

**AMENDMENT 1**  
**PHI ANSWERS TO BIDDERS QUESTIONS**  
**INSURANCE BROKER RFP**

<http://www.phi.org/work-with-us/rfps-vendor-requests/>

**1. How long has PHI been with its current broker?**

**PHI Response: At least 5 years.**

**2. What is the reason for this solicitation?**

**PHI Response: In accordance with PHI's procurement policy, PHI is required to solicit proposals every 5 years for service providers such as insurance brokers. Additionally, since our last procurement, a lot has changed in the non-profit industry, PHI has also undergone significant changes in our structure and the type/scope of programs we implement and a lot has changed in the risk management market space. PHI sees this as our opportunity to take a step back and review our risk management portfolio while simultaneously fulfilling an internal policy requirement.**

**3. Which other brokers have been specifically invited to bid?**

**PHI Response: PHI has invited a number of brokers to respond; however, PHI does not have any indication of how many firms/brokers will actually respond.**

**4. When PHI last made a change what caused it?**

**PHI Response: Internal procurement policy compliance.**

**5. Who will participate on the selection committee?**

**PHI Response: The selection committee will be comprised of PHI HQ staff from various departments including Operations, Finance/Accounting and the Office of General Counsel.**

**6. How important is your primary service team being local?**

**PHI Response: It is not cardinal that the primary service team is located near PHI's HQ office; however, PHI is interested in regular face to face meetings with the selected broker, particularly during the coverage renewal period.**

**7. How would PHI liked to be serviced?**

**a. Frequency**

**PHI Response: PHI has a strong preference for contact and communication from our Insurance Broker in a timely fashion. Emails should be responded to and/or acknowledged within a maximum of 2 business days.**

**b. Medium**

**PHI Response: PHI prefers a combination of email/phone communication and in-person meetings as appropriate throughout the year in addition to an annual portfolio review meeting.**

**8. How is PHI's current broker compensated?**

**PHI Response: Commission basis.**

**9. How much is PHI's current broker compensated?**

**PHI Response: PHI generates nearly \$100 million dollars in funding annually to fulfill our mission. We have more than 200 programs and at least 700 employees. Our policies and coverage are appropriate for the funding and liabilities and the insurance broker commission is directly reflective of that.**

**10. PHI notes it has managed multi-state research programs. Is/Has PHI procuring any insurance specific to its research studies and/or larger research work?**

**PHI Response: PHI does not have any insurance specific to research. PHI does however have cyber security insurance which is related to research but is not research specific.**

**11. Does PHI provide any direct medical care to patients?**

**PHI Response: PHI does not currently provide clinical services; however, we have programs with scopes that could potentially touch on clinical work/services if their scopes expanded and in the future we may look to bring on programs that offer or do some type of clinical work or services. To that end, PHI is looking for a brokerage firm or broker that has access to a wide range of policies which could help us cover clinical services if needed in the future.**

**12. Does the D&O policy noted in the RFP also include Employment Practices Liability or Fiduciary Liability?**

**PHI Response: Yes, the D&O policy includes both.**

**13. Does PHI procure any Special Coverage or Business Travel Accident coverage?**

**PHI Response: PHI does have business travel accident coverage.**

**14. What are the current expiration dates of PHI's program?**

**PHI Response: PHI's current expiration dates of policies/coverage is December 31.**

**15. How is operational risk (security, safety, incident response) managed within PHI?**

**PHI Response: Operational risk is managed by a combination of departments at PHI. PHI's Operations Director is the first point of contact for these issues, reporting to the Chief Operating Officer and working in collaboration with the Office of General Counsel. PHI does not have a dedicated full time Risk Manager.**

**16. What plans, procedures and resources are in place to support international operational/travel risk management? In particular, which medical and security assistance provider(s) is used by PHI travelers -- either third party (iSOS, iJet, United Healthcare Global) or those embedded within insurance programs (AIG Travel Guard, EuropAssistance, AXA Assistance, etc)?**

**PHI Response:** PHI uses a combination of approaches. Some PHI programs have their own dedicated coverage through iSOS and PHI also has an umbrella policy for this coverage through AIG and UHCG. In addition, PHI has international travel safety and security guidelines and actively uses travel tracking systems and tools provided by UHCG. PHI also undertakes a risk review prior to employee travel to high risk countries.

**17. What are general annual international travel patterns and volumes of travel (destinations, numbers of travelers, range of trip lengths)?**

**PHI Response:** PHI has two specific programs which are cooperative agreements funded by the US government (USAID and CDC) which require employees, fellows, and independent contractors to travel frequently overseas to LMIC countries. All other programs in PHI's portfolio of work have varied travel. For example, in the 2018 calendar year, a total of 98 international trips were taken from PHI's programs (excluding the two specific US government funded programs noted above).

**18. Page 3, section D, first bullet "what is included in your benefits brokerage and consulting services?". Could PHI please verify the scope of this solicitation and if PHI is looking for a response for benefits policies in addition to the policies listed in the scope of work?**

**PHI Response:** PHI is not looking bidders to provide benefits policies. The RFP response is limited to the policies/coverage listed in the scope of work.

**19. How many other brokers are participating in the RFP process?**

**PHI Response:** See answer to Question No. 3 Above.

**20. What are the names of the other brokers?**

**PHI Response:** PHI policy is to keep this information confidential during the procurement process.

**21. Will you be sharing the questions and answers submitted by everyone?**

**PHI Response:** PHI has posted all questions received and the corresponding answers in this document.

**22. If you had to choose one quality PHI is looking for in a broker what would that be?**

**PHI Response:** PHI is looking for a broker who is not only knowledgeable and well connected in the industry, but also someone who fundamentally understands our business model, is very responsive, personable, patient, and available as needed by PHI.

**23. Are the approximately 200 programs that PHI oversees insured separately or are they all insured under PHI's policies?**

**PHI Response:** For most coverage/policies the programs are insured under an umbrella policy; however in rare cases, a program can have a unique scope of business model that require a stand-alone policy (e.g. cyber security and international travel ). One of the key tasks for the insurance broker at PHI is to receive program descriptions for existing, new, or future work and analyze the scopes to determine if the scope would be covered under a current PHI policy or advise if PHI should procure a stand-alone coverage. PHI's expectation is that the insurance broker would review the full portfolio of programs on an annual basis to ensure the umbrella policies we have in place cover all of the activities conducted by our programs.

**24. How are PHI's relationships with the non-profit groups they oversee structured, do they have any risk transfer arrangements via contract or other means?**

**PHI Response:** PHI is the legal entity for all of its fiscally sponsored programs –“ They are us and we are them.” In a few cases, the program holds it own 501(c)3 status and in those cases, PHI holds a fiscal sponsorship agreement with those entities. PHI does not have fiscal sponsorship agreements with every program. It is not a requirement; however, PHI does require that every program at PHI is managed by a PHI credentialed Principal Investigator/Project Director (PI/PD). PHI has a formal credentialing process for PI/PDs. PI/PDs may or may not be PHI employees, some are consultants. In the case of a PI/PD employee, the relationship is one of at will exempt, employment, in the case of non-employee PI/PDs (e.g. consultant PI/PDs), it is a contract. All programs, employees, and non-employee PI/PDs must comply with PHI's policy manual. PHI is in the process of developing a new policy manual chapter on risk management. It is our expectation that the insurance broker will work with PHI on that new chapter.

**25. Are volunteers currently covered under PHI's workers compensation policies? If not, how does PHI currently protect themselves from liability for volunteer claims?**

**PHI Response:** Yes.