be extremely responsive, meticulous, personable, transparent, advocate for PHI, and able to use layperson terms to guide PHI in understanding the nuances of the insurance industry, and the fine print of

the insurance policies. PHI is not only seeking an insurance broker, but also an advisor and partner in creating the proper insurance portfolio for our employees and our programs.

Required Services/ Specifications

The applicant should be able to provide a range of services including but not limited to the following:

1. Evaluate PHI's existing insurance program, and as necessary recommend changes to terms, conditions, or coverage limits to ensure the program is affordable and adequately protects PHI,
2. Evaluate PHI's existing insurance program and identify any applicable market trends or exposure trends that PHI should be aware of,
3. Evaluate PHI's participation in applicable insurance pools and cost sharing programs for property, casualty, and workers compensation,
4. Assist with the claim submission and handling process,
5. Serve as the intermediary between PHI and the underwriter/provider when there is a reasonable coverage dispute,
6. Provide premium estimates at least one (1) month in advance of renewal deadlines each year,
7. Negotiate with underwriters on behalf of PHI and obtain insurance coverage that best meets PHI's needs and requirements at the best cost, while also advising on the carrier's services, claim handling process, etc.,
8. Bind insurance coverage on the exact dates needed by PHI,
9. Verify that new policies, binders, certificates, endorsements, and other documents are accurate, issued in a timely manner, and reflect the terms and conditions agreed during negotiations,
10. Provide coverage summaries for all new coverages and updates on changes to existing coverages,
11. Recommend specific risk management techniques to be implemented at PHI,
12. Respond to all insurance related questions and request for advice from the PHI Senior Director of Operations and Deputy Director of Operations in a timely manner,
13. Assist the PHI Senior Operations Director to coordinate inspection, audit, or other carrier requests,
14. Provide legal updates and provide guidance on recommended coverages to maintain compliance with Federal and State laws and funder regulations as requested by PHI,
15. Assess PHI's cyber risk profile to secure appropriate limits and sublimits for cyber coverage, and
16. Provide guidance and resources to help PHI create a culture of cyber security and implement best practices.

C. Submission Requirements

The bidder's proposal must provide a detailed response and supporting documentation, where requested, to each of the following areas:

1. Cover page

- a. Please include the name of your organization, address, and contact information.
- b. Please include the name, title, and contact information for an authorizing official.

2. Table of Contents

3. General Qualifications

- a. Provide a narrative of your firm, company culture, capabilities of firm, risk management plan, and claims control experience.
- b. Where is your firm headquartered, and where is the primary physical location from which you will be providing your services?
- c. Does your firm only provide A-rated carriers? If no, please elaborate.

4. Technical Qualifications & Experience

- a. Include a description of your experience and expertise serving clients:
 - i. International NGO's
 - ii. Fiscal Sponsors
 - iii. Organizations that receive funding from many different funding services including government funds
 - iv. Of a similar size and/or similar projects
- b. Provide a brief description of key personal experience proposed to be assigned to PHI's account.
 - i. Include information on diversity metrics; board/leadership composition; brokers-committed to working with diverse populations.
- c. What tools or technology will you use to collaborate with us and serve our account? Do you offer your clients an online platform/portal/database service? Please include all the services that are offered to your clients.
- d. How is our data managed and is it exportable?
- e. What is your approach to securing the best premium rates, and how will you ensure that rates are competitive in the future.
- f. Please provide a list of clients that are similar to PHI with which you have an on-going relationship.

5. Services

- a. Do the core benefits brokerage and consulting services match PHI's required services?
- b. Are other services provided? Such as claims advocacy, etc. If so, please expand and advise regarding cost.
- c. Describe your risk management services.
- d. How is your customer service team structured? Include information on accessibility to clients, client response time, and service level ratings.
- e. What is your turnaround time for issuing COI's/endorsements/named endorsements?

6. Exposure Analysis

- a. Provide a narrative which indicates your understanding of the greatest risk(s) or exposure(s) that PHI faces and the recommended insurance policy, coverage, and/or provider(s). Include any market trends or emerging insurance issues in your discussion.

7. Transition Proposal

- a. Provide a 90-day start-up plan which outlines the procedures and a draft timeline the bidder expects to use in performing a transition from a current provider to a new provider.

8. Fees

- a. Describe your proposed form of compensation (i.e., commission, annual retainer, fee-for-service) and fee rate.

9. References

- a. Provide references with contact information from a minimum of three clients who currently use your services. At least one of the clients must speak to the performance with non-profits, fiscal sponsors, and/or federally funded entities.
- b. Please list, by name, three largest social services or nonprofit accounts; or list three largest accounts whose operations you believe are most similar in scope as PHI's.

D. Proposal Format

For PHI to conduct the most efficient proposal evaluation, bidders are required to organize their proposals as noted below:

- A. Cover Page
- B. Table of Contents
- C. General Qualifications
- D. Technical Qualifications and Experience
- E. Services
- F. Exposure Analysis
- G. Transition Proposal
- H. Fees
- I. References

Proposals must be organized according to the submission requirements and proposal format above. Proposals must address all the requirements. Proposals must not exceed 15 pages, Calibri Font, size 12. Cover page, table of contents, financial statements, attachments, and sample materials are not included in the page limitation. Proposal should be straightforward, concise and provide layperson explanations of technical terms that are used. Emphasis should be concentrated on conforming to the RFP instructions, responding to the RFP requirements, and on providing a complete and clear description of the offeror's services, fees, experience, and capacities.

Proposals which fail to address each of the submission requirements above may be deemed non-responsive and will not be further considered. Note that responses to RFP requirements must be specifically answered within the context of the submitted proposal. PHI's evaluation team will not refer to a designated website, brochure, or other location for the requested information.

D. Diversity and Inclusion Initiative

PHI is dedicated to promoting diversity in its procurement of goods and services. Pursuant to PHI's commitment to diversity, PHI encourages vendors that are certified as any of the following businesses:

- WOSB: Women-Owned Small Business
- SDVO: Service-Disabled Veteran-Owned Business
- HUBZone: Historically Underutilized Business Zone
- SDB: Small Disadvantaged Business
- 8(a)BD: African American, Asian Pacific American, Hispanic American, Native American, Subcontinent Asian American

E. Submission of Proposals

Please submit proposals to: **Alexandra Madigan**

Deputy Director of Domestic Operations

Email: amadigan@phi.org

Proposals due by: **August 25, 2023, 9:00am – Pacific Standard Time**

Proposals must be submitted via email by the date and time specified above. PHI encourages inquiries concerning this RFP. All questions pertaining to this RFP must be made via email to Carla Eckhardt Taracena, Senior Director of Operations, cetaracena@phi.org and Alexandra Madigan, Deputy Director of Domestic Operations, amadigan@phi.org. Questions are due by 9:00 AM PST, **Monday, August 7, 2023**

F. Proposal Timeline

PHI intends to follow the below timeline for review and award of this solicitation:

Event	Date
RFP issued	July 31, 2023
Questions Due	Aug 7, 2023 9:00 AM (PST)
Deadline for Submittal	Aug 25, 2023 9:00 AM (PST)
Review of Proposals	Aug 28- Sep 15, 2023
Interviews or Additional Questions Conducted	Sep 20-26, 2023
Insurance Broker Selected	October 15, 2023

*Dates are subject to change at the discretion of PHI

G. Proposal Evaluation

PHI is committed to a transparent process of award and selection of an insurance broker with the intention to secure the best possible solution(s) for PHI’s ongoing needs while ensuring an optimal financial and operational outcome and the best value to our funders.

An evaluation team will review, in detail, all proposals received to determine the best value. Following the initial review and screening of the written proposals, using the selection criteria described below, bidder(s) will be invited to participate in the final selection process, which may include participation in an oral interview and/or submission of any additional written information as requested by PHI.

The following evaluation criteria will be utilized to evaluate the proposals by an internal evaluation team from PHI to determine the best value. A bidder can receive a maximum of 100pts:

- A) General Qualifications (10%)
- B) Technical Qualifications & Experience (40%)
- C) Services (30%)
- D) Exposure Analysis (10%)
- E) Transition proposal (5%)
- F) References (5%)

H. Solicitation Terms and Conditions

Agreement

Subject to availability of funding, PHI intends to issue an exclusive cost reimbursable type agreement for a base period of up to five (5) years to the successful bidder from this procurement process. PHI reserves the right to issue one or more awards as a result of this RFP.

Discretion

PHI may, at its sole discretion and after the evaluation process, choose not to issue any agreement as a result of this process. PHI may also, at its sole discretion, choose to issue as many or as few agreements as deemed necessary to meet PHI's business needs.

Offers/Quotations

Prices must be inclusive of all costs, including taxes and fees, in US Dollars. Quotes and prices should remain valid for ninety (90) calendar days from proposal submission.

Proposal Costs

There is no reimbursement for costs associated with preparing or submission of proposals in response to this RFP or costs associated with possible award negotiation.