

Responses to Questions Emailed to Risk Management Regarding this RFQ:

Q1: May bidders use experience with the SF City as evidence of competency in relating to Services 2.1 and 2.2?

A1: Yes, applicants can use this experience as evidence for service areas in the RFQ

Q2: Insurance requirements in the RM-1-2021 RFQ make mention of pollution insurance requirements and coverage for abuse and molestation. These appear to be new requirements - is there an option to self-insure? If insurance is required, please specify required limits for both coverages.

A2: These are new provisions that are only required as applicable, it is not likely that either pollution or abuse and molestation coverage would apply to the contracts issued to vendors who qualify under this RFQ.

Q3: Do we need to register on the City of San Francisco supplier portal so we can monitor update/addenda postings?

A3: Registration on the City supplier portal is only needed if a contract is awarded to your firm. All interested applicants can find updates for the RFQ on the Risk Management web page:

<https://sfgsa.org/risk-management>

Q4: "Attachment V" is mentioned once in the bid, on page 5. It might be a typo that should read "Attachment IV," but please confirm.

A4: There is an Attachment V, it is a PDF version of a resolution passed by the San Francisco Board of Supervisors during 2018 concerning divestment from coal and tar sands industries. It has been added to the Risk Management web site in the RFQ section.

Q5: Is there a form we need to sign indicating our intent to respond to RM-1-2021?

A5: No

Q6: We signed Attachment I and don't see where to upload this document on the sfcitypartner site. Do you prefer we submit it to you via email? should we send all attachments separately from our response to you prior to April 26?

A6: Email is the method applicants should use for submitting this Attachment I. But, nothing is due prior to April 26th, all documents should be submitted by that date or sooner but all documents submitted by an applicant should be sent at the same time.

Q7: Under Section 5.3B – Specific Service Area Expertise, what is the current fee for the services listed under Service Areas 1 through 6?

A7: Fees are to be determined during the negotiation of each contract.

Q8: Under Section 5.3B, for Service Area 5, how many certificates of insurance are issued annually?

A:8 Less than 500

Q9: What additional services would your ideal risk management partner provide?

A9: To be determined on an as needed basis.

Q10: Can you please share with us a summary of your Risk Transfer spend (Insurance Premiums) over the last three years?

A10: The amount spent during the most recent year was about \$25M.

Q11: Have you experienced any major claim events or challenges in claim handling?

A11: Yes.

Q12: Please confirm that a bidder does not need to comply with LBE outreach and advertisement requirements to respond to the RFQ.

A12: LBE compliance requirements and procedures have changed and are now administered when a vendor is both determined to be qualified via this process and is subsequently offered a contract, but prior to the execution of such a contract.

Q13: The RFQ calls for insurance broker and risk management services with the only specific technology reference being certificate issuing. Assuming that I am reading this correctly, I'm unsure how to proceed as we qualify for only a subset of the requirements but also provide services that extend beyond the requirements stated in the RFQ. Would you please provide guidance/clarification?

A13: The RFQ speaks to more than just certificate issuing. One service speaks directly to certificate and policy tracking software. Please note applicants may be deemed qualified for eligibility for a contract even if they apply for only a single service area. Please be sure to address what is written in the description of that service area in the RFQ document.

Q14: What are the City of San Francisco's top 3 most important strategic risk management priorities/initiatives over the next 3-5 years? What major capital construction projects are planned over the next 3-5 years? What is the anticipated total construction values for these projects? When you inventory and model your operational risks, what are the top three areas of concern for you? What is the goal and/or motivation in issuing this RFP? Can you share what inspired this decision? What metrics do you use to define a successful brokerage partnership? What analytical tools do you use to determine your company's risk capacity, risk appetite, risk tolerance for discreet risks and how do you ensure that your risk financing program is aligned accordingly?

A14: This RFQ is a process designed to create a pool of qualified vendors for the City's Risk Management Division to select for potential contracts. As the RFQ states, inclusion in the pool does not guarantee the awarding of a contract. Answers to these questions are not essential for applicants to be able to respond to this RFQ.

Q15: Can you provide us with a schedule of your current Property, Casualty, Financial and Professional insurance programs, including carrier, policy period, limits/SIR/Deductibles, and premiums, for each line of coverage? Can you provide us with a current property statement of values, including COPE and TIV? Can you please provide us a summary of your retained losses over the last three years for Property, Casualty, Financial and Professional, and Workers' Compensation?

A15: This data will be supplied if and when a financial proposal is requested from a vendor that has been deemed qualified via this RFQ process