



Opportunities Industrialization Center of Washington
(OIC)

REQUEST FOR PROPOSAL

For Insurance Broker Services for the
period June 1, 2024, to June 1, 2026
(with options for plan years 2027, 2028, & 2029)

January 2024

Proposal Due Date: February 5, 2024

INSURANCE BROKERAGE SERVICES
For Opportunities Industrialization Center of Washington
(dba: OIC of Washington)

OIC of Washington is soliciting qualifications from interested firms to provide the agency with professional services in support of its insurance program.

The Agency's goals and objectives in this RFP are guided by the need to:

- Obtain the services of an insurance broker licensed in the State of Washington.
- Obtain the best mix of insurance coverages, including but not limited to, excess general liability, public official's liability, professional liability, crime, workers compensation/employer liability, fiduciary liability, pollution liability for contractors and property at reasonable cost.
- Provide/facilitate direct communication between the Agency and selected insurance underwriters.
- Consultation with Agency personnel and legal counsel with respect to liability and indemnifications provisions in lease, contract, and other documents.

The type of contract for these professional services is a single award with an inclusive fixed flat fee for each year of the three-year contract period, June 1, 2024, through June 1, 2026.

I. GENERAL INFORMATION

A. Introduction and Purpose

The Mission of OIC is to help in the elimination of unemployment, poverty, illiteracy, and racism so all people can live with greater human dignity. Opportunities Industrialization Center of Washington (OIC of Washington/OIC) a private, 501(c)(3) non-profit corporation governed by a nine-member volunteer Board of Directors. Administrative offices are located at 815 Fruitvale Boulevard, Yakima WA.

In our 50 years of operation, OIC has developed into a multi-program, Economic Development and Career Training Agency primarily serving residents of Yakima, Adams and Grant, Chelan, and Douglas, Benton, and Franklin, Skagit, Okanogan, Kittitas, Klickitat, Skamania, and Walla Walla counties in Washington State. Our multi-program services include, but are not limited to the following:

- Education and Career Services – Farmworkers and their Families job training, YouthBuild career training, Adult, and secondary education services (GED), Logistic training, Food warehouse distribution and nutrition education services, after school and STEM programs.
- Supportive Services – Energy and rental assistance, weatherization, home repair/replacement, housing counseling and first-time home buyer education, and Veterans and their Families support services.

- Outreach, recruitment, and data management services.

In order to provide the various services listed above to our clients, OIC employs approximately 140 employees and engages over 26 volunteers. Around 98% of the funding source comes from the Federal, State, and local government, and Private Foundations. Also, OIC owns an investment asset that is close to \$8m. We are headquartered in Yakima, WA, with satellite offices in Moses Lake, Pasco, Wenatchee, Sunnyside, Mount Vernon, and Walla Walla.

Interested parties are encouraged to visit our website at <https://www.yvoic.org> to learn more about our agency.

B. Scope of Work and Who May Respond

OIC of Washington places importance on developing and maintaining a quality risk management program with corresponding insurance coverage that responds to the risks and liabilities faced by our agency. Our agency is seeking written proposals from a brokerage firm or representative to provide insurance broker services that include but are not limited to securing a minimum of \$5,000,000 umbrella insurance coverage, insurance placement and servicing, risk exposure analysis, as well as general insurance advisory services and claims assistance.

OIC currently maintains the following insurance policies and coverages:

- Business Personal Property
- Residential Property
- General Liability
- Crime Coverage
- ERISA Bonds
- Automobile Ins.
- Professional Liability
- Sign Coverage
- Miscellaneous Commercial Coverage, Incl. Stop Gap & Employee benefit
- Directors & Officers/management professional liability

(See attached document that includes coverages and limits.)

The selected firm and representative broker will work primarily with OIC's Chief Financial Officer, Chief of Building and Technology Director, Chief of Programs Director and other assigned program/management staff on insurance coverages, renewals, and claims. Applicants should bring a strong network of connections and contacts in the insurance market, be extremely responsive, detail oriented, personable, and able to use professional expertise to guide OIC staff in understanding the nuances of the insurance industry. OIC is not only seeking an insurance broker, but also an advisor and trusted ally in the insurance industry.

Insurance brokers that can offer these comprehensive insurance services with offices, representatives and/or clients in Yakima, and other Central Washington state counties are encouraged to submit a proposal.

The work under this RFP may entail, but is not necessarily limited to, the following list of services:

1. Assist the Agency in identifying and analyzing its loss exposures on an ongoing basis.
2. Assist the Agency in securing at least a minimum of \$5,000,000 umbrella insurance coverage.
3. Recommend types of insurance coverages, policy limits, policy terms, and program adjustments for current coverages including but are not limited to commercial general liability, professional liability, public official liability, employment practice liability, business liability, cyber insurance, crime, workers compensation employers' liability, excess liability, property coverage, errors and omission notary bond, fiduciary liability and pollution liability for contractors.
4. Assist the Agency in completing and submitting insurer applications for all coverages.
5. Develop an insurance marketing strategy and place all required coverages.
6. Assure that insurance policies are placed with reputable and financially responsible insurers.
7. Consult with the Agency personnel and legal counsel with respect to liability and indemnification provisions in lease, contracts, and other documents.
8. Review insurance policies, binders, and endorsements to assure all wording is complete and accurate and promptly submit originals to the Agency.
9. Provide or obtain answers to insurance coverage questions.
10. Prepare insurance certificates and endorsements as required. Monitor changes on an ongoing basis in the financial ratings/status of carriers used in the Agency's program and advise when changes occur that may negatively impact the program.
11. Assist with risk management questions as they arise.
12. Assist in the filing of claims with, and obtaining settlements from, insurers.
13. Obtain and maintain updated loss information from current and prior insurers.
14. Maintain accurate claims data and provide status reports as required by the Agency.
15. At least 60 days prior to the renewal date of Agency policies, submit a written report discussing the anticipated issues concerning insurance terms and conditions, market conditions, trends, and anticipated changes.
16. At the request of Agency, meet with OIC Staff to review the Agency's insurance program and the Broker's contract performance.
17. Provide other services customarily provided by insurance brokers.

A listing of current coverage and limits has been included with this proposal. Including a listing of specific locations of services.

C. Proposal Submission Requirements

Submitting Inquiries

All inquiries from prospective candidates concerning this RFP must be submitted in writing and addressed to Charlene Parks (e-mail: Cparks@yvoic.org). Questions may be delivered via postal mail, or e-mail. Inquiries must be received no later than January 12, 2024, at 3:00PM.

Submit questions by mail or email:

Charlene Parks, Sr./Lead Accountant
OIC of Washington
815 Fruitvale Boulevard
Yakima, WA 98902
Email: cpark@yvoic.org

Submitting Proposals

Proposal submissions must be made in accordance with this RFP. Please submit a proposal that includes all capabilities and the cost of providing services. The Agency's intent is to retain a firm capable of providing services listed in the RFP.

Each proposer is expected to examine all instructions pertaining to this RFP contained herein. Failure to do so will be at the proposer's risk. There shall be no subcontracting of the work designated in this RFP without the prior written consent of the Agency.

Proposals must be delivered to the Agency at the address below no later than 3:00PM on February 5, 2024.

Late proposals will not be accepted.

Submit proposals by mail or hand delivered to:

Charlene Parks, Sr./Lead Accountant
OIC of Washington
815 Fruitvale Boulevard
Yakima, WA 98902

D. Specification Schedule

At a minimum, the Insurance Broker Proposal shall include information on the following:

a. Firm History and Experience

1. Brief history of your firm including years of existence, size, and specialty areas. Indicate, if appropriate, if your firm is a small or minority-owned business.
2. Provide a representative list of your current non-profit clients with over 100 employees' contact person names, addresses, telephone numbers, and a brief description of the firm's engagements within the last five (5) years. Each applicant firm shall provide no less than three (3) references.
3. Discuss your firm's resources and activities as they relate to knowledge of the social services and non-profit industry.

4. Describe your firm's specific experience in serving non-profit clients.
5. Identify which office and account team would serve OIC.
6. How is your customer success team structured, and how will you support our agency?

b. Your Practice:

1. Outline the scope of the core services your firm will provide within your standard compensation arrangement.
2. Please describe what makes your firm uniquely qualified to work on our account.
3. What is your service philosophy?
4. What is your approach to securing the best rates?
5. How is your brokerage compensated? What is the fee structure?
6. If your firm is selected, what transition support would you provide? What would be the process and estimated timing for implementation?
7. How will you determine when your plans should be marketed for competitive quotes and how? Will you determine which carriers to approach for quotes?
8. Describe your process for negotiating renewals.
9. Firm's criteria used in evaluating insurers including recommending/placing business with a given market.
10. Describe methods employed to obtain and disseminate information about current local and national legislation, trends, new services, new concepts, etc. to the account team who will serve our account and to our agency.
11. Do you provide assistance with compliance?
12. Describe your risk management services.
13. Are there services that the agency would receive for additional costs?
14. Is there anything else about your firm to help us during our selection process?

c. Expertise

1. Describe your approach to supporting our programs throughout the year.
2. Describe your expertise with different types of funding.
3. How do you monitor insurance solvency?
4. How will you ensure rates are competitive in the future?
5. Do you have a process in place for tracking communications between our organizations?
6. How often will you provide status updates during and after the RFP process?
7. How do you manage vendor relationships?
8. In your opinion, what are the three major challenges companies our size face and how your firm will help us meet these challenges?
9. Describe a few innovative ideas you have for our programs.
10. Up to five (5) work examples can be provided to demonstrate the proposer's expertise as relative to the RFP.

d. Capabilities:

1. Describe the capabilities of the firm to provide services and complete the Scope of Work.
2. Provide a description of the types of services offered.
3. Explain depth and breadth of services and resources.

e. Strategic Approach:

1. Identify the firm's proposed strategic approach to project implementation.
2. Identify how the Firm communicates and presents work to clients.

f. Project Management:

1. Describe the ability of the firm to successfully and timely complete the work.
2. Identify the location of the firm's resources.
3. Identify the capability of the firm to manage contracted task orders.
4. Explain ability to stay on task and on budget.

g. Diversity and Inclusion:

1. What percentage of your employees are women and/or minorities?
2. Does your organization have diversity and inclusion goal and how do you track progress?
3. What percentage of senior leadership is women or minorities?

E. Selection Criteria

The selection process will begin with the review and evaluation of each written RFP Response. The purpose of this evaluation is to: (1) examine the Responses for compliance with this RFP, and (2) identify the vendors that have the ability to meet the scope of services required by OIC at competitive rates. Respondents that meet all the mandatory qualifications as outlined within this RFP will be evaluated and scored by OIC staff based upon the following selection criteria:

A. Servicing Capabilities (30%)

1. Each respondent 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.

B. Relevant experience of personnel assigned to account (20%)

1. Each respondent will be evaluated on its organizational support and experience of staff assigned to servicing the OIC insurance program.

C. Clientele with comparable business experience/operations (20%)

1. Each respondent will be evaluated on specific examples of insurance services provided to government clients and/or Non-profit Agency clients with operations comparable to OIC.

D. Fee Structure (25%)

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

E. Diversity Practices (5%)

1. OIC staff will score each application for diversity practices, up to 5 points will be awarded based upon the contents of the diversity Practices.

Final selection will be based upon the above factors, (if needed interview will be held.) The final selection will be a “best value” selection.

F. OIC’s Rights

OIC, in its review and evaluation of proposals, reserves the right to:

1. Reject any or all proposals received.
2. Cancel the entire RFP at any time.
3. Issue or not issue subsequent RFPs.
4. Accept or reject any portion of any proposal received.
5. Negotiate with any or none of the proposers.

G. Reimbursable Expense Information

All costs and expenses associated with the development of a response to this RFP are the sole responsibility of the proposer. OIC is not obligated to the proposer in any manner and will not reimburse or pay any cost incurred by the proposer in responding to this or any subsequent RFP.

H. Certification

The individual signing this proposal certifies that the Broker maintains professional liability insurance and workers’ compensation, if applicable, to cover all its personnel engaged in the performance of the service herein described as well as damages arising as a result of the performance of such services.

Date this _____ day of _____, 2024

(Broker’s Firm Name)

(Signature of Firm Representative)

(Printed Name and Title of Individual Signing)

OIC of Washington Coverage/Limits and Location Attachment – A

General Liability

▪ General Aggregate	\$2,000,000
▪ Products/Completed Ops Aggregate	\$2,000,000
▪ Personal & Advertising Injury	\$1,000,000
▪ Each Occurrence	\$1,000,000
▪ Fire Damage	\$1,000,000
▪ Medical Expense	\$15,000
▪ Employee Benefits	\$1,000,000
• Each Employee	\$1,000,000
• Aggregate	\$2,000,000
▪ Professional Liability	\$1,000,000
• Each Incident	\$1,000,000

Stop Gap

▪ Bodily Injury per Accident	\$1,000,000 each accident
▪ Bodily Injury per Disease	\$1,000,000 each accident
▪ Bodily Injury per Disease	\$1,000,000 each employee

Crime

▪ Employee dishonesty blanket	\$200,000
▪ Forgery or Alterations – Computer Fraud	\$100,000
▪ Fund Transfer Fraud	\$100,000

Directors and Officers Coverage

▪ Non-Profit Organization Management Liability	\$2,000,000 with \$10,000 retention
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<u>Sign Coverage</u> at 815 Fruitvale Blvd, Yakima	\$56,000
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<u>OIC Coverage Location</u>	<u>Bldg. Coverage</u>	<u>Pers. Prop.</u>	<u>Business Income</u>
717 Fruitvale Blvd., Yakima, WA	1,813,576	69,715	163,972
815 Fruitvale Blvd., Yakima, WA	5,420,351	285,671	368,416
815 Fruitvale Blvd., Bldg #2, Yakima, WA	241,825	34,686	
1206 Fruitvale Blvd., Yakima, WA	894,656	33,034	82,936
1206 Fruitvale Blvd., Bldg. #2, Yakima, WA	731,623	33,034	82,936
1206 Fruitvale Blvd., Bldg. #3, Yakima, WA	597,729	33,034	82,936
1206 Fruitvale Blvd., Bldg. #4, Yakima, WA	1,717,628	16,517	17,631
801 Fruitvale Blvd., Yakima, WA	2,873,161		262,901
1419 Hathaway St., Yakima, WA	1,994,517	95,219	164,312
610 McClain Dr., Sunnyside, WA	639,453	16,271	21,579
630 Railroad Ave., Sunnyside, WA	209,919	24,313	64,739
630 Railroad Ave., Bldg. #2, Sunnyside, WA	819,062		64,119
309 E. 5 th Ave., Moses Lake, WA		9,347	4,313
270 9 th St NE, East Wenatchee, WA		9,347	4,313
1530 Stevens, Walla Walla, WA		9,347	4,313
2005 E. College Way, Mt. Vernon, WA		9,347	4,313
720 W. Court St., Pasco, WA		6,646	
1122 Fruitvale Blvd., Yakima, WA			
1122 ½ Fruitvale Blvd., Yakima, WA	124,283	5,092	50,000
1206 ½ Fruitvale Blvd., Yakima, WA	164,315		50,000
1124 Fruitvale Blvd., Yakima, WA	161,765	5,092	50,000
1211 S. 7 th St., Yakima, WA	4,178,642	18,688	
1211 S. 7 th St., Bldg. #2, Yakima, WA	188,192		