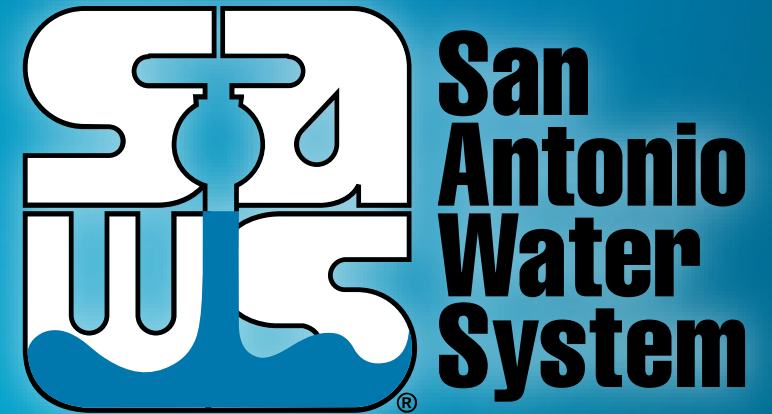


Insurance Certificate Tracking Services (RFP)

R-22-013-FG

Diana L. Woltersdorf
Manager – Contract Administration

Florinda Gonzales
Contract Administrator



Non-Mandatory Pre-Submittal Meeting
April 3, 2023

MAKING SAN ANTONIO
WATERFUL

The 'Waterful' logo graphic, which includes a small blue water drop icon integrated into the letter 'F'.

General Information and Reminders

- This is Non-Mandatory Pre-Submittal Meeting
- Attendees should sign-in via chat on WebEx
- Presentation will be posted on SAWS website along with the sign in sheet
- Stay muted during presentation, questions may be entered in chat and will be addressed at the end

Oral Statements

Oral statements or discussion during this Pre-Submittal Meeting will not be binding, nor will they change or affect the RFP or the terms or conditions of the contract. Changes, if any will be addressed in writing only via an Addendum.

Agenda

- Objective
- Selection Process
- Evaluation Criteria
- Submittal Deadline
- Submission Requirements
- Submission Reminders
- Communication Restrictions
- Question/Addendum Deadline
- Questions
- Scope of Services

Objective

SAWS is seeking proposals from a qualified respondent with demonstrated expertise and experience in tracking, monitoring and storing certificates of insurance through use of a secure web-based system. The system shall be all encompassing and, at a minimum, include the capability to input, store, print, track, archive, manage and individually review approximately 1000 certificates of insurance.

Selection Process

- Proposals reviewed for responsiveness
- Selection Committee scores qualification statements based on evaluation criteria published in the RFP and recommends firms for demonstrations
- Demonstrations from firms
- Selection Committee recommends a firm
- Negotiation with selected firm
- Board award

Evaluation Criteria

Criteria	Max Points
Background, Qualifications and Experience	20
Project Approach	30
Quality Assurance/Control	30
Price	20
Total	100

Evaluation Criteria

Background, Qualifications and Experience (20 pts)

1. Provide the history and background of your firm, including the number of years your firm has performed insurance certificate review, monitoring and storage services. Indicate whether or not services previously performed have primarily been for governmental agencies and/or water utility companies.
2. List and detail all services your firm is capable of providing and if insurance tracking services are provided on a national level.
3. Provide an organizational chart with key account personnel outlining their roles and responsibilities, including a dedicated Account Manager.
 - Include a resume for each key account personnel.
 - Resumes should be no more than one (1) page.
4. Provide 3 current references in which your firm provided insurance certificate tracking services with a similar scope of services to the RFP for a water utility or another governmental agency of a similar size.

Evaluation Criteria

Project Approach (30 points)

Processes and Procedures

1. Provide your firms overall customer service experience when working with their clients to accomplish the scope of services outlined within this RFP.
2. Provide a detailed plan explaining how insurance certificate tracking services would be implemented based on your firm's understanding of the scope of services in this RFP.
3. Describe project implementation, as well as the transfer of current insurance certificates and endorsements into a new system, including the timeline for the transfer to occur.
4. Describe your firm's procedures and timeframe for processing certificates of insurance for both standard reviews and expedited reviews.
5. Describe the process for identifying insurance deficiencies. Provide a best and worst case scenario of the communications involved and the timeframe it takes to remedy the deficiency.
6. Define how the notifications are sent out via email and mobile apps on cell phones, as well as your firm's follow-up procedures. How are deficiencies communicated to the insured?

Evaluation Criteria

Project Approach (30 points) (continued)

Processes and Procedures

7. Outline a clear plan of escalation for issue resolution.
8. Describe in detail how the cancellation of insurance is handled by your firm.
9. When SAWS has new users , how quickly can a logon be created in the system?
10. Explain how certificates of insurance will be stored on active and inactive agreements and how SAWS can access the certificates on archived or closed accounts, when needed.
11. How are risk profiles created in the system? In addition, describe the steps to modify risk profiles in the system, as well as indicate whether there is flexibility for either the Respondent or SAWS to make any necessary changes.
12. Describe the types of notifications available as part of the insurance tracking process, including if there is a delay in providing a completed report.
13. Provide details on the type of training and how it will be provided to SAWS and vendors.

Evaluation Criteria

Project Approach (30 points) (continued)

Dashboard and Reports

1. Describe your firm's online reporting capabilities and the flexibility to produce custom and canned reports.
 - Include three (3) sample canned reports with your proposal.
2. Describe your firm's level of service based on the Scope of Services described in this RFP, including how reports are accessed and/or provided to users. Are reports exportable to Excel? Are individual user reports available?
3. Provide a sample of both the dashboard that SAWS team members would utilize, as well as the mobile app home page with your proposal.

Evaluation Criteria

Project Approach (30 points) (continued)

Technology

1. Identify the specific technology necessary to use your firm's insurance certificate tracking services system on laptop/desktops and cell phones. Describe the user interface and a detailed explanation on how the system works.
2. Identify any software requirements necessary utilize the proposed system (browser requirements, software version, etc.) for both laptop/desktops and cell phones.
3. What technical features exist within your firm's system that are unique and that provide greater efficiency for users?
4. Describe any user personalization features available in monitoring the insurance compliance of vendors.

Evaluation Criteria

Quality Assurance/Quality Control (30 pts)

Reliability and Accuracy of Data

1. Explain how your firm verifies data to ensure it is accurate and what is your firm's accuracy rate for review.
2. Outline your firm's internal policies and procedures regarding auditing for regulatory compliance and accuracy including the frequency for internal audits.

Legal Compliance

1. How does your firm stay abreast of the latest changes to the insurance laws in Texas?
2. How will your firm assist SAWS in staying abreast of and ensuring compliance with all applicable legal requirements, including state and federal laws regarding insurance tracking?
3. Does your firm provide SAWS with guidance and/or subject-matter expertise in the form of a compliance professional or in-house legal counsel?

Evaluation Criteria

Price/Compensation Proposal (20 points)

I. Complete Attachment I, “Compensation Proposal”, in its entirety, including providing a response for the two (2) questions noted below the pricing matrix.

**ATTACHMENT 1
COMPENSATION PROPOSAL**

Initial Account Configuration Services	Fee	Comment
Data Conversion and Loading (per 1,000 accounts)		
For a maximum of 30 internet user logins with unique passwords. Should additional users become necessary provide a cost structure to accommodate additional users.		
Full Service Web-Based Certificate Management Services	Fee	Comment
All-inclusive fee for certificate review within one (1) business day, written correspondence, approval, input (including risk profile) and monitoring as detailed in the scope of work. (Fee per 1,000 accounts)		
Training	Fee	Comment
Web-based interactive training session(s) for SAWS employees		

Additional Information:

1. What payment terms does your firm offer?

2. Describe your firm's invoicing capabilities.

Submittal Deadline

- **Electronic submittals only**
- **Due by April 24, 2023, by 2:00 p.m. CDT**
- Refer to RFP for instructions to e-mail your submission
- Allow sufficient time to upload submittal ahead of the deadline to allow for any technical difficulties
- Respondents shall indicate **R-22-013-FG, Insurance Certificate Tracking Services**, date and time of the deadline clearly on both the electronic proposal file and email as noted in the RFP
- Late responses will not be accepted and will not be opened

Submission Requirements

- File size limitation is 10 MB, and shall be no greater than 18 pages
- Use 8 ½ x 11 portrait format
- Thoroughly read the RFP to become familiar with scope
- Ensure references provided are valid and previously verified
- Similar Projects submitted should be of similar size, scope and contract value to the Scope of Services and Additional Requirements identified within the RFP
 - Projects must be completed
 - Key staff on the org chart should ideally have worked on the example projects submitted

Submission Reminders (Cont.)

- Required forms do not count toward the page limit
 - Refer to the RFP for definition of required forms
 - The cover page, cover letter and tabs do not count towards the page limit
 - VTAQ Assessment
- **18-page limit** includes the following:
 - Background, Qualifications and Experience
 - Project Approach
 - Three (3) Sample Reports
 - Sample Dashboard and Mobile App for Cell Phone
 - Quality Assurance/Control

Submission Reminders

- Be specific and avoid “boiler plate” responses where narrative is requested
- Perform QA/QC on proposal prior to submitting
- Reference the Solicitation Submittal Tips found on the SAWWS website at the following link:

https://apps.saws.org/business_center/ContractSol/SNO_Drill.cfm?id=1980&View=Yes

Communication Restrictions

- Respondents or their representatives are prohibited from communicating with any City of San Antonio officials to include:
 - City Council members (as defined by the City of San Antonio Ethics Code)
 - City Council member’s staff, and
 - SAWS Board of Trustees regarding the RFP from the time the solicitation is released until it has been acted upon by the Board of Trustees
- Respondents or their representatives are prohibited from communicating with SAWS employees regarding this RFP, except as provided under “Technical Questions,” from the time the solicitation is released until the contract is awarded
- This includes “thank you” letters, phone calls, emails, and any contact that results in direct or indirect discussion of the RFP and/or proposal submitted by Respondents

Communication Restrictions

- If your firm has a contract with SAWWS already and needs to discuss that contract specifically, Respondent shall indicate such during the conversation they submitted for this RFP
- This is in place from release of the RFP to Board Award
- Violation of this provision by the Respondent and/or their agent may lead to disqualification of the Respondent's proposal from consideration

Questions

- Must be submitted in writing by April 12, 2023, by 4:00 p.m. CDT via e-mail to:

Florinda Gonzales, Contract Administrator

Contract Administration Department

San Antonio Water System

Florinda.Gonzales@saws.org

- Questions will be formally answered via Addendum posted by April 14, 2023, by 4:00 p.m. CDT

Scope of Services

- The SAWS' Contracting and Purchasing Department are in need of services to review, verify and monitor insurance certificate compliance as part of its due diligence to execute and monitor contracts with all SAWS' applicable business partners (contractors, architectural/engineering consultants, supply vendors, and miscellaneous service providers).
- Provide both full service and self-service insurance tracking services that meet or exceed the requirements outlined within the RFP.

Scope of Services

- Services and Application
 - Software application must be completely web based and require no installation by SAWS
- Service Level
 - Must be accessible and available Monday-Friday (except for SAWS holidays) from 7:00 a.m. CT to 6:00 p.m. CT.
 - The estimated number of active certificates and endorsements that Respondent will be expected to migrate is approximately 1000 files.
 - Respondent will be responsible for retrieving all historical data at no additional cost to SAWS.

Scope of Services

- Reporting Capabilities

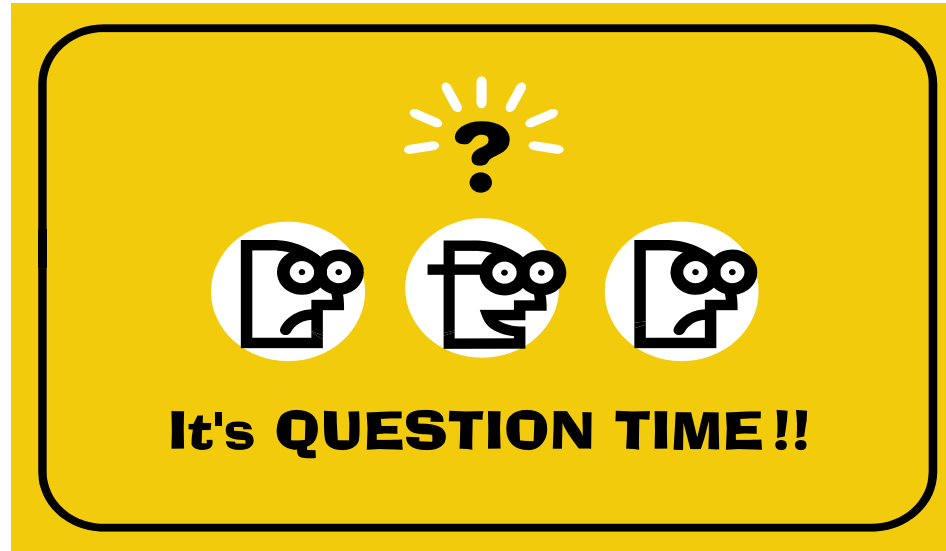
- Automated weekly, monthly, and annual reports (noncompliance reports, active accounts reports, internal assignments reports);
- An available menu of standard online reports;
- A reporting feature which is exportable to Excel;
- Ability for SAWS assigned staff to generate customized reports as needed, at no additional cost;
- Ability for SAWS assigned staff to access SAWS certificate information database, view and print certificates of insurance, correspondence, and other related images, and access reports for their specific area of responsibility.

Scope of Services

- Training
 - There shall be an updated and accurate Online Client Manual available 24 hours a day 7 days a week on the application which provides step by step instructions for all tasks to be performed.
 - To SAWS staff (20-30 employees);
 - To SAWS Vendors (750 Vendors);
 - Training Videos; and
 - All necessary training materials.

Additional Requirements

- SAWWS will retain ownership of all data.
- Successful Respondent will retain all rights to supplied software, source code and application.

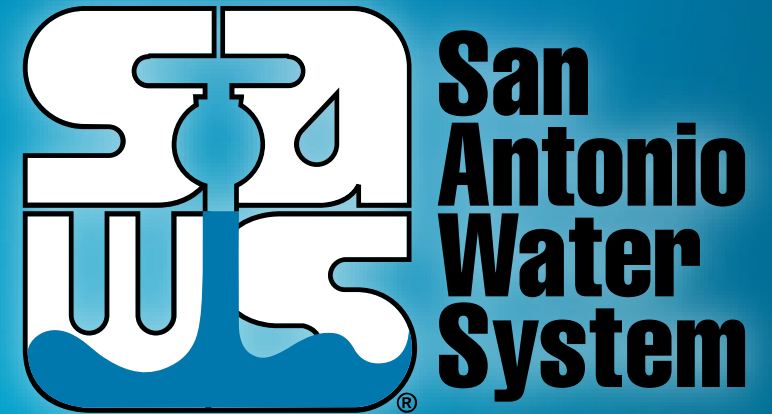


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