QUESTIONS AND ANSWERS
GMU-1603-20

Responses are in RED.

1. What coverage is being placed by the current Broker of Record?
   a. Excess Educators Legal Liability, Excess General Liability, and Blanket Accident and Sickness Policy for International Travel.

2. Can you provide us with the lines of coverages you are seeking in this RFP?
   a. Potentially Excess Educators Legal Liability, Excess General Liability, and Blanket Accident and Sickness Policy for International Travel.

3. Please explain what drove the decision to undergo this brokerage services RFP.
   a. The current agreement for broker services has reached the end of its renewal options.

4. Who will be the decision-makers in this review and selection process?
   a. The evaluation committee will review and make the decision for award.

5. What are the most critical criteria for the broker selection?
   a. As set forth in the RFP, the broker should have qualifications and experience in higher education with a global existence and provide proposed pricing for services that meet the needs of George Mason University.

6. Please describe the ideal broker relationship and how you would like the process to function.
   a. The ideal broker provides superior customer service on all items described in the Statement of Needs within the RFP.

7. What brokered services have you not been receiving that you would value?
   a. All needed services have been provided.

8. What brokered services have you been most pleased with?
   a. Mason is pleased with its current broker services.

9. Describe the greatest weakness in the current program/broker relationship.
   a. None.

10. Are there any concerns you would have regarding a possible broker change? If so, could you explain.
    a. No concerns.

11. Are there any political issues or relationships that will impact the broker selection process?
12. What areas consume the majority of the Risk Management’s department’s time?
   a. Equally claims management and risk assessment/controls.

13. What exposures of the University cause the greatest concern?
   a. Confidential

14. How does your Department prefer to work with a broker (i.e. single point of contact, institutional touch points with entire team, etc.)?
   a. Single point of contact with identified back-ups.

15. Do you currently use a captive for any of your commercial placements?
   a. No.

16. We are prepared to handle and service all lines. Is the University considering a multi-broker approach and if so, are we to be prepared to provide a fee by major line of service (i.e. Casualty, Property, Financial/Executive)?
   a. One broker is preferred. (Mason is not looking for a broker for all lines).

17. Would you be able to share copies of your policies?
   a. Confidential

18. How do you use your Broker in the claim’s advocacy process?
   a. The Broker provides claims services by assisting client with effectively and efficiently resolving claims especially the most complex and potentially contentious claims. If requested provide assistance with insurer negotiation, development of settlement strategy, and litigation management issues that affect the claim settlement.

19. Will GMU provide a schedule of current policies that are brokered in the commercial market by the incumbent broker?
   a. Confidential

20. Does GMU currently compensate the broker via commissions or a separate fee?
   a. Commission for insurance placement and separate fee for consultant services per the broker service agreement.

21. What risk control services does GMU currently receive from the broker?
   a. Training on various areas that affect IHE, institution policy and procedure collaboration, best practices in minimizing risk in various area, audit service operations and insurance gap analysis upon request. In addition, assistance with issues that arise.

22. How long has the current broker been servicing the GMU account?
   a. Five years.

23. Will you be providing a policy schedule and total annual premiums? If so, will you be able to share the limits carried by line of business?
   a. Confidential
24. Under section XIII Proposal Preparation and Submission Requirements, part B Specific Requirements, number 5 References asks for a listing of all clients that demonstrate the Offeror’s qualifications. Our firms’ Higher Education portfolio is quite sizeable. Is there a minimum or maximum number of references you would like us to provide (contact name, contact title, phone number, and email address for each as well as length of service) for each qualified institution?
   a. The RFP requests a list of all clients that would demonstrate Offeror’s qualifications from other comparable Institutes of Higher Education that are of similar size and scope to George Mason University.

25. Does GMU currently contract with a broker/consultant? If so, who is the current broker/consultant and how long have you contracted for services with that firm?
   a. Yes, our current broker of record is Marsh and they have provided their services for five years.

26. What are the current annual fees and/or compensation paid to the broker/consultant?
   a. Confidential. The fee and compensation paid to the Broker will be negotiated during the contracting process.

27. Could you provide a summary of all property and casualty insurance policies currently in place to include the name of the insurance provider, policy limits, retentions, and any material coverage enhancements or exclusions?
   a. Confidential

28. Are you self-insured on any Property/Casualty insurance lines?
   a. Yes

29. What is the total cost of all Property/Casualty insurance policies in place? If possible please provide by line of coverage.
   a. Confidential

30. In addition to any premiums, what are the annual costs that GMU has paid for retained losses and non-covered losses?
   a. Confidential

31. Can you provide any loss reports for the past 5 years? Number of claims, incurred loss amounts by policy year, description of loss (or cause) by policy type?
   a. Confidential

32. Are there any specific reporting needs that are currently not being met that would be beneficial in managing risks to the university?
   a. All needs are currently being met.

33. Does GMU utilize any enterprise risk management systems?
   a. Yes.

34. What roles do you look for your broker to perform outside of the United States? i.e. Onsite inspections at your Seoul campus, risk management assessments for study abroad programs, repatriation or travel assistance for student/faculty trips outside of South Korea?
   a. To assist with risk assessments and controls, understand the laws (to include auto liability, business liability, and personal injury) of other countries in which Mason conduct business.
35. How often do you anticipate needing to meet with your broker/consultant at your Seoul, South Korea campus over the next 12 months?
   a. At this time not sure if on site meeting is needed.

36. Please clarify Section A.3.e. of the RFP: Claims-Related Services. Does GMU have personnel assigned to receive accident, injury and property damage incidents to aggregate the pertinent information (injured parties, location, etc.) and facilitate the initial claims reporting or do you look for your broker to establish a claims reporting hotline to directly receive calls from GMU personnel and third parties looking to file claims? Please expand on the level of claim reporting assistance requested.
   a. Mason’s Office of Risk Management reports all claims and handles initial investigations for all incidents. We expect the broker to have a process to receive claims notification and assist with issues or concerns as needed. A Broker should be able to provide claims professionals with specific claims expertise and experience to provide advisor support during claim processing and litigation.