

City of Los Angeles  
Request for Proposals for Insurance Brokerage Services  
For Property and Liability Insurance Programs  
Questions and Answers

1. Who is the City's current broker?
  2.
    - *The City's current broker is Willis Towers Watson, Los Angeles branch.*
2. What is the reason for this RFP – timing, unhappy with current level of service, a desire for more expansive coverage choices?
  - *It is solely a timing issue. We are at the end of our current contract cycle with Willis Towers Watson and are required to solicit proposals for the new contract period.*
3. How many years have you worked with the current Broker of Record (BOR)?
  - *Willis Towers Watson has been the City's Broker of Record since July 1, 2006.*
4. How is the current broker compensated?
  - *Compensation is paid in the form of an annual base fee.*
5. Can you provide the total commission/compensation paid to your Broker of Record (BOR) for the current contract term?
  - *Information on current compensation and structure is available in the current brokerage agreement, C-120779. It is a public document that is available on the Office of the City Clerk website: <https://cityclerk.lacity.org/lacityclerkconnect/index.cfm?fa=c.search&tab=contract> via a City Contracts Search for contract C-120779.*
6. Are annual revenue disclosures provided by your current broker?
  - *Yes, our current broker provides annual disclosures.*
7. Would the City of Los Angeles be interested in exclusive, specialty programs developed by the responding broker for some of the lines of coverage outlined in the RFP?
  - *The City is not interested in this type of arrangement at the present time.*
8. Would the City of Los Angeles be interested in possible consolidation on some of the different placements?
  - *The opportunity to provide insurance program recommendations is outlined in Section II of the RFP.*

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9. Can you share large losses on all programs excess of \$100,000 with descriptions of losses?

- *Please see the program loss history document following this question and answer document.*

*The paid claim totaling \$1,973,000 resulted from a blown centrifuge at our Hyperion Wastewater Treatment Plant.*

*The claim totaling \$62,060,917 paid for damages to our Figueroa Plaza office building caused by an adjacent apartment complex under construction that was set afire by an arsonist.*

10. Can you describe your claims handling process and express and areas of difficulty?

- *Claims are reported directly to our broker. The City then works with our broker and carrier as a team to address questions and issues as they arise to ensure benefits are delivered in a timely manner until the claim is ultimately settled. This process has worked effectively and efficiently. We have not encountered any areas of difficulty.*

11. Please describe current loss control services provided by your current Broker of Record (BOR) and the estimated annual hours currently expended.

- *Loss control services are provided by our insurance carrier and not by the broker. These service hours are not currently quantifiable.*

12. Are there areas in your current loss control services that you want to see improved?

- *There is not one specific improvement to the City's current loss control services for which we are looking, beyond the ongoing direction of obtaining the most relevant and comprehensive services available to protect the City's assets*

13. Does your current scope of services include assistance with contract review?

- *Yes, our current broker provides assistance with contract review, as necessary.*

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14. Do you currently utilize a RIMS system? If so, please describe for what functionalities.

- *The City is currently in the process of implementing a Risk Management Information System (RMIS) that has extensive report writing capabilities and real-time data analytics used to identify and evaluate risks. The RMIS will also provide a litigation management module for our Attorney Conflicts Panel, a health and safety module for our Personnel Department and a property module to track insured City properties.*