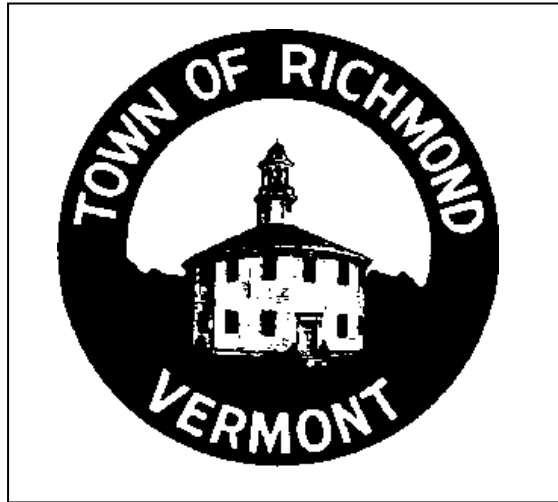


Request for Proposals Town Insurance



Company Name: VLCT-PACIF

Annual Cost: \$160,103

BID RESPONSE FORMS**AGENCY AND CARRIER INFORMATION**

Primary Agency Name	Location	# Municipal Accts	Commissions/Fees
VLCT PACIF	Montpelier, VT	348	None

Insurance Company Information for Coverage Placement

LINE OF COVERAGE	CARRIER	CARRIER CORP HQ LOCATION
Workers' Compensation	VLCT PACIF	Montpelier, VT
Equipment Breakdown (B&M)	VLCT PACIF	Montpelier, VT
Bonding & Crime	VLCT PACIF	Montpelier, VT
General Liability	VLCT PACIF	Montpelier, VT
Law Enforcement Liability	VLCT PACIF	Montpelier, VT
Public Officials Liability	VLCT PACIF	Montpelier, VT
Auto Liability & Physical Damage	VLCT PACIF	Montpelier, VT
Umbrella/Excess Liability	VLCT PACIF	Montpelier, VT
Cyber Liability & Data Breach	VLCT PACIF	Montpelier, VT
Property	VLCT PACIF	Montpelier, VT
Flood (if separate from property)	VLCT PACIF	Montpelier, VT

Direct Service Providers

DISCIPLINE	SERVICE PROVIDER/TPA NAME	PHYSICAL LOCATION	# STAFF IN VT
Claims Adjusting	VLCT PACIF	Montpelier, VT	10
Loss Control Service	VLCT PACIF	Montpelier, VT	5
Policy Underwriting	VLCT PACIF	Montpelier, VT	5

BID SPECIFICATIONS/RESPONSE FORMS

LOSS CONTROL SERVICES

Carrier(s)	VLCT PACIF (Property and Casualty Intermunicipal Fund)
Agency	None
Loss Control/Prevention Service Provider(s)	PACIF Loss Control Staff

Local governments need Loss Prevention/Control services that address the risks that are unique to municipal entities. It is essential that anyone providing Loss Prevention/Control services to the municipality be knowledgeable and experienced in serving local governmental entities. We need the following information to better analyze the services to be provided to the municipality.

1)	Does the contribution/premium quoted include comprehensive Loss Control services?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
2)	If no, please list the additional fee structure? <i>(if charged in addition to contribution/premium quoted)</i>		
	There are no additional fees for services. Loss Control services are included as part of your PACIF Membership.	\$	
		\$	
		\$	
		\$	
		\$	
3)	Is a FMCSA compliant drug and alcohol testing program that includes pre-employment and random testing for commercial motor vehicle operators included at no additional charge?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
4)	Are onsite training sessions provided and provided at no additional charge?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	Please describe available onsite training programs offered.		
	A wide range of safety and risk management sessions are available at no additional charge to suit the needs and exposures of the individual municipality. Some common ones include: Flagger/Workzone Safety, Special Events Risk Management, Safety Committee Hazard ID, and Supervisory Incident Reporting. In addition, custom workshops can be designed to address unique issues, municipal needs, or employee concerns. Examples of these types of sessions provided in the past include Excavation & Trenching, Hazcom Train-the-Trainer, and Pathogens in Wastewater Operations.		
5)	Are online training programs available at no additional charge?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	Are there courses available that are specific to law enforcement?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	Who is the supplier?		
	FirstNet Learning is the vendor PACIF uses to provide more than 100 online Safety, Human Resources, Law Enforcement, and Cyber Liability courses. You can visit the PACIF Online University website at: https://firstnetcampus.com/VLCT2/entities/VLCT/logon.htm		
	Do they have a demo website that is available for review?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
6)	If online training programs are available, are any courses approved by the State of Vermont for Vermont Water/Wastewater continuing education credits?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	FirstNet Learning and PACIF Staff worked with the State of Vermont to get approval. See the PACIF Online University flyer for lists of approved courses and the CEUs that are available.		

7)	Is an employee assistance program (EAP) included at no additional charge? If yes, please describe.	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	PACIF provides Invest EAP as a free employee benefit to municipal members. In addition to its counseling and other resources for all employees, Invest EAP also provides counseling and critical incident stress debriefings and other services to first responders. This is supported financially by PACIF on behalf of our members, as one method of reducing the potential for PTSD.		
8)	Is there an employment liability practice referral program that provides up to 3 hours of free, pre-loss legal consultation (per referral), using Vermont-based attorneys who are skilled in employment practice law?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	PACIF's EPL Referral Program also includes a waiver of any applicable deductible if the municipality follows the legal advice obtained in the consultation and still experiences a claim. See details on the renewal proposal.		
9)	Do your loss prevention services include access to loss prevention staff who are:	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	Experienced in identifying potential exposures unique to local governments	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	All loss control staff have years of experience working directly with municipalities to help them reduce their claims and improve their risk management approach.		
	Qualified to offer training and other specific services necessary to reduce the potential exposure to losses and	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	Staff are skilled in presenting the standard onsite training workshops and also regularly participate in regional workshops whether provided by PACIF, the Vermont Safety & Health Council or the American Society of Safety Engineers.		
	Previously worked for VOSHA and understand inspections, citations, informal conferences and post-inspection communication requirements	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	PACIF does have a person on staff who worked for VOSHA in both compliance and consultative capacities and therefore is uniquely qualified to provide guidance on issues related to VOSHA.		
	Playground safety (CPSI) certified?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	Two of our LC consultants are CPSI certified.		
10)	Are the LC consultants who will provide services knowledgeable in the following areas?		
	Public Safety (fire, police, emergency medical)	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	Public Utilities (water and wastewater)	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	Gas and Electric utility operations	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	Public Works (streets & solid waste)	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	Building construction	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	Employment Issues	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	General operations of local governments	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	Liability, property and workers' compensation coverages	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	Playgrounds and Parks and Recreation exposures	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	Fleet Safety and FMCSA requirements	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	<i>See attached list of qualifications of the loss prevention staff who will be assigned to service your municipality.</i>		

11)	Does the loss control program have access to instructors and classes certified by agencies such as the Fire Academy, and the VT Police Academy?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
12)	Will loss control consultants perform an onsite survey of the operations and facilities and provide the municipality with written recommendations along with appropriate up-to-date resource information to help address potential problem areas?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
13)	Are loss control consultants able to provide the municipality with free consulting services (above and beyond site surveys) to assist them with implementation of risk management, workers' compensation or loss control issues of concern?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	PACIF's Loss Control Consultants create their own schedule, and there are no service limits. The primary servicing Loss Control Consultant is a "partner" with the municipality and is responsible for working closely with them to provide quality customer service and achieve acceptable loss experience. PACIF Loss Control Consultants can provide hands-on assistance to members to make sure they understand requirements and the best way to implement them. Additionally, they are able to provide actual implementation assistance to the member during the rollout of new programs.		
14)	Does your company certify and recertify highway and first responder employees in flagging for free?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	There is no charge for PACIF members. We issue cards for attendees that pass the certification test.		
	If no, is it done for a cost?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	What is the cost? \$		
15)	Do you have a series of recommendations that the municipality is required to comply with for the coverage to remain in effect?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
	Municipalities are not subject to non-renewal for non-compliance with Loss Control recommendations (in contrast to many commercial carriers).		
16)	Will you provide reports (in addition to loss runs) that analyzes losses and recommends focused actions to minimize adverse claims trends?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	Loss reports are provided quarterly. Beyond that, custom reports and drill-down data can be developed on request to suit a specific need or project of the municipality.		
17)	Are resources (i.e. sample policies, safety manuals, checklists, etc.) available to support development and implementation of Loss Prevention Programs?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	PACIF has assembled a wide range of sample and model documents to help municipalities meet safety and other risk management objectives. In some cases, we will create specific forms or checklists for members. PACIF continues to create additional member resources. In 2014, we developed a comprehensive manual with accompanying forms to help municipalities comply with the complex FMCSA Drug & Alcohol Testing requirements. In 2015, we completed an Energy Control Manual and Guidance to help municipalities comply with energy control requirements for vehicle maintenance tasks.		
18)	Do you provide playground inspections with certified playground inspectors at no cost?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
19)	Does loss control staff perform ergonomic assessments at no cost to the member/insured?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	Office ergonomics assessments are available upon request, at no charge. Staff is also skilled in evaluating industrial ergonomic exposures.		

20)	Does loss control staff conduct onsite incident reviews with insureds on significant claims to identify prevention solutions?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	If yes, please describe process:		
	Loss Control Consultants will follow up on significant claims to help the municipality identify ways to prevent a recurrence of the injury or incident. This process is not only extremely useful in prevention, but also provides adjusters with incident-specific information that helps to adjudicate the claim more effectively, as part of an integrated loss management process.		
21)	Do you offer free matching grant money (up to \$5k) to members/insureds to be utilized to purchase safety related equipment?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	The PACIF Equipment Grant is a 50/50 matching grant program that provides up to \$5,000 annually for reimbursement of approved safety and risk management focused purchases. The program uses a simple application, and municipalities are eligible to apply each calendar year.		
22)	Do you offer \$2500 of scholarship funds each year that are available to support "risk control focused" group and/or individual training or workshops?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	Members are eligible for up to \$2,500 every year to support individual and/or group workshops or educational events that focus on safety or risk management. This is 100% reimbursement, excluding meals. Common training content includes: Workplace Harassment Prevention, 12 High Risk Critical Tasks (Law Enforcement), Asbestos Certification, Game of Logging, and OSHA's 10 and 30-hour courses.		
23)	Do you provide a human resources consultant who can perform human resources risk assessments, personnel policy reviews, in-person training on select HR topics and is available to answer HR questions at no additional cost?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	PACIF's Human Resources Consultant assists Members with improving compliance with legal requirements, reducing the risk of employment practice lawsuits, and implementing a variety of human resources best practices.		
24)	Is there an ongoing mental health resource and post crisis intervention and counseling service such as EAPFirst that specifically targets first responders to reduce the potential for PTSD claims?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
25)	Indicate which of the following in-person trainings you provide within the cost of coverage. (If available for an additional fee, please indicate the fee.)		
	Accident Investigation Techniques for Supervisors	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/> \$
	Winter Driving & Snowplow Safety for DPW	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/> \$
	Job Safety Analysis	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/> \$
	Safety Committee Development	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/> \$
	Emergency Vehicle Driver Training	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/> \$
	Special Events Management	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/> \$
	Personal Protection Equipment	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/> \$
	Public Officials Liability	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/> \$
	Permit-required confined spaces	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/> \$
	Confined Space Entry	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/> \$
	Trenching and Excavation	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/> \$
	Ergonomics in Heavy Construction	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/> \$

Custom Designed Training based on need	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	\$
Sexual Harassment/Cultural Diversity	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	\$
Office Ergonomics	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	\$

Agent/Broker Selection Questionnaire Please answer the following questions in preparation for an interview.

Program Management:

- 1. If your firm is selected, who will you assign as our Account Executive? How do you envision servicing our municipality?**

VLCT-PACIF has a Service Team for the Town of Richmond (See Page 1 of our Proposal).

- 2. Please identify three of your municipal clients with exposures similar to Richmond, including length of relationship and nature of work performed. Please provide their contact information for a reference check.**

VLCT-PACIF insures 94% of the municipalities in Vermont. We insure three of your neighbors, Waterbury, Hinesburg and Stowe. We also insure larger municipalities such as the City of Rutland and Barre City and smaller municipal entities such as fire and water districts.

Waterbury – William Shepeluk, Municipal Manager, 802-244-7033

Hinesburg – Renae Marshall, Town Administrator, 802-482-2281 ext. 222

Stowe – Charles Safford, Town Manager, 802-253-7350

- 3. Please identify what you feel is a reasonable time for the issuance of complete and correct policies and endorsements.**

We have 24/7 on-line access to requests for certificates of coverage and changes to exposures by endorsements. It is our policy to turn these requests around within a 24-hour time frame. If our Member needs something immediately, they can call during our regular hours and we will provide the documents in a timely fashion. PACIF is adding on-line self service capabilities sometime in October which will allow the members to self-generate vehicle cards, reports, and make changes to their vehicle and property schedules.

Claim Management Services:

1. What is your process for reporting, handling, monitoring and recording losses?

You can report claims online at www.vlct.org. We ask that you please report every claim to the VLCT PACIF Claims team as soon as possible after an incident, while memories are fresh. The sooner you report, the sooner the investigation can begin, and the more quickly the claim can be resolved. All claims will be handled out of VLCT's office in Montpelier, VT. All claims adjusters live in the State of Vermont.

2. Describe how you would propose to assist our town in managing claims?

One of the advantages of the VLCT PACIF program is that we have a full service, in-house, claims department. There is no need for a claims liaison because every member has the ability to directly contact our adjusters. Our claim staff handles only claims for the PACIF membership. The claims staff is expert in the unique, complex area of municipal claims.

From an internal perspective:

Loss Control Consultants will follow up on significant claims to help the municipality identify ways to prevent a recurrence of the injury or incident. This process is not only extremely useful in prevention, but also provides adjusters with incident-specific information that helps to adjudicate the claim more effectively, as part of an integrated loss management process.

From the external carrier perspective:

VLCT-PACIF provides a financially sound and beneficial alternative to the standard commercial insurance market. Over time, our approach to risk management saves our members money while providing broader coverage than commercial markets.

As a final note, our claims staff takes working with our members personally. There have been numerous cases over the past year alone, where staff have taken the extra step to meet with injured workers to better understand their concerns and challenges and help them work through the recovery process to help them return to work.

3. How often will you review claims and reserves?

Legal reserves are based on legal budgets provided by defense counsel. Property damage reserves are based on the extent of the damage.

Workers' Compensation - Temporary Disability Indemnity benefits are based on Vermont DOL weekly wage formulas for a duration that is based on the severity of the injury and the expected recovery time (according to medical precedent) and adjusted for the particular details of the case and the claimant. Permanent Partial Disability Indemnity benefits are based on the estimated percentage of expected disability rating according to the AMA Guide to Impairment Ratings (5th Edition for physical ratings and the 6th Edition for psychological ratings).

Medical reserves are set for the medical exposure that we anticipate for any and all treatment specifically related to the work injury for the claimant's anticipated lifetime. Legal reserves are set at the contracted hourly rate and based on the complexity of the case is and whether depositions, expert witnesses, court reporter, etc. are likely to be required.

WC reserves are reviewed on a regular basis and when new medical information comes in that may change the medical and permanency that is currently on the file. Staff are always looking for opportunities to close the file when it makes sense financially to PACIF and the member. As a general rule, reserves are reviewed at least quarterly by claims managers.

Compensation:

- 1. What type of compensation structure is appropriate for our account? Are there options available?**

This proposal includes all coverages, with a common effective date of 1/1/2020. There are no additional fees for services. Loss Control services are included as part of your PACIF membership. See renewal proposal. It should be noted that the insurance proposal includes additional services and programs that are also provided as part of your PACIF membership. Quarterly or semi-annual payment terms are available

- 2. Over the last 6 years, what has been the average rate increase for towns similar to Richmond? What has been the overall increase in premiums for your company's entire town portfolio?**

Every year PACIF hires a consulting casualty actuary to evaluate the Fund's loss experience to determine the amount of contributions to be raised in the next year. Specific rates are developed based on their analysis and recommendations. Overall, net contributions increased 1.5% in 2018, though as always, individual members will see increases or decreases based on the following:

- 1) changes in your municipality's exposures; 2) the experience modification factors that are based on your municipality's specific loss history; and 3) credits applied because of constructive risk management and cost control practices your municipality adopted in cooperation with our Loss Control, Claims, and Underwriting divisions.
- 2) From 2014 to 2019, there has been a 17.5% increase in overall rates. The increase is being directly driven by loss experience of our members. The rates are developed by Milliman, our consulting actuary who reviews loss and frequency trends, loss development and changes in medical and indemnity cost. All of these factor into the overall rates that PACIF changes. Additionally, PACIF's extensive services are also incorporated into the rates. Any extra funds that remain support the program as surplus and at the discretion of the PACIF Board of Directors, are returned to PACIF members. This year, the board authorized the return of \$1.5M in the form of contribution credits and an additional \$200K for the PACIF grant program.

- 3. Please provide an annual rate for coverage. Put this amount on the cover page.**

Transition:

- 1. Please describe conceptually how your firm would transition the Town of Richmond's current risk management and insurance program.**

VLCT-PACIF has been a highly knowledgeable, trusted partner with the Town of Richmond, who has been a member since 1993. We have unparalleled knowledge of municipal operations and have stood by your side to render guidance, assistance and advice on an ever-increasing range of risk management and related issues.

Conclusion:

- 1. Overall, what are the three major strengths of your firm that best qualifies it to manage our Town's insurance programs?**

VLCT-PACIF's combination of service, expertise, support, coverage, and pricing will continue to offer the best value for the Town of Richmond, its employees, and local taxpayers. We provide comprehensive, tailored services designed for municipalities and provide an unparalleled ease of doing business.

- 2. Please provide 3 references of towns that you currently insure**

Carl Rogers, Town Manager, Barre Town – President PACIF Board of Directors
Stuart Hurd, Town Manager, Bennington – PACIF Board of Directors
Jerry Storey, Selectperson, Shelburne – PACIF Board of Directors
Aaron Frank, Town Manager, Colchester – PACIF Board of Directors

