# Insurance Broker RfP Document

#### INTRODUCTION

Overview description of XXX company and its operations

XXX’S MANAGEMENT OF RISK

XXX has a well-developed strategy related to the management of risk. The strategy can be described as follows:

* As part of its Strategic Planning, an annual review of risk is undertaken, including a risk management workshop at which risks are identified, their impact assessed and risk mitigation processes determined for all high and significant risks. The process is modelled on current Australian Standards.
* XXX has established and maintains a documented Quality Assurance System. The system is directly linked to the risk assessment process to ensure that, in particular, policies and procedures focus on areas of high or significant risk. The system has been structured to comply with appropriate quality standards.
* XXX has an extensive program of training of staff in all aspects of operations. The training program extends to periodic simulation exercises related to major incidents/disasters.
* The company has very good security systems throughout.

**REQUEST FOR PROPOSAL**

XXX is currently reviewing its use of an Insurance Broker and purchase of Insurance and Risk Management services for a three (3) year period.

We recognise:

* The value of a professional Insurance Broker by way of providing quality, experience, skills, commitment and achievements of the individuals charged with delivery of services; and
* That differentiating between competing tenderers is a complex task that must focus on the merits of the prospective Insurance Brokers in the context of Interlink’s current and future needs.

XXX must be confident that your organisation, is and will continue to be, able to deliver the highest quality and best priced insurance and risk management programme using the Insurance Broker’s own resources and initiative.

Accordingly, this Request for Proposal (RfP) seeks to attract information that will support the highest level of confidence possible in the provision of future services and clearly differentiate each tenderer’s abilities.

XXX believes the Insurance Broker demonstrating the best credentials will ensure the creation and long-term management of the most efficient insurance and risk management programme. Subsequently, Insurance Brokers are specifically requested to not approach the insurance market but to respond **to XXX on a conceptual basis.**

##### INSURANCE BROKER REVIEW

The focus of the review will be on extracting information about skills, experience, innovation and stability, which can then be accurately compared. This methodology is based on an initial presentation to interested parties to ensure all participants start with a level playing field and no special advantages.

Brief outlines of current, and proposed, policy coverage are attached.

Unconstructive comment on existing arrangements should be strictly avoided in order to ensure that only original thought is demonstrated by the contenders.

##### CONTENT OF PROPOSAL AND DELIVERY

In responding to the requirements of this Request for Proposal (RfP) document, the Proposal should address the following points. The information provided should be succinct**, relevant**, **and should address each of the points in the same order.**

* Please provide details of your organisation’s **top 10** clients.
* Please provide a summary of your organisation’s history, ownership and financial condition.
* Please provide details of the insurance markets expected to be used to insure XXX's risks.
* **What would be the minimum Standard & Poor’s rating of the insurers you would expect to use for the Interlink programme?**
* Please provide names and contact information for three referees. Please provide information on the types of services provided to these referees and the period of engagement.
* For the previous 12 months, please list the last five major accounts that your organisation has been appointed to, the reasons why and the contact person to verify the information.
* **For the previous 12 months, please list the last five major accounts that your organisation has lost, together with the reasons.**
* **Please provide a list of the accounts that your organisation acts for that have a similar risk profile to Interlink**
* What do you consider to be the issues facing organisations such as Interlink in respect to insurance and risk?
* Please provide details of the proposed individuals within your organisation who will service Interlink’s insurance programme. Information should include details of formal qualifications, relevant experience, industry knowledge and an indication of how they will service our organisation. **Please provide details of how long the members of the proposed service team have been with the organisation and for how long they have worked together as a service team.**
* Please explain how your firm will ensure Interlink enjoys the benefits of a stable and consistent service team.
* Describe how your organisation will market Interlink’s business.
* Please provide details of your organisation’s philosophy towards claims management. Include examples of claims management agreements, including third party damages recovery procedures.
* Please provide details of your company’s ability to provide IT Systems, newsletters and other services that are available to enhance the management of the insurance portfolio and claims management.
* Please detail the proposed performance criteria that your organisation believes will be effective for the management of the services and review of performance.
* Describe the main reasons why Interlink can be confident it will be best served by your company and why your company is better placed to deliver such services when compared to other brokers.
* **Using the information provided in the appendices please provide an estimate of the net premium you would expect to be paid for the renewal of the existing programme for a further 12 month period. Please ensure that this is a conceptual costing exercise. No insurance markets are to be approached.**
* Please set out any variations from the current program you would recommend, treating each as a separate item.
* Please provide details of your **firm’s total income from all source**s, to be received from/as a result of Interlink’s account over the period of the appointment.
* As XXX is likely to undertake up to $x million of capital works over the next two years, please explain the types of insurances appropriate to these projects and how you would ensure value for money from the policies recommended.
* Please supply any other information that you believe would be relevant to achieving our objectives in this tender process.

##### GENERAL CONDITIONS OF TENDER

* Three (3) copies of the tender are to be delivered in a sealed envelope to XXX’s offices by **dd/mm/yy.** Submissions received after the stipulated time and date will not be accepted.
* We reserve the right to reject your submission on any basis that we deem appropriate without explanation. No correspondence will be entered into following the appointment.
* All information given to the tenderer by Interlink is and will be given on an “all care but no responsibility” basis.
* By accepting delivery of this tender brief, each tenderer will, without qualification, be deemed to have acknowledged acceptance of and shall be bound by the provisions of this disclaimer.
* All requests for additional information are to be made to the **Company Secretary**.