

**Dufferin Child and Family Services
Request for Proposal
Insurance**

CONTENTS

A. GENERAL INSTRUCTIONS

- A.1 Invitation
- A.2 Proposal Documents, Delivery and Deadline
- A.3 Inquiries

B. BACKGROUND

- B.1 Activities and Structure

C. SCOPE OF SERVICES

D. SUBMISSION REQUIREMENTS

- D.1 General
- D.2 Submission Framework & Proposal Content
- D.3 Required Information for Proposal Submission

E. EVALUATION PROCESS

- E.1 Proposal Evaluation
- E.2 Negotiations
- E.3 Timetable

**Dufferin Child and Family Services
Request for Proposal
Insurance**

A. GENERAL INSTRUCTIONS

A.1. Invitation:

Dufferin Child and Family Services (DCAFS) is soliciting proposals from qualified firms, including Dufferin Child and Family Services's current insurance provider, for the provision of Property and Casualty Insurance coverage. DCAFS will only consider responses from insurance brokers licensed to transact business in the Province of Ontario.

The engagement is for the fiscal period ending March 31st, 2019 and for the subsequent five years. However, the successful bidder will be renewed on an annual basis. DCAFS reserves the right not to renew. It is the Society's policy to review this type of engagement periodically.

A.2. Proposal Documents, Delivery and Deadline:

Proponents are requested to submit their proposal in a sealed package marked "Proposal – Insurance Services - Confidential" to be received at 655 Riddell Road, Orangeville, Ontario or by email to bonnie.stevenson@dcafs.on.ca before 16:00 hours, January 4, 2018.

The name and location of the Proponent must be clearly indicated on the face of the sealed package or in the subject line of the email containing the proposal.

The total content of the Proposal, including any appendices and attachments, should be outlined in a Table of Contents at the front of the Proposal.

Proposals sent by fax will not be accepted.

Proponents may not make modifications to their proposal after the closing date and time.

DCAFS shall be obligated in any way by any Proponent's response to this Request for Proposal, nor shall DCAFS be liable for any costs incurred by any Proponent in the preparation of this Request for Proposal.

All information provided in the Proponent's proposal will be considered confidential.

A.3. Inquiries:

**Dufferin Child and Family Services
Request for Proposal
Insurance**

All inquiries regarding this Request for Proposal shall be directed by e-mail only to bonnie.stevenson@dcafs.on.ca. Inquiries must be received by noon December 19, 2017. Management's answers to all inquiries shall be provided to all Proponents no later than the end of day December 21, 2017.

B. BACKGROUND

B.1. Activities & Structure

DCAFS is a registered Charity, whose principal mandate in Child Welfare is to protect the children and youth in our community from all forms of abuse and neglect. Additionally, DCAFS provides Child and Youth Mental Health and Developmental Support Services.

Dufferin Child and Family Services's principal child welfare funding is provided by the Province of Ontario as determined by a Funding Model, which is revised from time to time by the Province. The Society has the responsibility and authority to investigate reports of child abuse and neglect and to protect children from further harm. Under the Ministry of Children and Youth Services and the Ministry of Community and Social Services, the province of Ontario (Ministry) contracts with DCAFS as a transfer payment agency for the delivery of legislated Child Welfare Services and Child and Youth Mental Health and Developmental Support Services in the County of Dufferin. As a consequence of the contractual relationship between DCAFS and the Ministry, the Ministry conducts regular reviews and audits of the Society in order to determine funding requirements and to exercise due diligence on behalf of the Government of Ontario.

The organization may also be subject to audits performed by the Auditor General of Ontario on a schedule determined by the Auditor General.

DCAFS operates at arm's length from the Ministry and is governed by an independent volunteer Board of Directors. This structure allows DCAFS to be accountable to the Ministry, and yet retain a degree of operational autonomy and flexibility.

Dufferin Child and Family Services's Board of Directors structure is 9-12 members strong, and possesses the multi-disciplined representation necessary for effective governance. The Board of Directors has established a Finance and Audit Committee of the Board. The Board meets ten times annually with management. The Finance and Audit Committee meets four times annually.

During its fiscal year ended March 31, 2017 DCAFS received \$10,128,417 in transfer payments from the Ministry for the delivery of services. Additional

**Dufferin Child and Family Services
Request for Proposal
Insurance**

funding from other sources for the fiscal year ended March 31, 2017 was \$860,836 and \$36,444 in donations, for total revenue of \$11,025,697. Total assets at March 31, 2017 are \$5,740,357, of which \$4,495,520 are capital assets consisting of (cost):

Land	\$200,000
Building	\$4,577,390
Office equipment and furniture	\$1,585,683
Vehicles	\$221,752
Parking lot	\$146,684

DCAFS owns property at 655 Riddell Road and 291 Broadway St., Orangeville, Ontario. The property at 655 Riddell Road is the office, and the property at 291 Broadway is rented to a tenant.

There have been no significant changes to assets since March 31, 2017.

From time to time, the DCAFS operates other programs or acts as banker for other programs. This could include, for example, one time programs funded by the Ministry or others or administering funds for a community project.

C. SCOPE OF SERVICES TO BE PROVIDED

Currently DCAFS has an integrated insurance program with a master policy including several lines of coverage with a liability limit of \$ 15 Million.

The Integrated Risk Program will provide insurance for both DCAFS and its Foundation and will include coverage for:

- Board Members, Directors and Officers
- Employees
- Volunteers
- Foster Parents

Mandatory lines of coverage to be provided, on as broad a basis as possible, in the Integrated Risk Program include:

- General liability (minimum of \$15,000,000/claim, no aggregate limit)
- Errors and Omissions Liability Insurance (minimum \$15,000,000 aggregate)
- Non-owned Automobile Insurance (minimum \$15,000,000)
- Automobile Fleet Liability Insurance (minimum \$10,000,000 + \$5,000,000 excess)
- Property Insurance (estimate \$8,000,000)

**Dufferin Child and Family Services
Request for Proposal
Insurance**

- Boiler and Machinery
- Comprehensive Crime Insurance (up to \$500,000) including commercial bond, counterfeit, forgery, audit expense
- Director's and Officers Liability Insurance (minimum \$3,000,000 aggregate)
- Abuse liability (minimum \$2,000,000/occurrence, \$2,000,000 aggregate)
- Conflict of interest legal fees expense (minimum \$100,000/claim, no aggregate)
- Legal defence costs (minimum \$100,000/claim, \$500,000 aggregate)
- Board member coverage
 - Accidental death & dismemberment (minimum \$250,000)
 - Weekly income total disability (\$500)
 - Weekly income partial disability \$300)
- Cyber Insurance (minimum \$250,000/claim, \$250,000 aggregate)

Risk Management responsibilities of DCAFS include:

- Insurance administration
- Maintenance of contractual insurance evidence within a central insurance registry program

Mandatory Insurance Administration and Risk Management Services to be provided to DCAFS over the coverage period include:

- a. placement of the recommended insurance program coverage.
- b. provide policies to DCAFS within 30 days of entering into the insurance contract. Provide a confirmation statement in your proposal verifying the time frame in which the insurance policies will be issued to DCAFS.
- c. 15 days prior to the renewal date, provide "pink" Motor Vehicle Liability Insurance Cards to DCAFS for placement in licensed vehicles.
- d. provide an electronic copy of the consolidated insurance program.
- e. provide an annual report to include highlights or reasons for any changes and include in the annual report a summary of services provided to DCAFS during the insurable year and recommendations to be considered by DCAFS for additional services to be provided in the future.
- f. provide at year end and on request loss history reports by claim category and policy line.
- g. provide general insurance information and advice.
- h. meet with DCAFS risk management representatives on the six month anniversary of the insurance policies to review all issues concerning the program.

**Dufferin Child and Family Services
Request for Proposal
Insurance**

- i. attend a minimum of two regularly scheduled meetings, or as required by a DCAFS risk management representative, in the course of an insurable year.
- j. identify how your firm will provide updated information on insurance conditions and issues of importance.
- k. production of risk and premium breakdowns apportionment charts for cost allocation purposes.
- l. provide representation at Committee meetings, generally once a year, if required.
- m. provide other day-to-day services that are commonly required of an insurance broker.
- n. provide an annual Stewardship Report.
- o. conduct liability and operational risk assessments, as required.
- p. provide building underwriting information that has been acquired.
- q. review contractual requirements and provide advice relating to insurance requirements and risk transfer wordings.
- r. conduct Boiler and Machinery Inspections and develop recommendation reports or Certificates of Compliance for follow-up action by DCAFS.

Optional, additional services that may be required by DCAFS: (identify costs that may apply)

- a. identify additional administrative insurance services that your firm can provide to DCAFS.
- b. identify additional risk management services that your firm can provide to DCAFS.

D. SUBMISSION REQUIREMENTS

D.1 General

Proponents are requested to submit a written proposal that describes how the services as outlined in Section C will be provided. In order to facilitate the evaluation of proposals, Proponents are requested to organize their proposal as per the Submission Framework below.

D.2 Submission Framework & Proposal Content & Assessment Criteria

Mandatory Requirements:

We require you to confirm that your brokerage firm is licensed to transact business in the Province of Ontario. If the proponent does not meet this mandatory requirement, in the sole opinion DCAFS, your proposal submission

**Dufferin Child and Family Services
Request for Proposal
Insurance**

will be deemed to be non-responsive and will be eliminated from further consideration.

Assessment Criteria:

a. Company Qualifications and Organization

Provide a brief company profile, and the following information in your submission. If you are responding as a consortium, provide summary details for each consortium member.

State the length of time your firm has been in business and briefly describe its history.

Provide an organizational chart and description of all entities controlling, controlled by, or in common control with your brokerage firm.

Provide the dollar value of annual premiums for clients served in Canada and in Ontario, broken down by industry classification. If you have served the child welfare sector or related not for profit social services agencies, please show the totals for these separately.

Describe the scope of insurance programs managed by your firm (highlight integrated risk solutions, municipal and transit programs, include limits and deductibles, coverage written, etc)

Describe entities similar to DCAFS that you represent and provide at least three (3) references, including contact names and telephone numbers. DCAFS reserves the right to conduct reference checks.

Confirm your ability to provide all lines of coverage on an integrated risk basis.

b. Account Team Identity, Qualifications and Experience

Identify key staff to be assigned to manage DCAFS's account. This should include all individuals who would be providing cover-off and support to key staff. Highlight the following experience in your submission:

- Child Welfare Agencies

**Dufferin Child and Family Services
Request for Proposal
Insurance**

- Integrated risk solutions
- Risk Management
- Claims Management

Respondents to provide a list of relevant information, and in particular identify:

- the staff person's name and their responsibilities
- the number of years experience each staff person has managing an integrated risk program and municipal or transit accounts of a similar size and nature to DCAFS
- the expected staff time or level of effort that would be spent supporting DCAFS's account.
- the location (city) of employment for each staff person

Provide a curriculum vitae of principals and members of proposed account team including education; experience, particularly public sector and/or not for profit/social service agencies experience; number, type and complexity of existing accounts highlighting the insurance, risk management and other professional qualifications of the identified staff.

Identify the location of account team and ease of accessibility to your brokerage firm. Points will be awarded for those proponents who have an established Dufferin County practice and who provide a communication plan that demonstrates their ability to communicate effectively with DCAFS staff and respond to insurance related issues, within a short period of time.

Marketing Strategy including Principal markets

Please describe how your organization would identify the insurance markets that would be approached and confirm each Insurer's ability to write professional liability insurance coverage on an Integrated Risk Program basis, including financial strengths, claim payment and reputation for service. Please describe the strategies and procedures to be used to market DCAFS's programs in a competitive, fair and transparent manner, including proposed timelines for various deliverables.

c. Service Proposal

Describe the services that your firm would offer DCAFS such as:

**Dufferin Child and Family Services
Request for Proposal
Insurance**

- i. How does your brokerage firm monitor and keep updated regarding the financial stability of insurance markets, market conditions and insurance related matters of interest and how will this be communicated to DCAFS.
- ii. Timelines for delivery of policy documents, cover notes and invoices.
- iii. Annual review of the program (Stewardship Report)
- iv. Risk Evaluations of DCAFS properties and service delivery included in annual services. Advise if additional evaluations are available and at what cost if any.
- v. Proposed means of evaluation of the Broker's performance.
- vi. Training of DCAFS staff.
- vii. Contract wording review assistance.

d. Added Value and Innovative Solution Abilities

DCAFS is willing to consider broad solutions and concepts in addition to traditional insurance-based solutions to deal effectively with its program exposures. Detail any other pertinent information that would be relevant and is not referred to above or any other added value that you could provide for DCAFS to consider in the evaluation of Proposals, including:

- a. Details of custom designed insurance programs that demonstrate creative and innovative solutions and providing particulars of how your account team's knowledge and expertise contributed to this approach.
- b. Experience and extent of use of alternative risk financing programs
- c. Extent of actuarial resources available to assist in program design and evaluation of alternative risk financing
- d. Specifically identify if any of the above were applicable to the child welfare sector and/or not for profit social services liability programs.
- e. Financial Proposal

**Dufferin Child and Family Services
Request for Proposal
Insurance**

Please provide the cost of the Broker and the cost for the coverage separately.

Provide a firm fixed service fee for the initial contract term. Use Annex B that is attached for this purpose, and return with your submission. Also provide a proposed annual payment schedule based on defined milestones or deliverables.

D.3 Required Information for Proposal Submission

1. Contact information of Project Manager or Partner.
2. Signed Proposal.
3. Provide at least three human services, not for profit references. Describe the nature of these firms including total budget, schedule of insurance provided and scope and provide the agency name, a contact name and phone number.
4. Clearly identify whether this coverage is claims based or occurrence based.
5. All correspondence dealing with this proposal call must be completed in writing
6. DCAFS may identify a short list of Proponents and arrange a follow-up interview or negotiation.

E. EVALUATION PROCESS & CONTRACT NEGOTIATIONS

E.1 Evaluation and Selection Process

- An evaluation committee will conduct the evaluation of the submissions.
- All members of the evaluation committee will sign a confidentiality undertaking and will be required to keep all the information they acquire during the process of evaluating the submissions confidential. The evaluation committee will not open the submissions publicly.
- The evaluation committee will discuss their reviews and reach consensus on the ranking and ratings of each submission.
- During the evaluation of the RFP Submissions, DCAFS may request that any proponent provide further clarification of any part of its RFP Submission. The evaluation of a RFP Submission will include any clarifications provided in writing in response to questions posed by DCAFS.
- Any unsuccessful proponents shall have up to 60 days on which to request a debrief meeting with a member of the selection committee.

**Dufferin Child and Family Services
Request for Proposal
Insurance**

- Should conflict arise with respect to any aspect of this RFP the Complaint Procedure as outlined in DCAFS's policies and procedures will be followed.
- DCAFS reserves the right to permit a short period of time following the closing date to review minor irregularities and allow for corrections to be made.
- The proponent is responsible to provide all information requested.

Selection Process

Each proponent's proposal will be reviewed and a selection made based on the following criteria:

Evaluation criteria	Points
Company Qualifications and Experience	20
Team qualifications and experience	25
Service delivery	10
Demonstrated ability to provide alternative insurance solutions	20
Cost of services	25

DCAFS reserves the right to meet with Proponents to discuss the Proposal.

E.2. Negotiations

DCAFS reserves the right to:

- Not accept the lowest price or any proposal;
- Terminate the request for proposal for any reason, with no liability to DCAFS or recourse by the bidder, at any time prior to the execution of the written contract;
- Conduct negotiations with more than one bidder

E.3. Timetable

Event	Date
RFP Issue	December 5, 2017
Deadline for clarification and questions	December 19, 2017
Clarification and answers to questions provided	December 21, 2017
Last date for addenda to be issued	December 21, 2017
Submission deadline for this RFP	January 4, 2018

**Dufferin Child and Family Services
Request for Proposal
Insurance**

Selection of qualified proponents to this RFP	January 19, 2018
Notice to unsuccessful respondents	January 23, 2018