

REQUEST FOR PROPOSALS "RFP"
PS20191147 - FLEET INSURANCE SERVICES
QUESTIONS AND ANSWERS NO.2

ISSUED ON: October 28, 2020

Q1	If our organization is not prepared to complete the Enhanced Security Clearance Background Information form. Will this disqualify our submission?
A1	Yes
Q2	Please provide information on optional own damage coverage requirement for the City owned/leased vehicles. Is the City insuring physical damage coverage on newer and high valued vehicles.
A2	With the exception of Vancouver Fire & Rescue Services fire engine trucks, the large majority of the City, VFRS, Parks, and VPD owned and leased fleet vehicles do NOT carry any sort of optional own damage coverage. Such vehicle damage to passenger vehicles, light duty pick-up trucks and heavy duty vehicles (e.g. sanitation trucks) are self insured for own damage collision and comprehensive losses.
Q3	How broad in scope does the employee list need to be? For example, under "Fleet Insurance Proponent Services", item c) indicates that the VPD must be notified of all new employees to the proponent firm. Does the City request that only individuals directly managing the City fleet be disclosed, or all of the agency's employees? Similar mention is made under item 5.0 Acceptance Criteria - d), is the scope of this employee list the same for both sections, ie. must we only disclose those with access to this information or all new employees, organization-wide?
A3	The City and VPD are only interested in being updated on employees within the company that have access to the COV files.
Q4	Scope of Services 5.0 Acceptance Criteria - j) talks about providing a price/option for completion of declared value assessments on the City fleet. We understand the City requires quarterly reports to optimize coverage and minimize costs and that declared value reviews are required in these reports. Can the City provide an idea of how many vehicles are involved in these declared value assessments currently?
A4	Currently there are 78.

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Q5	How much time does the City anticipate needing to review the annual fleet insurance package before the broker is given authorization to proceed with the renewal transactions? We are seeking clarification on this point so we can understand the resources required to meet the delivery deadline in the first week of February as indicated.
A5	The intent is to have an agreement in place early next year but that will depend on how many submissions we receive, the evaluation and contract approval process.
Q6	Under Part C - Appendix 2 - Mandatory Criteria: do proponents need to submit completed VPD ESC forms at the same time as their RFP response, or are these only required once they are advised of being shortlisted?
A6	The RFP states "All Vendors that will be short-listed must complete and submit the following forms and bear any cost associated with completing the forms." . We are asking that in the event your firm is short-listed, are you willing to fill out the forms and go through the checks mentioned in Appendix 2 of the RFP.
Q7	Regarding Part C - Appendix 2 - Company Information and the following question: "List the employee(s) that will have access to COV files: names, DOBs, addresses, DL #s." Can the City clarify what it means by "CoV files"? Is this information limited to names, dates of birth, addresses and DL#'s? Does this refer to information collected by the broker and stored internally through the course of the Fleet management process only or will the broker be given access to certain files kept on the City databases that contain this information?
A7	'CoV files' refer to any data/information received or held by the proponent, which pertains to a vehicle operated by a member of the VPD, or to the driver and any occupants of a VPD-operated vehicle. This would include all correspondence related to the forgoing and all "information collected by the broker and stored internally through the course of the Fleet management..." The proponent will not be provided access to a VPD or City-operated database.
Q8	Provide an annual marketing plan for the City's insurance and bonding portfolio including, but not limited to: a) evaluation of the City's retention levels and coverage needs, providing recommendations for necessary changes in order to maximize coverage and minimize costs.
A8	ICBC insurance perspective, this may only apply to managing active plates and analyzing declared values to minimize cost and maximize coverage.
Q9	Provide a quarterly report (Excel version preferred) of a review of the City's Fleet insurance and make recommendations to optimize coverage and minimize costs. To include declared values.
A9	This Excel report should include: Fleet #, COV Unit (fleet asset) #, Policy #, Plate #, Registration #, VIN, Model Year, Make, Model, Territory, Rate Class, Declared Value, Third Party Liability, Collision Deductible, Comprehensive Deductible, Specified Perils, LOU, On Payment, Net Premium.
Q10	Provide ad-hoc reports on incident information and at fault financial impact on the City's Fleet.

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A10	As needed ad-hoc financial reporting on incident information including total or partial loss incidents that are considered as CoV at-fault.
Q11	There are a number of items in the Section C response questionnaire that appear to require detailed responses, but the RFP does not provide the requisite data to allow proponents to do so. Can the City indicate how to respond.
A11	These questions can be answered with a yes/no response indicating the proponent's willingness to undertake these services but that by answering yes, the proponent is indicating that they understand what is being asked for.