



ADDENDUM

IMPORTANT DOCUMENT – INVITATION TO NEOTIATE ADDENDUM

ITN NUMBER: 2021-06GCSA OPENING DATE & TIME: November 23, 2021 3PM
EST

ITN TITLE: Enterprise risk, insurance brokerage and consulting services

ADDENDUM NUMBER: 1 ADDENDUM DATE: November 10, 2021

The purpose of this addendum is to answer questions asked during the open q/a period.

PLEASE ACKNOWLEDGE RECEIPT OF THIS ADDENDUM AND RETURN IT WITH
YOUR OFFER. FAILURE TO SIGN AND RETURN WITH YOUR OFFER COULD
RESULT IN REJECTION OF YOUR OFFER.

PROPOSERS SIGNATURE

PRINT OR TYPE PROPOSER'S NAME

COMPANY NAME

EMAIL ADDRESS

1. Vendor Question: Will the full program losses be shared per line of coverage?

UCF Answer: Program losses may be shared with candidates selected for a later round of review.

2. Vendor Question: Will the current insurance policies be shared for the different lines of coverage?

UCF Answer: Current insurance policies may be shared with candidates selected for a later round of review.

3. Vendor Question: Will a comprehensive insurance schematic or schematics of all the current programs, showing insurance carriers/limits/retentions and deductibles be shared?

UCF Answer: An insurance schedule will be shared as an addendum to the ITN outlining carriers, limits, premiums, retentions/deductibles.

4. Vendor Question: Will a insurance registrar showing the total premiums for all policies placed be shared?

UCF Answer: See #3.

5. Vendor Question: Will UCF continue to utilize the current providers and policies placed here through the Florida State Trust Fund and the Florida Department of Management Services:

Florida Division of Risk Management (State Trust Fund) 1. Worker's Compensation & Employer's Liability 2. Property 3. Federal Civil Rights 4. Auto Liability 5. General Liability/Court Awarded Attorney Fees 6. Off Duty Law Enforcement Officer

Florida Depart of Management Services 1. Electronic Data Processing Equipment 2. Miscellaneous Property 3. Ocean Marine 4. Fine Art 5. Accidental Death & Dismemberment (AD&D) 6. Accident & Sickness – Camp 7. Contractor's Equipment

UCF Answer: UCF is looking for brokerage and risk consulting services for the lines outlined in the Private Market. The coverage provided by the Florida Division of Risk Management (State Trust Fund) would not be within scope. This information was

provided for context. The coverage provided by the Florida Department of Management Services may be within scope depending on consultation regarding the coverage currently provided and other market options.

6. Vendor Question: Are Brokerage and Risk consulting services only being considered for the *Private Market*?

UCF Answer: See #5

7. Vendor Question: Will 2nd round or Oral presentations be held?

UCF Answer: Once evaluation of received proposals are completed, a decision will be made per Section 2.8 C of the ITN.

8. Vendor Question: Can you provide the policy limits, terms, premiums and current broker (that placed the policy for UCF) for the policies included in the *Private Market* heading in section 1.3 of the ITN?

UCF Answer: An insurance schedule will be shared as an addendum to the ITN outlining carriers, limits, premiums, retentions/deductibles. The university currently leverages the following broker partners: Willis Towers Watson, Lockton Companies, McGriff Insurance Services, Auto Owners Insurance, and Film Emporium Entertainment Insurance Brokers.

9. Vendor Question: Is there a current Broker Agreement that provides for the performance of the terms in the ITN?

UCF Answer: No, there is not a current broker agreement in place.

10. Vendor Question: Please explain what is motivating the decision to undergo a broker ITN at this time.

UCF Answer: UCF is looking to streamline its broker partner relationships to support a centralized, comprehensive insurance strategy.

11. Vendor Question: Is this ITN inclusive of all lines place in the state trust fund, lines place with Florida department of management services and private market placements or only the private market placements?

UCF Answer: See #5

12. Vendor Question: Who from UCF will be serving on the Invitation to Negotiate (“ITN”) evaluation committee and in oral presentations?

UCF Answer: Who will serve is not known at this time.

13. Vendor Question: Who are the current broker(s) on the placement of the private market placement? Is UCF interested in a single broker for all placements?

UCF Answer: The university currently leverages the following broker partners: Willis Towers Watson, Lockton Companies, McGriff Insurance Services, Auto Owners Insurance, and Film Emporium Entertainment Insurance Brokers. The university is interested in streamlining its broker partner relationships; preferably to 1 but no more than 2.

14. Vendor Question: How is the broker currently being compensated, Fee or Commission? What is this amount and is the broker transparent with UCF on this each renewal?

UCF Answer: The current brokers are compensated via a commission structure. The commissions are indicated at each renewal.

15. Vendor Question: Regarding UCF’s most recent renewal, were you able to maintain most coverages and limits? Were there material changes to Sexual Abuse, Cyber or other coverages? Did excess liability or other limits increase or decrease?

UCF Answer: UCF saw changes to premiums for some existing lines of coverage. Depending on the line of coverage, we say both increases and decreases. UCF saw no change to expiring limits.

16. Vendor Question: Can you provide a Schedule of insurance including carrier name, limit, retention, premium and effective/expiration date?

UCF Answer: See #3

17. Vendor Question: Can you provide a copy of the Private Market Place Policies that UCF currently purchases?

UCF Answer: See #2

18. Vendor Question: Does UCF calculate Total Cost of Risk (TCOR)? If so, what factors go into your TCOR calculation and what metrics are used to track TCOR?

UCF Answer: UCF does not currently calculate a TCOR. As the university continues to identify opportunities to better track performance, a TCOR metric may be developed.

19. Vendor Question: Does UCF currently use a Risk Management Information System (RMIS) and if so, which system are you using?

UCF Answer: UCF currently uses Riskconnect as its Risk Management Information System.

20. Vendor Question: Do we have permission to use UCF's logo, pictures and items from your website, and logos and images for UCF member institutions, in our RFP response?

UCF Answer: UCF's logo, pictures, and images can only be used for the bid submission and not in any other way without written authorization from UCF.

21. Vendor Question: Have you engaged in minority business relationships in the past, as respects insurance brokerage and related risk consulting services? Is this a priority for UCF?

UCF Answer: We welcome all suppliers. Engaging with minority business is not included in the evaluation criteria and scoring of offers.

22. Vendor Question: Do you have international agreements with other universities based abroad?

UCF Answer: UCF Global processes and manages international academic agreements (exchange programs, articulation arrangements, etc.) on behalf of the university. The vast majority of these agreements are requested by other departments, but UCF Global has initiated several of these agreements as well (along with specific contracts related to providing English language training to specified partners).

23. Vendor Question: Do you have employees based in other countries?

UCF Answer: No.

24. Vendor Question: Do you have employees traveling internationally?

UCF Answer: Yes, faculty, staff, and students travel internationally.

SERVICE-RELATED QUESTIONS

25. Vendor Question: Approximately how many Certificates of Insurance are processed by the broker/consultant annually?

UCF Answer: Less than two dozen certificates of insurance are currently processed by the broker annually.

26. Vendor Question: Approximately how many contract reviews does the broker/consultant conduct annually for UCF?

UCF Answer: The number of contracts reviewed fluctuates, however less than two dozen contracts are currently reviewed by broker partners. As UCF looks to solidify its coverage strategy, there may be a request to review certain existing contracts.

27. Vendor Question: Where is the current Broker service team(s) is based (what city)? Do you have a preference of where your service team is located?

UCF Answer: The university uses several broker service teams located in various areas along the East Coast. The university does not have a location preference.

28. Vendor Question: What broker services do you value the most, and what services have you not been receiving that you would value?

UCF Answer: The university currently receives varying levels of service from each of its broker partners. UCF would like to continue to have a broker partner who is a trusted advisor regarding the university's insurance portfolio. The selected broker should be proactive regarding risk issues impacting the higher education industry and larger risk landscape as a whole. Timely, accurate communication, information, and documents are important factors that would need to continue with a new partner. Lastly, a partner who supports the university insurance goals such as a centralized, comprehensive insurance strategy.

29. Vendor Question: We would like to learn more about communication expectations. Do you: Develop an annual service plan with your broker and if so, would you be willing to share a sample?

UCF Answer: We do not currently develop an annual service plan.

30. Vendor Question: Are periodic broker risk management meetings scheduled throughout the year and if so, how often?

UCF Answer: The university uses several brokers to provide services, each with a different approach and frequency to broker risk management meetings.

31. Vendor Question: Do you conduct an annual performance/quality review of broker services?

UCF Answer: Currently UCF does not conduct an annual performance/quality review of broker services.

LOSS CONTROL/TPA/CLAIMS QUESTIONS

32. Vendor Question: What is the frequency of loss control training seminars conducted by UCF? Is the broker expected to lead or contribute to these?

UCF Answer: UCF conducts loss control training seminars on an adhoc basis. As we continue to identify opportunities to educate the campus community regarding risk and insurance as well as solidify the university's coverage strategy, the need for the broker to contribute to training materials/presentation may be needed.

33. Vendor Question: Which TPA(s) does UCF use and for what coverages? What are the expectations of the broker with regard to TPA services?

UCF Answer: The university does not use a TPA

34. Vendor Question: Does UCF or its current broker conduct formal best-practice audits of the TPA/Carrier claim handling or is performance measured through the use of Claim Review and other communication methods?

UCF Answer: See #33

RISK MANAGEMENT QUESTIONS

35. Vendor Question: Has UCF begun an Enterprise Risk Management (ERM) process?

UCF Answer: UCF has developed a program plan for a structured ERM process; however, we have not rolled it out campus wide. We are leveraging ERM techniques to assess and manage initiatives as they arise.

36. Vendor Question: Is there a current list of top risk management goals and objectives for UCF and can share?

UCF Answer: Regarding risk and insurance, UCF is looking to streamline broker partners, evaluate and modify, if needed, coverage strategy, finalize and implement ERM, continue to identify ways to leverage technology and process to improve efficiency.

37. Vendor Question: Who is the current broker of record holding the contract cited in this ITN?

UCF Answer: See #13

38. Vendor Question: What is the current compensation structure and term length of the contract for insurance brokerage services cited in this ITN?

UCF Answer: The current brokers are compensated via a commission structure. The commissions are indicated at each renewal. There is not a current broker agreement in place.

39. Vendor Question: Please provide 5 years of loss runs on all marketable lines of insurance for review by respondents.

UCF Answer: See #1

40. Vendor Question: Please provide 3 years of insurance policy premiums for those marketable lines in Section 1.3 of the RFP.

UCF Answer: See #3

41. Vendor Question: Please provide complete copies of all marketable insurance policies in Section 1.2 of the RFP.

UCF Answer: See #2

42. Vendor Question: How does UCF plan to score the respondents via section Table A. Overall Pricing in Section 2.8 based on the request for 3 different pricing structures provided in Section 3.2.E?

UCF Answer: Respondents will be evaluated and scored based on the criteria in Section 2.8, Table A.

43. Vendor Question: Section 2.20.C lists insurance requirements including Additional Insured requests on respondents' proposals. Does UCF request that they and their Board

of Directors be listed as Additional Insureds under the respondents' Professional Liability/E&O and Workers Compensation policies?

UCF Answer: No, we do not.

44. Vendor Question: What are the number of students enrolled in the travel accident plan? Please also provide the locations of travel including international travel if applicable and number of trips that take place each year for the accident plan?

UCF Answer: The number of students, faculty, and staff along with trips fluctuates from year to year. The last two years have seen fewer trips and travelers based on pandemic related travel restrictions. Destinations include but are not limited to Europe, Asia, Mexico, Africa, South America, Latin America, Central America, and the Middle East.

45. Vendor Question: On the acknowledgement page, the request is for a manual signature. Are the signatures in the appendix needing to be wet signatures as well or is electronic acceptable?

UCF Answer: Electronic signatures are acceptable.

46. Vendor Question: What measures does UCF currently take to ensure there are no coverage gaps and/or overlaps on how insurance is currently purchased?

UCF Answer: UCF works with the university's General Counsel team as well as other departments on campus to evaluate coverage needs. Additionally, UCF currently works closely with broker partners to evaluate existing coverage including the potential for gaps or overlaps based on the insurance universe. Broker partners would continue to play a critical role in this assessment.

47. Vendor Question: What does the current construction pipeline look like given the University is growing and expanding?

UCF Answer: Here is the link. <https://fp.ucf.edu/projects/>

48. Vendor Question: What are the goals/objectives of the UCF Enterprise Risk Management Program?

UCF Answer: UCF is seeking to better align UCF's strategy and objectives to its risk appetite, identify and manage risks enterprise-wide, improve resource deployment, and enhance resilience.

49. Vendor Question: Is UCF able to share a schedule of insurance across all lines that includes both limits and renewal dates?

UCF Answer: See #3

50. Vendor Question: Is UCF Able to share premium by line of coverage, or total premium for the entire program?
- a. This will be helpful in answering the fee and commission question

UCF Answer: See #3

51. Vendor Question: On 3.2 point 2, is there a specific amount of references that UCF is requesting?
- a. Who from UCF will be contacting these references, so that we can provide proper notice.

UCF Answer: Three references. UCF will let the suppliers know who will be contacting the references at the appropriate time.

52. Vendor Question: Are there current pain points in the risk management program? If so, can you please elaborate on those points?

UCF Answer: UCF, as with many other organizations, have finite financial and people resources. Therefore, it is important to identify risk and insurance strategies that are cost advantageous and an efficient deployment of both financial and people resources. Additionally, the coverage provided by the State Risk Management Trust Fund adds a level of complexity which requires added level of attention to ensure risk management is appropriate and efficiently addressed.

53. Vendor Question: Are there any areas of success UCF would want to replicate if UCF elects a new partner? If so, can you please share information on those areas?

UCF Answer: UCF would like to continue to have a broker partner who is a trusted advisor regarding the university's insurance portfolio. The selected broker should be proactive regarding risk issues impacting the higher education industry and larger risk landscape as a whole. Timely, accurate communication, information, and documents are important factors that would need to continue with a new partner. Lastly, a partner who supports the university insurance goals such as a centralized, comprehensive insurance strategy.

54. Vendor Question: Would the University be interested in providing a sampling of data for us to run our proprietary analytic modeling for the formal response (i.e. Cyber Quantified, Global Peril Diagnostic)?

UCF Answer: No, not at this time.

55. Vendor Question: What is the University's loss experience? What type of loss control and claims handling consulting is UCF currently receiving?

UCF Answer: See #1.

56. Vendor Question: Is there a line of coverage or area of risk consulting that is top of mind for the UCF team?

UCF Answer: While no specific line of coverage or area stands out from the others, the selected broker should be proactive regarding risk issues impacting the higher education industry and larger risk landscape as a whole. Additionally, a selected partner will need to support the university insurance goals such as a centralized, comprehensive insurance strategy in the most efficient way.

57. Vendor Question: What kind of clinical risk management resources is the University currently receiving?

UCF Answer: UCF receives advice and consultation from existing broker partners regarding identified clinical risk management issues/contracts as needed.

58. Vendor Question: Has the University fully explored emerging insurable risks such as Pandemic Solutions or Active Assailant Coverage?

UCF Answer: UCF has only initially explored both pandemic solutions and active assailant coverage.

59. Vendor Question: In addition to the consolidation of brokerage services, are there other objectives or issues UCF is looking to solve in this process?

UCF Answer: See #36

60. Vendor Question: Would the UCF team be willing to meet with our team briefly, via video conference or call, to provide us with an opportunity to better understand UCF's objectives?

UCF Answer: No, the UCF team cannot meet at this time to discuss.

Broker Questions

61. When was the last time UCF bid the program?

UCF Answer: We do not have record of a prior bid for the university's risk and insurance consulting services.

62. Who is the current BOR(s)?

UCF Answer: See #13

63. Current BOR Revenue structure – fee or commission or hybrid?

UCF Answer: See #14

64. Data Request

- Schedule of Insurance
- Copies of active policies
- 5-year loss runs
- SOVs (property scheduled included in the SOW)
- Schedule of vehicles
- Number of records (PII, PCI, PHI)

UCF Answer: An insurance schedule will be shared as an addendum to the ITN outlining carriers, limits, premiums, retentions/deductibles. Current insurance policies and program losses may be shared with candidates selected for a later round of review. Additional details regarding specific exposure such as property schedules, vehicle schedules, and record counts may be shared with candidates selected for a later round of review.

65. Which claims system do you use?

UCF Answer: See #19

66. Is there a TPA on the program? If so, which company?

UCF Answer: See #33

67. Copies of Loss Control & Safety policies

- Concussion Injury [Concussion-policy-for-website.pdf \(ucf.edu\)](#)
- Fleet management [Automobiles \(ucf.edu\)](#)
- Environmental Health & Safety [UCF Environmental Health and Safety](#)

UCF Answer: See the links above

68. Any recent experience with uncovered claims?

UCF Answer: No recent experience with uncovered claims.

69. What are UCF's international travel protocols?

UCF Answer: Here is the link: <https://global.ucf.edu/international-health-and-safety/>

70. Are you currently receiving the full scope of brokerage services outlined in the SOW? If no, please explain.

UCF Answer: The university uses several brokers to provide services, each with a different approach to the services outlined in the SOW. UCF would like to continue to have a broker partner who is a trusted advisor regarding the university's insurance portfolio. The selected broker should be proactive regarding risk issues impacting the higher education industry and larger risk landscape as a whole. Timely, accurate communication, information, and documents are important factors that would need to continue with a new partner. Lastly, a partner who supports the university insurance goals such as a centralized, comprehensive insurance strategy.

71. Who is the target audience (students, teachers, community) and what is the focus for the risk and insurance consulting (health, liability, etc)?

UCF Answer: UCF is looking for risk and insurance consultation services regarding the lines of coverage outlined in Section 1.3 of the proposal. These coverages impact our students, faculty, staff, vendors, and visitors.