



Request for Proposal

For Insurance Broker Services for the
period October 1, 2023 to
September 30, 2025
(with options for Plan years 2026, 2027 & 2028)

Direct inquiries to:

Trish Walker
Controller
Telephone: 207-859-1570
Email: patw@kvcap.org

Or

Doug Mitchell
CFO
Telephone: 207-859-1575
Email: dmitchell@kvcap.org

Kennebec Valley Community Action Program
101 Water Street
Waterville, ME 04901

Proposals Due
August 28, 2023

Interviews Conducted
August 30 & 31, 2023

I. GENERAL INFORMATION

A. **Introduction and Purpose**

Kennebec Valley Community Action Program (KVCAP) is a private, 501(c)(3) non-profit corporation governed by an 18-member volunteer Board of Directors. Administrative offices are located at 101 Water Street, Waterville, Maine.

In our 58 years of operation, KVCAP has developed into a multi-program, social service organization primarily serving residents of Kennebec and Somerset Counties in Maine. Our multi-program services include, but are not limited to the following:

- Child & Family Services – Head Start/Early Head Start, Early Head Start/Child Care Partnership, and Child Care services;
- Transportation Services – Hybrid fixed route and on-demand public transportation in Augusta, Waterville, and Skowhegan; and on-demand transportation services utilizing a volunteer network and agency fleet vehicles for Medicare services as well as non-medical, protective services, senior, and cancer care transportation;
- Social Services – Home Visiting, Somerset and Kennebec County Child Abuse & Neglect Councils, and parenting and child abuse and neglect mitigation through community education based programming.
- Energy & Housing Services – fuel assistance, weatherization, home repair/replacement, home buyer education, and housing counseling;
- Community Initiatives – CSBG, South End Teen Center programming, and resource navigators; and
- Real Estate Development – Cony Village LLC housing development project in Augusta, Maine and other affordable housing development projects that include single home construction and/or renovation and larger senior and family housing development, with recent projects in Hartland and Skowhegan, Maine.

In order to provide the various services listed above to our clients, KVCAP employs approximately 300 employees and engages over 100 volunteers. Current year revenues are in excess of \$40 million, with projections for Fiscal Year 2024 slightly lower due to the end of pandemic related funding. We have our 20 scheduled locations that include our main office in Waterville, ME, satellite offices in Augusta and Skowhegan, Maine, a fleet maintenance facility, and a number of Head Start/Early Head Start classroom spaces provided as part of public school partnerships. KVCAP provides transportation services through a fleet of 64 vehicles, and another 7 vehicles utilized by Weatherization/Home Repair job audit staff, the Teen Center, and KVCAP facilities maintenance staff.

Interested parties are encouraged to visit our website at <https://www.kvcap.org/> to learn more about our agency. By clicking on "About KVCAP" and then "Board of Directors & Financial Information", you will find publications that include impact infographics, annual reports, and financial statements including audit reports. For a more detailed information about the services provided, review our annual plan and budget document found on the website in the section noted above.

B. **Scope of Work and Who May Respond**

KVCAP 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 and representative broker to provide insurance broker services that include but are not limited to insurance placement and servicing, risk exposure analysis, as well as general insurance advisory services and claims assistance.

KVCAP currently maintains the following insurance policies and coverages:

- Business Personal Property
- General Liability
- Crime Coverage
- Inland Marine
- Business Automobile
- Umbrella
- Directors & Officers
- Cyber Liability
- Builders Risk (as needed for development projects)

(See attached document that includes coverages and limits.)

The selected firm and representative broker will work primarily with KVCAP's Controller 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 layperson terms to guide KVCAP in understanding the nuances of the insurance industry. KVCAP 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 Maine are encouraged to submit a proposal.

C. Questions & Conditions:

1. Questions regarding this RFP should be direct to Trish Walker, Controller at 207-859- 1570 or by email at patw@kvcap.org, or Doug Mitchell, CFO at 207-859-1575 or by email at dmitchell@kvcap.org.
2. Conditions of Proposal: All costs incurred in the preparation of a proposal responding to this RFP will be the responsibility of the insurance broker (the Broker) and will not be reimbursed by KVCAP.
3. Instructions to Prospective Brokers: Your proposal should be electronically submitted on or before August 28, 2023:

Trish Walker, Controller
Kennebec Valley Community Action Program
patw@kvcap.org

The subject line must read **Insurance Broker Services Request for Proposal**

D. Review Process

KVCAP may, at its discretion, request presentations by or meetings with any or all Brokers to clarify or negotiate modifications to the Brokers' proposals.

However, KVCAP reserves the right to award the contract without further discussion of the proposals submitted. Therefore, proposals should be submitted on the most favorable terms, from both technical and relevant qualifications/experience, that the Broker can propose.

KVCAP contemplates award of the contract to the responsible Broker with the highest total points.

The Agency's review and evaluation of the proposals will be conducted by the Chief Executive Officer, Chief Financial Officer, Chief Operating Officer (COO) – Community Services & Energy & Housing Services, COO – Child & Family Services, Chief Admin. Officer, Controller, and Director of Fleet Operations as follows:

1. Proposal will be reviewed and evaluated.
2. A representative from the Broker who best responds to the RFP may be asked to participate in oral discussions about the proposal and coverage to be provided.
3. References may be contacted and evaluated.

Should the successful Broker be unable to accept the contract, the Broker with the next highest total score will be offered the contract.

(Footnote: KVCAP at its discretion, reserves the right to reject any and all proposals.)

E. Options

At the discretion of KVCAP, this insurance broker services contract can be extended for up to three (3) additional one-year periods.

In the future, KVCAP may look to include other coverages and/or services for entities that the agency serves as managing entity or general partner for. This would include services for Educare Central Maine, Hartland Senior Housing Associates, and Mary Street Housing Associates.

II. 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. What is your company vision and mission statement?
3. Provide a representative list of your current non-profit clients with over 200 employees and note any clients that you have served for three or more years.
4. Discuss your firm's resources and activities as they relate to knowledge of the social services and non-profit industry.
5. Describe your firm's specific experience in serving non-profit clients.
6. Identify which office and account team would serve KVCAP.

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. If your firm is selected, what transition support would you provide? What would be the process and estimated timing for implementation?
5. How will you determine when your plans should be marketed for competitive quotes and how

- will you determine which carriers to approach for quotes?
6. Describe your process for negotiating renewals.
 7. Firm's criteria used in evaluating insurers including recommending/placing business with a given market
 8. 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 would serve our account and to our agency.
 9. Are there services that the agency would receive for additional costs over what is part of premium payments?
 10. 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 insurer solvency?
4. Do you have a process in place for tracking communications between our organizations?
5. How do you manage vendor relationships?
6. In your opinion, what are the three major challenges companies our size face and how your firm will help us meet these challenges?
7. Describe a few innovative ideas you have for our programs.

D. Confidentiality and Certification

Proposals must include the following statement and certification:

The broker agrees to keep the information related to all property owned and the various locations in strict confidence. The broker agrees not to publish, reproduce, or otherwise divulge such information in whole or in part, in any manner or form, or authorize or permit others to do so, taking such reasonable measures as are necessary to restrict access to the information.

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.

Dated this _____ day of _____, 2023

 (Broker's Firm Name)

 (Signature of Firm Representative)

 (Printed Name and Title of Individual Signing)

III. LIST OF ADDITIONAL REFERENCE MATERIAL

The following documents regarding KVCAP can be found at <https://www.kvcap.org/about-kvcap/board-of-directors-financial-information/> :

- KVCAP and Affiliate Consolidated Financial Statements for the Year Ended September 30, 2022
- KVCAP Form 990 for tax year 10/1/2020 – 9/30/2021 (The Form 990 for FY 2022 is being finalized as of this publication. Upon request, a draft can be provided to the Broker.)
- Comprehensive Plan and Budgets
- Annual Reports and Impact Infographics

A listing of current coverages and limits has been included with this proposal. A listing of specific locations and vehicles will be provided upon request.

KVCAP Coverage/Limits Attachment

General Liability

- General Aggregate \$3,000,000
- Products/Completed Ops Aggregate \$3,000,000
- Personal & Advertising Injury \$1,000,000
- Each Occurrence \$1,000,000
- Fire Damage \$ 100,000
- Medical Expense \$ 5,000
- Employee Benefits \$1,000,000 – Each Employee
\$1,000,000 – Aggregate
- Professional Liability \$1,000,000 – Each Incident
\$3,000,000 – Aggregate
- Physical Abuse or Molestation \$1,000,000 – Each Act
\$3,000,000 – Aggregate

Crime

- Employee Theft \$ 500,000 - \$1,000 deductible
- Forgery or Alteration \$ 100,000 - \$1,000 deductible
- Inside Premises – Theft of Money/Securities \$ 50,000 - \$1,000 deductible
- Outside the Premises \$ 50,000 - \$1,000 deductible

(Includes US Department of Labor – ERISA Plan Coverage)

Inland Marine

- Blanket Computer Exposure \$ 700,000 - \$2,500 deductible
- While in Transit \$ 10,000 - deductible included
- Transfer Between Premises \$ 10,000 - deductible included
- Temp within other Premises \$ 10,000 - deductible included
- Permanently located at employees' residence \$ 10,000 - deductible included

Business Auto

- Combined single limit \$1,000,000
- Medical payments \$ 5,000
- Uninsured motorist combined w/ single limit \$1,000,000
- Underinsured motorist combined w/ single limit \$1,000,000
- Hired & Non Owned Liability \$1,000,000
- Comprehensive \$ 1,000 deductible
- Collision \$ 1,000 deductible
- Commercial Auto Elite Endorsement Included

Umbrella

- Each Occurrence \$5,000,000
- Personal & Advertising Injury \$5,000,000
- Products Completed Operations Aggregate Limit \$5,000,000
- Aggregate Limit \$5,000,000
- Self-Insured Retention \$ 10,000

Directors & Officers

- Directors & Officers Coverage \$2,000,000 - \$10,000 retention
- Employment Practices Liability \$2,000,000 - \$35,000 retention
- Fiduciary Liability \$1,000,000 sublimit of \$2,000,000 aggregate

KVCAP Coverage/Limits Attachment continued

Cyber Liability

- Information Privacy (includes Information Privacy Liability, Regulatory Liability, Event Response and Management, and PCI-DSS Liability)
 - Inclusion: Included
 - Sub-limit: \$2,000,000
 - Retention: \$ 10,000
- Network Security (includes Network Security and Event Response and Recovery)
 - Inclusion: Included
 - Sub-limit: \$2,000,000
 - Retention: \$ 10,000
- Business Interruption (includes Direct Business Interruption and Contingent Business Interruption)
 - Inclusion: Included
 - Sub-limit: \$2,000,000
 - Retention: \$ 10,000
- Cyber Extortion
 - Inclusion: Included
 - Sub-limit: \$100,000
 - Retention: \$ 10,000
- Media Content (includes Media Liability and Media Event Response)
 - Inclusion: Included
 - Sub-limit: \$2,000,000
 - Retention: \$ 10,000
- Reputational Harm
 - Inclusion: Included
 - Sub-limit: \$2,000,000
 - Retention: \$ 10,000
 - Indemnity Period – 180 days
- System Failure
 - Contingent & Direct System Failure: Included
 - Direct System Failure Limit: \$2,000,000
 - Contingent System Failure Limit: \$2,000,000
 - System Failure Waiting Period: 8 hours
- Ransomware Sublimit
 - No sublimit applicable for such coverage

(There have been no claims made to date on the cyber liability coverage.)