

ATTACHMENT IV: RESPONSE TEMPLATE

REQUEST FOR QUALIFICATIONS

for

Insurance Broker and Risk Management Services

Solicitation # RM-1-2023

CONTACT: BOTH kelly.hernandez@sfgov.org and maria-zenaida.camua@sfgov.org

Responses received under this RFQ that fail to address each of the requested items in this Attachment IV, in sufficient and complete detail to substantiate that the Respondent can meet the City's Minimum Qualifications, will be deemed non-responsive and will not be considered for pre-qualification. Note that responses of "To be provided upon request" or "To be determined" or the like, or that do not otherwise provide the information requested (left blank) are not acceptable.

There is a page limit described below. If your firm submits more than the allowable number of pages, only the allowable pages will be evaluated.

Submission Requirements

A. Time and Place for Submission of Qualification Statements

1. Phase 1: For Contracts Beginning on December 20, 2023

Firms that wish to be eligible to be awarded Risk Management Professional Services Contracts immediately following the establishment of the Pool (Phase 1) must submit their digital responses as described in the RFQ posted on the Risk Management Division webpage by 3:00 p.m. on November 3, 2023.

2. Phase 2: Continuous opening through December 20, 2025

This RFQ will be opened to firms on a continuous basis until December 20, 2025. Firms are encouraged to respond at their earliest convenience as the Pool resulting from this RFQ will be established on December 20, 2023 and shall terminate on December 20, 2025. Respondents' submissions will be reviewed as they are received, and qualifying firms may be added to the Pool at any time between December 20, 2023 through December 20, 2025. The earlier a firm responds and is accepted into the Pool, the longer the period of time they may be qualified for professional services contracting opportunities will be. Although the City makes no guarantee regarding the amount of work to be contracted for with any particular qualified vendor, or whether any contracts will result under the Pool.

B. Qualification submittals must be sent electronically to BOTH: kelly.hernandez@sfgov.org; maria-zenaida.camua@sfgov.org

C. Respondent Submittals

Each Qualification Submittal must include the information described in this section. Items 1 and 2, "Cover letter" and "Firm Qualifications" can be done in a combined manner covering all service areas a firm seeks to qualify for, and shall not exceed a total of ten (10) pages. Please note that items 3, 4, and 5 below "Project Approach and Scope", "Project Team Organization, Qualifications and Availability" and "References" must be done separately for each service area and shall not exceed ten (10) pages for each service area the firm seeks to qualify for. For example, if a firm seeks to qualify for two different service areas, it may submit a total of ten (10) pages for its cover letter and firm qualifications, and up to ten (10) additional pages for each of the two service areas or a total of not more than thirty (30) pages.

Organizational charts, broker licenses and resumes included as appendices or additional information will not count against the page limit. Respondents shall use a minimum font of 10 pts with minimum margins of 1 inch for their submitted materials and shall number every page, beginning with the cover letter, including pages with tables and figures.

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1. Cover Letter

Please submit a letter of introduction signed by an individual authorized to obligate the Respondent to fulfill the commitments contained in the Qualification Statement. The letter must include the following: (1) a statement identifying the Lead Respondent if a JV is responding to this RFQ; (2) a contact for all communications pertaining to the Respondent's Qualifications Statement (include telephone number, fax number, email address and mailing address); (3) a brief overview of the Qualification Statements principal elements; (4) a demonstrated understanding of the City project objectives; (5) a statement of the Respondent's overall ability and qualifications to conduct the work; (6) a statement that the Respondent agrees to comply fully with the terms and conditions of the Agreement, attached hereto as Appendix B; and (7) a statement that the Respondent agrees to fully comply with all applicable San Francisco laws.

2. Description of Firm Qualifications

- A. Clearly demonstrate that the Respondent (or each JV Partner) meet all of the qualification requirements outlined in Section B below.
- B. Provide sufficient information in the Qualifications Statement for the Selection Panel to evaluate the Respondent's ability to successfully complete the tasks outlined in the various scopes of service. Include in this section all of the following:
 - i. A description and background summary of the Prime Respondent or JV Partner firm(s). Summary shall include corporate qualifications, commitment, strength, and technical capabilities to fulfill all services specified and required, and successfully accomplish the work;
 - ii. If a JV, include a description of the organization, relationships, and defined responsibilities of all Partners in the JV. Describe any previous project-specific associations of the JV Partners. The Lead JV Partner shall demonstrate proven experience in managing and leading;
 - iii. A description of not more than three (3) projects completed in the last five (5) years similar in size and scope prepared by your firm including client, reference and telephone numbers, staff members who worked on each project, budget, schedule and project summary. Descriptions should be limited to one (1) page for each project. If joint consultants or sub consultants are proposed, provide the above information for each. Note that full contact information for each of the three projects must be included and the City reserves the right to conduct reference checks on any of the project owners. If the project examples are with the Risk Management Division of the City and County of San Francisco, **no** reference checks will be conducted on those project examples.

3. Project Approach and Scope of Work

- A. Describe which services in Section II your firm proposes to provide and how each will be provided. It is not necessary to address every item, however, Respondent must identify items that will and will not be provided and include any proposed enhancements.
- B. For each of the services and activities that your firm proposes to provide to the City. Include the following information:
 - i. Overall approach for meeting the goals and objectives of the City's scope of service;
 - ii. Team organization, availability of individuals identified in the Qualifications Statement;
 - iii. Approach for coordinating/managing all work activities to meet project milestones and deliverable due dates;
 - iv. Processes/measures for controlling cost and schedule, tracking delivery/performance and maximizing QA/QC;
 - v. Approach for monitoring expended labor hours and tracking various factors affecting overall cost; and
 - vi. Any special expertise to be provided for the various services requested.

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4. Project Team Organization Qualifications and Availability

- A. Provide the following information: (1) each key person on each proposed project team (e.g. who would be the key contact on the team to provide independent insurance advisory services, and if the Respondent is intending to be considered for policy review services, who would be that key contact); (2) the role each additional person on the team will play in the applicable scope of work, and (3) a written assurance that the key individuals listed and identified will be performing the work and will not be substituted with other personnel or reassigned to another project without the City's prior approval:
- B. Provide resumes in Exhibit B to contain sufficient information in the Qualification Statement for the Selection Panel to evaluate the ability and experience of each key/lead team member to successfully fulfill their roles, and complete the scope of services.

5. References

Provide the names and contact information of **three (3)** references that are **NOT** the City and County of San Francisco or any of its departments. References must be knowledgeable about the work of the Respondent (or each JV Partner) on projects with a scope of work most similar to the scopes listed in this RFQ and completed within the last **five (5)** years (preferably other public agencies that are **NOT** the City and County of San Francisco). Include name, title, company, address, telephone number, fax number and e-mail address. All contact information must be current as of Qualification Statement submittal date. As part of the submittal package, Respondents must sign and return the Release of Liability (waiver required for reference checks). (See Appendix D) A Qualification Statement that fails to provide a properly executed waiver for Release of Liability, signed by the Prime Respondent, or if a JV, by all JV partners, may receive a score of zero (0) for the reference portion of the evaluation. The CITY will not be responsible for non-responsive references or references with incorrect contact information. A reference is non-responsive if the Respondent's information cannot be verified by a reference within seven (7) calendar days of first contact attempt by CITY staff. The CITY may, at its discretion, make contact with individuals, entities or firms provided in all or some of the references and will apply the same reference checking criteria to all Respondents. Again, these references may or may not be from the three (3) project examples Respondent supplied in the Firm Qualification section above.

Exhibit A - Organizational Chart

The Organizational Chart must illustrate the team structure of all proposed staff specified by name and title as Exhibit A of the submitted Qualification Statement.

Exhibit B – Resumes for key persons on all project teams

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D. Evaluation and Selection Criteria

Minimum Qualifications

Responses will be evaluated by a qualifying committee comprised of individuals with expertise in municipal risk management professional services. Any response that does not demonstrate that the Respondent meets the following minimum qualifications will be considered non-responsive and will not be eligible to qualify for inclusion in the Pool.

Selection Process

The proposals will be evaluated by a selection committee comprised of parties with expertise in the areas of insurance and risk management. Risk Management staff will convene a panel to conduct an initial screening of each Qualification Statement to determine if they are responsive and responsible. Respondents' statements will be reviewed for completeness, format requirements, verifiable references, and responsiveness. Only those statements that are properly completed, and meet the minimum format and content requirements will be considered in the evaluation process.

Each Qualifications Statement (including references) will be evaluated in accordance with the criteria below. A Respondent must receive a score of 75 points or above out of the 100 total possible points to be included in the Pool.

Evaluation Criteria	RFQ Section	Points
Firm Qualifications	5.3.A1	25
Staff Qualifications	5.3.A2	25
Completeness of Response Submission	5.3.A3	10
Experience	5.3.A4	40
TOTAL POINTS		100