

**RHODE ISLAND CONVENTION CENTER AUTHORITY  
REQUEST FOR QUALIFICATIONS  
INSURANCE BROKERS**

**INTRODUCTION**

The Rhode Island Convention Center Authority (the “Authority”), through this Request for Qualifications (“RFQ”), desires to evaluate and select a broker or brokers who will be used to bid and place various property and casualty insurance coverages on behalf of the Authority. The engagement will be for a minimum period of three years, plus two one year extensions at our discretion, beginning on or about February 1, 2016 and through January 31, 2019.

Coverage placements may include the following and/or other similar insurance:

**Property** – for the Convention Center and Garages, Dunkin Donuts Center, VMA, War Memorial

- Blanket Property Damage and Business Interruption (TIV = \$389 million est.)
- Dependent Property Business Interruption (Omni Hotel)
- Extra Expense
- Terrorism
- Flood
- Earthquake

**Crime**

- Employee Dishonesty
- ERISA Fidelity
- Forgery/Alteration
- Theft, Disappearance & Destruction
- Money Orders & Counterfeit Currency
- Computer Fraud/Funds Transfer Fraud

**Commercial General Liability**

- Bodily injury and property damage
- Personal/Advertising Injury
- Employee Benefits Liability
- Fire Damage

**Automobile Liability** - Hired and non-owned vehicles

**Umbrella /Excess Liability** - limits up to \$50 million

**Public Officials Liability**

**Workers’ Compensation and Employer’s Liability**

## **MINIMUM QUALIFICATIONS**

The Authority has established the following as minimum qualifications to be considered as a broker for it:

Domicile	Preferably, respondents should have a Rhode Island Servicing Office which houses the service or engagement team.
Professional Staff	The technical/professional staff must be five (5) or greater.
Premium	The annualized written commercial lines premium for calendar year 2014 should be at least \$5 million.
Clients	Preferably, the broker should handle a minimum of one (1) governmental or quasi-governmental account such as a state agency, municipality, school department, fire district, or a public corporation such as the Authority.
Coverage	While the Authority will consider a broker who desires to place either all first-party coverages (property and crime) or all third-party coverages (general liability, auto liability, excess liability, public officials liability and workers' compensation), preference will be given to one who can place all of the preceding.

## **BACKGROUND**

The Authority was created in 1987 by the Rhode Island General Assembly as a public corporation of the State, having a distinct legal existence from the State.

The Authority owns a Convention Center located at One Sabin Street, Providence, Rhode Island of approximately 350,000 square feet, parking facilities capable of providing approximately 2,400 parking spaces, and the Dunkin' Donuts Center-Providence (the "DDC"), all of which are currently managed by SMG of Philadelphia, Pennsylvania.

The Convention Center contains an exhibit hall of approximately 100,000 square feet, a 25,000 square foot ballroom, approximately 20,000 square feet of meeting rooms and over 86,000 square feet of lobby and circulation room areas. The garages are located below the Convention Center and on land adjacent thereto with access to the Convention Center. The DDC, which is adjacent to the Convention Center, is a multi-purpose arena of approximately 13,300 seats.

The Authority also leases the Veterans Memorial Auditorium (the "VMA") from the State of Rhode Island, a 1,300 seat theatre located at One Avenue of the Arts in Providence, Rhode Island, currently managed by PFM, LLC. In addition, the Authority is responsible for the Providence War Memorial in LaSalle Square.

## INSTRUCTIONS TO RESPONDENTS

1. To be considered, your written response to this RFQ **must** be received in a sealed envelope **no later than 3:00 pm on December 18, 2015, prevailing time**. No submissions will be accepted after the stated deadline. The sealed envelope should be marked “Broker RFQ Response”.
2. Facsimile and email submissions will **NOT** be accepted.
3. Three copies of the sealed response should be delivered by the stated deadline to:  

James P. McCarvill, Executive Director  
Rhode Island Convention Center Authority  
Dunkin’ Donuts Center, 3<sup>rd</sup> Floor  
One LaSalle Square  
Providence, RI 02903

Each copy must be signed by an individual able to bind you in contract.

4. Interviews will be held **during the week of January 4, 2016**. Respondents chosen for the interview process should be available on these dates.

## PROTOCOL

The Authority wishes to maintain complete objectivity and integrity in this broker evaluation and selection process. Therefore, the following protocols have been established:

1. Contact with the Authority should be limited to James P. McCarvill, Executive Director at (401) 351-4295 or jim.mccarvill@riccauth.com. Any questions related to the broker evaluation and selection process must be made via email to Mr. McCarvill. Pertinent and reasonable questions will be answered via email. The question and the response will then be distributed at the same time to all participants.
2. Respondents are advised that communication with any Board Member or other employee of the Authority regarding the evaluation or selection process is strictly prohibited and will result in disqualification from further considerations.

## PROCESS

The Authority has established procedures and criteria for the designation of qualified brokers. The following is a description of that process.

### Request for Qualifications

The response to this RFQ is the basis for further consideration. The Authority, through its selection committee, will review the written responses to this RFQ to determine which

brokers best meet the selection criteria and who will be interviewed. The evaluation of the written responses and reference checks may result in a reduced field of candidates.

### Interviews with qualified respondents

Respondents who have been determined to be responsive and qualified in the first step may be invited to make an oral presentation of their qualifications and participate in an interview with representatives of the selection committee and its consultants.

### Qualification of broker

The Authority will use the written results of this RFQ, interview results, references and other information to qualify a broker(s) for the desired insurance programs. As indicated above, the Authority's preference is to select a single broker to place all lines of coverage. Alternatively, the Authority may qualify two separate brokers where one would place all first-party coverages (property and crime) and the other would place all third-party coverages (general liability, auto liability, excess liability, public officials' liability and workers' compensation).

No respondent is authorized to approach any market on behalf of the Authority until the broker evaluation is completed and broker selection made.

### **SUBMISSION INCLUSIONS**

Please address the following questions in your written submission. Your responses should relate to the office which will have servicing responsibility for the Authority. It is preferred that the servicing office be located in Rhode Island. Other offices may be used for support in specialty areas and should be identified as such.

If you intend to have more than one office directly involved in providing the services included in your proposal, please specify the location of each office and segregate your responses by office.

### **Question #1: Broker Profile**

- Brokerage/Agency Name:
- Principal Address:
- Servicing Office Address:
- Contact Name, Phone number, Fax number and email address for future correspondence:

## **Question #2: Qualification Verification**

**The following questions address only your commercial property and casualty sales, production and servicing activities. Your answers should not include any life, health, personal or other insurance activities. Please attach additional information if necessary.**

- Number of Offices.
- Number of technical or professional staff in Rhode Island office(s).
- Annualized written premiums for commercial lines as of calendar 2014.
- Please identify your governmental or quasi-governmental clients as of July 1, 2015.
- Please identify insurance companies with whom you place an annual premium volume in excess of \$1 million.

## **Question #3: Brokerage Experience**

- Please specify any accounts with comparable size and exposures that are serviced by your office. Your answer should be specific as to the line of coverage(s) placed for such clients. Include only those for which your servicing office places most of the coverage.
- Briefly describe the size and nature of each of these organizations and the length of time each has been a client of your firm. The name and phone number of a person who may be contacted for a reference should be indicated for three of these accounts.

## **Question #4: Account Team Experience**

- Designate the Account Executive/Team Leader who will be responsible for your firm's activities on behalf of the Authority.
- Identify the members of the team, including all backup and alternative personnel, who would be designated to work on the Authority's Account. Your response should detail where each of these individuals fits into the office structure and what role each has played in similar accounts.
- Briefly summarize the relevant experience of your firm and/or team members in handling accounts of this nature.
- State the proposed responsibilities of each team member and the portion of his/her available time to be dedicated to this account.
- A brief resume should be included for each team member outlining his/her relevant work experience and length of service with your firm.

### **Question #5: Additional Services**

Briefly describe the extent to which additional services are available from your firm and your plan for delivery. In particular, please provide detail on your in-house claims processing services. Please indicate who will provide these services and provide a brief resume for the individual(s) responsible for each of these functions if not already provided.

### **Question #6: Market Availability**

In order to assist the Authority in evaluating your understanding of and presence in the marketplace, please provide the following information:

- A list of your five principal markets, the lines of insurance placed with them and the premium volume of each line of coverage.
- Identify those markets, and the specific lines, in which you have underwriting authority and the limits available to you.
- Specify those markets available to you which you feel would be an appropriate match for the Authority and detail the reasons for this fit. Describe brokerage arrangements necessary to reach these markets.
- Describe any specialty markets to which you have access and that, in your opinion, would be useful to the Authority. Please specify whether this access is exclusive.

### **Question #7: Insurer Stability**

Describe your firm's capability to assess the solvency or quality of insurers used by your firm. Also, explain to what extent and how this information would be communicated to the Authority.

### **Question #8: Quality Control**

- Explain how your firm exercises internal quality control, marketing, timely policy issuance and accurate policy content.
- Describe who in your firm will be responsible for quality control and client satisfaction if selected as the Authority's broker.
- In the event insurer service levels fall below the Authority's expectations, explain how you will remedy the service breakdown.

### **Question #9: Claims Service**

Please describe your firm's policy on providing claims service and support for expired insurance placements (i) when you remain the broker and (ii) when you are no longer the broker for that coverage.

### **Question #10: Broker Compensation – Fee and/or Commission**

Please indicate your preferred method of compensation for placing and servicing insurance. If you prefer to be paid a fee, please provide a range of fees for the proposed placements.

A successful broker will be required to disclose in detail all compensation received from any source, resulting from marketing and/or placing insurance coverage for the Authority.

### **Question #11: Broker Qualifications**

Identify what distinguishes your firm from others and summarize why you should be considered the proper choice as a broker for the Authority. What are your acknowledged weak points and what are you doing to correct these?

### **EVALUATION CRITERIA**

The Authority will carefully consider all information submitted. Some of the factors/criteria for evaluating the responses will include:

1. Competence to perform the services as reflected by technical training and education; general experience; experience in providing the required services, and the qualifications and competence of persons who would be assigned to perform the services.
2. Ability to perform the services reflected by workload and the availability of adequate personnel to perform the services expeditiously.
3. Past performance as reflected by the evaluation of private persons and officials of other governmental entities that have retained the services of the firm with respect to such factors as quality of work, and the ability to meet deadlines.
4. Demonstrated expertise and knowledge of the insurance marketplace and service and marketing capacity and capabilities
5. Experience with state and local authorities.
6. Pricing.

**This is a Request for Qualifications, and not a request for bids. Responses will be evaluated on the basis of the above and the related merits of the response.**

## **RIGHTS RESERVED TO THE AUTHORITY**

Notwithstanding any other provision of this RFQ the Authority reserves to itself the rights listed below.

### *A. Right to Modify RFQ Documents*

The Authority reserves the right to modify or amend any provision of the RFQ Documents. The Authority will mail a copy of any modification or amendment or addendum to those proposers who have requested this RFQ.

### *B. Right to Reject Any and All Proposals*

Whenever the Authority deems it to be in the Authority's best interest, the Authority reserves the right, in its sole discretion, to cancel this RFQ, to reject any and all responses, to waive minor irregularities or informalities in a response; to re-advertise; and to proceed in a manner other than awarding a contract under this RFQ. **The Authority will not waive, however, the requirement that qualifications be received by the Authority prior to the deadline for submission.**

### *C. Right to Cancel Award*

The Authority reserves the right to cancel negotiations with any respondent at any time prior to the respondent being retained by the Authority.

### *D. Additional Cause for Rejection*

In addition to any other cause for rejection of a submittal stated in this RFQ, a response may also be rejected if there is evidence of collusion among respondents, if the respondent submitting it is in default or arrears under any prior or existing contract with the Authority or any other State of Rhode Island department or agency, or there is an unresolved claim between the respondent and the Authority or any other State of Rhode Island department or agency.

**THE RHODE ISLAND CONVENTION CENTER AUTHORITY IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER.**