



**REQUEST FOR PROPOSALS
FOR
ADMINISTRATOR**

**Issued by the
The Garden State Municipal Joint Insurance fund**

**Date Issued:
October 2, 2017**

Responses Due by:

DUE DATE: October 23, 2017



**REQUEST FOR PROPOSALS (RFP)
FOR
FUND ADMINISTRATOR**

PURPOSE AND INTENT

Through this Request for Proposals (RFP), the Garden State Municipal joint Insurance fund (hereinafter the “Fund”) seeks to engage a vendor as Administrator for the 2018 fund year commencing January 1, 2018 or upon appointment, whichever is later. The Fund will also consider proposals for the 2019 and 2020 fund years. This contract will be awarded through a fair and open process pursuant to NJSA 19:44A-20.4 et seq.

PROPOSAL SUBMISSION

Submit (a) one original paper copy, clearly marked as the “ORIGINAL” plus an electronic copy on CD or disk in Word format or (b) one original paper copy, clearly marked as the “ORIGINAL plus eight full, complete and exact paper copies. The proposal must be addressed to:

Garden State Municipal Joint Insurance Fund
900 Route 9 North / Suite 503
Woodbridge, New Jersey 07095

The proposal must be received by **October 23, 2017 at 2:00 p.m.**

Faxed or E-Mailed proposals will NOT be accepted.

Any inquiry concerning this RFP should be directed in writing to:

Madeline Delgado
Executive Assistant
Garden State Municipal Joint Insurance Fund
900 Route 9 North / Suite 503
Woodbridge, New Jersey 07095

All documents/information submitted in response to this solicitation shall be available to the general public as required by the New Jersey Open Public Records Act N.J.S.A. 47:1A-1 et seq. The Fund will not be responsible for any costs associated with the oral or written and/or presentation of the proposals. The Fund reserves the right to reject any and all proposals, with or without cause, and waive any irregularities or informalities in the proposals. The Fund further reserves the right to make such investigations as it



deems necessary as to the qualifications of any and all vendors submitting proposals. In the event that all proposals are rejected, the Fund reserves the right to re-solicit proposals.

GENERAL INFORMATION ON THE FUNCTIONS OF THE FUND

The Fund is organized pursuant to NJSA 40A: 10-36 to provide property/casualty insurance to its member local units. The Fund also provides its members with a comprehensive risk control and claims management program. The Fund is controlled by Board of Fund Commissioners that annually elects an executive committee. The Fund is regulated by the Department of Banking and Insurance and the Department of Community affairs.

MINIMUM QUALIFICATIONS

See Exhibit A

SCOPE OF SERVICES

See "SERVICES" section of the contract attached in Exhibit B.

MANDATORY CONTENTS OF PROPOSAL

In its proposal, the firm must include the following:

- 1) Contact Information: Provide the name and address of the firm, the name, telephone number, fax number, and e-mail address of the individual responsible for the preparation of the proposal.
- 2) A fee proposal for the 2018 fund year. The firm may also include a fee proposal for the 2019 and 2020 fund years.
- 3) An executive summary of not more than three pages identifying and substantiating why the vendor is best qualified to provide the requested services.
- 4) A staffing plan listing those persons who will be assigned to the engagement if the vendor is selected, including the designation of the person who would be the vendor's officer responsible for all services required under the engagement. This portion of the proposal should include the relevant resume information for the individuals who will be assigned. This information should include, at a minimum, a description of the person's relevant professional experience, years and type of experience, and number of years with the vendor. Also include a copy of the data forms required by the Department of Banking and Insurance pursuant to NJAC 11:15 – 2.6 (c) 8.



- 5) A description of the vendor's experience in performing services of the type described in this RFP. Specifically identify client size and specific examples of similarities with the scope of services required under this RFP.
- 6) A description of resources of the vendor (i.e., background, location, experience, staff resources, financial resources, other resources, etc.).
- 7) The location of the office, if other than the vendor's main office, at which the vendor proposes to perform services required under this RFP. Describe your presence in New Jersey. Specifically, the vendor must state in its proposal whether or not the vendor is registered as a small business enterprise ("SBE") with the New Jersey Commerce and Economic Growth Commission New Jersey's Set-Aside Program.
- 8) Provide references including the contact names, titles and phone numbers.
- 9) In its proposal, the vendor must identify any existing or potential conflicts of interest, and disclose any representation of parties or other relationships that might be considered a conflict of interest with regard to this engagement, or the Fund.

INTERVIEW

The Fund reserves the right to interview any or all of the applicants submitting a proposal. Although interviews may take place, the proposal should be comprehensive and complete on its face. The Fund reserves the right to request clarifying information subsequent to submission of the proposal.

SELECTION PROCESS

All proposals will be reviewed to determine responsiveness. Non-responsive proposals will be rejected without evaluation. For vendors that satisfy the minimum requirements, the Fund will evaluate proposals based on the following evaluation criteria, separate or combined in some manner, and not necessarily listed in order of significance:

- (a) The vendor's general approach to providing the services required under this RFP.
- (b) The vendor's documented experience in successfully completing contracts of a similar size and scope to the engagement addressed by this RFP
- (c) The qualifications and experience of the vendor's management, supervisory or other key personnel assigned to the engagement, with emphasis on documented experience in successfully completing work on contracts of similar size and scope to the services required by this RFP.
- (d) The overall ability of the vendor to mobilize, undertake and successfully complete the engagement within the timeline. This criterion will include, but not be limited to, the following factors: the number and qualifications of management, supervisory and



other staff proposed by the vendor to perform the services required by this RFP; the availability and commitment to the engagement of the vendor's management, supervisory and other staff proposed; the vendor's contract management plan, including the vendor's contract organizational chart.

SELECTION CRITERIA AND CONTRACT

The Fund will select the vendor deemed most advantageous to the Fund, price and other factors considered. The contract between the Fund and the selected vendor(s) shall be comprised the contract attached as Exhibit A, this RFP, any clarifications or addenda thereto, the selected vendor's proposal, and any changes negotiated by the parties.



Exhibit A

Garden State Municipal Joint Insurance fund

Request for Proposals for Administrator

Minimum Qualifications

Applicant vendors must establish that they meet the following minimum qualifications:

Administrator:

- a. The Administrator shall serve as Administrator of the Fund and shall be experienced in risk management matters and self-funded entities.
- b. The Administrator shall have the following duties and responsibilities:
 - 1) Carry out the policies established by the commissioners and to otherwise supervise the management of the Fund.
 - 2) Advise the commissioners on risk management matters and shall prepare a draft Risk Management Plan.
 - 3) Prepare the Fund's budget, compile and bill assessments.
 - 4) Maintain underwriting files; prepare new members' submissions for review of the commissioners.
 - 5) Prepare draft requests for proposals for services to be provided by servicing organizations and monitor the performance of the service companies.
 - 6) Prepare filings required by state regulations.
 - 7) Coordinate the fund's meeting agenda, minutes, elections, contracts, and maintain the Fund's official records and office.



- 8) Maintain the Fund's general ledger, accounts payable and accounts receivable function.
 - 9) Provide specialized claims and risk control management to oversee the activities of the Fund's Third Party Claims and Risk Control Administrators.
 - 10) Provide claims administrative services for all property and liability claims.
 - 11) Perform such other duties as provided for by the Fund Commissioners, these bylaws, and the laws and regulations of the State of New Jersey.
- c. The Administrator shall assume overall executive responsibility for the operations of the Fund except that the Administrator shall not be responsible for the errors and omissions of any other servicing organization except as to generally monitor the compliance of said organization with the directives of the Fund Commissioners, its Service Provider contract, or the applicable statutes and regulations as to the form and timeliness of said undertaking. For example, the Administrator shall be responsible to verify the issuance of excess or reinsurance policies, and the timely receipt of said policies by the Fund, however, the Administrator shall not be responsible for the content of the policies or the adequacy of the coverage.
- d. The Administrator shall be bonded in a form and amount acceptable to the Commissioner. The Administrator shall also be covered by Errors and Omissions insurance as provided by N.J.A.C. 11:15-2. Said coverage is to be paid by the Fund.



EXHIBIT B

FUND ADMINISTRATIVE SERVICES

During the term of this Agreement, the Administrator will provide all necessary services for the Fund in accordance with applicable laws, rules and regulations governing the administration of Municipal Joint Insurance Funds and the Fund Bylaws, Risk Management Plan and related instruments. The duties of the Administrator shall include the following:

1. Prepare a coverage manual detailing all lines of insurance coverage provided by the Fund to Member municipalities (whether insured, self-insured or reinsured) as required by the Fund's risk management plan. Upon adoption, copies of the coverage manual will be provided for distribution to Fund Members, their risk management consultant, and to each of the professionals and other service companies retained by the Fund. It is expressly understood and agreed to by the Administrator that the coverage manual is and shall remain the property of the Fund.
2. Prepare renewal underwriting surveys and/or questionnaires for distribution to Member municipalities; secure such surveys from the Member municipalities and compile the information and exposure data in a consolidated report by Member. Prepare a summary of updated exposure data for each member and verify the accuracy of the data with the risk management consultant.
3. Conduct underwriting and pricing analysis of all applicant municipalities and make recommendations to the Fund on eligibility for membership;
4. Provide the Fund with written responses to coverage questions submitted in writing to the Administrator by members and/or their risk management consultants within ten (10) working days of the Administrator's receipt of same. Questions involving policy will be brought to the attention of the Fund for submission to the Fund executive committee.
5. Establish and maintain along with the Fund's underwriting manager a system designed to issue certificates of insurance, automobile identification cards, workers' compensation notices and such other administrative documents as may be agreed upon by the Administrator and the Fund's Underwriting Manager.
6. Make available for use by the Fund, the financial data management programs developed by the Administrator:



7. Maintain the Fund's general ledger and provide the Fund with a monthly financial report, substantially in the form annexed hereto as Exhibit A;
8. Provide semi-annual unaudited financial statements as required by the New Jersey Department of Banking and Insurance ("DOBI") and Department of Community Affairs ("DCA");
9. Assist the Fund's auditors in the production of audited annual reports as required by DOBI, including office space, systems and staff support;
10. Manage the DOBI triennial audit of the Fund by providing necessary office space and equipment for the auditors' use, providing all necessary financial, underwriting, actuarial, claims and administrative data and materials, responding to inquiries during the course of the audit and resolving same and preparing the Fund's written response to DOBI's findings;
11. Prepare the Fund's annual budget, compile and bill assessments.
12. The Administrator shall prepare a report in advance of the monthly Fund meeting listing all items to be placed on the agenda at least seven (7) days in advance of the date fixed for such a meeting. In addition, it shall coordinate the preparation and distribution of all necessary meeting documents, arrange meeting venues and assist the Fund chairman in facilitating the meeting. The Administrator shall coordinate and facilitate the Fund's monthly safety committee meetings and all other committee meetings as needed.
13. Attend all Fund commissioners, executive and safety committee meetings.
14. Upon the advice and direction of the Fund, the Administrator shall coordinate the activities of certain service provider(s):
 - i. Actuary – the Administrator conducts quality control checks on all loss and exposure data from the Fund's claims administrator(s) and coordinates with the Fund actuary to ensure complete reconciliation of all data. The Administrator provides the actuary with an outline of all coverage terms, retentions, etc., by line of business for each member and at the Fund level for purposes of reserve and rate analyses. Coordinates all activities with actuary, including annual pricing study and bi-annual reserve review.
 - ii. Treasurer – the Administrator's finance division, in conjunction with the Fund Treasurer, receives and reviews bank statements, reconciles cash and maintains the general ledger.



- iii. Fund Attorney – the Administrator works with the Fund attorney to monitor legislative and regulatory developments concerning Joint
 - iv. Insurance Funds and public entities generally and determine their effect on pool and municipal operations.
 - v. Investment Advisor – the Administrator’s financial division oversees and manages the activities and reporting of the Fund’s investment advisor.
 - vi. Safety Director – in accordance with the services outlined in the Risk Control Management section.
15. Manage and maintain the Fund’s website and underwriting exposures database;
16. Prepare all vendor contracts and coordinate legal review by Fund attorney and inside counsel:
17. Assume overall executive responsibility for the operations of the Fund except that the Administrator shall not be responsible for the errors and omissions of any other servicing organization except as to generally monitor the compliance of said organization with the directives of the Fund, its service provider contract, or the applicable statutes and regulations as to the form and timeliness of said undertaking.
18. Perform such other usual and customary functions of a Fund Administrator as may be required by the Fund, as well as functions that may be reasonably required by DOBI regulations or statutes pertaining to municipal joint insurance funds.

CLAIMS AND LITIGATION MANAGEMENT

The Claims and Litigation Manager shall provide fully integrated claims and litigation management services that are designed to help achieve measurable savings in claims costs. Services include, but are not limited to:

- 1. Conduct and assess ongoing audits of third party administrators (“TPAs”), their facilities, staff and performance;
 - i. Manage and direct claims TPAs;
 - ii. Manage and direct legal invoice review vendor;
 - iii. Provide direct input and guidance on new TPA staff



2. Ongoing refinement of internal and external claims handling procedures and programs;
 - i. Produce regular management reports tracking key performance indicators;
 - ii. Evaluations of claims process effectiveness, benchmarking, establishing performance goals and their measurements;
 - iii. Develop and implement corrective action plans where needed.
3. Manage and coordinate excess insurance carrier audits;
4. Analyze incoming claims and coordination with coverage counsel on coverage determination;
5. Through implementation of proprietary claims reserving tools, in coordination with claims TPAs, establish initial reserves on all claims and monitor for adjustment where appropriate;
6. Provide educational direction to member employees involved in the claims process, including management of the Fund claims committee,
7. Provide day-to-day claims assistance on claims issues including directly overseeing the management of all complex and major claims files;
8. Establish and refine litigation management guidelines including the development of a highly specialized panel counsel program, including ongoing training while maintaining choice of counsel by members. Identify and correct any breakdowns in panel counsel compliance with litigation guidelines;
9. Assist in the resolution of excess insurance coverage disputes and the overall recovery process;
10. Establish and manage a salvage and subrogation recovery program, including oversight of the subrogation attorney;
11. Attend all claims mediations, arbitrations and trials;
12. Present at least two seminars annually on relevant claims management and litigation practices for public entities.



RISK CONTROL MANAGEMENT

The Risk Control Manager shall provide fully integrated risk control management services focused on the design, implementation and communication of cost effective compliance and loss-cost reduction programs. Services include:

1. Conduct and assess audits of risk control TPA's, their facilities, staff and performance;
2. Refine procedures and programs and the allocation of resource model;
3. Attend and provide integrated leadership to all the member safety committees, including educational direction to member employees involved in the risk management process;
4. Manage external TPA risk control staff, including allocation and tracking of resources/services across the membership base;
5. Prepare root cause analyses on all claims;
6. Implement and execute member worksite safety initiatives focused and based on "zero incident principles";
7. Manage the Fund safety incentive program;
8. Conduct physical surveys of member premises/operations to determine workers' compensation, liability and property hazards and exposures;
9. Conduct safety training seminars for all OSHA required training;
10. Coordinate the activities of the Police, Fire, DPW and EPL Committees;



LIABILITY AND PROPERTY CLAIMS ADMINISTRATION

The Claims Administrator shall provide liability and property Claims Administration Services to the Fund that are designed to achieve best practice claims administration services. The Claims Administrator shall provide the Fund with Claims Administration Services for all lines of insurance claims management other than workers' compensation claims service.

Such services shall include:

1. Assignment of claims and diligent supervision by experienced claims professionals, including claims representatives and litigation specialists, to directly adjust all other than workers' compensation claims pursuant to comprehensive best practices claims handling guidelines;
2. Implementation of optimal claims management mandates including in-depth coverage analysis, timely and thorough claim investigation, aggressive development of optimal claim resolution strategy, fraud detection review, and subrogation recovery assessment;
3. Through use of proprietary reserving tools, ensure that all claims are reserved to probable ultimate outcome;
4. Create regular file status reports and review sessions with mandatory diary updates;
5. coordination with risk control management on claims investigation and root cause analysis;
6. management of outside counsel on all litigated claims;
7. Recognize, investigate and pursue subrogation in a timely manner and in accordance with the Fund Claims Tools and Procedures.
8. Manage litigated claims in accordance with the Fund Defense Panel Guidelines as set forth in Exhibit B annexed to this Agreement.

All services set forth under this Section VII related to other than workers' compensation claims shall be performed by the Claims Administrator on a Life of Claim basis.

All Claim Files and the contents therein, books and records or other documents relating to the business of the Fund shall be and remain, at all times, the property of the Fund. Fund letterhead, insurance policies, forms and other company supplies, furnished to the ADMINISTRATOR by the Fund shall remain the property of the Fund, and shall be returned to the Fund, promptly upon demand.