



Samford University

Office of Business Services

Purchasing Department

800 Lakeshore Drive

Birmingham, AL 35229

REQUEST FOR PROPOSAL

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REQUEST FOR PROPOSAL

For

Management of University Risk Management and Insurance Services
RESPONSE CERTIFICATION

I/we, the undersigned, having carefully examined the specifications and conditions of this proposal, and fully understanding the type and quality of the product(s) and/or service(s) required, hereby propose to supply the following product(s) and/or service(s) at the prices stated and certify that such prices include all costs of installation, transportation, packaging, delivery, storage, taxes, and service under warranty, F.O.B. destination to the designated university location.

Samford University requests bid proposal responses for Management of University Risk Management and Insurance Services as per the attached specifications, proposal pages, and general bid conditions.

All questions concerning this bid proposal are to be directed to **Wade Walker**,
Phone 205-726-2916, e-mail pwalker@samford.edu

FIRM NAME _____	BY _____
ADDRESS _____	SIGNATURE _____
CITY _____	STATE _____
ZIP _____	TITLE _____
PHONE _____	FAX NUMBER _____
FEDERAL ID # _____	DATE: _____

SECTION 1 EXECUTIVE SUMMARY

A. Purpose

This Request for Proposal (“RFP”) is being issued to establish one contract with one qualified offeror who will provide Risk Management and Insurance Services at Samford University: “Samford”, “University”. As further described in this RFP. It is our intent to receive sealed proposals from qualified Bidders, demonstrating the capability to provide the quality of product and service required to meet the needs and objectives of the University.

Samford University seeks a comprehensive and integrated services program that will provide a quality program for the students, faculty, staff, and guests of the University.

B. About Samford University

For more than 170 years, Samford University and its students have impacted the world with their academic achievement and leadership skills. At the University’s core is a foundation of Christian values and belief, a mission to nurture persons for God, for learning, forever that has withstood the test of time. Because of the united dedication to this mission, Samford students discover that professors, administrators, and staff encourage them to reach their highest potential intellectually, spiritually, and socially. The rewards are numerous, and the impact on individual lives is endless.

Samford University is a Christian community focused on student learning.

Samford was founded in 1841 by Alabama Baptists. In the present day, it maintains its ties to Alabama Baptists, extending and enhancing their original commitment by developing and maintaining in the campus community an exemplary Christian ethos and culture.

Samford University’s corporate expression of faith commitment is The Statement of Baptist Faith and message of 1963, without amendment.

Samford offers bachelors, masters and professional doctoral degrees, as well as continuing education and various types of worthwhile, non-degree learning.

Samford serves students through eight organizational units: Howard College of Arts and Sciences, School of the Arts, Brock School of Business, Beeson School of Divinity, Orlean Bullard Beeson School of Education and Professional Studies, Cumberland School of Law, Ida V. Moffett School of Nursing, McWhorter School of Pharmacy, and the new College of Health Sciences.

C. Mission

The mission of Samford University is to nurture persons in the development of their intellect, creativity, faith, and personhood. As a Christian university, the community fosters academic, career, and ethical competency, while encouraging social and civic responsibility, and service to others.

D. Samford University Facts

Samford is consistently ranked in the top tier of its peer group by U.S. News and World Report, currently No. 3 in the South. Kiplinger’s Personal Finance magazine ranks Samford No. 68 in the nation in its latest list of top 100 Best Values among private universities.

Enrollment now stands at 6,100

12:1 ratio of student enrollment to faculty; no students taught by graduate assistants

Samford offers 25 degree programs in approximately 110 majors

Samford intercollegiate athletics sponsors 17 sports in NCAA Division 1, nine for women and eight for men

There are 125 social, faith-based, service, performing, club sport, professional, and honorary organizations, as well as five national fraternities and eight national sororities.

Detailed information about Samford University is available at <http://www.samford.edu>.

E. Overview of the RFP Process

The objective of the RFP is to select one qualified Offeror to provide the goods and services outlined in this RFP to Samford University. This RFP process will be conducted to gather and evaluate responses from Offerors for potential award. All qualified Offerors are invited to participate by submitting responses, as further defined below.

All responders understand that the University maintains the exclusive right to make the selection of the Risk Management and Insurance Services vendor, or no selection at all, with such decisions being in its sole and absolute discretion.

F. Financial Objectives

- The University intends to accept the proposal response that embraces the best interests of the University from a service, financial, and cultural viewpoint.
- The University will seek to attain maximum value at minimum cost.
- The Contractor will be responsible for and agrees to pay all costs associated with the successful performance of the Risk Management and Insurance Services, except as noted elsewhere in this RFP or in the final Operating Contract. The Contractor shall be responsible for any and all net losses on operations, and shall not be reimbursed by the University for such losses.

G. RFP Evaluation

Each submittal will be evaluated to determine the ability of each responder to provide the required services. The following weighted criteria will be used to evaluate each proposal:

Criteria	Weight
Quality Risk Management and Insurance Services program and potential for continued excellence in all areas related	35%
Financial Value to the University	35%
Understanding of higher education and best fit for university mission	30%

SECTION II. GENERAL INFORMATION ABOUT THE RFP

A. Schedule of Events

Description	Date	Time
Release of RFP	November 4 th	4:30 PM
Pre-Bid Meeting	November 19 th	10:00 AM
Campus Tours	November 19 th	after Pre-Bid Meeting
Limit 3 persons per firm. Photos allowed		
Deadline for Written Questions	November 26 th	4:30 PM
Response from Samford University	December 3 rd	4:30 PM
Proposals Due	December 17 th	4:30 PM
Presentations if Applicable	January 2 nd through January 10 th	
Committee Begins Evaluations	January 15 th	
Notice Given to Selected Vendor and Negotiations will be given ASAP		
Contractor begins work	February 3 rd	2025

B. Point of Contact

Wade Walker Director of Business Services, 205-726-2916, pwalker@samford.edu

No department or individual except Wade Walker has the authority to solicit or receive responses to this RFP. All vendor inquiries must be directed to the person named above; vendors shall not contact any other University employee regarding this solicitation.

C. Definition of Terms

Any special terms or words which are not identified in this RFP document may be identified separately in one or more attachments to the RFP.

D. Contract Term

The initial term of the contract shall be for a period of three (3) years, a longer term would be considered if it proves advantageous to the University, and comes with appropriate annual reviews for meeting benchmark measures. The Contract shall commence on or about the February 3rd, 2025 and shall continue until January 31st, 2028, or longer if so agreed upon. Performance will be reviewed annually. If it is deemed to be of mutual benefit to both parties, the University and the Contractor can mutually agree to renew the Contract annually for up to a total of seven (7) years without a requirement of a competitive solicitation. The contract may be amended in writing from time to time by mutual consent of the parties.

The University operates year round with classes scheduled on a semester basis. The University currently observes the following holidays: Martin Luther King Day, Memorial Day, Independence Day, Labor Day, and two days at Thanksgiving (typically Thursday and Friday). Also, each year a certain number of days between the fall and spring, which include Christmas Day and New Year's Day, are declared holidays.

Regardless of holidays observed, the Risk Management and Insurance Services contractor must continue to provide services concurrent with the Residence Hall schedules. Residence halls are open over Thanksgiving Break and during Spring Break.

In the performance of the work, duties and obligations evolving under this Agreement, it is mutually understood and agreed that the CONTRACTOR is at all times serving as an independent CONTRACTOR providing The UNIVERSITY with services as a contractor and/or independent contractor. Amounts paid to the CONTRACTOR by The UNIVERSITY as compensation for providing said services are for services purchased, and amounts paid to the CONTRACTOR shall be deemed to be fees for services to an independent CONTRACTOR and shall not be subject to any withholding. It is expressly understood that The UNIVERSITY is interested only in the results to be achieved, and the conduct and control of the work will be the sole responsibility of the CONTRACTOR. CONTRACTOR is not considered to be an agent or employee of The UNIVERSITY for any purpose and the CONTRACTOR will not be eligible to participate in any benefits The UNIVERSITY provides for its own employees. It is further understood and agreed that The UNIVERSITY does not agree to use CONTRACTOR exclusively. It is further understood and agreed that, except as provided herein, CONTRACTOR is free to contract for similar services to be performed for others during the term of this Agreement.

E. Termination

Should a contract result from this RFP, University may terminate the contract, without cause, upon written thirty (30) day notification to the Contractor. Contractor may terminate the contract without cause upon sixty (60) day written notification to the University. Contractor termination can only occur during the winter break and only with 60 days' notice. The contractor shall remove all non-university owned equipment from University property no later than thirty (30) days after contract termination, unless otherwise mutually agreed upon by the parties.

F. Submission of RFP

In order to be considered, six (6) copies (one original, one text only digital format, and five copies) of each proposal, under seal, must be delivered to:

Samford University
Wade Walker
Samford Hall Rm 301
800 Lakeshore Drive
Birmingham, AL 35229

by no later than 4:30 pm C.S.T. December 17th, 2024. At this time, proposals will be opened for the sole purpose of recording the names of vendors. It is the vendor's responsibility to assure that their RFP is delivered so as to ensure timely receipt by the Purchasing Office. Proposals or unsolicited amendments to proposals arriving after the closing time and date will not be considered.

G. Questions and Inquiries

Questions and inquiries should be directed in writing to Wade Walker via email at pwalker@samford.edu. Inquiries will receive a written reply, and copies of replies will also be sent to all other vendors, without identification of the inquirer.

H. Pre-Bid tour

Vendors' attendance must be registered at a pre-bid tour, walk through and FAQ Session to be held November 19th. Interested vendors must notify Wade Walker pwalker@samford.edu by November 12th at 3:00 pm. Vendor may have maximum of 3 members at tour.

I. Visits after Pre-Bid Tour

Following the pre-bid tour, additional visits by vendors for observation of the Risk Management and Insurance Services operations or facilities will require the prior approval of Wade Walker. Such visits may be arranged if desired; however, prior to any visit vendors are required to advise Wade Walker pwalker@samford.edu of their plans to have representatives on campus to observe custodial operations. Failure by vendors to comply with this notification requirement may result in disqualification.

J. Costs for Preparing Proposals

The Vendor must bear all costs associated with the preparation and submission of the proposal and of any visit to the University.

K. Preparing the Proposal

Proposals must be made in the official name of the firm or individual under which business is conducted (showing official business address) and must be signed by a person duly authorized to legally bind the person, partnership company, or corporation submitting the proposal. A corporation must indicate place and date of incorporation. A representative or distributor responding to the RFP in the name of a principal should give the name of the firm to which an order should be issued in the event of an award.

Proposals must include all applicable requested information and meet all specification requirements. If significant errors are found in the proposal, or if the proposal fails materially to conform to the requirements of the RFP, the proposal will be rejected. Erasures or other changes must be initialed by the person signing the proposal.

L. Failing to Comply with Submission Instructions

By submitting a proposal, the vendor agrees to be governed by the terms and conditions as set forth in this document. Any proposal containing variations from terms and conditions set forth herein may, at the sole discretion of the University, render such proposal unresponsive. Failure to examine any drawings, specifications and instructions will be at vendor's risk.

M. Discrepancies or Omissions

Should any vendor find discrepancies in, or omission from, the specifications, or be in doubt as to their meaning, the vendor shall notify the Purchasing Office at once and obtain a clarification prior to submitting a proposal. Interpretations which change the terms, conditions or specifications will be made in the form of an addendum to this request for proposals. If issued, the addendum will be sent promptly to all parties to whom the request for proposals has been issued. Receipt by a Vendor of an amendment to this RFP must be acknowledged by email within forty-eight (48) hours of receipt. The acknowledgement should be addressed to Wade Walker at pwalker@samford.edu.

Any explanation desired by a vendor regarding the meaning or interpretation of the RFP, attachments, specifications, etc., must be requested in writing. Any information given to a vendor concerning the RFP will be furnished to all vendors as an

addendum to the RFP, if such information is necessary to vendors in submitting offers on the RFP, or if the lack of such information would be prejudicial to uninformed vendors.

N Public Disclosure of Bids

After award of the contract, proposals will NOT be open for public inspection. Trade secrets, test data, financial data, and similar proprietary information will, to the extent provided by law, remain confidential, provided such material is so marked. Pricing information will be considered confidential and not available to the public.

O. Changes to Bids

Submitted proposals may be withdrawn or amended prior to the deadline. No proposals will be opened prior to the opening date of December 17th at 4:30 pm.

P. Awarding of Contract

A contract shall be awarded to the Vendor whose proposal is determined to be most advantageous to the University. The University is not bound and will not accept any proposal based on price alone, but will make an award based on the evaluation factors set forth herein. The University further reserves the right to reject any and all proposals, to waive any informality in proposals, and unless otherwise specified by the offer, to accept any item in any proposal. The University will be the sole judge as to whether the Vendor's proposal has or has not satisfactorily met the requirements of this RFP.

Q. Collusion

By submitting their proposals, all vendors certify that their proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other vendor, supplier, manufacturer or subcontractor in connection with their proposal, and that they have not conferred on any employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised unless consideration of substantially equal or greater value was exchanged. Each Vendor shall accompany his proposal with a sworn statement that he has not been party to such an agreement.

R. Laws and Regulations

Federal, state, county, and local laws, ordinances, rules, and regulations that in any manner affect the items covered herein apply. Lack of knowledge by the vendor will in no way be a cause for relief from responsibility.

S. Qualifications of Workers

It shall be the Vendor's responsibility to insure that its employees are legally qualified to engage in work in the United States and that the Vendor's employment practices are in full compliance with prevailing laws, including applicable regulations of the Immigration and Naturalization Service. These employees must pass a national, state, and sex offender registration background check to be eligible for work on Samford's campus.

III. TERMS and CONDITIONS

A. Contract Assignment

Contracts established as a result of this proposal shall not be transferred or assigned without prior written consent of the University.

B. Indemnity

Vendor in connection with the performance of the purchase order may send any of its agents or employees onto premises owned or controlled by the University. Vendor shall provide safety protection for persons and property in accordance with all applicable laws and regulations and indemnify and save harmless the University from and against any and all liabilities and losses whatsoever, including without limitation, costs and expenses in connection therewith, on account, or by reason of, injury to or death of, any person whosoever, or loss of or damage to any property whatsoever, suffered or sustained in the case of, or in connection with, the performance **of the work**.

C. Governing Law

The laws of the State of Alabama and the purchasing policies and regulations of Samford University shall govern and control all aspects of this procurement transaction and the contract awarded to the successful Bidder.

D. Disputes

Any controversy or claim arising out of or relating to this contract, or breach thereof, shall be settled by arbitration in Birmingham, AL. in accordance with the Commercial Arbitration Rules of the American Arbitration Association, and judgment upon the award rendered by the arbitrator(s) may be entered in any court having jurisdiction thereof.

E. Certificate of Insurance

Contractor's Certificate of Insurance - Successful Bidders will be required to furnish a certificate of insurance with coverage to include but not limited to bodily injury/personal injury/liability coverage, property damage liability coverage, and workman's compensation coverage. At all times during the term of this Agreement, vendor shall maintain Commercial General Liability Insurance with limits of not less than One Million dollars (\$1,000,000.00) per occurrence and Three Million dollars (\$3,000,000.00) in aggregate. This certificate must be on file in the Purchasing Department prior to any commencement of work. It is absolutely necessary that "Samford University" be added to the face of the certificate for all coverage except worker's compensation.

F. Sexual Harassment

Federal Law and the policies of Samford University prohibit sexual harassment of University employees and students. Sexual harassment includes any unwelcome sexual advance toward a University employee or student, any request for a sexual favor from a University employee or student, or any other verbal or physical conduct of a sexual nature that is so pervasive as to create a hostile or offensive working environment for University employees or a hostile or offensive academic environment for University students. University contractors, subcontractors and suppliers for this project are required to exercise control over their employees so as to prohibit acts of sexual harassment of University employees or students. The employer of any person who the University in its reasonable judgment determines has committed an act of sexual harassment agrees as a term and condition of this contract to cause such person to be removed from the project site and from University premises and to take such other action as may be reasonably necessary to cause the sexual harassment to cease.

G. Equal Opportunity Institution

Samford University complies with applicable laws prohibiting discrimination, including applicable provisions of and amendments to Titles VI and VII of the Civil Rights Act of 1964, the Age Discrimination in Employment Act, Executive Order 11246, Title IX of the Education Amendments of 1972, Sections 503 and 504 of the Rehabilitation Act of 1973, the Vietnam Era Veterans Readjustment Assistance Act, the Age Discrimination Act of 1975, and the Americans with Disabilities Act of 1990, and does not unlawfully discriminate on the basis of race, color, national origin, sex, age, disability, genetic information, or veteran status in admission or access to, or treatment or employment in, its programs or services. Inquiries and concerns regarding this policy may be directed to the vice president for business affairs or

general counsel, Office of Business and Financial Affairs, 200 Samford Hall, Birmingham, AL 35229, 205-726-2811. This notice is available in alternative formats upon request.

H. Drug and Alcohol Use

Samford University seeks to foster the development of Christian character, scholastic attainment and a sense of personal responsibility. To fulfill this purpose and to protect and promote the health and welfare of its faculty, staff and students, Samford University is committed to maintaining a drug and alcohol-free campus. Use of illicit drugs or alcohol by faculty, staff, students, or contractors on campus or property owned by the university, or in connection with or affecting any school-related activity is strictly prohibited.

I. Firearms and Weapons

Samford University generally prohibits possession or use of firearms, ammunition, bowie knives, knives with blades 3 inches or longer, instruments of like kind, bows and arrow, fighting weapons (e.g. nanchaku, daggers, etc.), brass knuckles, and other potentially dangerous weapons including firecrackers or other explosive devices, in all University buildings, facilities and properties and off premises when the employee is engaging in University activities. Bringing firearms of any type into a Samford facility, Samford automobile, or offsite location while conducting University business, is strictly prohibited. This policy applies to all faculty, staff, students, and visitors of the University, except for authorized officers in the Public Safety Department. Violations of this policy may result in discipline up to and including ejection from campus and immediate discharge.

J. Force Majeure

Vendor shall not be held liable for delays in delivery resulting from any circumstances beyond vendor's reasonable control, not occasioned by vendor fault or negligence or due to compliance with sovereign decrees, order, acts, instructions or priority requests of any federal, state, or municipal governments or any department or agency thereof, civil or military, acts of God, fires, floods, strikes, lockouts, embargoes, or wars. Upon the happening of any circumstances or causes aforesaid, the vendor shall notify the University without delay and any relief granted to the vendor shall be limited to an extension of delivery dates or times of performance to the extent caused.

K. Previous Agreements

This Request for Proposal and any resulting purchase order and/or contract cancels and supersedes any prior understandings or agreements between the party's relating to the subject matter hereof. The purchase order and/or contract, and the contained specification, incorporated by reference herein express the complete and final understanding of the parties with respect thereof, and may not be changed in any way except by an instrument in writing signed by both parties.

L. Interpretation of Conflicts

Should conflicts occur, the contractor shall request an interpretation from the University before proceeding with the work. If a contractor fails to make such a request, no excuse will be entertained for failure to carry out the specified work in a satisfactory manner.

M. Smoking

Smoking is not permitted within any university building.

N. Subcontractors

The University reserves the right to approve or reject any or all proposed subcontractors.

Section IV. Scope of Work

Scope of Services

1.1 ABOUT THE PROJECT

The purpose of this RFP is to identify the best combination of high-quality Property & Casualty Insurance Brokerage Services and Risk Management Consulting expertise for the best overall value. The selected respondent(s) will strategically partner with the university in developing and administering excellent risk management services, which provides solutions to meet the following goals:

- Provide expertise and advice to assist Samford in creating a comprehensive risk management program to identify, analyze, prioritize, manage, anticipate, and monitor the portfolio of operational risks impacting the university;
- Innovatively yet cost effectively optimize the insurance and risk transfer program of the university;
- Act as a key strategic partner and advisor in supporting the university's Office of Risk Management (ORM);
- Understand the operations of higher education and specifically Samford University to anticipate emerging risks, market impact and successfully negotiate policy terms and loss responses on Samford's behalf;
- Maximize financial recoveries in the event of losses.

We seek to work with a firm(s) that will support the ORM initiatives and goals of working efficiently yet maximizing the use of limited university resources, while building a best in class risk management approach. Given the lean staffing nature of the ORM it is important for Samford to work with a firm (s) that can provide high level, high quality, prompt and efficient day to day support to the ORM. We retain risk where aligned with our overall risk tolerance, require consultative support and data informed input in order to make optimal risk transfer decisions while also managing our retained exposures to reduce our overall total cost of risk.

The selected respondent(s) will:

- Represent the university in the marketing, placement, brokering, and servicing of the insurance lines included in Attachment C - Insurance Program Summary
The University is seeking proposals for each of the four distinct divisions of its insurance program: property including builder's risk/construction, casualty including bonds, intercollegiate sports, fine arts and musical instruments, as set forth in Attachment C. Your firm may propose on any one or combination of these divisions. The University may select one firm to handle all divisions or different firms for each division, and may make the decision to reallocate policies within the divisions depending on the responses received in this Request for Proposal.
- Provide consulting services as described in section 4.2

The University is not asking for premium quotations at this time. Premium information will not be released as part of this solicitation. **Please do not contact any insurance market on the University's behalf. Any firm doing so will be disqualified from further consideration.**

1.2 PROGRAM REQUIREMENTS

Samford University requires at least the following services and the successful Respondent(s) must meet the following standards. Qualified firms are encouraged to submit a proposal for performing the services described herein. All bids must be submitted strictly following the requirements of this RFP. Failure to include any required information in the proposal may disqualify a respondent as a potential contractor. Proposals shall be prepared simply and succinctly providing a straightforward, concise description of the respondents' abilities to satisfy this RFP's requirements. Emphasis shall be on completeness and clarity of content. The information shall be prepared, tabbed, and submitted in the order given below. Samford may enter into an agreement with the respondent (s) that, in its opinion, is most capable of performing the services described in this RFP. All of the requirements are to be included in the respondent's compensation proposal. Services provided by the respondent under this proposal, as a minimum, will encompass the following:

Technical Approach:

Desired Broker & Consulting Services the university is seeking include, but are not limited to the following:

- **Pre-Renewal & Budgeting Activities:**

1. Prepare an annual marketing strategy report at least 120 calendar days prior to renewal that identifies anticipated market conditions, available coverage, changes to terms and conditions, and outlines coverage and premium considerations that may impact the university's risk transfer program and objectives. Outline recommendations for university risk mitigation operational strategies which could impact coverages and premium costs.
2. Provide, in writing, the Respondent's best estimate of the expected premiums for the upcoming placement renewal by April 15 of each year to align with the university's annual budgeting process.
3. Propose a risk transfer strategy for the university's major loss exposure areas prior to each key renewal.
4. Have in-house benchmarking capabilities with Samford's peer universities and provide an annual peer benchmarking report.
5. Conduct in-person annual stewardship meeting/review with the Samford to discuss the account. Meeting will include, but not be limited to: insurance renewals summarizing activities and placements on behalf of the University including fees and commissions if applicable, loss control issues, loss exposures, recommendations for changes to the commercial insurance portfolio and strategies to bring about the changes, services under this contract, noteworthy account/broker accomplishments and objectives and goals for the forthcoming year.

1.1 Renewal & Coverage Solicitation Activities:

1. Solicit and advocate for competitive proposals from insurance markets, intermediaries, and alternative risk transfer programs the best terms and coverage that meets the university's risk transfer objectives cost effectively, including additional coverages not specifically excluded in this scope of work that may come up from time to time. Have the in-house capability to place and manage international insurance programs and locally admitted policies.
2. Assist Samford in the completion of applications and the collection and tabulation of underwriting data using application software and technology for the renewal marketing submission. Develop best in class underwriting submissions.

3. Provide a comprehensive proposal at least 30 days prior to each key renewal that includes but not limited to:
 - A schedule of all markets approached by line of coverage and their response.
 - A summary of key coverage terms and considerations for each quote.
 - A list of all binding and post binding subjectivities which may impact coverage.
 - The total quoted premiums including taxes, fees, and commissions (if applicable).
 - A written summary of the recommended program structure including carrier, limits, retentions, and premium.
 - Each program participant's financial strength based on AM Best rating and their claim handling practices with other similar entities for losses within the coverage secured.
4. When needed, attend work sessions and/or meetings to discuss recommendations and subsequent insurance negotiations with representatives from various Samford offices including senior leadership and the Board of Trustees.

- **Post Renewal Activities:**

1. Verify that insurance policies, binders, certificates, endorsements, and other documents are accurate and reflect the terms and conditions agreed during negotiations. Provide complete and accurate insurance policies within 90 days of renewal. Quickly resolve any inconsistencies existing on binders/policies if notified by the University.
2. Issue certificates of insurance or auto id cards within twenty-four (24) business hours of request.
3. Prepare an annual post binding report that includes a schedule of policies in force, key coverage provisions, program diagrams, and key carrier and team contacts. The report should be in a form that can be shared with university executive management.
4. Support the university in completing annual audits and adjustments e.g. workers' compensation and automobile liability.

- **Routine Account Servicing:**

1. Assist Samford in review of contract documents and provide analysis and recommendations with regard to contractual risk transfer. Provide advice on insurance to be required of vendors, suppliers, contractors and providers of services to Samford and advice on any requests to waive or deviate from same.
2. Monthly broker meetings/activities:
 - Schedule monthly meetings with the Director of Risk Management and the risk management team to discuss loss control issues, exposure changes, and general administrative matters pertaining to the university's insurance program.

- Provide the University with a written Open Items Report that details all outstanding tasks on current projects, such as, but not limited to, endorsement requests, policy issuance, upcoming renewals, and pending coverage questions.
 - 3. Prepare annual “global” premium allocation for all policies to allocate premiums to various departments. This is for all lines of insurance that Samford purchases, regardless of which respondent placed the coverage. One firm will be selected for this activity.
 - 4. Prepare Summary of Insurance for all policies, within thirty (30) business days of receipt of policy, new placement or renewal and updates on changes to existing policies for the line(s) of coverage placed by the Respondent. One firm will be selected to create a “global” policy summary binder (digital and hard copy) including those lines placed by other respondents. The summaries will include at least, coverage type, broker, policy number, insurance carrier, policy term, annual premium, rating methodology, identify claims reporting requirements, for each insurance policy and assist the University in establishing claims reporting procedures to insurers, coverage overview with limits, deductibles or retentions and key endorsements or exclusions.
 - 5. Provide day-to-day services and a dedicated account contact for insurance and claims matters. Maintain appropriate staffing levels to be responsive to the University’s inquiries.
- **Loss Control & Claims Advocacy**
 1. Provide routine consulting advice on safety and loss control matters as they relate to the university’s program and risk profile.
 2. Support the university in the preparation of the annual property risk engineering visit. Coordinate services between Samford’s safety personnel, carrier loss control personnel, and respondent’s loss control personnel. Assist in the management of engineering and loss prevention recommendations of insurers. Ensure that the University has full access to available insurer services the insurer may provide, e.g. risk management services and claims reporting tools.
 3. Assist the university in risk ranking and responding to property risk engineering recommendations.
 4. Report all claims Samford has reported to the Respondent(s) to the appropriate insurers. Act as an advocate with claims adjusters, third party administrators and carrier personnel by providing claim advocacy services, advise status of claims, monitor and seek responses from insurers, maintain the claims reporting register and provide a quarterly updated register, and additional claims advocacy services as needed.
 5. Establish and manage a process for reporting claims to the insurance carriers for each policy, manage carrier responses to claim submissions, and keep the university’s Risk

Management and General Counsel apprised of coverage decisions and claims discussions.

6. Complete periodic claim file reviews, claim audits, and claim surveys and provide findings to the university.
 7. Provide a review of insured and self-insured claims; and provide an annual Total Cost of Risk Analysis to Samford.
 8. Provide carrier loss runs on a quarterly basis; or as requested. Provide a quarterly summary report with claims data, including loss ratio, for all lines of coverage trending five years.
 9. Provide on-site claims presence within twenty-four (24) hours if requested by university.
- **Consulting Services:**
 1. Analyze the university's exposure to loss, adequacy of coverage, and propose options for coverage not presently purchased by the university. Provide guidance to the University on unique non-insurance risk management concerns.
 2. Analyze Samford's risk bearing capacity and tolerance and recommend appropriate level of risk retention and transfer. Have the ability to provide Samford with analytical and actuarial analysis to assist the University in assessing risk financing options and to assist in quantitative decision making.
 3. Self-insured retention analysis with prioritized recommendations for maximum optimization and assistance with implementing recommendations and programmatic elements such as creation of policies, guidelines, forms.
 4. Independent review or collaboration with an organization that can independently review Samford's University Program or Activities Involving Minors Program with prioritized recommendations for improvement.
 5. Assist the ORM in the design and creation of policies, guidelines, template, matrixes and forms to streamline processes. Examples include but not limited to:
 - Certificate of insurance requests forms
 - Third party insurance requirements guidelines and matrixes
 - Request to waive/deviate from insurance guidelines or forms
 - Third party insurance waiver/deviation guidelines, matrixes and forms
 - Guidelines for use of activity waivers/releases
 6. Provide (as needed) supportive services including but not limited to: market analyses, business continuity planning, crisis management, catastrophe modeling, independent risk management program reviews and risk assessments.

7. Evaluation to determine if the use of a Third-Party Administrator is cost effective including conducting an RFP if needed.
 8. Monitor and notify the University of any New or Pending Legislation or regulations that could impact university insurance premiums or coverage. Assist the university with analysis and implementation of legislative and regulatory requirements.
- **Provide the University with opportunities to attend educational forums and seminars.**
 - **Other services that are normally and customarily required of an insurance broker.**

Deliverables:

The proposal shall be of sufficient detail to describe the following:

1.2 Deliverable 1: Proposed Services

1. Risk Assessment and Analysis:
 - a) Provide a summary of your firm's process in conducting risk assessment and analysis for organizations like the university.
 - b) Identify additional resources to be used, if not already part of the proposed service team.
 - c) Provide samples of internal or external reports that are a product of such assessment and analysis.
 - d) Based upon the information currently available, identify areas of emerging risk relative to the university's operations. What do you consider to be Samford's most critical exposure concerns? Why? What are underwriters' greatest concerns with regard to insuring universities?
 - e) Discuss the value-add that your firm and the individual broker assigned to the Samford account would have in containing premium price increases and maintaining access to lines of coverage;
 - f) Discuss the experience your firm and the individual broker that would be assigned to the Samford account has with other university clients
2. Program Design: Provide a brief summary of potential program designs that may be appropriate for the university's risk transfer for major lines of coverage. Include the rationale for your suggestions. Given the information provided, identify your firm's key strategies in evaluating the optimum alternatives for risk financing. Include your capability to develop creative approaches to higher education risk management and financing programs including any innovative solutions that your firm has developed within the past three years. What recommendations would you make to improve our existing insurance program? Explain how your firm would approach the University's program differently than the University's current insurance brokers.
3. Marketing: Describe your firm's proposed marketing processes and strategies. Provide

comments on current program structure and pricing (to the extent possible) with emphasis on your firm's assessment of the current insurance market. Include identification of resources that are not part of the proposed service team. Provide a suggested listing of markets that may be considered for each major line of coverage, including your rationale for such a course of action. Include any intermediaries to be

used and your relationship with those companies. Discuss your approach to submission preparation and marketing including opportunities to make the University stand out.

4. **Data Analytics:** Describe your firm's approach towards actuarial modeling, analytics capabilities including quantifying data for risk appetite evaluation, optimizing the insurance program, and facilitating collateral and loss reserve negotiation and how these are used in insurance program design. Are these services included in your proposed fee? Please include names, experience, qualifications, and the responsibilities of the key personnel.
5. **Communications:** Describe formal and informal communications processes planned for the university. Include proposed schedules of key meetings, timelines, and other process mileposts for the proposed client services. What approach would your firm take to ensure a timely renewal process? Describe any unique advantages that would enhance this process. What is the volume of July 1 renewals in the local/servicing office?
6. **Claims:** Describe your firm's claims advocacy capabilities. Provide a summary of internal and external claims resources to be assigned to the university. Include a description or flow chart on assignment of duties, communications, or process flow in handling property and third-party liability claims. Are these services included in your proposed fee? Please include names, experience, qualifications, and the responsibilities of the key personnel. Provide examples of expert resources that may be available for unusually complex claims matters. Provide a summary of proposed claims management processes or audit functions available from your firm.
7. **Loss Control:** Provide a summary of internal and external resources to be assigned to loss control analysis, including the rationale for your recommended loss control program. Include a summary of methods used to direct and measure the effectiveness of such services. Give examples of loss control or risk avoidance recommendations your firm has offered clients with similar risk exposures that Samford encounters in our daily operations. Are these services included in your proposed fee? Please include names, experience, qualifications, and responsibilities of the key personnel.
8. Describe your system for managing Certificates of Insurance (COI). Describe the process for requesting a COI. Confirm you have the capability of storing and tracking vendor COI's for Samford. How does your certificate issuance system support Samford in viewing, issuing and modifying Certificates of Insurance?
9. Discuss your firm's service philosophy and approach to account management including the involvement of senior management in the supervision and monitoring of the client relationship and quality of service. Describe how your firm's internal organization will support and meet Samford's service requirements and the manner in which services will be furnished to Samford on a day-to-day basis, the processes and approvals your firm employs in bringing additional resources or specific expertise to Samford's service team. Detail service standards, how performance is monitored, and standards for delivery of services.

10. Describe any risk management or educational services or resources that your firm offers to enhance the University's risk management programs.
11. Samford will be conducting an RFP to consider a feasibility study to explore alternative risk financing mechanisms. Describe how you would work with the Consultant should Samford move in this direction.
12. In the event Samford selects multiple firms to provide its insurance and risk management services, how willing and able is your firm to coordinate with another Respondent to provide effective services?
13. Describe any value-added services your firm provides related to, but not included in, this scope of work. This section should also be used to list any other considerations Samford should consider with respect to this proposal.

1.3 Deliverable 2: Cost of Proposed Services

1. Respondents shall state how you propose to be compensated for providing the scope of services. The successful respondent may be compensated through a fixed fee, commissions, or some combination of the two.
2. Share any ideas for alternative or creative compensation plans including performance-based plans.
3. Please confirm Respondent's acceptance and understanding of the following: *the broker shall disclose to university in writing all commissions or fees paid or to be paid to broker in connection with insurance policies procured or to be procured by university (including, but not limited to, commissions to be paid to broker by insurance carriers). If the broker will be compensated on a fee basis for specific policies and services the broker will provide evidence from insurance carriers that premiums are provided net of commissions (unless other mutually agreed arrangements are made) for those policies including but not limited to, commissions, fees, contingent commissions, enhanced or supplemental commissions, excess and surplus lines and reinsurance commissions, profit sharing, volume over-rides, work transfer payments, service income, fiduciary funds income, sales incentives, and gifts. Such additional compensation will be treated as belonging to the university and will be treated as an offset against the fees.*

1.4 Deliverable 3: Firm and Service Office Qualifications

1. List the services that are provided by Respondent's in-house staff, including those included in other fee-based services. For fee-based services, clearly describe in detail the services and fee structure. List the services that are provided through an affiliate or subcontractor. List any services that the Respondent is not able to provide.

2. Describe Respondent's service office experience and capabilities in providing property & casualty insurance brokerage and risk management services for other clients with coverages and / or programs comparable to Samford University's portfolio. Be specific and identify services performed within the past three (3) years.
3. Provide a proposed organizational chart indicating specific individuals who will service the university account, including role of the lead support position. Include the number of clients serviced by each individual and the number of higher education clients. Examples of key personnel would include client executives/advocates, account executives, account managers, marketing personnel and key service representatives. Include at least two qualified individuals that Samford can select from in your firm having a minimum of five years' experience in university accounts who would be assigned to work directly with the Samford account.
4. Describe the service team member's qualifications including credentials, experience, the number of years of relevant education experience, responsibilities, and specific work on similar engagements and number of years of employment with Respondent.
5. Indicate the location of Respondent's office designated to service the university and describe the services and staff available at that office. If Respondent(s) intends to use other offices, describe the services they would provide. Indicate, if applicable, where any subcontractor offices are located.
6. Explain who will manage the University relationship (provide at least two options). Outline your firm's education leadership, if applicable.
7. Describe your firm's access to specialized technical expertise to assist in Real Estate Risk Management (Samford owns numerous parcels of land, operates commercial and residential real estate managed by Samford's property managers) and Construction Risk Management. It is not essential that such expertise be 'in-house', but that your firm knows how to and can obtain some technical assistance if necessary.
8. Outline whether your firm offers access to a risk management information system, either through your firm or a partner, and how this could apply to the university. Describe the security and internal controls of systems, applications, and/or data centers that your firm may use to store or transmit protected data received from Samford. Describe any additional data systems that will store Samford's policies or documents that Samford will have access to.

1.5 Deliverable 4: Client References

1. Respondents shall provide references for at least two (2) current higher education clients and two (2) former higher education clients who have terminated services with your company in the past two (2) years, include:
 - Organization's name;
 - Contact person;
 - Contact information;

Length of relationship;

- A description of the services provided.
2. Provide references for one (1) current non-higher education client and one (1) former non-higher education client who has terminated services with your company in the past two (2) years. The reference list must include client name, type of industry, risk management name and contact information, length of relationship along with a description of the work performed.
 3. Please discuss a client you lost and explain the rationale behind their decision. How did your brokerage improve customer service as a result of that experience?

1.6 Deliverable 5: Transition to Contract & Final Incentives and Exceptions Transition to Contract

1. Provide a statement of the transition requirements to implement the contract, any unique benefits, and other considerations. Prior to contract's expiration or termination, assist any subsequent broker to ensure a smooth Contract transition. All data, information and work products provided under this Contract remain the property of university.
2. Provide an estimate of the earliest start date following execution of a contract.
3. Submit a work plan with key dates and milestones. Your response should include:
 - Identification of tasks to be performed and/or equipment to be provided
 - Time frames to perform the identified tasks
 - Describe the strategy and controls that will be utilized to assure services provided, pricing and terms, project timeline, support and training. Include samples of reports and documents if appropriate.
4. What difficulties do you anticipate in serving the university and how do you plan to manage these? What assistance will you require from the university?

Attachment C-List of Insurance Lines

General Liability (includes Employee Benefits Liability)
Auto Liability & Physical Damage
Inland Marine-Computers & Equipment
Foreign Liability
Internship & Professional Liability
Property Including Boiler & Machinery
Excess Liability
Educators Legal Liability (includes D&O)
Cyber Liability
Pollution Liability
Business Travel Accident
Kidnap & Ransom
Workers Compensation
Crime & Fiduciary
Healthcare Professional Liability & Excess Liability
Active Assailant Coverage