



## REQUEST FOR PROPOSAL

### Insurance Evaluation and Procurement Services RFP# 1231VF

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## REQUEST FOR PROPOSAL

### Insurance Evaluation and Procurement Services for the Buffalo and Erie County Public Library

#### SECTION 1 - SCOPE OF REQUEST AND BACKGROUND

##### 1.1 Scope

The Buffalo and Erie County Public Library is seeking qualified insurance evaluation and procurement firms to assist the library in mitigating its risk through evaluating and, subject to Library approval, procuring cost-effective insurance products from highly rated insurance providers.

Initially, this will include providing a response to the coverage requirements listed in Appendix A as part of the response to this Request for Proposal (RFP). That appendix lists the Library's requirements to continue/replace the Library's Directors & Officers Liability, Employment Practices, Fiduciary Liability, Cyber (Internet) Liability/Network Security, Workplace Violence and Crime insurance policies upon their expiration dates (All but the Crimes policy as of January 1, 2013; with the Crimes policy as of July 1, 2013).

Subsequently the selected firm will be expected to work with the Library to periodically evaluate the Library's risk coverage needs, seek and, subject to Library approval, procure said coverage.

##### 1.2 Background

The Buffalo and Erie County Public Library System (B&ECPL) is a not-for-profit-independent governmental agency chartered by the Board of Regents of the State University of New York and governed by a Board of Trustees. The System is comprised of a Central Library, 8 city branches and 22 independent contracting libraries governed by separate Boards; a total of 37 separate library service locations. The Central Library located in downtown Buffalo, in addition to providing full public library services, houses the Buffalo and Erie County Public Library's administrative offices; library system services provided to all 37 locations; and several mission related non-profit organizations. The B&ECPL provides a full range of public library services up to and including patron access to the Internet.

## SECTION 2 - PROCEDURAL

### 2.1 How to Respond

In responding to this RFP, vendors must clearly reference ALL of the numbered sections, paragraphs and sentences with “**Comply**” or “**Exception.**” Responses must be specific and explain in detail any requirement, specification, detail and/or paragraph to which the vendor takes exception in part or whole.

Vendor specifications and explanation of an exception in no way obligates the Library to find the exception an acceptable alternate to the RFP requirements.

Non-delineation of exceptions will be taken to mean full vendor compliance with the specifications, requirements and details herein.

### 2.2 Buffalo & Erie County Public Library Insurance Contact

Carol Ann Batt  
Chief Operating Officer  
1 Lafayette Square  
Buffalo, New York, 14203-1887  
E-Mail Address: [battc@buffalolib.org](mailto:battc@buffalolib.org)

### 2.3 Questions / Responses

The Library believes this RFP is comprehensive and provides the necessary information to submit a competitive proposal. However, if a prospective proposer desires to ask technical questions they must be submitted VIA E-MAIL to the Library Insurance Contact listed above. Administrative questions concerning the RFP process should be submitted VIA E-MAIL to Mr. Kenneth H. Stone [stonek@buffalolib.org](mailto:stonek@buffalolib.org) The Library cannot guarantee a response to questions submitted after 1 p.m. Eastern Time on December 7, 2012.

The subject of any E-mail correspondence should be clearly labeled RFP for Insurance Evaluation and Procurement Services. The library will acknowledge receipt of a question via return E-mail. If a prospective Proposer does not receive an acknowledgement, he/she should assume the question was not received. All prospective Proposers who have obtained a copy of the RFP and supplied e-mail contact information will be sent answers issued by the Library via e-mail.

**2.4 Due Date**

Three printed copies and one electronic copy (Microsoft Word/Excel and/or PDF format) of all responses to this Request for Proposal must be sent by mail or physically delivered, in a securely sealed envelope, to:

Kenneth H. Stone  
Deputy Director, CFO  
Buffalo & Erie County Public Library  
Administration - 2<sup>nd</sup> Floor  
1 Lafayette Sq.  
Buffalo, New York 14203-1887  
(716) 858-7170

The Library must receive the response by **December 14, 2012 at 4:00 P.M.** Any responses received subsequent to that time will not be considered. Proposals sent by fax or e-mail will not be considered.

**SECTION 3 - VENDOR QUALIFICATIONS**

The Library requires general information about the vendor submitting a proposal for Insurance Evaluation and Procurement Services. As a minimum, the following must be included:

**3.1 Vendor information**

Vendor shall submit information regarding their company, including description of ownership, history, time in the industry and future direction. Publicly held companies may submit their annual report. Subsidiary corporations shall submit a corporate organizational chart indicating the parent company, other corporate subsidiaries and the subsidiary's relation to the above.

**3.2 Business longevity**

How long have you been in business under the current name in New York State?

**3.3 Requirement for References**

It is imperative that the Library know the awarded vendor is successfully supplying the services requested in this RFP to others customers.

List three (3) Not-for-Profit customers for whom vendor has provided similar or comparable service to those requested in Appendix A. Contact, firm name, address, and telephone number should be included.

The Library will not entertain service proposals from vendors that cannot or do not provide three references as delineated above.

## **SECTION 4 – VENDOR DESCRIPTION**

The Library requires a detailed description of the vendor’s proposed service offering and capabilities.

The complete proposal must address the following:

### **4.1 Staffing and experience**

The vendor shall employ at least five person’s full time and shall have at least five years experience writing and servicing commercial accounts.

### **4.2 Minimum Qualifications for Service Provider**

The Library desires to enter into a contract with a vendor that will honor acceptable levels of service and performance, which includes:

1. Trust and reliability;
2. Efficiency, responsiveness and resourcefulness;
3. Expert insurance and alternative risk solution consultation and assistance; and
4. A minimum of one (1) meeting each year to review policies and coverage limits.

### **4.3 Minimum Qualifications for Insurance Offered**

All insurance products offered for the Library’s consideration shall be from insurance carriers meeting the following minimum requirements:

1. Must be properly licensed in the State of New York;
2. Must have a minimum A.M. Best Rating of “A”;
3. Must provide the name, job title and complete contact information for the proposed Library liaison or customer service representative.

## **SECTION 5 – TERMS AND COSTS**

### **5.1 Services Contract Term**

The Library intends to enter into a three-year agreement, with an option to renew upon mutual agreement for up to two additional periods of up to three years. The term would commence January 1, 2013, with the first term ending December 31, 2015.

### **5.2 Costs**

**For Insurance Evaluation and Procurement:** All costs for services relating to the insurance procured pursuant to the requirements of Appendix A shall be included in the quotation for coverage responding to Appendix A. Likewise costs for services related to procuring other insurance coverage shall likewise be included in the quotation for coverage for said insurance.

**For Additional Value Added Services:** Should the vendor desire to offer additional value added services for the Library's consideration, a description of said services, the cost basis upon which the services are provided, and estimated fees for said services may be included in the response. The Library is under no obligation to accept or otherwise engage in these services.

**5.3 Vendor terms and conditions**

All terms and conditions must be cited.

**5.4 Library Penalties**

Information on any termination penalties, with related dates and contract requirements, must be provided. If none is provided, there shall be no such charges.

**SECTION 6 - EVALUATION AND AWARDS**

The goal of the Library is to obtain comprehensive and responsive insurance evaluation and procurement as described in this RFP.

The Library will evaluate vendor proposals on the following criteria, with price of being the primary factor:

- Total cost of one-time and recurring charges to the Library over the contract term for the insurance requirements identified in Appendix A;
- Vendor's demonstrated ability to comply with requirements as stated in this RFP;
- Completeness of vendor's response to RFP; and
- Vendor's demonstrated ability to provide the services required.

The Library evaluation team will review proposals and may conduct interviews of vendors to discuss proposals and services in greater detail.

**SECTION 7 - PARTIAL AND/OR NO AWARD**

The Library reserves the right to award all or part of the services. In addition, the Library reserves the right to reject all proposals.



**Insurance Coverage Requirements: Not-for-Profit Organization Directors & Officers Liability, Employment Practices, Fiduciary Liability, Cyber (Internet) Liability/Network Security, Workplace Violence and Crime Policies**

**PURPOSE:**

The Buffalo and Erie County Public Library (B&ECPL) is seeking firm quotes from experienced and qualified insurance providers for Not-for-Profit Organization Directors & Officers Liability, Employment Practices, Fiduciary Liability, Cyber (Internet) Liability/Network Security, Workplace Violence and Crime coverage.

**BACKGROUND:**

The Buffalo and Erie County Public Library System is a not-for-profit-independent municipal agency governed by a Board of Trustees. The System is comprised of a Central Library, 8 city branches and 22 independent contract libraries governed by separate Boards; a total of 37 separate library service locations. The Central Library, located in downtown Buffalo, houses the Buffalo and Erie County Public Library's administrative offices.

The B&ECPL currently carries insurance for all of the above cited policies and at the present time there are no outstanding claims.

The following libraries will be named insured on the policies:

Buffalo and Erie County Public Library  
 Amherst Public Library  
 Angola Public Library  
 Aurora Town Public Library  
 Boston Free Library  
 Cheektowaga Public Library  
 Clarence Public Library  
 Collins Public Library  
 Eden Library  
 Elma Public Library  
 Ewell Free Library  
 Grand Island Memorial Library  
 Hamburg Public Library  
 Hulbert Library Town of Concord  
 Lackawanna Public Library  
 Lancaster Public Library  
 Marilla Free Library  
 Newstead Public Library  
 North Collins Public Library  
 Orchard Park Public Library

City of Tonawanda Public Library  
Town of Tonawanda Public Library  
West Seneca Public Library

Following is the location schedule for all libraries within the B&ECPL System:

Buffalo and Erie County Public Library System

Central Library

1 Lafayette Square, Buffalo, NY 14203

Crane Branch

633 Elmwood Avenue, Buffalo, NY 14222

Dudley Branch

2010 South Park Avenue, Buffalo, NY 14220

East Clinton Branch

1929 Clinton Street, Buffalo, NY 14206

East Delavan Branch

1187 East Delavan Avenue, Buffalo, NY 14215

Frank E. Merriweather, Jr. Branch

1324 Jefferson Avenue, Buffalo, NY 14208

Niagara Branch Library

280 Porter Avenue, Buffalo, NY 14201

North Park Branch

2351 Delaware Avenue, Buffalo, NY 14216

Riverside Branch

820 Tonawanda Street, Buffalo, NY 14207

Amherst Public Library

Amherst Main Library at Audubon

350 Audubon Parkway, Amherst, NY 14228

Clearfield Branch

770 Hopkins Road, Williamsville, NY 14221

Egbertsville-Snyder Branch

4622 Main Street, Snyder, NY 14226

Williamsville Branch

5571 Main Street, Williamsville, NY 14221

Angola Public Library

34 North Main Street, Angola, NY 14006

Aurora Town Public Library

550 Main Street, East Aurora, NY 14052

**Boston Free Library**

9475 Boston State Road, Boston, New York 14025

**Cheektowaga Public Library**

Anna M. Reinstein Memorial Library

2580 Harlem Road, Cheektowaga, NY 14225

**Julia Boyer Reinstein Library**

1030 Losson Road, Cheektowaga, NY 14227

**Clarence Public Library**

Three Town Place, Clarence, NY 14031

**Collins Public Library**

2341 Main Street, Collins, NY 14034

**Eden Library**

2901 E. Church Street, Eden, NY 14057

**Elma Public Library**

1860 Bowen Road, Elma, NY 14059

**Ewell Free Library**

13280 Broadway, Alden, NY14004

**Grand Island Memorial Library**

1715 Bedell Road, Grand Island, NY 14072

**Hamburg Public Library**

Lake Shore Branch

S-4857 Lake Shore Road, Hamburg, NY 14075

**Hamburg Public Library**

102 Buffalo Street, Hamburg, NY 14075

**Hulbert Library Town of Concord**

18 Chapel Street, Springville, NY 14141

**Lackawanna Public Library**

560 Ridge Road, Lackawanna, NY 14218

**Lancaster Public Library**

5466 Broadway, Lancaster, NY 14086

**Marilla Free Library**

11637 Bullis Road, Marilla, NY 14102

**Newstead Public Library**

33 Main Street, Akron, NY 14001

**North Collins Public Library**

2095 School Street, North Collins, NY 14111

Orchard Park Public Library  
S-4570 South Buffalo Street, Orchard Park, NY 14127

City of Tonawanda Public Library  
333 Main Street, Tonawanda, NY 14150

Town of Tonawanda Public Library  
Kenilworth Branch  
318 Montrose, Buffalo, NY 14223

Kenmore Library  
160 Delaware Road, Kenmore, NY 14217

West Seneca Public Library  
1300 Union Road, West Seneca, NY 14216

### **LIBRARY CONTACT:**

Carol Ann Batt, Chief Operating Officer  
Buffalo and Erie County Public Library  
1 Lafayette Square  
Buffalo, NY 14203

Email: [battc@buffalolib.org](mailto:battc@buffalolib.org)

### **INSURANCE POLICY TERMS:**

The terms of the insurance will be for a period of one (1) year with the option to renew annually, if mutually agreeable. Effective dates for the initial award will begin January 1, 2013 – December 31, 2013 (with the exception of Crime Coverage which will be from July 1, 2013 – June 30, 2014). The existing policies run through the day prior to the start of coverage listed.

### **MINIMUM INSURANCE CARRIER QUALIFICATIONS:**

All insurance products offered for the Library's consideration shall be from insurance carriers meeting the following minimum requirements:

1. Must be properly licensed in the State of New York;
2. Must have a minimum A.M. Best Rating of "A"; and
3. Must provide the name, job title and complete contact information for the proposed Library liaison or customer service representative.

**INSURANCE COVERAGE REQUIRED:**

**Officers and Directors.** Coverage to provide financial protection for all directors and officers affiliated with the 37 B&ECPL libraries cited in this document in the event that they are sued in conjunction with job performance or duties.

**Employment Practices Liability Coverage.** Coverage to provide protection for the employer (the Library, including its Directors and Officers) against claims made by employees, former employees, or potential employees. It covers discrimination (age, sex, race, disability, etc.), wrongful termination of employment, sexual harassment, and other employment-related allegations.

**Fiduciary Liability.** Coverage for any legal liability arising from claims for alleged failure to prudently act within the meaning of the Pension Reform Act of 1974. "Insured" is variously defined as a trust or employee benefit plan, any trustee, officer or employee of the trust or employee benefit plan, employer who is sole sponsor of a plan and any other individual or organization designated as a fiduciary. Group life and medical expense plans, as well as pension and retirement plans, are within the scope of the law.

**Cyber (Internet) Liability/ Network Security.** Provides coverage for legally obligated damages resulting from exposure arising out of Internet connections. It addresses the risks associated with e-business, the Internet, networks and informational assets. The risk categories also include privacy issues, the infringement of intellectual property, virus transmission, or any other serious trouble that may be passed via the Web. Coverage must specifically include network security, breach of privacy and customer notification, and regulatory expense.

**Crime Policy.** Provides a blanket Crime Policy covering public employee dishonesty which causes the Library to sustain a loss or causes the employee (and/or his affiliate) to obtain financial benefit not associated with normal employment benefits (salaries, pensions, etc.).

**RATE QUOTES FOR INSURANCE COVERAGE.**

Proposers must provide rate quotes for the following coverage and the sample policy associated with each.

<b>Policy</b>	<b>Requested Limit</b>	<b>Requested Retention</b>	<b>Premium (First year)</b>	<b>Additional Fees or Service Charges</b>
Directors & Officers	\$5,000,000	\$10,000		
Employment Practices	\$5,000,000	\$25,000		
Fiduciary Liability	\$1,000,000	\$10,000		
Cyber/Network Liability	\$1,000,000	\$ 5,000		
Workplace Violence	\$1,000,000	\$ 2,000		
Crime coverage	\$ 250,000	\$ 5,000		

<b>Total Costs (First Year)</b>		
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\*Proposers may also submit other recommended limit or rate schedules, but award will be made based upon the requested limits and retention (deductible) requested above.

<b>Policy</b>	<b>Quoted (recommended) Company</b>
Directors & Officers	
Employment Practices	
Fiduciary Liability	
Cyber/Network Liability	
Workplace Violence	
Crime coverage	

<b>Policy</b>	<b>Will Policy Provide Retroactive Coverage?</b>		<b>If yes, list retroactivity date</b>
	<b>No</b>	<b>Yes</b>	
Directors & Officers			
Employment Practices			
Fiduciary Liability			
Cyber/Network Liability			
Workplace Violence			
Crime coverage			

<b>Policy</b>	<b>Projected Rate Increases:</b>	
	<b>2014</b>	<b>2015</b>
Directors & Officers		
Employment Practices		
Fiduciary Liability		
Cyber/Network Liability		
Workplace Violence		
Crime coverage		