

Date & Time of Print: 25/01/2019 12:25:03 – Time Zone: EST – North America  
 Eastern Time  
 Buyer Organization: Ontario Cannabis Store

Overview

<b>RFx Code</b>	rfx_9306
<b>Title</b>	Request for Proposal for Insurance Brokerage & Risk Management Services
<b>Detailed Description</b>	The OCRC is soliciting responses from insurance brokers to provide insurance brokerage and risk management services to the OCRC on a non-exclusive basis. The OCRC requires a broker to act as its representative in the insurance marketplace. The successful respondent will be responsible for the effective placement of the OCRC insurance program and for providing strategic insurance, risk management, and loss control advice and expertise.
<b>Status</b>	Running

RFx Settings

<b>Online Response Required:</b>	Yes
<b>Allow Suppliers to Respond by Consortium</b>	No
<b>RFx Publication</b>	23/01/2019 16:58:54
<b>Closing</b>	08/02/2019 14:00:00
<b>Time Limit for Expressing Interest</b>	08/02/2019 14:00:00
<b>Awarding Strategy</b>	Best Technical Score

Additional Information

Section	Section Description
RFx Information	
<b>Title</b>	<b>Description</b>
OSS Number	
Supplier Expressed Interest Visibility	Give Suppliers the ability to view other Suppliers that have expressed interest

Attachments

Path	Description	Folder Size
root (6)		968 KB
Filename	Downloadable	Last Modification Date
2018-063 - Insurance Brokerage & Risk Management Services RFP - Appendix A.pdf	Yes	23/01/2019
2018-063 - Insurance Brokerage & Risk Management Services RFP - Appendix C.pdf	Yes	23/01/2019
2018-063 - Insurance Brokerage & Risk Management Services RFP - Attachment 1.docx	Yes	23/01/2019
2018-063 - Insurance Brokerage & Risk Management Services RFP - Attachment 2.docx	Yes	23/01/2019
2018-063 - Insurance Brokerage & Risk Management Services RFP - Evaluation Process.pdf	Yes	23/01/2019
OCS Supplier Code of Business Conduct - Attachment 3.PDF	Yes	23/01/2019

Envelopes

<b>Qualification Envelope</b>	Yes
<b>Technical Envelope</b>	Yes
<b>Commercial Envelope</b>	No

Qualification Envelope

<b>General Attachments</b>	Not Allowed
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INTRODUCTION AND EXECUTIVE SUMMARY

Question	Description
Invitation to Respondents	This Request for Proposal (the "RFP") is an invitation by the Ontario Cannabis Retail Corporation (the "OCRC") to prospective respondents to submit a proposal for the provision of insurance brokerage and risk management services for the OCRC, as further described in Appendix A - "RFP Requirements".
About the OCRC	The OCRC, doing business as the Ontario Cannabis Store (OCS), is a Crown agency established under the Ontario Cannabis Retail Corporation Act, 2017, S.O. 2017, c. 26. as the exclusive online retailer and wholesale distributor of recreational cannabis in Ontario.  The OCRC is initiating this RFP to identify one service provider to provide insurance brokerage and risk management services as described in this RFP and in compliance with current local, provincial and federal regulatory requirements.

Summary of RFP Requirements	The OCRC is soliciting responses from insurance brokers to provide insurance brokerage and risk management services to the OCRC on a non-exclusive basis. The OCRC requires a broker to act as its representative in the insurance marketplace. The successful respondent will be responsible for the effective placement of the OCRC insurance program and for providing strategic insurance, risk management, and loss control advice and expertise. Respondents should refer to Appendix A for further details on the RFP Requirements and Appendix B on the Evaluation Process.	
Mandatory Submission Requirements	A proposal shall include all requirements outlined in 1.1.5 to 1.1.7	
Submission Form (Attachment #1)	A Submission Form (Attachment #1) shall be completed and signed by an authorized representative of the respondent with the authority to bind the respondent. The form shall be attached in 1.3.1.	
Rate Bid Form (Attachment #2)	A Rate Bid Form (Attachment #2) shall be completed according to the instructions contained in the form. Other than inserting the information requested in the Rate Bid Form, a respondent may not make any changes to the Rate Bid Form. Any such changes could constitute a Material Deviation as set out within the document. Respondents shall attach the completed form in 1.4.1.	
Demonstrated Compliance with Mandatory Requirements	Listed within sections 1.1.8 to 1.1.9 below are Mandatory Requirements which successful respondents will be required to comply with. The respondent shall, in each of those sections, indicate "Yes" to affirm their compliance with each Mandatory Requirement listed.  In cases where a Respondent has not indicated "Yes" for every Mandatory Requirement listed below, their proposal will not be considered for evaluation or award.	
<b>Question</b>	<b>Description</b>	<b>Question Type</b>
Mandatory Requirement 1	Successful Respondents shall be licensed by, and be a member in good standing with, the Registered Insurance Brokers of Ontario ("RIBO") to carry on business of providing insurance broker services in the Province of Ontario.	Yes/No Value
Mandatory Requirement 2	Successful Respondents shall be able to conduct business with each of the insurers listed in Appendix A, Section 3 of this RFP.	Yes/No Value
<b>Question</b>	<b>Description</b>	
Type of Contract	The OCRC intends to enter into a purchase order upon the terms and conditions in Appendix C - "Terms and Conditions" with one (1) legal entity. The term of the assignment is to be for an initial period of three (3) years commencing upon a date to be determined by the OCRC, with two (2) optional extensions in favour of the OCRC at a term of two (2) years each on the same terms and conditions. Respondents should note that the OCRC will also have an option to terminate the purchase order for convenience upon ten (10) days prior written notice to the successful respondent.	
RFP Timetable	The RFP timetable is tentative only and may be changed by the OCRC at any time.  Deadline for Questions: January 31, 2019 @ 2:00 p.m. Toronto time Submission Deadline: February 8, 2019 @ 2:00 p.m. Toronto time Rectification Period: Two (2) Business Days. Estimated Commencement: February, 2019  For the purposes of this RFP, "Business Day" means any day between 8:30 a.m. and 4:30 p.m., Monday to Friday inclusive, but excluding statutory and other holidays on which the OCRC has elected to be closed for business.	
Contact and Respondent Details	For the purposes of this procurement process, the Contact is:  Name: Martin Bartosek, Procurement Manager Email: martin.bartosek@ocs.ca.  Respondents should promptly examine all of the documents comprising the RFP and should: i. report any errors, omissions or ambiguities; and ii. direct questions or seek additional information  in writing via BravoSolution's Messages tool to the Contact on or before the Deadline for Questions. Respondents are advised to seek clarification from the Contact on any matter it considers to be unclear. The OCRC is not responsible for any misunderstanding on the part of a respondent concerning the RFP.  All questions submitted by respondents to the Contact shall be deemed to be received once the message enters the Contact's BravoSolution's Messages inbox. No such communications are to be directed to anyone other than the Contact. While the OCRC will make best efforts to answer any respondent questions, it is under no obligation to provide additional information. In the interests of clarity and brevity, the OCRC may also combine similar or related questions.	
Proposal Structure	Respondents should structure their proposals in accordance with the instructions in Appendix B - "Submission / Evaluation Process". Where information is requested in Appendix B, any response made in a proposal should reference the applicable section numbers of the RFP where that request was made. Only penders in English will be considered.	
Submission	Respondents should reply to all questions included within both the Qualification and Technical envelopes of this RFP. Both Attachment 1 and Attachment 2 are provided within the General Attachments section of this RFP. Respondents will download Attachment 1, complete it and upload it into section 1.3.1. Respondents will download Attachment 2, complete it and upload it into section 1.4.1.  Sections 2.2.4 to 2.2.9 of the Technical Envelope require responses in attachment form. For each question, the respondent will upload their response, in document form, directly into the eTender tool. The combined page count of all submission content within the Technical Envelope shall be a maximum of 10 pages in length not including a cover page or index page. Email submission of the tender will not be accepted.	
Method of Submission	Proposals shall be submitted electronically via the eTendering Portal on or before the Submission Deadline. Proposals submitted after the Submission Deadline will be rejected. For any eTendering Portal support inquiries at 866-722-7390.	
Proposal Submission / Evaluation Process	The Submission/Evaluation Process for this RFP is set out in Appendix B - "Submission / Evaluation Process".	
Amending and Withdrawing Proposals	A proposal may not be amended after the submission deadline by a respondent except as expressly set out in the terms of the RFP; however, at any time throughout the RFP process, a respondent may withdraw a submitted proposal if the respondent no longer wishes to participate in the RFP process. To affect a withdrawal, a notice of withdrawal shall be sent to the Contact and shall be signed by an authorized representative of the respondent. The OCRC is not under any obligation to return withdrawn proposals.	

## GENERAL TERMS AND CONDITIONS OF THE RFP PROCESS

Question	Description
Definitions	<p>Business Day: For the purposes of this RFP, "Business Day" means any day between 8:30 a.m. and 4:30 p.m., Monday to Friday inclusive, but excluding statutory and other holidays on which the OCRC has elected to be closed for business.</p> <p>OCRC: Means Ontario Cannabis Retail Corporation</p>
Information in RFP Only an Estimate	The OCRC and its advisers make no representation, warranty or guarantee as to the accuracy of the information contained in the RFP or issued by way of addenda. Any quantities shown, or data contained in the RFP or provided by way of addenda are estimates only and are for the sole purpose of indicating to respondents the general size of the work. It is the respondent's responsibility to avail itself of all the necessary information to prepare a proposal in response to the RFP.
No Guarantee of Volume of Work or Exclusivity of Contract	The OCRC does not make any guarantee as to the value or volume of work to be assigned to the successful respondent. The agreement to be executed with the successful respondent will not be an exclusive contract. The OCRC may contract with others for the same or similar requirements to those described in the RFP or may obtain the requirements internally.
Respondents Shall Bear Their Own Costs	The respondent shall bear all costs associated with or incurred in the preparation and presentation of its proposal, including, if applicable, costs incurred for interviews or demonstrations. The OCRC will not be liable for any expenses, costs, losses or any direct or indirect damages incurred or suffered by a respondent as a result of participating in, or otherwise in connection with, the RFP.
All New Information to Respondents by Way of Addenda	<p>The RFP may be amended only by an addendum in accordance with this section. If the OCRC, for any reason, determines that it is necessary to provide additional information relating to the RFP, such information will be communicated by addenda. Each addendum forms an integral part of the RFP.</p> <p>Such addenda may contain important information, including significant changes to the RFP. Respondents are responsible for obtaining all addenda issued by the OCRC. In the Submission Form (Attachment #1), respondents should confirm their receipt of all addenda by setting out the number of each addendum in the space provided.</p>
Addenda and Extension of Submission Deadline	If any addendum is issued, the OCRC may at its discretion extend the Submission Deadline for a reasonable amount of time.
Verify, Clarify and Supplement	When evaluating responses, the OCRC may request further information from the respondent in order to verify, clarify or supplement the information provided in the respondent's proposal. The OCRC may revisit and re-evaluate the respondent's response or ranking on the basis of any such information.
No Incorporation by Reference	The entire content of the respondent's proposal should be submitted in a fixed form. The content of websites or other external documents referred to in the respondent's proposal will not be considered to form part of its proposal.
Proposal to be Retained by the OCRC	The OCRC is not required to return the proposal or any accompanying documentation submitted by a respondent.
Debriefing	Unsuccessful respondents may request a debriefing after receipt of a notification of the award of the contract by sending a written request to the Contact within thirty (30) days of notification of award. The intent of the debriefing is to provide feedback regarding the respondent's own proposal. Any debriefing provided is not for the purpose of providing an opportunity to challenge the procurement process, nor to discuss in detail proposals submitted by other respondents.
Prohibited Respondent Communications	The respondent shall not engage in any Conflict of Interest communications and should take note of the Conflict of Interest declaration set out in the Submission Form (Attachment #1). For the purposes of this RFP, "Conflict of Interest" shall have the meaning ascribed to it in the Submission Form (Attachment #1).
Respondent Not to Communicate with Media	A respondent shall not at any time directly or indirectly communicate with the media in relation to the RFP or any contract awarded pursuant to the RFP without first obtaining the written permission of the Contact.
Confidential Information of OCRC	<p>All information provided by or obtained from the OCRC in any form in connection with the RFP either before or after the issuance of the RFP:</p> <p>I. is the sole property of the OCRC and must be treated as confidential;</p> <p>II. must not be used for any purpose other than replying to the RFP and the performance of any subsequent contract;</p> <p>III. must not be disclosed without prior written authorization from the OCRC; and,</p> <p>IV. shall be returned by the respondent to the OCRC immediately upon the request of the OCRC.</p>
Confidentiality and Non-Disclosure Agreement	Each respondent will be required to sign a Confidentiality and Non-Disclosure Agreement prior to commencement of the assignment.
Confidential Information of Respondent	A respondent should identify any information in its proposal or any accompanying documentation supplied in confidence for which the respondent would expect confidentiality to be maintained by the OCRC. The confidentiality of such information will be maintained by the OCRC, except (i) as otherwise required by law (including, without limitation the public access provisions of the Freedom of Information and Protection of Privacy Act, as amended from time to time) or by order of a court or tribunal. Respondents are advised that their proposals will, as necessary, be disclosed on a confidential basis, to the OCRC and the OCRC's advisers retained for the purpose of evaluating or participating in the evaluation of their proposals. If a respondent has any questions about the collection and use of confidential information or personal information pursuant to the RFP, questions should be submitted to the Contact.
Inappropriate Conduct and Conflict of Interest	<p>The OCRC may prohibit a respondent from participating in a procurement process based on past performance or based on inappropriate conduct in a prior OCRC procurement process. Inappropriate conduct includes but is not limited to the following: (i) the submission of a response to an OCRC procurement process containing misrepresentations or any other inaccurate, misleading or incomplete information; (ii) the refusal of the respondent to honour its pricing or other commitments made in its response to an OCRC procurement process; and (iii) any other conduct, situation or circumstance, as solely determined by the OCRC, that constitutes inappropriate conduct.</p> <p>The OCRC may also (i) disqualify a respondent for any conduct, situation or circumstance that constitutes a Conflict of Interest in respect of this RFP process, as solely determined by the OCRC; or (ii) in its sole discretion, waive a potential or actual Conflict of Interest, which waiver may be upon such terms and conditions as the OCRC, in their discretion, may require to satisfy itself that the Conflict of Interest has been appropriately managed, mitigated and minimized.</p>

Disqualification for Misrepresentation	The OCRC may disqualify the respondent if the respondent's response contains misrepresentations or any other inaccurate, misleading or incomplete information.
References and Past Performance	The OCRC's evaluation may include information provided by the respondent's references, if applicable, and may also consider the respondent's past performance on previous contracts with the OCRC or other institutions.
Cancellation	The OCRC may cancel or amend the RFP process without liability at any time.
Litigation	The OCRC may, in its absolute discretion, reject a proposal if the respondent, or any officer or director of the respondent, is or has been involved within five (5) years of the issue date of the RFP, either directly or indirectly through another corporation, (i) in a legal action taken by the OCRC, any of its board members, officers or employees in connection with any matters related to the OCRC, or (ii) in a legal action against the OCRC, any of its board members, officers or employees, in connection with any matter related to the OCRC, including without limitation, arising from the OCRC's exercise of its powers, duties or functions.
Governing Law	These terms and conditions are (i) included for greater certainty and are intended to be interpreted broadly and separately (with no particular provision intended to limit the scope of any other provision); and (ii) to be governed by and construed in accordance with the laws of the province of Ontario and the federal laws of Canada applicable therein.

#### ATTACHMENT 1 – SUBMISSION FORM

Question	Description	Question Type
Completed Attachment 1 – Submission Form	The respondent must attach the completed Attachment 1 – Submission Form (found in the General Attachments) in this section.	Attachment

#### ATTACHMENT 2 – RATE BID FORM

Question	Description	Question Type
Completed Attachment 2 – Rate Bid Form	The respondent must attach the completed Attachment 2 – Rate Bid Form (found in the General Attachments) in this section.	Attachment

#### Attachment 3 – OCS Supplier Code of Business Conduct

Question	Description
OCS Supplier Code of Business Conduct	Vendors will act in accordance with the OCS Supplier Code of Business Conduct. (found in the General Attachments).

#### Technical Envelope

General Attachments
Allowed

#### Appendix A – RFT Requirements

Question	Description
RFP Requirements	Appendix A – the document detailing the requirements of this RFP can be found in the General Attachments.

#### Appendix B – Submission / Evaluation Process

Question	Description
Overview of Proposal Evaluation	<p>All proposals will be evaluated through a comprehensive review and analysis by an evaluation committee. The goal of the evaluation committee will be to select one (1) vendor which, in the opinion of the committee, meets the OCRC's requirements under this RFP and provides the best overall value to the OCRC as determined by the OCRC in their sole and absolute discretion. The selected proposal will not necessarily represent the lowest fees or cost: pricing is only one of the components that will be used to determine the best overall value for the OCRC. The following is an overview of the categories and weighting for the evaluation of proposals. Respondents who do not meet a minimum threshold score for a category will not proceed to the following stage of the evaluation process. In order to facilitate the evaluation process, respondents are requested to reference and title their response with each corresponding section number and title of the sections below.</p> <p>Note: In cases where a Respondent has not indicated "Yes" for every Mandatory Requirement listed in sections 1.1.8 and 1.1.9 of this RFP, their proposal will be deemed to have failed and will not proceed to further stages within this evaluation and therefore not considered for award.</p> <p>For further clarity, an overview of the Evaluation Process for this RFP is provided in the General Attachments Section of the RFP.</p>

<p>Stage I - Mandatory Submission Requirements and Process</p>	<p>Stage I will consist of a review to determine which proposals comply with all of the mandatory submission requirements. Proposals failing to satisfy the mandatory submission requirements in sections 1.1.5 and 1.1.6 of this RFP as of the Submission Deadline may be provided an opportunity to rectify any deficiencies. The OCRC is under no obligation to notify a respondent of any deficiencies.</p> <p>For the purposes of the Rate Bid Form (Attachment #2), the review under this Stage I will consist of a review for any Material Deviations, as defined below. "Material Deviations" shall mean the respondent's completion or failure to complete the Rate Bid Form in a manner that impedes, in any material way, the ability of the OCRC to evaluate the proposal. If a proposal contains a Rate Bid Form that contains a Material Deviation, such proposal will be disqualified without further rectification. Rate Bid Forms that require rectification for issues that do not constitute Material Deviations may be subject to the rectification process. Determination of what constitutes a Material Deviation shall be in OCRC's sole and absolute discretion.</p> <p>The Rectification Period will begin to run on the date that the OCRC issues its rectification notice to the respondent and expires at 4:00 p.m. on the last day of the Rectification Period. A rectification notice sent to the respondent by BravoSolution's Messages function, electronic mail or facsimile is deemed to be issued on the day that it is sent. If the rectification notice is sent after the end of a Business Day or on a day that is not a Business Day, then the rectification notice is deemed to be issued on the next following Business Day. Proposals satisfying the mandatory submission requirements during the Rectification Period will proceed to Stage II. Proposals failing to satisfy the mandatory submission requirements will be excluded from further consideration.</p>	
<p>Stage II - Evaluation of Technical Criteria</p>	<p>Stage II will consist of a scoring by the OCRC of each proposal on the basis of the technical criteria as set out in sections 2.2.4 to 2.2.9 below. Respondents should submit the information requested for each category of this proposal evaluation as outlined below.</p>	
<p><b>Question</b></p>	<p><b>Description</b></p>	<p><b>Question Type</b></p>
<p>Company Overview and Experience [10 Points]</p>	<p>Respondents should submit a description of the company background, including number of years' experience in providing the services requested in this RFP; including the description of similar client engagements completed. Respondents must have a minimum of 10 years of experience providing insurance brokerage and risk management services to public sector clients within the Province of Ontario and should have a minimum of 20 years of such experience. Respondents should also provide detailed information of all the brokerage services provided by their company, highlighting those applicable to OCRC's operations.</p>	<p>Attachment</p>
<p>Project Team Summary [5 Points]</p>	<p>Describe the role the account team will play in assisting the OCRC to prepare for its insurance renewal including the preparation of supporting information and documentation including exposure analysis, cost of risk, loss history and other analytical information.</p> <p>Respondents should describe how the respondent's qualifications, expertise and experience in both the private and public sector relate to their ability to accomplish the objectives of this RFP. Provide an overview of the roles and responsibilities of the project team members. Team members, including executive, managerial and individual staff members should each have a minimum of five years of experience in their current titles with public sector clients within the Province of Ontario. Additional experience related to the same field and knowledge specialization will be an asset.</p>	<p>Attachment</p>
<p>Insurance Procurement [20 Points]</p>	<p>Respondents should provide an outline that describes the format and content of proposed reports including renewal strategy, marketing summary, enterprise risk management / risk assessment, gap analysis, coverage summary and annual renewal and stewardship reports (where applicable).</p> <p>Provide an annual detailed work plan timeline including a recommended insurance renewal timetable.</p> <p>Describe the methodology to be used to benchmark the OCRC insurance program with respect to other Canadian retail and public sector clients.</p>	<p>Attachment</p>
<p>Account Management [20 Points]</p>	<p>Describe how the company is kept informed on trends in the insurance marketplace, issues (e.g. insurer capacity), new products and alternative risk financing solutions, and how clients are updated.</p> <p>Describe the process with respect to the monitoring of the financial stability of insurers and how clients are kept up-to-date.</p> <p>Describe the process and timelines provided with respect to completing a comprehensive review of the operations of the OCRC, the Enterprise Risk Management risk register, and the current insurance program to identify any gaps in coverage, suggested enhancements to the coverage, limits, and/ or changes recommended to the structure or financing of the insurance program.</p> <p>Describe and provide samples (if any) of any education and training materials, including risk or loss control bulletins, newsletters, white papers, presentations, manuals, tools, and checklist that are available to clients. If applicable, provide websites that are accessible to clients for current issues relating to insurance, claims, and risk management.</p> <p>Describe any other products, services or areas of expertise that may be of interest to the OCRC.</p>	<p>Attachment</p>
<p>Comprehensive Risk Identification and Assessment [15 Points]</p>	<p>Describe the company's expertise in the evaluation of risk financing options with a particular focus on the establishment of risk retention levels, selection of appropriate limits and internal reserve funding methods.</p> <p>Describe the development, implementation, and maintenance of an annual risk assessment review process.</p> <p>Provide ideas of suggested seminar and/ presentation topics specific to retail risk management and loss control that would be suitable for delivery to OCRC staff.</p> <p>Describe the actuarial services available to assist the OCRC evaluating risk financing alternatives, and in making decisions around limits and retentions.</p> <p>Describe available risk control inspection services and loss prevention reports for warehouses and retail-based sales facilities and provide a sample report structure.</p>	<p>Attachment</p>

Claims Management Support [10 Points]	Describe the services provided by the claims unit including the process that would be implemented to advocate on behalf of the OCRC in the event of a coverage dispute.	Attachment
<b>Question</b>	<b>Description</b>	
Stage III – Evaluation of Pricing [20 Points]	<p>Stage III will consist of the evaluation of pricing. The evaluation of price will be undertaken after the evaluation of mandatory requirements and any rated requirements has been completed.</p> <p>Respondents should review and complete the Rate Bid Form (Attachment #2). The Rate Bid Form (Attachment #2) should be submitted as a separate electronic document.</p> <p>Based on the information submitted in the Rate Bid Form, OCRC will calculate an overall fees total that will cover the term of the contract period for each respondent that moves to Stage III Pricing.</p> <p>The points for pricing will be evaluated in accordance with the following formula:</p> <p><math>(\text{Lowest Total Price} / \text{Respondent's Total Price}) * \text{Weighting Factor For Pricing} = \text{Score for Pricing}</math></p>	
Terms and Conditions	The terms and conditions found in Appendix C shall form the basis of the agreement with the selected respondent.	
Notification to Other Respondents	If applicable, respondents that do not meet a threshold or are not qualified to advance within the evaluation process will be informed. Once a contract is awarded, respondents will be notified in the same manner that the RFP was posted.	

### Appendix C – RFT Terms and Conditions

Question	Description
Terms and Conditions	Appendix C – the document outlining the Terms and Conditions associated with this RFP can be found in the General Attachments.