



**Request for Proposals**  
**Insurance Brokerage Services**

**Issue Date: March 11, 2019**

**Responses Due By: April 8, 2019**

## **SECTION I: INTRODUCTION**

The City of Indianola and Indianola Municipal Utilities, located at 110 North 1<sup>st</sup> Street, Indianola, IA, 50125, is seeking proposals from qualified and licensed insurance brokers to provide insurance broker services that include, but are not limited to:

- Insurance placement servicing
- Risk exposure analysis
- General advice and claims assistant for general liability, automobile liability, automobile physical damage, Public Officials' liability, police professional liability, property, crime bond and boiler and machinery, and other typical liability insurance items.

The City operates under a six-member Mayor/Council form of government. The City Manager is the Chief Administrative Officer of the City. The City of Indianola is a full-service community providing services such as police and fire protection; emergency medical aid; building safety regulations and inspection; street lighting; land use planning and zoning; housing and community development; maintenance and improvement of streets and related structures; traffic safety; and full range of recreational programs.

Departments in the City consist of the following: Office of the City Manager, Clerk/Finance Department, Human Resources and Risk Management, Information Technology, Community and Economic Development, Streets Department, Water Pollution Control, Parks & Recreation, Library, Fire and Emergency Services and Police Department.

Indianola Municipal Utilities, IMU, is the utility provider for the City. IMU operates under a five-member Board of Trustees. The General Manager is the Chief Administrative Officer. Departments in IMU consist of the following: Office of the General Manager, Finance/HR, Utility Services, Telecommunications, Electric and Water.

The City/IMU annual budget is approximately \$50,774,787.

## **SECTION II: SCOPE OF SERVICES**

The successful firm will be responsible for the marketing, evaluation, and service of the abovementioned insurance placements on behalf of the City of Indianola and IMU. They will also consult on coverage interpretation, risk reduction strategy, regulatory compliance with local, state, and national authorities, and cost recovery associated with damages to City/IMU property or claims brought against the City/IMU. Examples of duties may include but are not limited to the following:

1. Evaluate the City/IMU's existing insurance program, and as necessary, recommend changes to terms, conditions, or coverage limits to ensure the program is affordable and adequately protects the City/IMU.
2. As soon as possible upon hiring, the chosen candidate should perform a review of the City/IMU's current exposure.
3. Evaluate the City/IMU's participation in applicable insurance pools and cost sharing programs for property casualty and workers compensation.
4. Provide advice to City/IMU Administration on ways to strengthen City/IMU loss prevention and safety programs.

5. Assist City/IMU Administration with excess claim submission and handling process.
6. Inspect the City/IMU's properties every year and update building and property values as appropriate.
7. Negotiate with underwriters on behalf of the City/IMU and obtain insurance coverage that best meets the City/IMU's requirements at the least cost, while also advising on the carrier's financial strength, and their claim handling practices with other similar municipalities for losses within the coverage secured.
8. Verify that new policies, binders, certificates, endorsements and other documents are accurate and reflect the terms and conditions agreed during negotiations.
9. Respond to all insurance related questions and request for advice from the City/IMU Administration in a timely manner.
10. Keep City/IMU Administration informed of pertinent market developments that might affect the City's access to, or cost of, insurance prior to renewal.
11. Assist City/IMU Administration to coordinate inspection, audit and other Carrier requests.
12. Issue Certificates of Insurance as required for the City/IMU to comply with requirements from vendors or various government bodies.
13. Provide loss runs for Carriers.
14. Attend meetings with City/IMU representatives, as requested.
15. Provide legal updates and assist in maintaining compliance with all Federal and State laws and programs.

### **SECTION III: CONTENTS OF PROPOSAL**

1. **Executive Summary:** Provide an Executive Summary of not more than three (3) pages detailing and substantiating why the firm should be considered most qualified to be selected to provide insurance brokerage services. Include your methods to review claims experience, claim service, and claim administration.
2. **Contact Information:** Provide general information for the firm including: name, address, office telephone number, office fax number, and email address of the principal individual contact responsible for the RFP response.
3. **Firm Overview:** Provide general information about the history of the firm, overview of qualifications pertinent to this RFP and demonstration of comparable services for other municipalities in Iowa. Include a listing of the insurance carriers and vendors with which your organization bids and places insurance contracts.
4. **Understanding of the Scope of work:** Provide the firm's understanding of the scope of work as described herein. Include a description of the firm's experience working with municipalities similar in size, types of exposures to the City/IMU and in the types of policies and coverage referenced herein. Specifically describe services that will be delivered to the City/IMU in detail. Include schedule for deliverables and/or services (e.g., assistance with loss control, coverage decisions, insurance questions, policy interpretations, claim submissions, etc.). Include information on any unique services your firm can offer the City/IMU that will distinguish you from other RFP respondents.
5. **Schedule of Fees:** Provide a schedule of fees including hourly rates for all personnel related to brokerage services, administrative, reimbursable expenses, and any other applicable fee information. If fees are commission based, provide a not to exceed commission percentage of

premium cost. Provide documentation of all other fees associated with the firm's brokerage services/deliverables that the City/IMU will be subject to, if applicable. Note that the lowest price proposal will not necessarily be selected. Technical components will be weighed in addition to costs to ensure the City/IMU is procuring best value versus lowest price.

6. **Term of Contract:** The selected broker will be designated for a three-year period commencing on July 1, 2019, with an option to renew the contract for one additional three-year period by mutual agreement of both parties.
7. **Personnel:** Provide a list of personnel available to provide brokerage services to the City/IMU. Include designations for the primary project representative and those who will provide both redundant and supplemental services. Include an up-to-date resume for all personnel along with a list of active professional certifications. The personnel section of the proposal shall include an organizational chart to highlight which individuals will be provided to cover all the disciplines required to perform the full scope of work described herein. Specifically note if any personnel in the firm, not just those assigned to the City/IMU's account, have any affiliation with a group or individual that would prohibit the firm from working directly with the City of Indianola and Indianola Municipal Utilities.
8. **References:** Provide at least five (5) references of clients for which the firm has provided brokerage services within the last five (5) years. Include contact names, titles, phone numbers and email addresses.

#### **SECTION IV: TIMELINE AND SUBMISSION PROCEDURES**

The City/IMU anticipates the following general timeline for this RFP. The anticipated schedule may be changed if it is in the City/IMU's best interest to do so.

- RFP Advertised – March 11, 2019
- Deadline for Questions from Proposers – March 18, 2019
- Deadline for City to Respond to Questions - March 22, 2019
- Deadline for Proposal Submittal – April 8, 2019
- Proposal Interviews, as needed – Week of April 15, 2019
- Recommendation for Award – Monday, May 6, 2019 by City Council and Monday, May 13, 2019 by the Board of Trustees

Copies of the request for proposals are available at the City of Indianola City Hall located at 110 North 1<sup>st</sup> Street, Indianola, IA 50125. Office hours are 8:00 AM to 5:00 PM Monday through Friday. The RFP is also available on the City of Indianola website ([www.indianolaiowa.gov](http://www.indianolaiowa.gov)).

Qualified applicants shall submit one (1) original copy of the proposal in a sealed envelope and one (1) electronic copy via email or flash drive to:

City of Indianola  
Attn: Melissa McCoy, Director of Human Resources and Risk Management  
110 North 1<sup>st</sup> Street, Indianola, IA 50125  
Email: [mmccoy@indianolaiowa.gov](mailto:mmccoy@indianolaiowa.gov)

**Proposals shall be stamped received no later than 4:00 PM on April 8, 2019.**

## **SECTION V: EVALUATION CRITERIA & SELECTION PROCESS**

Proposals submitted by the deadline and deemed complete will be evaluated by the City/IMU RFP Committee. Any firms submitting a proposal may be required to provide additional detailed information. The RFP Committee will interview the most qualified firms. Proposals will be evaluated on a variety of factors including, but not limited to, the following:

- Relevant experience and firm qualifications
- Relevant experience and qualifications of key personnel
- Satisfactorily completed similar services
- Cost

## **SECTION VI: ADDITIONAL REQUIREMENTS**

**Indemnification:** The selected firm shall defend, indemnify and hold harmless the City/IMU, its officers, agents and employees and all claims and costs of any nature whether for personal injury, property damage or any other liability arising out of or in any way connected with the negligent acts or omissions perpetrated by employees of the firm.

**Insurance:** Provide a description of the firm's insurance coverage applicable to the services described herein. Such coverage must be adequate to sufficiently cover the services described herein and must include at a minimum, general liability insurance coverage and professional liability insurance coverage. Include insurance certificates summarizing such insurance coverage.

**Right of Refusal:** The City/IMU reserves the right to reject any and all proposals. Proposals will be considered only in their entirety. The City/IMU reserves the right to add or deduct any specific requirements and associated costs from the selected proposal.

**Questions:** Questions may be addressed to:

Melissa McCoy, Director of Human Resources and Risk Management  
110 North 1<sup>st</sup> Street, Indianola, IA 50125  
(515) 961-9410  
mmccoy@indianolaiowa.gov