TO: All Prospective Vendors  
FROM: Marguarette Washington, Senior Buyer II  
CC: Nina Cook, Purchasing Manager  
DATE: November 2, 2017  
SUBJECT: Response for Vendor Questions regarding-RFP- Insurance Agent of Record Services

For the benefit of all vendors submitting pricing and to avoid possible confusion, the RFP documents are clarified as follows. The following questions were asked via email and the answers are as follows:

1. Who is your current Insurance Agent of Record?

   Answer 1: Higginbotham Insurance Agency Inc.

2. Is the annual renewal date September 1, if not please provide details of renewal dates? Most contracts renew each year on or about September 1.

   Answer 2: The Agent of Record contract term is January 1st through December 31st.

3. There is a link included on the RFP transmittal email that I am unable to access https://portal.cpa.state.tx.us/, does this link contain pertinent information to the RFP process outside of what is included in the Insurance Agent of Records – Final PDF Copy dated October 23, 2017?

   Answer 3: The information on the Electronic State Business Daily website (ESBD) is the same information/proposal distributed by email and on The HARRIS CENTER’s website.

4. Will all questions asked by prospective agents be shared along with all the responses to those questions to everyone who is participating in the RFP?

   Answer 4: Yes
5. Does The HARRIS CENTER for Mental Health & IDD currently have a Safety Director?

   Answer 5: Yes.

6. Who would our Risk Management team interact with on a daily basis should we be the successfully chosen?

   Answer 6: The Director of Risk Management and Transportation Services (and staff)

7. Approximately how many prospective agents have been invited to participate in the RFP?

   Answer 7: This Request for Proposal is open to the public; listed in newspapers and posted on The HARRIS CENTER's website & the ESBD State of Texas website.

8. What impact did Hurricane Harvey have on the current operations?

   Answer 8: Currently, a major clinic in NE Houston has not been operationalized due to flood damage. This caused redistribution of resources to accommodate patient services at clinics out of their immediate service areas.

9. Is the contractor to provide quotes for all lines of coverage within the RFP response or just for the Agent Fee? Page 18 contains a section detailing COMMISSIONS, BROKERS FEES, & OTHER we believe that this request is for the Agent Fee that we would quote on an annual basis to provide services under the RFP however we want to confirm that we are not expected to provide insurance company quotes at this time. We would be looking to quote a single fee for services provided annually as well as a detailed fee proposed for the years running through 2022 for your future consideration as requested.

   Answer 9: The proposal is requesting your Agent Fee for services, for a single fee annually / This is correct.

10. When will the underwriting details such as schedules or current insurance, property values / details by location, Workman's Compensation payrolls by class-code, vehicle and driver information, applications, and loss runs be provided to the Agency, after the RFP process has ended?

    Answer 10: Yes, detailed data about the organization's assets subject to liability protections will be provided following broker selection.

11. Page 1 of 38 states "The total paid for all lines of auto coverage over a 10 year period is approximately $543,000, including $288,000 in business auto coverage." Please clarify what the figures represent – are these two figures premium dollars spend for auto liability and auto physical damage coverage including claim deductibles? Are these two figures included in the $1,150,000 approximate premium volume previously listed in the RFP?
Answer 11: These figures represent total reported claims thru 09/30/2017 / These figures are not included in the premium amount.

12. Is it your intent to have the agent selected from the RFP not only market to competing carriers, but also take over as your representative/agent for the TCRMF?

    Answer 12: The Agent of Record represents the agency in all coverage matters.

1a: If question 1 is ‘yes’; does the TCRMF allow or contract with 3rd party agents or is it a closed program?

    Answer 1a: TCRMF is the 3rd party administrator for the Fund. TCRMF recognizes and works closely with the HARRIS CENTER’s broker as representative of The HARRIS CENTER. Participation in the Fund is limited to Mental Health and IDD Authorities within the State of Texas as well as certain other utility districts.

2b: If question 1 is ‘no’ – (Only to have winning agent market the insurance program to competing carriers / programs, besides the lines of coverage already outside the TCRFF) – Can you send a copy of the TCRFP policies?

    Answer 2b: All lines of coverage are represented by the broker. TCRMF policies will be provided to the successful broker.

13. Is your current agent charging a flat fee (commission removed from carrier quotes?) or receiving commission from the carriers when insurance is written? Which method does The Harris Center prefer?

    Answer: 13: This is already stipulated above.

This clarification letter is hereby incorporated in the Request for Proposal document and shall supersede any previous specifications or provisions in conflict with the letter of clarification. All prospective vendors are directed to quote accordingly. By submitting a quote on this project, vendors shall be deemed to have received this Letter of Clarification and to have incorporated it into its quote.