

TOWN OF CROMWELL
(JAN. 2012)

INSURANCE AGENT OF RECORD
CRITERIA FOR SELECTION QUESTIONNAIRE

Cromwell is seeking an Agent of Record to perform the full range of services related to the design, implementation, maintenance, communication, and improvement of the Cromwell Insurance Risk Management programs, covering the Town, Board of Education and the Fire/Water District.

Assist Cromwell in administering all insurance programs, (except health insurance) responding to questions from staff and providing other consulting services during the year.

Assist in complying with laws and regulations related to property and casualty and workers compensation. Research any new developments in the law on an ongoing basis.

Review claims experience, claim service and claim administration to ensure maximum benefit to Cromwell.

Negotiate with providers on all issues including those related to premiums, coverage levels, program design, and special terms and conditions.

Meet with and provide reports to various Town boards, commissions and departments, as needed.

Prepare bid specifications and solicit proposals from insurance markets. Evaluate bids and bidders, including administration, coverage, claim payment procedures, customer service, networks, reserve establishment policies, financial soundness, and identify the most cost-beneficial package from among the various bidders.

Resolve problems with insurance carriers.

TOWN OF CROMWELL

Request for proposal criteria

Briefly describe your firm's overall organization structure, resources, and general services you provide. Provide details of your company's financial health and stability.

Please provide proof that your firm carries Errors and Omission insurance coverage.

Please list and describe the expertise of the members of your team who will be responsible for servicing our accounts. Please include their experience with CIRMA.

What differentiates your organization from other firms?

Describe your experience and expertise in handling municipal accounts.

Please confirm if your firm has a claims department to assist the Town the Board of Education and the Fire District with filing and monitoring claims. Please confirm that your firm is able to assist us in loss prevention/control.

What additional markets and capabilities does your firm provide for coverage's required by municipalities such as builders risk, surety bonds, etc. etc.

Does your firm offer actuarial services?

Is your firm willing to disclose all commissions or contingency fees received from insurers?

What is your firms experience with regulatory investigations?

Please provide a list of your current municipal clients.

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This appointment will be for the premium years of July 1 2012, 2013 and 2014.

Please hand deliver or by U.S. mail, 7 copies of your proposal to the Human resources/Risk Managers office Cromwell Town Hall, 41 West St. Cromwell, Ct. 06416. Attention Thomas Roohr, by 4:00pm on Jan. 25, 2012. Please submit your fee proposal in one separate sealed envelope.

You will be notified by mail of any further steps in the selection process.