

**Request for Proposals
Water/Sewer Line Insurance Program**

RFP Number

01-2021

City of Burlington
525 High Street
Burlington, New Jersey 08016
(609) 386-0200

RFP Issued Date:

April 22, 2021

Response Due Date and Time:

May 12, 2021 10:00AM EST



Background

Burlington City provides water distribution services to residential and commercial accounts within Burlington City. In Burlington City, property owners are responsible for water infrastructure (laterals) extending from the property, out to the center line of the roadway. Some insurance policies, including some homeowners' policies, only cover water infrastructure repairs to the curb line, leaving the property owner responsible for any repairs that may be necessary between the curb and center line of the street.

The City is aware that certain companies offer supplemental water line insurance, to provide property owners with coverage where their existing policies may not be able to – both for water lateral repairs, and other types of home emergencies that may not be completely covered by standard insurance policies.

In order to ensure property owners and residents in the City have access to the best possible programs providing this scope of supplemental coverage, the City is seeking proposals from qualified entities seeking to solicit City residents and property owners as customers in their supplemental coverage programs.

Purpose & Scope

Burlington City is soliciting proposals from qualified companies that wish to provide an emergency home repair service program for residential customers in Burlington City. The program will provide qualified property owners (“Customers”) the opportunity to voluntarily purchase additional utility coverage to supplement property owner insurance policies and home warranty programs.

Awards shall not be exclusive, and Burlington City is not a sponsor or partner in the awardee's program; this proposal merely provides the awardee(s) with the City's permission to solicit its residents for voluntary participation in their supplemental insurance coverage programs. Entities submitting proposals understand that the City's permission is not legally needed, and are submitting proposals voluntarily. Awardees will not be entitled to any preferential treatment, information, or endorsements as a result of being deemed a qualified proposer and/or awardee, nor will the City receive payment or commissions from any awardee.

Qualifications of Proposers

In order to be deemed a Qualified Proposer eligible to receive the City's permission to solicit property owners under this RFP, the following criteria must be met:

- Coverage must include water line repair & replacement, and restoration of curbs, driveways, sidewalks, streets, grass, street opening and other permit costs, and all costs to restore the property to its pre-work condition.
- Repairs will be required to meet all applicable Burlington City and State of New Jersey codes, regulations, and standards.

Timeline

Event	Date
RFP issued	04/22/2021
RFP response due/time	05/12/2021 10:00AM EST
Awardee selection	Within 60 days of due date

Evaluation Criteria

The City and its Administration, as may be designated to review proposals, will review the proposals received and will make award recommendations to the Mayor and Common Council based on the evaluation criteria below.

Criteria	Maximum Possible Points
Qualifications of the project team	10
History of service & operation in New Jersey	10
Detailed explanation of: (i) coverage and coverage limitations, (ii) cost to the homeowner (including deductible levels), (iii) benefits to the City and its Water Department/Utilities	20
History of service in comparable municipalities	10
Ability to provide customer service reports to the City on a quarterly basis to assess water infrastructure service needs (provide sample report with response)	15
Provisions for hiring/contracting with local contractors, subcontractors, and other professionals	15
Detailed explanation of enrollment strategy, service request processing,	5
Responses to General Questions (below)	15
Total	100

General Questions to be Answered with All Proposals

1. Describe other partner relationships in which you provide water and sewer service line plans.
2. Describe company history & qualifications. Include years of relevant experience, number of current partners, customers, active policies and experience in providing water and sewer line protection programs.
3. Describe any endorsements by state, local, or other associations/public entities.
4. Policy underwriting qualifications: Are policies underwritten by an “A” rated national insurance company or are they self-insured by the provider?
5. Has the entity, its owners, its principal officers, or members of its board of directors been investigated by any governmental entity?
 - a) If so, explain the circumstances.
6. Has the entity ever had a contract terminated by a public entity operating within any jurisdiction of the United States?
 - a) If so, explain the circumstances.
7. Has any of the entity’s owners, members of the board of directors, or principal officers been convicted of a crime by any jurisdiction in the United States?
 - a) If so, explain the circumstances.
8. Is the entity current on any taxes owed to the United States and the state in which the entity resides?
9. Provide three references, and include:
 - a) Entity name, address
 - b) Contact name, title
 - c) Phone number and email address
 - d) Programs offered
10. Describe and detail any customer satisfaction metrics, including publicly available reviews, contract cancellation rates, and/or customer retention rates.
11. Briefly describe your customer service features and highlights: seats, hours of operation, call routing capabilities, etc.
12. Describe training and supervision for the customer service representatives.
13. What are the hours for normal business operations and for service calls (if different)?
 - a) What is the response time for emergency deployment?
 - b) What is the response time for non-emergency deployment?
14. Describe all coverage/policy limits, exclusions, and lifetime caps.
15. Do customers have to pay for service call charges, deductibles, or pre-inspections? If so, explain.
16. Is work performed pursuant to a claim/service call covered by a warranty? If so, how long and what, if any, exclusions apply?
17. Describe the pricing structure/levels for all types of coverage (water, sewer, water & sewer, etc.).
18. Describe how you intend to bill customers, and include all applicable payment plan options.
19. Describe your cancellation policy for policy holders who elect to terminate their coverage.
20. What discounted rates will you provide for seniors, veterans, and/or persons who qualify as disabled persons?

Terms and Conditions of RFP

Cancellation & Rejection

Burlington City may cancel this RFP or reject proposals at any time prior to an award, and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous.

Cost of Proposal

Any and all expenses and costs of any kind whatsoever incurred directly or indirectly by a respondent in connection with responding to this RFP are the sole responsibility of the respondent.

Confidentiality

Respondent acknowledges that response to this proposal are generally deemed public information subject to disclosure under New Jersey's Open Public Records Act. Should any information be deemed by Respondent to be confidential, Respondent must clearly indicate as such on each page in which confidential information is included. The City shall not be held liable for any accidental disclosure of confidential information pursuant to a request for public information, and Respondent agrees to indemnify and hold the City harmless in the event of the same.

Validity of Response

The proposal will remain valid through 05/12/2021. The terms of a respondent's proposal and any attachments may be incorporated into any contract with Burlington City at the discretion of Burlington City. Any ambiguities, discrepancies, inconsistencies or conflicts between this RFP and the responses must be resolved to the mutual satisfaction of both parties prior to the final award. After the award it is understood and agreed by both parties that in each instance in which the respondent presents alternative approaches to the proposal, the acceptable option or alternative shall be at the sole discretion and interpretation of Burlington City.

Submission of Responses

Each respondent, by submitting a proposal in response to this RFP, certifies that its proposal has been prepared either independently or with an identified party and the respondent and/or identified party is/are the owner(s) of the proposal, any ideas, or other intellectual property contained herein or necessary to conduct the services contemplated.