



Parish of Jefferson, LA

Response to Request for Statement of Qualifications (SOQ)
24-010 for Insurance Producer of Record Services for Property
& Casualty Insurance Program

May 7, 2024 | 3:30PM (CDT)

Alliant Insurance Services, Inc.
909 Poydras Street, Suite 2650, New Orleans, LA 70112
License #0C36861 | www.alliant.com



A | COVER LETTER

Containing a summary of the Person or Firm's ability to perform the services described in the SOQ and confirming that Person or Firm is willing to perform those services and enter into a contract with the Parish. The letter shall be signed by a person having authority to commit the Person or Firm to a contract. If Person or Firm is an agency, corporation, partnership or other legal entity, the president, vice-president, secretary or treasurer, or an authorized agent shall sign the Qualification Submission. Satisfactory evidence of the authority of the person signing for the agency, corporation, partnership, or other legal entity shall be attached to the Qualification Submission.

May 7, 2024 | 3:30 p.m. (EST)

Parish of Jefferson, Louisiana
Attn: Shanna Folse, Purchasing Specialist II
200 Derbigny Street, Suite 4400
Gretna, LA 70053
Submitted via Central Bidding

Response to Request for Statement of Qualifications (SOQ) 24-010 for Insurance Producer of Record Services for Property & Casualty Insurance Program

Dear Shanna Folse,

On behalf of the Alliant Insurance Services, Inc. (Alliant) team, we are pleased to submit our response to Jefferson Parish Government's (Parish) Request for Statement of Qualifications (SOQ) 24-010 to provide Insurance Producer Of Record Services for Its Property & Casualty Insurance Program. Our response highlights both the depth of our public sector experience, as well as our desire to partner with the Parish.

Working with over 10,000 public agencies across the country, we are uniquely qualified to serve as your risk management partner. Alliant has a long history of providing insurance brokerage and risk consulting services to large U.S. public entities. Our depth of experience, seasoned staff and client-centric service model eliminates any learning curve and allows us to hit the ground running.

Alliant is the nation's leading public-entity-focused insurance brokerage firm. Our long list of public entity clients confirms our abilities as the recognized leader, and we are proud of the accomplishments they represent. We are committed to our reputation as an aggressive broker working diligently to meet our client's needs. As a result of this client-centric approach, our **retention rate is 98%**--a testament to our delivery of superior services and processes.

Our goal is to work with the Parish in a consultative role, delivering the Parish's desired services. First, we commit to spending the necessary time with your staff to understand your operations and unique developing exposures and the Parish's future risk management goals. Next, we commit to applying what we know and have learned to design a service plan, underwriting specifications, and coverage structure that achieves your goals. With this approach, our experience, and our strong relationships with insurers, we will deliver superior results for the Parish.



In our response we will demonstrate numerous areas we will bring significant value to the Parish. Highlights of those include:

Dedicated Public Entity Practice



At Alliant, we are proud of our long industry tenure and leading position in serving our Public Entity clients. We continue to heavily invest in this sector and have a highly experienced team of more than 225 associates that are exclusively dedicated to the public entity community.

Significant Experience



Your team will draw upon our extensive experience and exceptional market relationships to leverage the most cost effective and comprehensive program for the Parish. This approach will allow us to fill the program to the required limits to include “best in market” policy terms and conditions.

Hyper Focused Service



We will thoroughly understand the Parish’s operations, goals, risk profile and exposures. We will embrace the service commitment associated with the Parish and exceed your expectations in every engagement.

Industry Leading Analytics



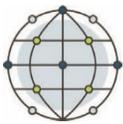
Alliant’s analytic tools will provide the Parish with clear projected results that will give you the knowledge and insight you need to make informed decisions regarding all aspects of your property program.

Collaborative Marketing Approach that Enhances Market Relationships



the Parish and Alliant will develop proactive, long term strategic planning and goals. We will embrace and foster strong relationships in the insurance market that will provide stable and supportive program options. This will be enhanced through our annual Public Entity Property Underwriting Conference that allows for a unique client/ underwriter/ broker engagement.

Global Market Access



Our unique structure allows us unencumbered access the global insurance market through the utilization of the very best resources and intellectual capital available in the industry.

Unwavering Commitment to Superior Claims & Risk Control Advocacy



Through our seasoned team of claims professionals, we will drive successful outcomes and recoveries associated with catastrophic losses. This will also involve pre-loss planning and constant communication with all stakeholders during all phases of a catastrophic event.

Our clients are our best advocates, and we encourage the Parish to investigate references, validating our success in developing unique, innovative, and cost-effective insurance programs.



Our experienced proposed team is prepared to answer any questions that may arise as you perform your review. We look forward to further discussing Alliant's unique capabilities that will most certainly support the Parish into the future.

Best Regards,

Noah Hardie
Executive Vice President/Binding Authority
504-481-9109
noah.hardie@alliant.com

Felipe Garcia
First Vice President
949-322-8597
fgarcia@alliant.com



**CERTIFICATE OF INCUMBENCY
OF
ALLIANT INSURANCE SERVICES, INC.**

Alliant Insurance Services, Inc.
701 B Street, 6th Floor
San Diego, CA 92101

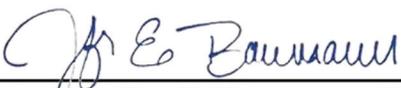
P (619) 238-1828
CA License No. 0C36861
www.alliant.com

The undersigned, Jennifer E. Baumann, being the Chief Legal Officer and Corporate Secretary of Alliant Insurance Services, Inc., a corporation organized and existing under the laws of California (the "Corporation"), hereby certifies that the person named below holds the position in the office shown opposite his name.

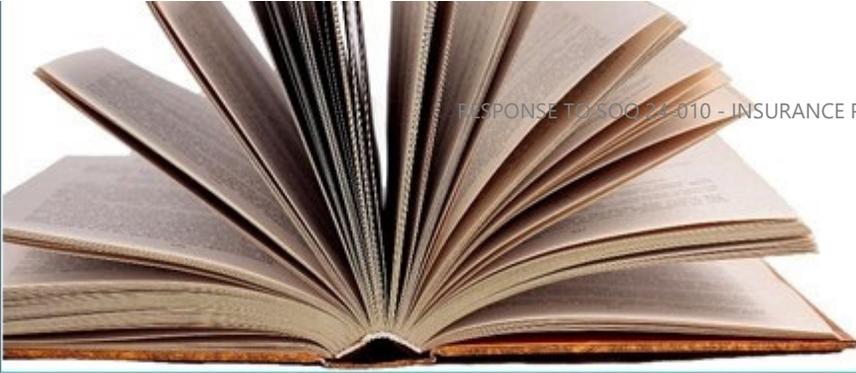
Name	Title
Noah Hardie	Executive Vice President

The undersigned further certifies that under the Corporation's bylaws, officers of the Corporation are elected by the board of directors and that the board of directors may delegate authority to such officers within its discretion. The board of directors has conferred authority upon its officers to act in the manner customary and appropriate for each of the respective officer levels and consistent with the authority memorialized in the Corporation's published policies or reflected in signed Uniform Written Consents, which include authorization to sign certain contracts on behalf of the Corporation. As a Executive Vice President for the Corporation, Noah Hardie is authorized to sign this Request for Proposal for Jefferson Parish Government, LA, as well as any related agreements or documents, including any resulting services agreement or other documents resulting from an award of business in connection with this RFP process.

IN WITNESS WHEREOF, the undersigned has affixed her signature this 7th day of May 2024.



Name: Jennifer E. Baumann, Esq.
Title: EVP, Chief Legal Officer & Corporate Secretary



B | TABLE OF CONTENTS

A. Cover Letter	02
B. Table of Contents	06
C. Firm Qualifications and Experience	07
D. Fee Submission.....	55
E. General Services Questionnaire	58
Appendix.....	78
A. State of Louisiana Brokerage License	
B. Team Biographies	
C. Attachments C, D, E, F	
D. Proposed Exceptions	
E. Certificates of Insurance	
F. Fee Disclosure Language	



C | FIRM QUALIFICATIONS & EXPERIENCE

The Person or Firm must demonstrate its experience at providing services similar in nature and complexity to the project outlined in this request for Statements of Qualifications.

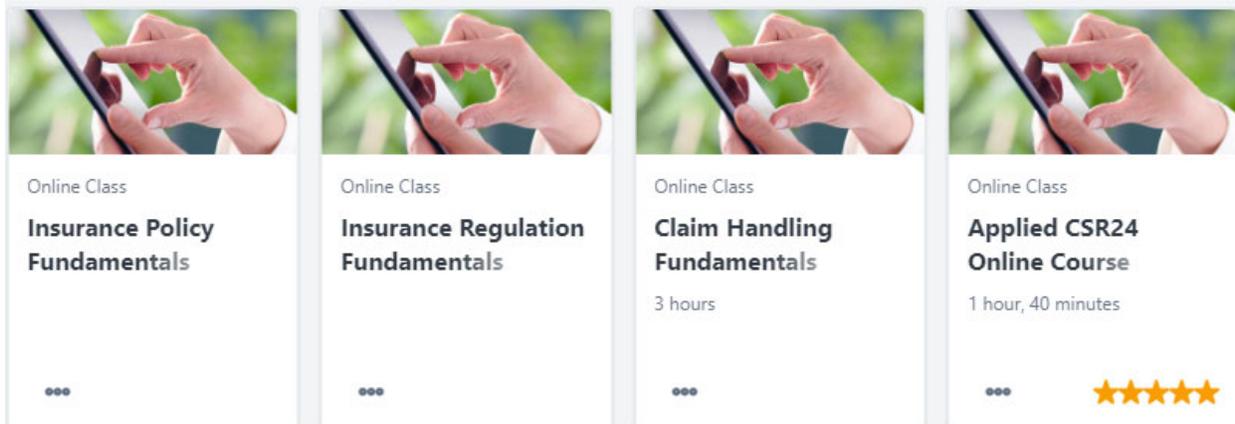
This includes, but is not limited to, evidence of the following in the Submission:

(1) Professional training and experience as related to the scope of work.

Professional Development and Knowledge Sharing

Alliant offers a full range of professional development opportunities and mandatory continuing education assignments to ensure our employees can deliver the best service. We are always in touch with the industry and events:

- › Employee development: Voluntary training, leadership development and company-sponsored advanced education courses to help employees excel in their area of expertise.
- › Professional designations and certificates: Alliant covers up to 100% of the cost for approved insurance and/or job-related professional designations.
- › Education reimbursements: Alliant encourages and supports expanding knowledge through continuing education.
- › Diverse career paths: Alliant works with employees to develop career path that fits the needs and requirements of its staff.
- › Industry Conference participation both as presenters and attendees.



C | FIRM QUALIFICATIONS & EXPERIENCE

Alliant's learning management system (Aspire) provides vast learning solutions to enhance personal growth and professional success. Aspire provides effective training to Alliant personnel including access to Insurance Community University CE courses, extensive internal training catalog, the ability to join a community on a variety of topics, in addition to providing other training resources.

At Alliant, we believe our clients are better informed and prepared to make decisions around their program because of our consistent and transparent approach of sharing market updates. This knowledge sharing underpins every client engagement and allows for healthy strategic discussions and planning. In addition to our regular conversations and meetings with your team on these topics, Alliant provides additional publications and materials that are provided to you on a regular basis. A sample of those include:

- › **Quarterly Market Updates** – This report details the current market environment by line of coverage and offers insight into future rate forecast based on industry events and trends. Our senior product line experts and industry leaders contribute to this report to ensure granular detail is provided to our clients.
- › **Alliant Public Entity Newsletter and Podcast - *In the Public Eye*** is our quarterly newsletter including articles and informational items focused on Public Sector Risk Management and Insurance. This publication includes a number of topical reports ranging from Alternative Risk Financing considerations, drone exposure, to climate change and its potential affects, to cyber related issues and more. In 2021, we expanded *In the Public Eye* to include a bi-weekly podcast series devoted to issues around public entity.
- › **Quarterly Public Entity News Letter:** A wide range of industry topics are addressed in these publications to ensure our clients stay abreast of matters that may affect their operations and insurance programs.
- › **Industry Alerts:** Industry alerts are distributed to help educate our clients on an as needed basis. Most recently, we distributed an alert on preparing for windstorms with tools to assist stakeholders prepare for and mitigate loss from the heavy storm season.
- › **Fact Sheets:** We have over 250 fact sheets in our library that can be accessed through Alliant Connect or through our Risk Control Hotline or email request free of charge.
- › **Videos:** Safety videos are provided to Alliant clients upon request. We have 100's of topics in our video library.
- › **On-Line Claims & Safety Training:** Alliant has the capability of providing on-line training services.



The following is a sample list of topics where we have identified and designed specific training sessions to resolve issues faced by our public entities:

- › Special Events Program
- › Cyber Liability / Cyber Claims
- › Monthly PEPIP Webinars
- › Safety Committee Set-Up
- › Performing Sidewalk Liability Assessments
- › Flagger Training

C | FIRM QUALIFICATIONS & EXPERIENCE

- › Crime Coverage
- › Insurance Requirements in Contracts
- › Boiler and Machinery
- › How to Handle a Large Loss
- › Train-the-Trainer Seminars (Sexual Harassment Training)
- › Employee Fire and Safety Training
- › Liability Accident and "Near Miss" Investigation and Root Cause Analysis for Supervisors and Managers
- › Preventing Mold Claims
- › Preventing Water Damage losses
- › Building Security Planning
- › Testing Life Safety and Fire Protection Systems
- › Sewer Backup Response, Guidelines and Resources
- › Drug Testing and Employment Issues
- › Making Pavement Maintenance More Effective
- › Police Liability Issues
- › Fire Liability Issues
- › Park / Playground Safety
- › Swimming Safety
- › Building Inspections
- › Emergency Action Planning
- › Preventative Maintenance
- › Environmental Impairment Liability
- › Loss Control for Mutual Aid – Intergovernmental Agreements
- › Volunteers Liability Issues
- › Indoor Air Quality
- › Violence in the Workplace

Customized Webinars

As an Alliant client, the Parish will have access to our extensive webinar library as well as upcoming webinars. Our webinars are developed and presented by both Alliant staff members and third party experts. In addition to site inspections, and onsite training, we have crafted unique services geared towards institutional buyers of property insurance. These services include web-based safety training webinars with a property focus. They are free of charge and offered on a monthly basis. Below is a sample of property related webinars that we have presented in the past. These are available to play back on-line at any time:

- › Modeling catastrophic Exposures and Calculating Probable Maximum Loss
- › Secondary Characteristics for Wind and Earthquake Modeling
- › Incident Investigation and Root Cause Analysis
- › Identifying and Managing Electrical Hazards
- › Preventing and Responding to Flood and Water Damage
- › Lessons learned from Windstorm and Earthquakes
- › Beyond Disaster Recovery: IT and Business Recovery
- › Understanding Catastrophic Exposures
- › Using Infrared Surveys in Property Loss Control
- › Preparing for a Pandemic or Other Catastrophic Event
- › Life Safety for Healthcare Facilities
- › How to Reduce the Impact of Fraud on Your Organization

C | FIRM QUALIFICATIONS & EXPERIENCE

Industry Conferences

Along with our rich history as public entity specialists, Alliant is also an active supporter and member of numerous Insurance and Public Entity Associations. These include Public Risk Management Association (PRIMA), State Risk and Insurance Management Association (STRIMA), University Risk Management Association (URMIA), Risk Management Society (RIMS), and the Association of Governmental Risk Pools (AGRIP). As a firm, we also support a number of local PRIMA chapters including LA, MN, VA, MD, SC, NC, GA, FL, TX, TN, AZ, MI, OH and others.

In fact, these organizations often look to us to provide insight regarding the state of the public entity market. On many occasions, members from our team have been asked to speak, or to give presentations for the attendees of these organizations' annual conferences. Our deep involvement with these organizations means we are able to remain at the forefront of risk management issues that directly impact the Parish and provides value to our relationship beyond fees and revenues.

(2) Capacity for timely completion of the scope of work, taking into consideration the person's or firm's current and projected workload and professional and support manpower.

Alliant maintains a management and service platform focused on the development of a cohesive National Public Entity Practice without regard to geographical boundaries. Company-wide, we have over 225 employees dedicated specifically to the public sector. Though there is value in having local representation, it is our belief there is immeasurable value in having a team of public entity specialists with national experience and a global perspective at one's disposal. Our recommended team of experienced colleagues works exclusively on public sector risks. This assures that experienced individuals with insight and creativity will be utilized to benefit the Parish's program.

We believe Alliant's defining differentiator is our people. The individuals proposed to represent and serve on the Parish's account are deeply committed, incredibly talented, highly creative, and professionally respected members of the insurance community. The brokers selected to be part of the team for the Parish were intentionally chosen because of their specific skill sets which we believe best compliments the Parish's program.

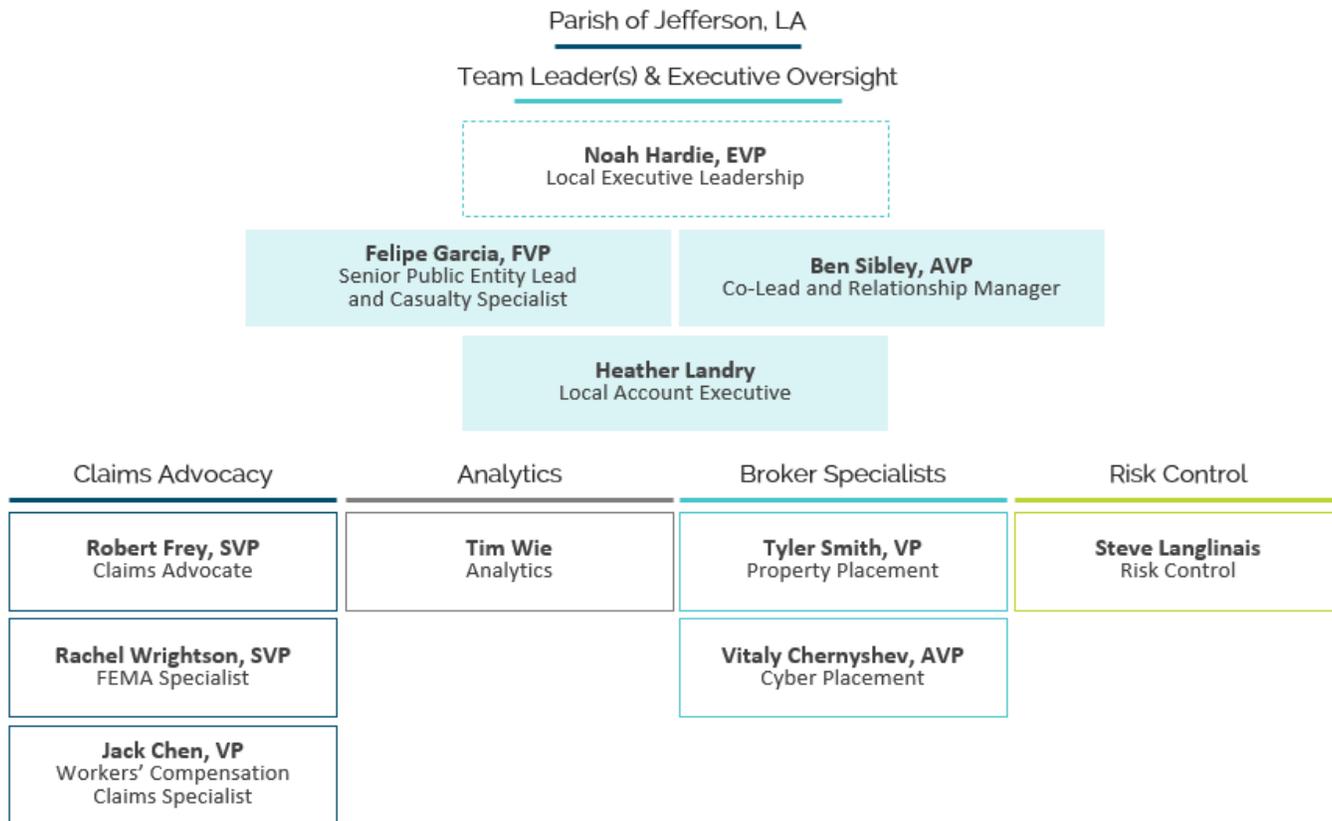
These guiding principles have allowed our firm to recognize an industry leading 98% client retention rate.

This approach is underpinned and deeply rooted by executing and being:

- › **Attentive:** We will treat this engagement with the utmost care; we will provide our services with a commitment to professionalism, trust, and the highest level of personal and professional integrity.
- › **Proactive:** We are committed to understanding the goals and needs of the Parish and providing our best service, consulting advice and deliverables. We will provide the Parish with innovative solutions and opportunities with an eye towards continuous improvement and risk transfer efficiencies.

C | FIRM QUALIFICATIONS & EXPERIENCE

- › **Responsive:** We will respond to the Parish’s needs in a timely and professional manner; we will return all voicemail and email communication in accordance with our agreed-upon service standard guidelines; we will deliver and review our work product on a timely and as-agreed basis.



While the Parish will not be our only client, the level of service and innovation that we will deliver will lead you to believe you are!

(3) Past and current accomplishments, for which references from clients or former clients may be considered.

Please see **Section E, General Professional Services Questionnaire** for an example list of Project References.

C | FIRM QUALIFICATIONS & EXPERIENCE

(4) Past performance by the person or firm on public contracts.

Public Entity Experience

Alliant’s Public Entity Practice was established in 1977 when our Chairman and CEO, Tom Corbett, opened our Irvine office with the goal of providing highly successful strategies, services, and products for the public sector. Today, Tom Corbett is still involved in the service and brokerage of our public entity clientele and continues to make sure the proper resources are being developed and utilized across the entire public entity practice. His continued involvement with the public sector provides us with a top-down emphasis on our public entity clients which is not offered by other firms.

Alliant understands the unique exposures faced by entities such as the Parish through our daily interactions with our clients. Some of the biggest challenges our clients face on a regular basis involve legislative changes, targeted cyber-attacks, changing weather patterns, active shooter events and social unrest, among many others. We also appreciate there are inherent risks specifically associated with public entity risks, and an acute specialization in this sector is required to develop a risk management program which properly addresses these exposures. Because of our extensive knowledge and experience addressing these types of challenges, as well as Alliant’s dedication to providing innovative solutions, our team of specialists is uniquely qualified to exceed your scope of services.

As the dominant public entity broker in the United States, we are privileged to serve over 10,000 clients. This experience and rich history afford us unmatched expertise in supporting all types of government entities. We understand how public entities are perceived in the insurance marketplace and how the operating environment of these organizations shapes their risk transfer approach and requirements.

A sample list of the clients with whom we partner includes:

A sample list of the more than 10,000 clients using our services for their property, casualty, and/or workers’ compensation program include:

-  **\$900B+**
Insured Values
-  **225+**
Dedicated Professionals
-  **40+**
Years in the Business
-  **National**
Leader
-  **Customized**
Specialty Programs

SAMPLE LIST OF PUBLIC ENTITY CLIENTS			
Schools and Districts	Cities/Counties	State Governments	JPA & Pools
<ul style="list-style-type: none"> › Caddo Parish Schools (LA) › St. Charles Parish Public Schools (LA) 	<ul style="list-style-type: none"> › Shreveport, LA › Mecklenburg County, NC › City of Charlotte, NC 	<ul style="list-style-type: none"> › Arizona › California › Georgia › Illinois 	<ul style="list-style-type: none"> › Louisiana Public Schools Risk Management Agency (LARMA)

C | FIRM QUALIFICATIONS & EXPERIENCE

SAMPLE LIST OF PUBLIC ENTITY CLIENTS			
Schools and Districts	Cities/Counties	State Governments	JPA & Pools
<ul style="list-style-type: none"> › Lafayette Parish School Board (LA) › NOLA Public Schools (LA) › KIPP Schools (LA) › Boston Public Schools (MA) › Houston Ind. School District (TX) › Dallas Ind. School District (TX) › Lake County Schools (FL) › KIPP Schools (FL) › Forsyth County Schools (GA) › Charlotte-Mecklenburg Board of Education (NC) 	<ul style="list-style-type: none"> › Travis County, TX › City of Boston, MA › Orange County, NC › City of Austin, TX › Los Angeles County, CA › City of San Francisco, CA › Cook County, IL › San Diego, CA › Prince William County, VA › Anne Arbor, MI › King County, WA › Chicago, IL › Dougherty County, GA › Las Vegas, NV 	<ul style="list-style-type: none"> › Maine › Michigan › Minnesota › Missouri › Montana › Nevada › Ohio › South Carolina › Texas › Utah › Virginia › Washington 	<ul style="list-style-type: none"> › Florida School Boards Insurance Trust › Texas Association of Schools Boards › Mississippi School Board Association › Maryland Association of Boards of Education › Arizona Schools Risk Retention Trust › American Public Entity Pool › Miami Valley Risk Management Association

We've taken the liberty of providing some specific examples of our successes with clients similar in size and/or exposures to OPSB. Members of the proposed OPSB team were involved in these accomplishments.

LAFAYETTE PARISH SCHOOL BOARD, LA—APRIL 2021-PRESENT

Alliant was awarded the BOR for all lines of coverage in April 2021 with a June 1 property renewal during a very challenging market. Despite an aggressive timeline and difficult insurance market, we were able to; improve coverage, add a \$50M standalone terrorism coverage, and incorporate a more cost-effective London capacity. We drop their rate increase under 8% when 15-20% rate increases were the norm. Over the next two years we improved LPSB's insurance schedule and developed a strategy to bring their values up to market standards while improving sub-limits for various coverages. Initial indications were 75-100% rate increases based on reinsurance treaties and lack of capacity—these expectations were delivered to LPSB during our renewal strategy meetings in December 2022 and January 2023. In January 2023, LPSB's risk management and finance team travelled with us to London to meet with the London intermediary and various markets which resulted in replacing carrier capacity (previously non-renewable) and purchase additional limits to protect against perils other than named windstorm, including fire and convective storm. We were able to deliver a program that included higher limits, with a 40% rate increase, while maintaining the Board's 3% NWS deductible—something almost unheard of in Louisiana.

C | FIRM QUALIFICATIONS & EXPERIENCE

CITY OF SHREVEPORT, LA—FEBRUARY 2022-PRESENT

Alliant was awarded Broker of Record services in late February of 2022. On our initial call, we were advised they would need *not-to-exceed numbers* by March 4th to submit to the City Council by March 8th despite an April 1st renewal. Within 1 week of that launch call, we were able to obtain and review all policies and make recommendations. Within the deadline, we submitted *not-to-exceed numbers* and negotiated a successful renewal by the City Council March 22nd meeting receiving approval to bind. We reviewed the Fire Department’s program and found several gaps in coverage and other deficiencies. We were able to market and place a program that eliminated the coverage gaps, improved sub-limits, and reduce program deductibles, while increasing liability limits for GL, Auto and Professional. Earlier this year, we went through we worked with the new City administration improving the City’s SOV and successfully renewed the program with limits and deductibles within their budget.

(5) The size of the firm based on the number of personnel, as related to the project requirements and/or scope.

Alliant Overview

Our company roots date back to 1925 with the founding of Robert F. Driver Company. Today, Alliant is the leading privately owned strategic risk and insurance advisor in the United States. The firm is well adept and hyper-focused on addressing clients’ risk management and insurance brokerage consulting needs. Alliant has grown significantly over the last several years and marks our success by aligning our employees on a common mission delivering outstanding client-centric services.

Alliant Insurance Services
 ~~~~~

**One of the Nation's Leading Brokerage Firms**

- Industry-leading specialty P&C operations
- Forward-thinking employee benefits operation
- Expanding middle-market P&C business
- Broad and diverse program administrator



#### Alliant Ownership



\*2023 Proforma, Unaudited (2/15/24)

## C | FIRM QUALIFICATIONS & EXPERIENCE

The Alliant ONE P&L structure allows us to serve our clients in a manner that is unmatched by any other broker. We are ONE team. There are no silos by product or separate departments for broking and placement. Alliant's ONE team structure, which is a cornerstone of our culture, mandates that we bring the best brokerage talent to the client to manage specific, complex assignments. Being privately owned means that we answer to our clients—not stock analysts or stockholders.

Our core mission is to provide our clients superior expertise, teamwork, innovation, and market leading insurance solutions. Our industry specialist are leading authorities in modeling, analytics, risk transfer and mitigation strategies.

**With this deep history, Alliant has been providing services to entities and organizations of comparable size and complexity to that of the Parish for approximately 100 years.**

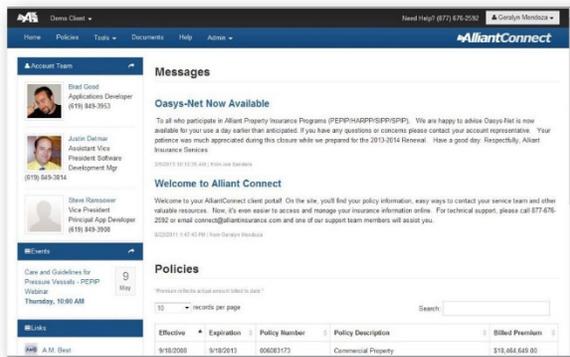
### (6) Technology Solutions.

#### Technology Resource Platforms

Alliant's commitment to technology in our business practices is significant and demonstrated through our recent designation as an InformationWeek Elite 100 winner. This prestigious designation recognizes the most innovative users of business technology in the United States. We offer tools empowering our clients to make sound business decisions that propel their organizations forward. While there are many Alliant technological capabilities we could highlight, we will focus on a few systems we believe are most relevant to the Parish. These systems significantly aide in the management and organization of documents, reports, information, and communication during the contract, at renewal, and beyond:

#### AlliantConnect

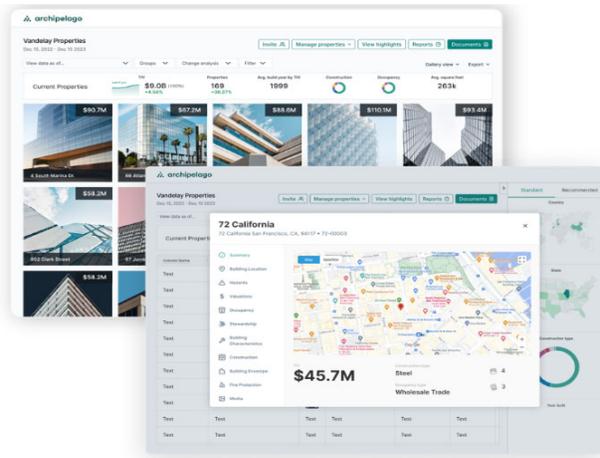
AlliantConnect is a secure, easy-to-use portal that enables you to easily access and manage your insurance information from any Internet connection at any time. Your customized portal provides you with a transparent view into your insurance business through easy management and access to all insurance related documents: policies, binders, invoices, proposals, and certificate issuance, etc. In addition, important dates, deadlines, and announcements are also available through the portal, along with direct access to your service team. All client data is secured to the appropriate account teams, and the database itself and all backups are stored in an encrypted format. In addition, all document changes are archived for audit history.



# C | FIRM QUALIFICATIONS & EXPERIENCE

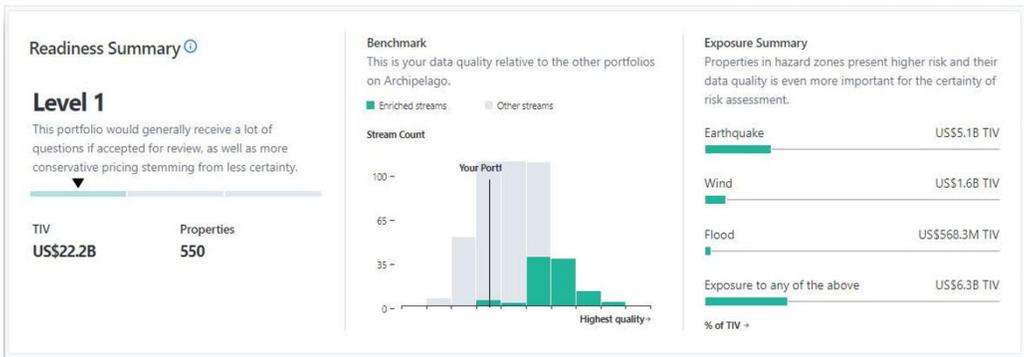
## Archipelago—The Smarter SOV

Alliant has partnered with Archipelago to provide an online risk data platform that will empower the Parish and your broker team to drastically improve the SOV data quality. By replacing labor intensive manual spreadsheets, this platform makes managing property data easier, more efficient, and more useful.



Once Alliant receives the Parish’s updated SOV, we will upload this into Archipelago’s platform where it will be formatted into model-ready files, and worked through by the Archipelago team to correct, fill, and verify the Parish’s COPE and exposure data. By transposing the Parish’s current SOV into this format, we are not only ensuring a smooth and quick process for modeling and analyzing the Parish’s portfolio, but your submission will stand out from others and gain immediate underwriter attention once the marketing efforts begin.

**Readiness Report**—Once the upload to ExposureIQ has been completed and all information on the Parish’s SOV and other various documentation, such as appraisals, engineering reports, and structural drawings, have been compiled into a single document, Archipelago will create a Readiness Report to outline how the Parish’s SOV compares to their peers as well as areas that can be addressed to improve the overall SOV quality. All the information highlighted within the Readiness Report will have a direct correlation to accurate modeling results.



Alliant and Archipelago will work together with Parish staff to ensure your team has a complete understanding of all the platform’s capabilities, such as various groupings (by Parish, construction, occupancy, and exposure to name a few), YOY analysis and tracking, and much more.

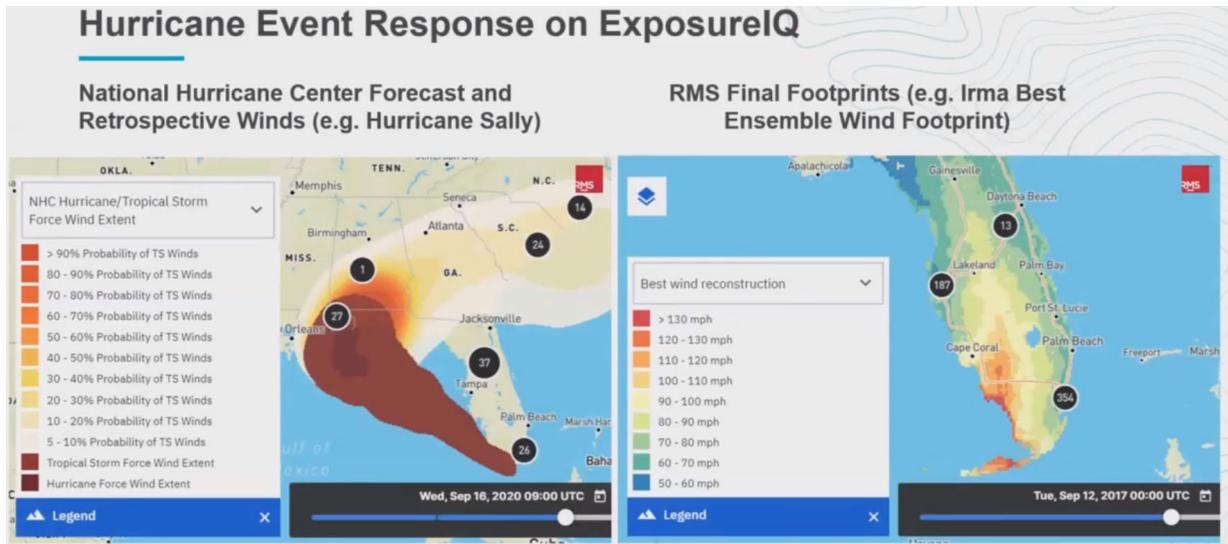
**Data Enrichment**—At the conclusion of the initial upload and analysis performed by Archipelago and Alliant, those top locations on the Parish’s SOV that need to be enriched (i.e., are of significant value



## C | FIRM QUALIFICATIONS & EXPERIENCE

### ExposureIQ—Analytics in Real Time

Alliant uses *ExposureIQ*, a geo-spatial software, which allows us to overlay client portfolios in real-time over many types of severe weather events. For certain perils such as Named Windstorm, Flood, Hail and even rain, we can model the Parish's values at risk and evaluate the potential impact of the most recent forecasts specific to individual clients' exposure base.



We have found many of our clients have found *ExposureIQ* to be critical for when they are preparing for large CAT events. *ExposureIQ* has assisted them with processes such as loss forecasting, mitigation efforts, resource deployment and even early assessments of damage in post-loss scenarios. This software is available to the Parish at no additional cost.

Additional information on *ExposureIQ* and a demonstration is available on request.

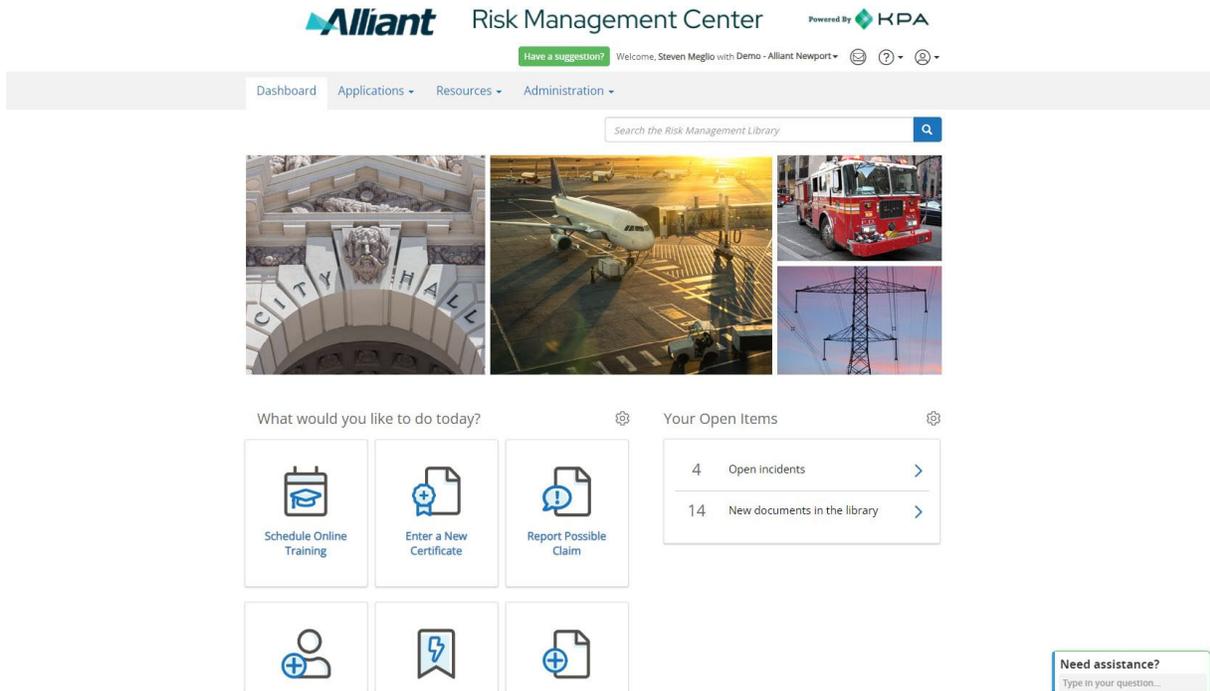
### Risk Management Center

Alliant's Risk Control's Risk Management Center is a comprehensive Risk Management, Employee Safety and Compliance system available to Alliant clients at no additional cost.

This platform is cloud based, fully customizable, offering best in class tools including:

- › Audit Track
- › Behavior-Based Safety (BBS) Essential Track
- › Certificates of Insurance (COI) Track
- › HR Essential Track
- › Incident Track
- › Job Description Track
- › Safety Data Sheet (SDS) Track
- › Safety Observation Track
- › Training Track – Online Learning Management System (LMS)

# C | FIRM QUALIFICATIONS & EXPERIENCE



Complete and duly execute Attachments C, D, E, & F as per the SOQ instructions. Failure to complete Attachments may result in your submission being rejected and receiving no further consideration.

Please see all completed Attachments in **Appendix C**.

# C | FIRM QUALIFICATIONS & EXPERIENCE

## 2.1 SCOPE OF WORK / SERVICES

All Services are to be carried out under the direction of the Director of Risk Management, and the Insurance Advisory and Coordination Committee, or their designated representative(s). The Producer shall represent and remain committed to acting in the best interest at all times on behalf of the Parish of Jefferson as its Insurance Producer of Record and shall provide all of the following services or those usually implied as a prerequisite for performance of the services whether or not specifically mentioned in this Scope of Services:

A. Comply with the Parish of Jefferson’s renewal timeline (see Attachment D);

Alliant agrees to comply with the Parish’s renewal timeline.

### Timeline of Events

The below table provides a sample service timeline the Parish can expect from Alliant. This timeline includes some of the major milestones in the renewal process included in our **Defined Client Servicing and Marketing Process**. Please keep in mind during the transitional phase this timeline may need to be compressed depending on when the Parish awards its contract to the selected broker. The service team will tailor this timeline with specific target dates to fit a compressed schedule or the needs of the Parish, as required.

### Sample Marketing Timeline

|                                                           | Week 1 | Week 2 | Week 3 | Week 4 | Week 5 | Week 6 | Week 7 | Week 8 | Week 9 | Week 10 | Week 11 | Week 12 | Week 13 | Week 14 | Week 15 | Week 16 | Week 17 | Week 18 | Responsible Party |
|-----------------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|---------|---------|---------|---------|---------|---------|---------|---------|-------------------|
| Confirm Marketing Timeline                                | █      |        |        |        |        |        |        |        |        |         |         |         |         |         |         |         |         |         | Parish            |
| Safety/Loss Control Manual Meeting (if needed)            |        | █      |        |        |        |        |        |        |        |         |         |         |         |         |         |         |         |         | Parish, Alliant   |
| Gather Underwriting Data                                  | █      | █      |        |        |        |        |        |        |        |         |         |         |         |         |         |         |         |         | Parish, Alliant   |
| Prepare Submission to Carriers                            |        | █      | █      | █      |        |        |        |        |        |         |         |         |         |         |         |         |         |         | Alliant           |
| Marketing Overview, Safety, Claims & Expectations Meeting |        |        |        | █      |        |        |        |        |        |         |         |         |         |         |         |         |         |         | Parish, Alliant   |
| Submit underwriting data to select markets                |        |        |        | █      |        |        |        |        |        |         |         |         |         |         |         |         |         |         | Alliant           |
| Hold Carrier Meetings                                     |        |        |        |        | █      |        |        |        |        |         |         |         |         |         |         |         |         |         | Parish, Alliant   |
| Carrier Underwriting                                      |        |        |        | █      | █      | █      | █      | █      | █      | █       | █       | █       | █       |         |         |         |         |         | Carrier           |
| Carrier Quotes Due Date                                   |        |        |        |        |        |        |        |        |        |         |         |         | █       | █       |         |         |         |         | Carrier           |

## C | FIRM QUALIFICATIONS & EXPERIENCE

|                                                         | Week 1 | Week 2 | Week 3 | Week 4 | Week 5 | Week 6 | Week 7 | Week 8 | Week 9 | Week 10 | Week 11 | Week 12 | Week 13 | Week 14 | Week 15 | Week 16 | Week 17 | Week 18 | Responsible Party |
|---------------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|---------|---------|---------|---------|---------|---------|---------|---------|-------------------|
| Marketing Presentation to the Parish                    |        |        |        |        |        |        |        |        |        |         |         |         |         |         |         |         |         |         | Parish, Alliant   |
| Leading Carrier presentations to the Parish (if needed) |        |        |        |        |        |        |        |        |        |         |         |         |         |         |         |         |         |         | Parish, Alliant   |
| Final Negotiations and carrier selection                |        |        |        |        |        |        |        |        |        |         |         |         |         |         |         |         |         |         | Parish, Alliant   |
| Parish Approval to Bind Coverage                        |        |        |        |        |        |        |        |        |        |         |         |         |         |         |         |         |         |         | Parish            |
| Bind Coverage                                           |        |        |        |        |        |        |        |        |        |         |         |         |         |         |         |         |         |         | Parish            |
| Premium/ Collateral Due                                 |        |        |        |        |        |        |        |        |        |         |         |         |         |         |         |         |         |         | Parish            |

Our team holds ourselves to the highest standards of customer service and we will provide administrative tasks and deliverables within the agreed timeframes.

B. Solicit insurance quotations as requested and/or required by the Parish of Jefferson and/or its representatives and provide copies to the Parish of Jefferson and its representatives.

Alliant acknowledges and agrees.

C. Make known to the Parish of Jefferson all information required by insurers in order to market the Parish of Jefferson’s insurance portfolio.

Alliant acknowledges and agrees.

D. Obtain and compile all exposure and loss run data required by insurers and underwriters in order to market the Parish of Jefferson’s insurance portfolio.

Alliant acknowledges and agrees.

Alliant will work hand in hand with the Parish on gathering all exposure data and loss run data required by insurers and underwriters to market the insurance program. When we file the Broker of Record Letters, we will also request copies of all policies and loss runs from the current carriers. There may be a time where the Parish will have to request the loss runs information from the prior broker whether there have been any carrier changes that may affect the availability for Alliant to obtain the loss information.

## C | FIRM QUALIFICATIONS & EXPERIENCE

E. Discuss with TPA and/or Legal to provide additional information to underwriters for the renewal process and in controlling claims and minimizing losses.

Alliant acknowledges and agrees. Your claims advocate Bob Frey will work with your TPA and/or legal to provide additional information to underwriters for the renewal process and in controlling the claims and minimizing losses. Please refer to **question L** for additional information on how our claims advocate would work with your TPA.

F. Assist in preparation of applications and/or supplemental applications for marketing purposes.

Alliant acknowledges and agrees. Alliant will assist in preparing applications for the markets, once applications are filled out to the best of our ability, we will send them back to the Parish for final review and signatures.

G. Prepare marketing strategy reports identifying anticipated market conditions and proposing a marketing strategy for the Parish of Jefferson's major loss exposure areas prior to policy renewal.

### Marketing Strategy, Approach and Design

Although we will work with the Parish to develop a list of goals and expectations, Alliant clients achieve the best results when we strategically and actively market their risks to respected high-quality underwriters. There can be strategies specific to certain lines of coverage and risks however, we believe the best results are achieved by competitive marketing for all lines of coverage the Parish purchases.

Our marketing philosophy and strategy are tailored for each client and focused on their unique needs. Once we have established the goals for the renewal with our client, we match those goals with our knowledge of the marketplace. We then look to leverage existing relationships the client might have in the marketplace coupled with our market relationships to achieve the best results. We do understand the importance of consistency and would look to the relationships you have with current markets. Often, there are good reasons to maintain these relationships if they are viewed as "good partners" in the past. Additionally, we will identify key markets with aggressive pricing and broad terms.

Comprehensive marketing routinely forces incumbent carriers to reduce their premiums; however, one must weigh the balance of "over-exercising" the market to one's detriment and obtaining pricing that is reflective of current market conditions. While we expect carrier terms and conditions to reflect the market, we also realize that constantly changing carriers based on pricing can be dangerous for continuity of coverage and in forging long term relationships that can be extremely beneficial under hard market conditions.

We have worked closely with reinsurers over the years to manuscript policy language which addresses the specific needs of our public entity clients. Alliant understands there is a need to author policy forms to ensure the policy is written broad enough to cover the exposures our clients are faced with. There may be times when a manuscript form is not available or necessary. In this situation, we will ensure the

## C | FIRM QUALIFICATIONS & EXPERIENCE

form for all available carrier options are analyzed in a comparison format. As part of our renewal meeting, we will share the pros and cons of each option with the Parish when we make a recommendation for purchasing coverage. As noted below, we have included information on some of the Alliant programs which will be utilized as part of our marketing plan for the Parish. Most of the Alliant programs have coverage forms which have been manuscripted by Alliant to ensure they provide the broadest coverage to address the various risks of our public entity clientele.

Our marketing philosophy and strategy are tailored for each client and focused on their unique needs. Once we have established the goals for the renewal with our client, we match those goals with our knowledge of the marketplace. We then look to leverage any existing relationships the client might have in the marketplace coupled with our market relationships to achieve the best results. We do understand the importance of consistency and would look to the relationships you have with your current markets. There are good reasons to maintain these relationships if they are viewed as "good partners" in the past. Additionally, we will identify key markets with aggressive pricing and broad terms.

Comprehensive marketing routinely forces incumbent carriers to reduce their premiums; however, one has to weigh the balance of "over-exercising" the market to one's detriment and obtaining pricing reflective of current market conditions. While we expect carrier terms and conditions to reflect the market, we also realize constantly changing carriers based on pricing can be dangerous for continuity of coverage and in forging long term relationships which can be extremely beneficial under hard market conditions. Given the existing market conditions, annual marketing is necessary to ensure the most cost effective and comprehensive program.

We are tenacious negotiators. Our goal is to develop a strategic marketing plan which fully represents your scope of work and unique risk profile. The overarching theme of this strategy will be to produce a risk transfer program which yields the broadest coverage at an aggressive premium that reduces your total cost of risk. We accomplish this by leveraging our clients' buying power through Alliant's proprietary insurance programs and unmatched market relationships who entertain excess insurance for municipal governments. As we believe in transparency and a co-operative approach, we will ensure to provide you with weekly renewal updates to keep you informed and to get your feedback and thoughts on the underwriters' responses. We strongly encourage meetings between our clients and their underwriters, as this level of personalized attention often will distinguish our clients to the underwriter.

### Marketing Approach

In terms of marketing the program to underwriters, there are three approaches that Alliant will consider, which have proven time and time again to provide our clients with the most favorable results available to them. We would suggest pursuing all options in tandem to secure the best possible value. Our three approaches include the following and are described in detail, below:

1. Market and Negotiate Terms with Your Incumbent Carriers.
2. Market and Negotiate terms with Markets beyond the Incumbent Carriers.
3. Evaluate Alliant's Proprietary Insurance Programs.

## C | FIRM QUALIFICATIONS & EXPERIENCE

### Option 1

**Market and Negotiate Terms with your Incumbent Carriers** – Alliant has very strong and long-standing relationships with the major carriers within the public entity industry. We believe in supporting existing relationships where they make sense while fostering new relationships and taking advantage of carrier appetites. The key is finding the best results for our clients. With our strong trading relationship with many of the insurers, we are confident we can deliver outstanding results to the Parish. While many of our clients enjoy the benefits of Alliant’s proprietary programs referenced throughout our response, often these programs are used to leverage the best available terms out of your current carrier relationships.

### Option 2

**Market and Negotiate Terms with Markets Beyond Incumbent Carriers** – Alliant would also suggest marketing the Parish’s insurance program to the global insurance marketplace with a timeframe that best suits your scope of work, leveraging current market conditions to achieve competitive pricing and terms. We have considerable clout in the public entity marketplace considering our work with over 10,000 clients. We understand the markets and can identify those that are good fits based on the unique needs of a particular client. In addition, we have successfully negotiated several coverage enhancements over the years from many of these markets to benefit our clients. We will identify those markets that are best matched with the Parish and work with them to provide favorable terms.

### Option 3

**Evaluate Alliant’s Proprietary Insurance Programs** – One of our strengths is the array of specialty programs that are exclusive to Alliant and developed to specifically meet the needs of our public entity clients like the Parish. These programs are in addition to what is available in the standard insurance marketplace and our competitors do not have access to them. The success of our programs is achieved by utilizing the proven strategy of group purchase. Alliant can leverage the combined size of the participating group to provide extreme advantages to our clients with terms below market pricing, extremely high limits of coverage, and broad manuscript coverage forms. Alliant will approach these programs as part of the marketing process. However, our proprietary programs will not limit or deter our marketing of the Parish’s insurance program to all potential carriers. First and foremost, we are your broker, and will always achieve your goals and objectives. Whether or not the Parish decides to participate in one of our exclusive programs, the mere consideration of its availability will drive down your price and enhance the Parish’s coverage terms.

### Alliant Exclusive Programs

Alliant has developed numerous exclusive insurance programs, tailored specifically to meet the needs of our public entity clients. **These programs are in addition to our access to over 350 insurance companies in the standard insurance marketplace.** These exclusive programs have proven to be one of Alliant’s greatest differentiators. The success of our programs is achieved by utilizing the strategy of group purchase. Alliant leverages the combined size of the participating group to provide below market pricing, and broader coverage than what is available in the standard marketplace.

## C | FIRM QUALIFICATIONS & EXPERIENCE

We believe the development of successful public entity programs demonstrates Alliant’s long-term commitment and unmatched level of experience in the public sector. Our interest in maintaining these programs and developing additional solutions shows a long-term vision and focus our competitors lack. We have included a brief overview below of Alliant’s Exclusive Programs.

| PROGRAM NAME                                                 | DESCRIPTION                                                                                                                                                                                                                                                                                                                                                                         |
|--------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Alliant Crime Insurance Program (ACIP)</b>                | Provides employee crime coverage with limits up to \$10,000,000 and includes full limits for faithful performance of duty coverage.                                                                                                                                                                                                                                                 |
| <b>National Airport Liability Insurance Program (NALIP)</b>  | Alliant exclusive Airport Liability program with over 100 airports in the program.                                                                                                                                                                                                                                                                                                  |
| <b>Special Property Insurance Program (SPIP)</b>             | Provides coverage for use of client-owned property by the public.                                                                                                                                                                                                                                                                                                                   |
| <b>Special Event Liability Program</b>                       | Provides coverage for use of client-owned property by the public                                                                                                                                                                                                                                                                                                                    |
| <b>Alliant Deadly Weapon/ Active Assailant Program</b>       | Coverage is provided for bodily injury or property damage, including defense costs, which the Insured becomes legally liable to pay. Coverage is also afforded for 1st Party Property Damage/Business Interruption, Crisis Management, Funeral Expenses and Counselling Services. This cover is not intended to replace any other coverage that your organization may already have. |
| <b>Alliant Public Entity Environmental Liability (APEEL)</b> | Environmental policy which covers transportation costs, property, storage tanks, and bodily injury.                                                                                                                                                                                                                                                                                 |
| <b>Fiduciary Liability Insurance Program (FLIP)</b>          | Provides public entity retirement systems with liability coverage                                                                                                                                                                                                                                                                                                                   |
| <b>Special Liability Insurance Program (SLIP)</b>            | Includes hull and aviation liability to cover risks associated with drone operation.                                                                                                                                                                                                                                                                                                |
| <b>Unmanned Ariel Systems - Drones</b>                       | Provides hull and liability coverage at a very competitive cost.                                                                                                                                                                                                                                                                                                                    |
| <b>Vendors &amp; Contractors Insurance Program</b>           | Provides a strong barrier of liability coverage for both public entities and your service providers                                                                                                                                                                                                                                                                                 |
| <b>Equipment Maintenance Management (EMMP)</b>               | Meets the unique equipment maintenance needs of public entities. It delivers the specialized management tools, expertise and support that maximizes equipment performance while typically saving 15-25% over conventional maintenance contract pricing.                                                                                                                             |
| <b>Volunteers Insurance Program (VIP)</b>                    | Provides blanket accident coverage for volunteers designed to complement participation in one of our Alliant programs or fill a potential gap in coverage                                                                                                                                                                                                                           |

## C | FIRM QUALIFICATIONS & EXPERIENCE

| PROGRAM NAME                                 | DESCRIPTION                                                                                                                                       |
|----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Master Course of Construction Program</b> | Covers construction projects up to \$50 million and higher (\$100M), additional limits available subject to additional underwriting and approval. |
| <b>Boiler And Machinery Program</b>          | Provides boiler and machinery coverage. Includes flexible limits and low deductibles.                                                             |
| <b>Alliant Cyber Excess Solutions (ACES)</b> | Provides excess cyber liability options for Alliant clients.                                                                                      |

### Additional Leverage Created by Alliant Programs

No other broker is able to offer the Parish options from within an Alliant proprietary program. However, we understand that our programs are not always the preferred solution for all of our clients. In fact, many of our large public entity clients have elected not to participate in “programs”. Along with our programs, Alliant has access to the worldwide marketplace, reaching over 350 markets both domestic and overseas, and this access will be utilized on the Parish’s behalf. Whether or not the Parish decides to participate in one of our **exclusive** programs, the mere consideration and recognition of their availability by the commercial market will drive down the commercial market price while enhancing coverage terms and conditions. This leverage and worldwide access is another differentiator which will bring tremendous value to the Parish.

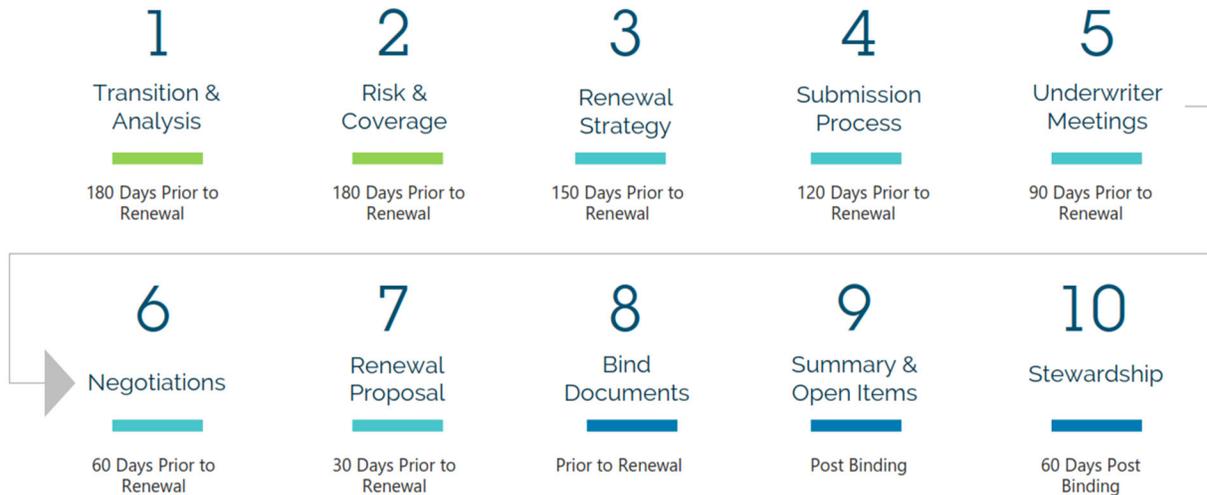
### Work Plan

The **Defined Client Service and Marketing Process** is the framework for servicing our clients and managing their renewal process. This process has been developed through our years of experience and is fully customizable to suit each client’s needs. We do not engage a “one-size fits all” methodology and will work closely with the Parish to build an approach that fits all items required in your Scope of Work. The Alliant approach provides consistency in quality service, checkpoints, and timelines for monitoring our jointly agreed service standards, ensuring the appropriate planning occurs well in advance of the expiration date. In addition, we use Quality Committees to continuously monitor the implementation of these best practice standards.

Purposefully, **Transition & Analysis** is **Step 1** of our process. Transition can be cause for angst, and we follow a detailed plan to ensure a seamless transition. Our transition approach includes an in-depth risk management analysis, in addition to service and marketing activities. This may sometimes occur after placing critical upcoming renewals, but it is always preferred to occur well in advance of that need.

What follows is an illustration of our Defined Marketing Process, with each step containing a detailed explanation along the way.

## C | FIRM QUALIFICATIONS & EXPERIENCE



### 1

#### **Transition Plan/Analytics & Diagnostics (180 Days Prior to Renewal)**

Transition & Analysis

180 Days Prior to Renewal

Once the Parish appoints Alliant as Broker of Record, the first step is always to transition the workflow away from the current broker. Having a formal transition plan enables Alliant to efficiently transfer responsibilities and frees up time and capacity for Alliant to focus our efforts on structuring your upcoming renewal program. Once officially appointed we can begin our work immediately, including coordination of domestic and international intermediaries, if required.

The Parish needs a broker who understands you on a personal level. Your appetite for risk, experience with certain insurers, risk management goals, and overall risk philosophy is something we will incorporate into our overall client service plan.

### 2

#### **Risk & Coverage Profile (180 Days Prior to Renewal)**

Risk & Coverage

180 Days Prior to Renewal

We will develop a Risk Profile unique to the Parish. We will compare this Risk Profile to your current insurance coverage to determine any serious or unanticipated gaps that exist, review the retentions and insurance limits, and provide you with a report outlining our observations and recommendations. We will also review your schedule of values and perform modeling to ensure appropriate limits are being purchased.

### 3

#### **Renewal Strategy Meeting (150 Days Prior to Renewal)**

Renewal Strategy

150 Days Prior to Renewal

At least 150 days before major renewal date(s), we will coordinate a Renewal Strategy Meeting to:

- › Review our Risk and Coverage Analysis, the resultant Risk Profile, and the adequacy of your current insurance portfolio.
- › Discuss recent renewal results for similar clients.
- › Provide an analysis of viable underwriter alternatives, their capacity, and deductible preferences.

## C | FIRM QUALIFICATIONS & EXPERIENCE

- › Obtain your thoughts on the desirability of any particular market, i.e., your past history with that carrier, the carrier's financial rating, etc.
- › Provide renewal pricing ranges.
- › Suggest a renewal timeline and renewal options.
- › Update the Parish on the current insurance market.

Our goal is to provide you with a concise report outlining our mutually agreed upon game plan.

### 4

Submission  
Process

120 Days Prior to  
Renewal

#### **Underwriting Submission & Presentation (120 Days Prior to Renewal)**

The underwriting submissions we prepare are unrivaled in our industry. Our responsibility is to portray, with integrity, your unique Risk Profile for each line of coverage. Your underwriters will know that our submission will portray your unique risks and operations correctly, succinctly and in a clear and easily understandable format. We encourage and schedule meetings between you and the underwriters.

Our goal is to distinguish you from your peers, and we do so by creating first class underwriting presentations that demonstrate your unique risk characteristics. We will help you structure the material and provide input and guidance on the graphic representation of your unique results, risks, and operations. The underwriting submission and the underwriter presentation will be available to the market at least 75 days prior to your renewal date.

### 5

Underwriter  
Meetings

90 Days Prior to  
Renewal

#### **Underwriter Meetings (90 Days Prior to Renewal)**

We will coordinate all underwriter meetings benefiting the Parish and our renewal strategy. We believe developing personal relationships with your underwriters is critical to a successful renewal. Where possible, we will attempt to schedule these meetings at your office or via virtual meetings, if appropriate.

### 6

Negotiations

60 Days Prior to  
Renewal

#### **Negotiations (60 Days Prior to Renewal)**

To execute a successful renewal, we must focus on two key areas – market canvassing and the exploration of program structure options. At our Renewal Strategy Meeting, we will have reviewed a list of all possible market alternatives, solicited your input, and agreed to those we want to approach. We will review alternative limit, retention, and coverage structures. We will provide you with weekly renewal updates to keep you informed and to get your feedback and thoughts on underwriter responses.

### 7

Renewal  
Proposal

30 Days Prior to  
Renewal

#### **Renewal Proposal & Analysis (30 Days Prior to Renewal)**

We are aware that while our clients want to have a bottom line comparison of all renewal alternatives, they also want to know the intricate details of each quotation. Therefore, we prepare a formal renewal proposal featuring both an Executive Summary and a detailed Coverage Analysis section. This section will detail and highlight any coverage

## C | FIRM QUALIFICATIONS & EXPERIENCE

enhancements or reductions, as well as our recommendations. Our analysis will help you make a more educated renewal decision. Our team will attend and present our renewal proposal to the Parish staff or Board as required.

8

Bind  
Documents

Prior to Renewal

### **Bind Coverage (Prior to Renewal)**

Once you have reviewed your renewal options and have selected an alternative, we will immediately process the following documents, all designed to be completed before your renewal date:

- › Confirmations of Coverage
- › Certificates of Insurance
- › Premium Finance Agreements (if applicable)
- › Claims Reporting Instructions
- › Program Limits Charts

9

Summary &  
Open Items

Post Binding

### **Desk Reference & Open Items Report (Post Binding)**

We will create a Desk Reference that includes insurance summaries for each bound coverage, claims reporting instructions, and contact information for your dedicated service team. Our Monthly Open Items Reports and meetings are formalized events helping both us and your underwriters stay focused on unresolved items and allowing us regular opportunities to discuss new risks or operational issues.

10

Stewardship

60 Days Post  
Binding

### **Stewardship Report / Strategic Planning Meeting (60-90 Days Post Binding)**

The Stewardship Report and Strategic Planning Meeting are designed to evaluate our performance, review the results of your renewal, discuss any new operations or acquisitions you are contemplating, identify new and emerging risks, update you on recent market conditions/trends, and plan our next renewal strategy meeting.

Prior to each spring renewal term, our team arranges meetings with key Public Entity underwriters from insurance hubs around the globe. Historically, we have registered more than 60 underwriter attendees primarily from London, Bermuda and throughout the United States. These professionals focus on writing large, complex property programs with total insurable values in the billions and with significant natural catastrophe exposure. These annual meetings allow our clients the unique opportunity to cultivate relationships with critical global insurance capacity in a focused environment, eliminating the distractions often associated with large risk management and insurance conferences.

In these forums, markets – both underwriters, and more senior decision makers, and the Parish are able to have productive dialogue about the key exposure differentiators. The Parish has an excellent reputation amongst insurers for being a data-focused, well managed, and forward-thinking insured. In a single day, the superior components and nuances of your program are presented to the marketplace in a method designed to highlight the most important data and generate the most favorable renewal outcomes for your program.

## C | FIRM QUALIFICATIONS & EXPERIENCE



**You are invited!**  
**Please RSVP and make Hotel Reservations**  
**When: February 5-7<sup>th</sup>, 2023**

**Feb 5<sup>th</sup>**

*Arrivals and Check-in 4:00 PM – 6:00 PM  
Reception and Dinner 6:00 PM – 9:00 PM*

**Feb 6<sup>th</sup>**

*Client Discussions 8:30 AM – 4:00 PM  
Dinner 6:00 PM*

**Feb 7<sup>th</sup>**

*Breakfast and Departures*

**The Charleston Place Hotel**  
*205 Meeting Street  
Charleston, SC 29401*

*Reservations must be made no later than **December 15**  
Beyond this date our block of rooms will be released.*

Clients that have attended this conference in the past can attest to the effectiveness of the small group environment and the positive renewal impact experienced repeatedly when compared to the industry norm. The feedback from both clients and underwriters confirm that there is no more efficient or productive setting for market meetings offered by our competitors.

We plan to continue this same annual tradition that has benefited our clients for over a decade. In fact, the 2024 Conference is currently TBD.

H. Provide pre-renewal proposal comparing insurance specifications to the quotes received by the Producer.

Alliant acknowledges and agrees. Please see our response to **Question D** for more details.

I. Maintain effective communication with the Parish of Jefferson and/or its representatives.

Alliant acknowledges and agrees. Our brokers have years of experience and have worked together on numerous joint projects with remarkable success. In addition, there are numerous safeguards built in to ensure no service disruptions – we are always connected 24/7. Please see Service and Quality Standards in **Section C, Question 2** for more details.

## C | FIRM QUALIFICATIONS & EXPERIENCE

J. Provide a complete list of all markets approached and their responses; review quotes received from insurance companies and/or brokers to determine which ones provide the most comprehensive coverage, review coverage forms, clauses, deductibles, SIRs, limits and exclusions.

Alliant acknowledges and agrees. Please see our response to **Question G** for more details.

K. Conduct negotiations with interested insurance companies; and negotiations will include establishing the details of policy forms, coverage, premiums, and terms and conditions as per specifications provided by the Parish of Jefferson.

Alliant acknowledges and agrees. Please see our response to **Question G** for more details.

L. Provide claims advocacy with the insurance carriers.

### Alliant Claims Consulting Capabilities

Alliant fully understands that the true value of any insurance contract can only be determined by its response to loss. Our significant experience working with public entities, has allowed us to develop a highly effective in-house claims department staffed by the most talented personnel in the industry who specialize in large, complex claims. Our claims consultants average over 35 years of experience and operates as a national team which affords borderless resources to our clients. Our team understands the process involved with large claims and will develop effective strategies to ultimately drive positive outcomes and recoveries in critical situations. Your lead claims advocate, Kevin Doyle, has the expertise and knowledge necessary to help manage the Parish's claim submittals. As your broker, we understand the immunities that can shield public officials and personnel from legal claims made directly against them.

Our claims team's most valuable role will be to function as your claim consultant and advocate on difficult and severe claims to achieve prompt and equitable claims settlements. Their goal will also be to complement and supplement your efforts in obtaining favorable claims resolutions while acting as the Parish's claims resource. As part of our comprehensive claims handling services, we will:

- › Establish, in conjunction with the Parish and the carrier/TPA, special claim handling instructions that include notification procedures of claim adjustments and settlements at a specified dollar amount.
- › Provide oversight of the adjustment and settlement of claims by the carrier/TPA.
- › Present analysis of insurance coverage and advise the Parish on coverage application to specific claims. Advocate on behalf of the Parish in connection with all claims particularly those that involve disputed coverage issues.
- › Assist in coordinating, monitoring, reviewing, and evaluating the claims services provided by insurers.
- › Scrutinize carrier loss runs to ensure accuracy.
- › Coordinate carrier/ claim reviews, distribute loss data, and discuss outstanding claim issues with the Parish and the carrier.

## C | FIRM QUALIFICATIONS & EXPERIENCE

- › Marshall all documents necessary for effective tenders of defense, where applicable.
- › Recommend legal counsel where appropriate after consultation with the Parish.
- › Advise the Parish continually on the progress of contested or questionable claims.

Your broker team will also serve you in a claims capacity and can advise on day-to-day activities such as claims reporting and policy coverages. The team will be in communication with TPA services to ensure all relevant claims information is reported to both the carrier and the insured in a timely manner.

Expedited claims resolution is always important and even more-so in today's current hard insurance marketplace, an industry dependent on cash flow, claims payments or securing partial payments is key through advocacy resources. Our designated team will guide you through the claims process and will provide you with the best possible service. We understand your business and will manage all of your needs, from triaging all of your claims to finalizing a settlement and everything in between. We offer:

- › 24/7 claims support and advocacy.
- › Dedicated claims specialist and team.
- › Continuous monitoring.
- › Property claims oversight.

Our claims servicing will address these key areas of claims service:

| CLAIM REPORTING AND GUIDANCE                                                        | COVERAGE REVIEW AND SUPPORT                                                                                 | RESOLUTION STRATEGY                                           | RESERVE IMPACT                                                  |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|-----------------------------------------------------------------|
| Claim Reviews                                                                       | Return to Work Initiatives, Medical Management, Adjuster Follow up Reserve Assessment Settlement Evaluation | Insurance Carrier Claims Service Expectations                 | Policyholder Advocacy                                           |
| Training for operational employees Incident Management/Claims Documentation Support | Claims Management/Litigation Guidelines                                                                     | Field/Site Investigation processes                            | Comprehensive understanding of legal and claims strategy trends |
| Crisis Management Support and Investigation                                         | Claims Management Vendor Selection                                                                          | Crisis Management – Not just loss but negative publicity risk | Settlement Evaluation                                           |
| Continuous communication                                                            | Third Party Administration Oversight                                                                        | Claim negotiation                                             |                                                                 |
| Advance action plan                                                                 |                                                                                                             |                                                               |                                                                 |

## C | FIRM QUALIFICATIONS & EXPERIENCE

### Claims Success

In the last few years, our claims team has successfully managed several large property losses with claim values ranging between \$10 million and \$100+ million. We have overseen several crime losses with claim values up to \$17 million. Further, we have worked with and assisted clients in the handling and resolution of various liability claims with settlement values up to \$50 million.

The following chart provides a sampling of claims where we assisted in their successful adjustment and recovery.

| LOSS EVENT                              | TOTAL CLAIM RECOVERY |
|-----------------------------------------|----------------------|
| Coastal School Client – Hurricane Event | +\$100,000,000       |
| Coastal School Pool – Hurricane Event   | +\$75,000,000        |
| Coastal School Pool – Hurricane Event   | +\$60,000,000        |
| Coastal State Client – Hurricane Event  | +\$32,000,000        |
| University System – Tornado             | +\$18,000,000        |
| State Client – Business Income Loss     | +\$16,750,000        |
| Port Authority – Fire                   | +\$15,000,000        |
| State Client - Flood Loss               | +\$12,000,000        |
| State Client – Hurricane Loss           | +\$10,000,000        |
| Municipal Pool – Hurricane Loss         | +\$9,000,000         |
| Coastal Authority – Hurricane Event     | +\$7,000,000         |

### Claims Preparation Services – Imperium Consulting Group, LLC Claims Service

Alliant continues to grow our resources to meet the needs of public agencies who have inherent catastrophic exposures such as Tier 1 or 2 named windstorm. Imperium Consulting Group, LLC, a subsidiary of Alliant, and its team of accountants, engineers, and industry experts, specializes in measuring economic loss following a catastrophe such as Hurricane Ian. Imperium’s goal is to help clients recover these losses through insurance, FEMA, or other third parties. Through this partnership, Alliant can now deliver the following services to affected organizations:

- › Expert consulting to prove and price construction claims and disputes.
- › Capital project contract performance audits to enhance stewardship of time, scope, money.
- › Rebuild project management consulting following catastrophic events.
- › Claim consulting for property damage, Builders Risk, Subcontractor Default, and other complex insurance claims.
- › FEMA claims consulting.
- › Forensic scheduling.
- › Litigation support and expert testimony

## C | FIRM QUALIFICATIONS & EXPERIENCE

**Imperium is available to respond immediately to public entities the moment that disaster strikes. This is a unique resource Alliant can bring to the table at an additional cost.**

### **FEMA Claims**

Alliant has the unique and necessary experience of working with FEMA. In fact, a member of our claims team Rachel Wrightson, previously served as a claims litigator for the New York University System. She was part of the Risk Management team that secured \$1.13 billion in FEMA assistance for Hurricane Sandy recovery for NYU Langone Medical Center. This was the second-largest FEMA award ever given for a single project and was received in a lump sum (\$540 million for repairs, \$589 million for mitigation). Her experience will provide tremendous value for the Parish should the service be required.

To provide you with insight into the depth of our team's actual catastrophic property claims experience, below is a summary of some of the major loss events our team has managed.

### **Sample FEMA Experience**

- › Large Hospital System – Winter Storm Uri. Prepared insurance claim and assisted in preparing costs covered in the policy vs costs to submit to FEMA.
- › Children's Hospital System – Winter Storm Uri. Prepared insurance claim and assisted in preparing costs covered in the policy vs costs to submit to FEMA.
- › Large State University System – Hurricane Harvey. Prepared insurance claim and assisted in preparing costs covered in the policy vs costs to submit to FEMA.
- › Children's Hospital System – Hurricane Harvey. Prepared insurance claim and assisted in preparing costs covered in the policy vs costs to submit to FEMA.
- › Three Large Medical Center Hospitals – Tropical Storm Allison.
- › Large Regional Hospital – Hurricane Dolly.
- › Large Multistate Hospital – Hurricane Katrina.
- › Large Port.
- › Various cities and counties in California-Wildfires of October 2003 and October 2007.
- › Various governmental pools/cities-Hurricane Sandy.
- › Government Agency-Montana Flooding-July 2013.
- › City & County PUC – Rim Fire.
- › City – Rim Fire.

### **Overlap/Interplay between Insurance Claims and FEMA**

There is great deal of overlap and interplay in the coordination of an insurance claim and making an application to FEMA for grant assistance. Alliant recommends engaging forensic accounting consultants as part of a thoughtful property risk management practice. Early engagement with forensic consultants on a pre-loss basis supports a proper process in the event of a catastrophic event. As seen in the following table, the duties and process for presenting an insurance claim and making an application to FEMA overlap.

## C | FIRM QUALIFICATIONS & EXPERIENCE

| INSURANCE                                     | FEMA                                              |
|-----------------------------------------------|---------------------------------------------------|
| Classify expense – “Preservation of Property” | “Emergency Protective Measures” – Category B      |
| Documentation of Property Damages Expenses    | Use insurance claim documentation                 |
| Knowledge of expenses as related to loss      | Apply same knowledge                              |
| Specific knowledge of claim                   | Find secondary FEMA eligible expense              |
| Accounting for multiple locations             | Use insurance claim documentation                 |
| Accounting for internal PD labor              | Use insurance claim documentation                 |
| Documentation of internal labor               | Use insurance claims documentation                |
| Establish coverage and valuation basis        | Modify insurance claims to apply FEMA eligibility |
| Business interruption measure                 | Basis of FEMA reimbursement of deductible         |

### Key Tasks Unique to Supporting a FEMA Claim

- › Utilize knowledge of prior FEMA claims and familiarity with the Parish and FEMA personnel.
- › Provide assistance in Kick Off meeting with Public Assistance Coordinator (PAC).
- › Preparation of Disaster Fact Sheet.
- › Working with Application Liaison assigned by the Parish.
- › Assist client in categorizing each project and cost by FEMA category.
- › Provide assistance to identify and accumulate costs by project by application FEMA codes.
- › Provide assistance to complete Project Worksheets to document the scope of work and cost estimate for each project.
- › Provide assistance to the client in completing the special Considerations form, if applicable.
- › Provide assistance with the completion of Cost Estimates for each project.
- › Provide assistance in connection with appropriately documenting eligible costs.
- › Assist with Quarterly Reports and Time Extension requests to the Parish.
- › Assist with Closeout Procedures for each aspect of the claim including Audit Support.

Alliant has the benefit of access to a wholly owned subsidiary, Imperium who supports clients with complex FEMA related matters. This relationship allows for pre-agreed, below market rates established with experienced claim resolution consultants, which can be engaged on an “as needed” basis to support the resolution of a FEMA claim. These professionals are proficient in navigating the FEMA claims process, which would allow for a prompt resolution and ultimate payment to the Parish. Their services include:

- › Property damage/business interruption claim preparation, including:
  - Cost estimating related to the physical scope of loss and repairs.
  - Forensic scheduling to quantify and support delay and time-driven costs.
  - Forensic accounting to prepare business interruption and other financial measurements.
  - Insurance loss project management, including:

## C | FIRM QUALIFICATIONS & EXPERIENCE

- Loss-specific consulting to help facilitate the process of repairing and rebuilding.
- Implementation and oversight of loss-specific project controls to enhance activity coordination and documentation.

Imperium is available to respond immediately to public entities the moment that disaster strikes. This is a unique resource the Alliant can bring to the table at an additional cost.

We are highly confident our team can support the Parish with its FEMA claim consulting needs should such a loss occur.

### **Cotton Recovery Services**

As a preferred partner of Alliant, Cotton Recovery Services (Cotton) provides advantages to our clients that are unrivaled in the industry. As a full-service emergency response company, Cotton owns and maintains the largest fleet of state-of-the-art equipment and employs only the most highly qualified and reliable personnel. These qualities combined ensure the highest levels of service at the most cost-effective prices. When clients work with Cotton, they are provided peace of mind of knowing they are in the right hands. Cotton has the necessary resources and experience to complete any project on time, under budget and without incident.

Cotton performs initial safety assessments and identifies priority areas for mitigation. An accurate reserve of the costs and a scope of work are then developed and provided to the client for review, discussion, and implementation upon approval. Cotton's Operations Managers maintain open lines of communication between clients and management to provide daily updates, logs, photo documentation and financial estimates.

Cotton's Premier Response Program Advantages:

- › **No Cost, No-risk 24/7 Priority Response.**
- › **No Retainer.**
- › Elite Training Certifications.
- › Pre-Negotiated Pricing Plans.
- › Custom-Tailored Standard Operating Procedures (SOP).
- › Up-to-the-Minute Weather Updates, early communication on assets at risk.
- › Industry-First Pre-Loss Assessment Program, this enables Cotton to provide a more cost-effective, streamlined response when disaster strikes.
- › Dedicated Cotton Account Manager and Operations Manager.
- › Unique Spatial & Exposure Mapping Platform the response and recovery phase is data driven and information centric. Cotton leaves nothing to chance and endeavors to proactively mitigate any risk elements in every project. Cotton's objective is not simply to "get the client back in business," but to maintain operations seamlessly well into the future.

## C | FIRM QUALIFICATIONS & EXPERIENCE

M. Issue outgoing Certificates of Insurance as requested by the Parish of Jefferson in a timely manner;

Alliant acknowledges and agrees. Felipe Garcia will coordinate with Benjamin Sibley and Heather Landry to ensure all client deliverables including certificates of insurance, are processed in accordance with the County's requirements. Our typical turnaround for certificates is 24 hours. In reality, most are processed on the same day as the request.

Alliant also utilized a CSR24 platform.

### **CSR 24 Certificate Management System**

We utilize CSR 24 to provide 24-7 access to certificate requests and history. This is a user-friendly product that can allow multiple client users from the same organization to request and manage certificates. CSR 24 is available free of charge to all our clients.

The maximum turnaround time for issuing certificates is 24 hours. Our web enabled product allows flexibility in responding to customer needs.

### **Track Vendor Certificates:**

- › Set up and maintain your own list of certificates provided to your vendors.
- › Sort your list by agency, line of coverage, provider name, expiration date, etc.

### **Request Certificates of Insurance:**

- › You no longer need to fax or call to request a certificate of insurance for property coverage.
- › Complete and submit the request to Alliant online.
- › Certificates can be emailed in a secure PDF format to the certificate holder.

### **Reports & Exports:**

- › Vendor Certificate Tracking – easily creates a list of overdue, upcoming or all certificates as a formatted report to Excel export. Formats for mailing labels are also available.

### **Incoming certificates will be reviewed within one business day to ensure:**

- › Compliance with contractual indemnification requirements.
- › Compliance with coverages/limits.
- › Compliance with special working/additional insured requirements.
- › Compliance with AM Best/carrier rating requirements

## C | FIRM QUALIFICATIONS & EXPERIENCE

- N. Review all policies and endorsements to be delivered to the Parish of Jefferson for the purpose of confirming their accuracy and conformity to the insurance specifications and the Parish of Jefferson's instructions:
1. Accuracy and completeness of forms and endorsements;
  2. Any duplications of coverage;
  3. Determine if proper credits have been applied;
  4. Deductibles and/or retentions, Aggregate;
  5. Efficiency of the insurance program;
  6. Coverage applying to all exposures;
  7. Sufficient limits relative to exposures;
  8. Insurance requirements or implications relating to leases and/or
  9. Contracts.

Alliant acknowledges and agrees.

### Service and Quality Standards

Alliant has consistently worked to develop document review requirements, audit protocols, best practice guidelines, and service standards. This process never ceases.

**Critical Documents Signoff** – Staff assigned to each account thoroughly review binders, policies, and endorsements upon receipt from the carrier to confirm that they are accurate and match the proposed terms and conditions. Comparisons are conducted on applications, proposals, binders and ultimately the policy and two signatures are required on Alliant's Critical Documents Signoff Worksheet before a policy placement can be considered complete. Signoffs are done both physically by wet signature and by email acceptance of the documents.

We also have a Policy Review Checklist which is utilized to check every policy to ensure agreement with the proposal. The documents are closely compared to the insurance specifications that were used in the marketing process and the binding instructions that are provided to the carriers. These documents are then reviewed by the unit manager, marketing manager, and finally brokers who were directly involved in negotiating and placing the coverage. Signoff by management and the brokers involved is required before issuance to the Parish. Once the documents have passed the four levels of review and have been determined to correctly reflect what was negotiated on your behalf, we will then distribute them to the Parish.

If there are corrections to be made to the policy, a letter outlining the corrections will accompany the policy when it is sent to the client. All corrections are added to an Open Items List for follow-up.

**Audit Reviews** – Alliant's Risk Management Department conducts regularly scheduled audits of all Alliant business practices and locations. When a practice is reviewed the work of each person responsible for servicing a client is reviewed by the audit team. This means that producers, account managers, and account assistants are subject to review. The target goal of each audit is to review all service personnel on at least 10% of their clients. Audits have proven to not only be effective in

## C | FIRM QUALIFICATIONS & EXPERIENCE

preventing errors but also in further developing best practices guidelines throughout the company. Audit results are compiled and delivered to the business practice operations manager. If corrections are required, the operations manager is required to report back to the audit team that the corrections have been completed. Actions vary depending on the circumstances of the corrections required.

**Best Practices Guidelines** – Alliant has published on its intranet a Best Practice Guidelines. Each person responsible for servicing clients is required to attend training on the Best Practice Guidelines. The Guidelines include a variety of checklists, not the least of which is for the purpose of checking the accuracy of policies when they are received. Checklists have been developed by policy/coverage type and are instrumental in catching errors made by carriers. When policies are checked, it is critical that the policy is checked against all documents in the process from the application, to the quote, to the binder, to the certificates, to the policy. The Best Practices Guidelines are available at any time to Alliant personnel as needed and include guidelines and compliance information.

### Insurance Requirements in Contract Manual (IRIC) and Training

We collaborate with our clients to serve as an on-demand educational resource to translate contract language into real-world implications including availability and benchmarking of coverage expectations. This helps stakeholders understand the inherent risks with waivers, when it is possible to accept that risk, and when alternatives are possible. We regularly review contract insurance and indemnification language. We know that during business, the Parish regularly enters various contracts that may affect your risk management and insurance program.

Your core account team will assume primary responsibility for this function and will work closely with other associates, including our corporate attorneys and claims counsel, as needed. We review the following areas:

- › Contract for new exposures that should be addressed in your insurance program.
- › Indemnification agreements.
- › Insurance requirements of both parties.

We can help with the following:

#### CONTRACT/AGREEMENT/RFQ REVIEW

- › Indemnification provisions
- › Coverage descriptions
- › Waiver of subrogation
- › Deductible acceptability and the appropriate methods of securing payment or financing
- › Administrative responsibilities such as certificates, audits, etc.
- › Cancellation provisions
- › Claim reporting and settlement methodologies
- › Contractor required insurance coverages
- › Adherence to the safety policies and procedures

## C | FIRM QUALIFICATIONS & EXPERIENCE

While we are not a law firm and are unable to provide legal advice, we can add valuable insight into the insurance wording necessary in general contracts. We can provide wording specifically related to insurance contract provisions.

Our assistance would extend to contract wording related to some or all the scenarios identified below:

### EXAMPLES OF CONTRACTS

- › Lease
- › Loan
- › Vendors (maintenance, service, products, and outsourcing)
- › Development/construction contract
- › Purchase/sale agreement
- › Special events
- › Staffing contracts including independent contractors

Many public entities have spent countless hours and countless dollars updating internal contract requirements. As a value-added offering, the Parish will have access to Alliant's **IRIC Manual**. The IRIC Manual is available to the Parish staff electronically and in hardcover. It was designed as a tool for procurement and risk management departments, assisting them with evaluating risk exposures and the required insurance language/minimum limits. The IRIC Manual is updated on an annual basis and details recommended insurance requirements for vendors working with our clients. The manual provides guidance to your staff involved in securing contracts and is offered at **no additional cost**.



As part of our proposed service to the Parish, Alliant offers one full or two half-day training presentations on the concepts contained in our IRIC Manual. This training can be virtual or in-person, whatever is more convenient for the Parish's staff. Additionally, our staff is available to help answer contract-related questions.

- O. Monitor insurance company services/ratings to insure financial stability of insurers. Specifically, Producer is to monitor the insurance carriers' AM Best ratings and provide notice regarding any downgrades of any insurance carriers with which the Parish of Jefferson is contracted.

### Carrier Monitoring

With regard to carrier selection and any concerns over carrier solvency, the responsibility for tracking the solvency of insurance companies with whom we place business is viewed within Alliant as best shared at the corporate and the service team level. At the corporate level, our Vice President of Carrier

## C | FIRM QUALIFICATIONS & EXPERIENCE

Relations is responsible for communicating pertinent carrier financial information to our service teams, especially notices that a carrier's rating has been changed, up or down. Such notices are provided to us by the various rating agencies that regularly monitor insurer financial condition. These include: A. M. Best, Moody's, Standard and Poor's and Fitch, as well as the various State Departments of Insurance. Should a carrier's rating fall to a level of concern on our part or our client's part, we will make a diligent effort to immediately provide that client with an alternative quotation from an acceptable carrier.

Long-term financial solvency is a critical component of program design and market selection. We look at various factors including common industry ratios, rating agencies' analysis, admitted versus non-admitted status, historical performance, and worldwide presence. Alliant also considers recent catastrophic events and their impact on carriers' financial strength. We concentrate our marketing efforts with carriers rated A.M. Best "A-" or better. The rating guide security analysis is clearly communicated in all proposals and the financial security will be reviewed and discussed during the renewal process. We also monitor the carriers and financial security of all insurance placements throughout the year and communicate in writing any change in position that could have an impact on our clients.

Additionally, we consider other factors prior to recommending an insurance or reinsurance partner. These factors include the:

- › Experience and reputation of the underwriting staff.
- › Commitment, knowledge, and understanding of the public entity industry.
- › Flexibility of manuscript coverage.
- › Key industries within an insurance company's client portfolio.
- › Ability to respond to both emerging risks and to the client's operational expansion plans.
- › Changes in policy form and/or wording
- › Increased or decrease capacity which will affect cost

At the service team level, we include within our annual **Renewal Strategy Meeting**, a detailed financial analysis of all insurers currently on the client's program, as well as an analysis of prospective carriers. As part of our standard renewal process, meetings with current and prospective insurers are held. Our standard **Underwriter Meeting Agenda** includes a presentation by the underwriter on his/her company's financial condition. Underwriter financial updates are also asked for as part of mid-year meetings or during site visits to the client's facilities. Our service teams also receive regular financial updates from our carrier partners, and these are reviewed and shared with our clients, alerting them of any perceived negative trends.

P. Perform instructions as given by the Parish of Jefferson, including collection and payment of premiums to the insurers on a timely basis.

Alliant acknowledges and agrees.

## C | FIRM QUALIFICATIONS & EXPERIENCE

Q. Prepare schedules of insurance.

Alliant acknowledges and agrees.

R. Prepare insurance binders, review, deliver policies and all documents related to renewal or insurance placement.

Alliant acknowledges and agrees.

S. Review Audits and assist in audit dispute resolution.

### Alternative Dispute Resolution

Alliant is excited to provide a new lens through which the Parish can view its insurance programs. With our unique industry experience in Alternative Dispute Resolution (ADR), we can not only assist the Parish in putting together an ADR program, but we can also administer it for you.

ADR refers to a variety of processes that help parties resolve disputes without a trial. ADR is an essential tool regarding non-litigated claims, litigated claims, coverage disputes and contract disputes. Typical ADR processes are generally confidential, less formal and less stressful than traditional court proceedings. There are two main forms of ADR, arbitration and mediation.

- › Arbitration incorporates a neutral person, called an "arbitrator," who hears arguments and evidence from each side and then decides the outcome. In binding arbitration, parties agree to accept the arbitrator's decision as final, and there is generally no right to appeal. In nonbinding arbitration, the parties may request a trial if they do not accept the arbitrator's decision.
- › While arbitration can be very useful, it is also seen as risky as the ultimate decision resides in the hands of a third party. As such, great consideration needs to be made before approaching arbitration. For example, arbitration can be useful in situations where the opposing party has a high/low agreement, meaning there are known caps to the exposure (a high dollar cap in an adverse plaintiff award and a low dollar cap if the defense prevails). It can also be useful in circumstances where parties cannot come to a common ground but have some solace of known exposures and prefer an efficient and economic process rather than going to trial.
- › Mediation incorporates a neutral person, called a "mediator," who helps the parties try to reach a mutually acceptable resolution of the dispute. The mediator does not decide the case, but helps the parties communicate so they can try to settle the dispute themselves. The mediator, who is generally a respected or credible attorney/judge in the field of law being mediated, works with both sides to persuade and move the case into a direction of voluntary resolution. The key word being "voluntary," meaning that it is not binding upon the parties. As such, each party can walk away from the mediation to seek other methods of resolution without eliminating the ultimate resolution which is pursuing its dispute fully through the legal system.
- › In an advocacy position, Alliant's goal is to get a case to mediation when our clients are in the best negotiating position and can be given the facts and circumstances. Sometimes waiting

## C | FIRM QUALIFICATIONS & EXPERIENCE

too long places a party at a disadvantage and sometimes pushing too soon also becomes an inefficient effort. Many variables typically come into play in mediation and we help our clients determine if and when mediation may offer a more desirable result.

- › In every case, we look at the tool of ADR at every step throughout a claim to ascertain when to utilize it. Some brokers approach ADR as a simple check of the box, part of managing a claim or dispute. Alliant approaches ADR strategically, in the best possible negotiating form, with a mindset to resolve disputes efficiently and economically.

T. Assist in obtaining complete loss runs from the insurance carriers that the Producer placed coverage.

Alliant acknowledges and agrees. Please see our response to **Question D** for more details.

U. Attend teleconference meetings as needed [minimum three (3) meetings anticipated per year.

Alliant acknowledges and agrees.

Our goal is to be in constant communication, especially during the transition and renewal process. We will meet with the Parish via zoom on a weekly or bi-weekly basis for what we call **Open Items Meetings**. We will use these meetings to provide updates on the transition and marketing process as well as to address concerns and discuss questions. During these meetings, we will discuss our running to-do list called our Open Items List. Our goal is transparency and to function as an extension of your risk management team. Our Open Items Meetings will play a role in us being able to act in that capacity.

Below you will find an example of an Open/Closed items list that we will distribute to the client before all Open/Closed items call.

| ADMINISTRATIVE |                 |                                                   |        |           |       |
|----------------|-----------------|---------------------------------------------------|--------|-----------|-------|
| Item #         | Responsibility  | Description                                       | Status | Date Due  | Notes |
| 1              | Alliant/Parish  | Review tentative service plan                     | Open   | 6/24/2024 |       |
| 2              | Alliant/ Parish | Contract signing                                  | Open   | 7/1/2024  |       |
| 3              | Alliant         | 4/1/2025 renewal policies delivered to the Parish | Open   | 5/1/2025  |       |

| MARKETING |                |                                                              |        |          |       |
|-----------|----------------|--------------------------------------------------------------|--------|----------|-------|
| Item #    | Responsibility | Description                                                  | Status | Date Due | Notes |
| 1         | Parish         | Updated statement of values and loss history sent to Alliant | Open   | 9/1/2024 |       |

## C | FIRM QUALIFICATIONS & EXPERIENCE

### MARKETING

|   |         |                                          |      |           |  |
|---|---------|------------------------------------------|------|-----------|--|
| 2 | Alliant | Submission prepared and sent to carriers | Open | 11/1/2024 |  |
|---|---------|------------------------------------------|------|-----------|--|

V. Provide timely information as requested by the Parish of Jefferson and/or its representatives such as insurance policies, coverage forms, claims information, etc.

Please see Service and Quality Standards in **Section C, Question 2** for more details.

W. Work with the Parish of Jefferson’s risk management consultants, when and as directed by the Parish of Jefferson, and provide copies on any and all correspondence between the Parish of Jefferson and Producer, and Producer and insurer, to its risk management consultants related to the Insurance Program as detailed in Attachment B, or those coverages placed by the Producer during the life of the contract with the Parish of Jefferson.

Alliant acknowledges and agrees.

X. Maintain proper licensing in the State of Louisiana as a Property and Casualty Producer as per Louisiana Department of Insurance licensing guidelines. Producer shall provide the Parish of Jefferson proof that the said license is active by submitting a copy of current license at any other time as requested by the Parish of Jefferson. Producer must notify the Parish of Jefferson immediately in writing if license is suspended or revoked.

Please see **Appendix A** for a copy of our State of Louisiana brokerage license.

Y. Assist the Parish of Jefferson to resolve coverage disputes.

Alliant acknowledges and agrees. Please see our response to **Question 5** for more details.

Z. Notify the Parish of Jefferson of any conflicts of interest regarding services provided.

Alliant acknowledges and agrees.

AA. Utilize technology to ensure that its property and casualty insurance program is operating as efficiently as possible.

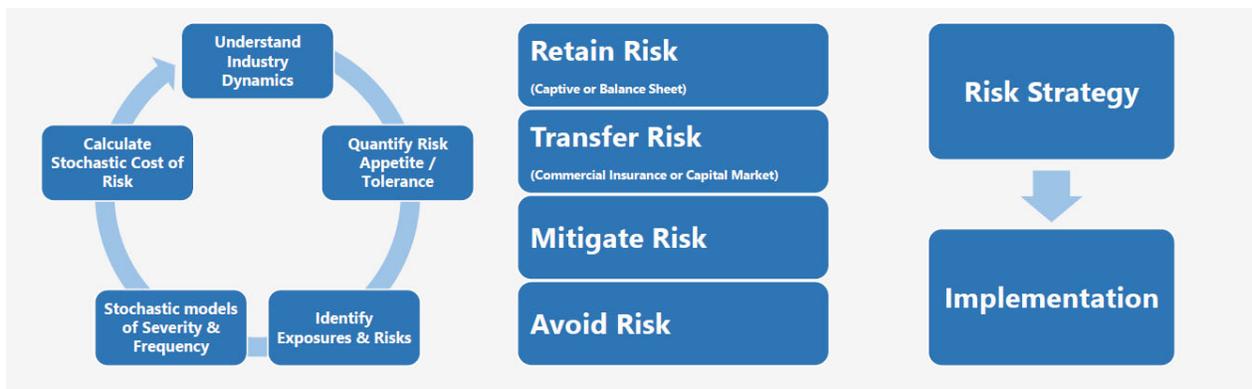
Please refer to **Section C Question 6** regarding the technology that Alliant will provide the Parish. Below is some analytical technology that was not provided in **Section C Question 6**.

# C | FIRM QUALIFICATIONS & EXPERIENCE

## Analytics

One of the most important things Alliant can do for its clients is to help them determine and implement the optimal program structure for each of their insurable risks individually and/or collectively (i.e., at portfolio level).

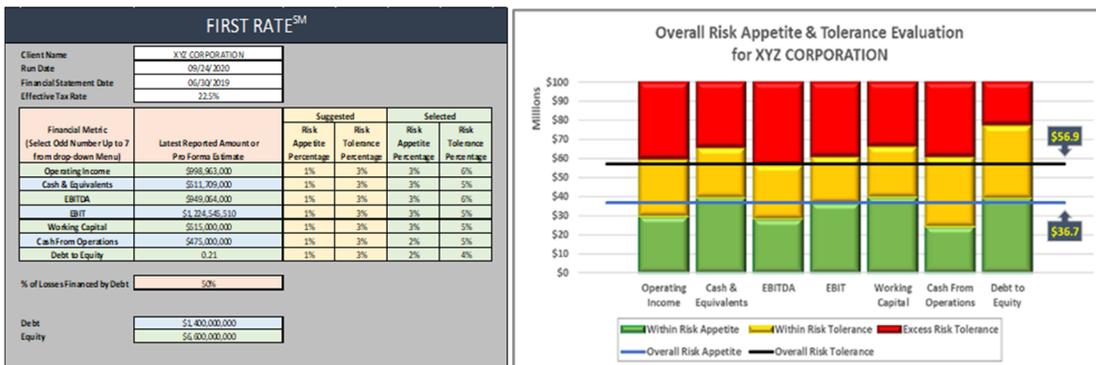
**Specialty Analytics Group (SAG)** believes that benchmarking should be replaced, or at least supplemented, with a more quantitative, inward-looking approach. SAG brings to Alliant’s clients an arsenal of tools and expertise to attack their risk finance issues. Our approach and available tools are highlighted on the following page.



### First Risk Appetite and Risk Tolerance (First RATE)

- › **What it is:** Calculation of an organization’s risk bearing capability in terms of Risk Appetite and Risk Tolerance.
- › **Why it is different:** Includes evaluation of company key financial metrics that are indicative of the company’s financial strength and ability to meet its business objectives against the negative impact of each metric that OPSB can withstand from unexpected retained losses.
- › **What it provides:** Loss scenarios that calculate risk appetite and/or tolerance levels. Providing NOLA additional decision-making criteria to compare each of the available options or strategies.

Below is an example of First RATE analysis.



## C | FIRM QUALIFICATIONS & EXPERIENCE

The chart above shows seven metrics we have selected for analysis, the value of each metric, and the percentage of negative impact each metric an organization is willing to withstand at both risk appetite and risk tolerance levels. It also translates this input into a calculation of the organization’s overall risk-bearing capacity by stress-testing unexpected losses to see how high each metric can take with negative impact applied stays within the risk appetite threshold (green), risk threshold (yellow), or exceeds risk tolerance threshold (red).

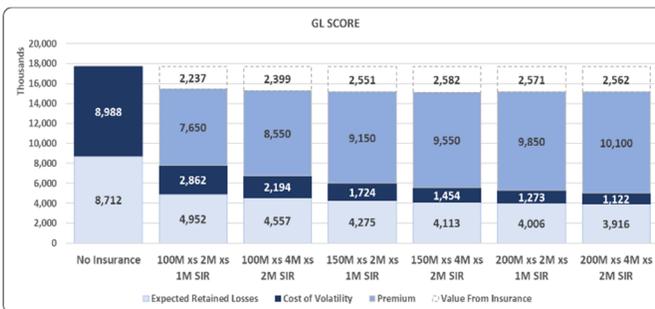
We compare these risk thresholds against a risk library made up of a relevance weighting based on the risk’s frequency and severity, and a risk classification of insurable, financial/economic, operational, or strategic/commercial. Based on the specified industry mix for the organization, the tool then calculates the respective percentage contribution of each of these risk classifications to the company’s overall risk profile. This is a valuable tool for helping an organization determine its ability to retain risk.



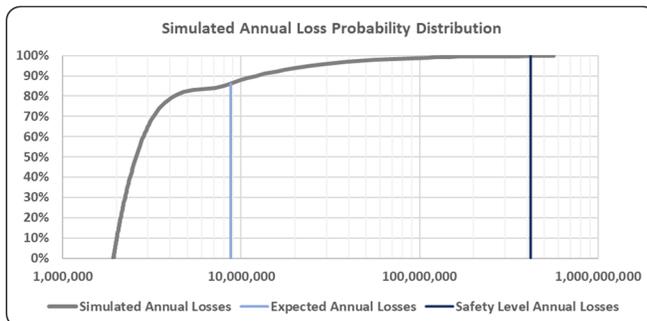
### Stochastic Cost of Risk Evaluation (SCORE)

**What it is:** SCORE is probabilistic modeling analysis that simulates loss scenarios against multiple program structure at expected losses.

**Why it is different:** In addition to the expected losses for each scenario we also calculate the cost of volatility calculating the opportunity cost of utilizing risk capital to fund premium or losses across each option.



**What it provides:** Quantitative support for the insurance purchasing decision. We identify the most efficient trade-off between buying more insurance (higher premium, lower expected retained losses and volatility cost) and buying less insurance (lower premium, higher expected retained losses and volatility cost).

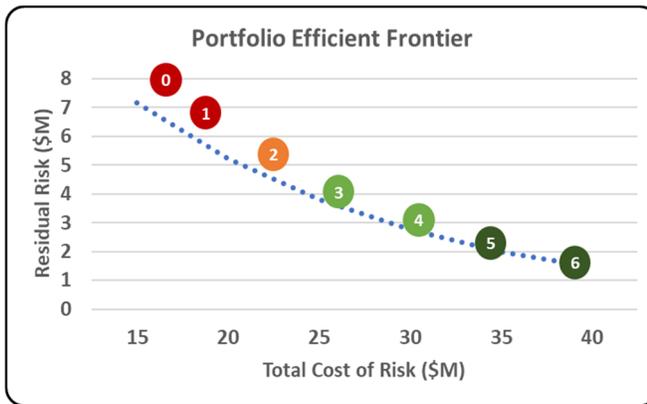


## C | FIRM QUALIFICATIONS & EXPERIENCE

Alliant has SCORE tools for Property, Workers' Compensation, Automobile Liability, General Liability, Product Liability, Umbrella/Excess Liability, Professional Liability, Directors & Officers Liability, Employment Practices Liability, Wage & Hour, Fiduciary Liability, Crime, and Cyber Risk.

### Combining SCORE and First RATE Analysis

Together these tools identify not only the amount that could be retained, but also the amount that should be retained. Calculated by analyzing the likelihood of exceeding insurable risk appetite and tolerance levels under each risk financing option or strategy, providing our clients additional decision-making criteria to compare each of the available options or strategies.



An example below:

| Retained Loss Threshold | No Ins ALT(0) | ALT(1) | ALT(2) | ALT(3) | ALT(4) | ALT(5) | ALT(6) |
|-------------------------|---------------|--------|--------|--------|--------|--------|--------|
| P(>Appetite)            | 8.12%         | 4.92%  | 2.97%  | 1.75%  | 1.06%  | 0.61%  | 0.29%  |
| P(>Tolerance)           | 3.05%         | 1.90%  | 1.19%  | 0.69%  | 0.37%  | 0.17%  | 0.08%  |

### Alliant Risk Control Analytics

In this world of limitless technology, entities are relying more on data analytics to provide a better understanding of what is occurring across their organizations. Alliant Risk Control Analytics solutions leverage data analytics by using a holistic approach including risk identification, risk assessment and prioritization, risk response and mitigation, risk monitoring and risk reporting.

Alliant Risk Control Analytics provides relevant data analytics to assist organizations in examining emerging or potential risks, actual loss performance trends, critical risks, and impacts on their organizations. By telling the client's story visually through a loss trending analysis, Alliant Risk Control Analytics can help equip them in making strategic and informed business

#### Workers' Compensation



## C | FIRM QUALIFICATIONS & EXPERIENCE

decisions to address top loss drivers, reduce frequency and severity of losses, establish goals that drive program enhancement and continuous improvement, and ultimately reduce their overall cost of risk.

### Property CAT Modeling

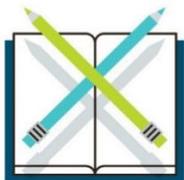
The Alliant Public Entity Practice delivers a suite of analytics to our clients. These tools are integral to our process, which begins with a diagnostic review of your exposures, followed by the employment of our CAT modeling tools to create the **optimal program design** for the Parish needs each and every renewal.

Due to the unique composition of each client as well as their catastrophic exposures, Alliant utilizes RMS and AIR CAT modeling to aid in the marketing of our placements. We find these tools to be equally important in determining the appropriate limits, structure and retentions, as well as providing our brokers with the necessary information to negotiate with individual markets.

We provide important client deliverables, including:



Professionally developed modeling information to maximize modeling accuracy and reduce modeling error or uncertainty.



Demonstrated results in utilizing this methodology to provide underwriters with accurate documentation as respects primary and secondary construction characteristics, structural details, location specific analysis and analysis of special conditions that impact specific properties.



Demonstrated results utilizing this methodology to reduce premium costs.



Certified engineering expertise deployed through a select group of senior property brokers who developed our modeling process.

It is critical that both our clients and our brokers have a firm grasp of the modeling results to design the optimal structure of your insurance program. We utilize the models to help design the best placement structure, recommend appropriate windstorm, earthquake, flood and convective storm limits, and understand the key metrics that drive the pricing from an underwriting perspective. In addition, we constantly evaluate the level of the retention levels, determining when it makes sense to adjust based on loss history, market conditions, and expected premium credit/charge.

Our process not only uses both RMS and AIR, but we include our special engineering and marketing analytics in addition to modeling expertise to maximize results on large and complex property placements. Our process is designed to meet the risk management needs of diverse clients with large property schedules and risk profiles characterized by exposure to significant catastrophic risk.

# C | FIRM QUALIFICATIONS & EXPERIENCE

We have included a brief summary of the key steps included within the Alliant CAT Modeling process below.

## First Step

Alliant CAT Modeling process is implemented to analyze the exposure data and optimize the primary and secondary data for input into RMS and AIR models. This is a critical step, and we recognize the high-quality level of data that the Parish has obtained over the past renewal cycles. Each year we review the Statement of Values with the Parish and look for any additional opportunities to collect or provide accretive data points that may improve the modeling results or give the markets a higher degree of understanding and comfort of your portfolio. Once the data is reviewed, a permanent data file is created for the insurance markets to ensure no data lost in translation from spreadsheet to the modeling program. This is done through an EDM file, which saves the carriers time in formatting and potential human errors that could negatively affect the results.

### RMS Windstorm

| Return Period | Ground Up Loss<br>GU OEP | Deductible Loss<br>CL OEP | Gross Loss<br>GR OEP |
|---------------|--------------------------|---------------------------|----------------------|
| 10,000        | 756,118,383              | 5,000,000                 | 65,000,000           |
| 5,000         | 615,313,476              | 5,000,000                 | 65,000,000           |
| 1,000         | 345,580,166              | 5,000,000                 | 65,000,000           |
| 500           | 256,805,133              | 5,000,000                 | 65,000,000           |
| 250           | 177,290,926              | 5,000,000                 | 65,000,000           |
| 100           | 90,802,273               | 5,000,000                 | 65,000,000           |
| 50            | 41,058,369               | 5,000,000                 | 37,534,294           |
| 25            | 11,466,703               | 2,817,607                 | 8,201,979            |
| 10            | 240,672                  | 250,461                   | 0                    |
| 5             | 0                        | 0                         | 0                    |
| AAL           | 3,206,916                | 280,938                   | 1,685,141            |
| SD            | 26,100,704               | 1,021,053                 | 9,119,128            |
| CV            | 8                        | 4                         | 5                    |

## Second Step

Alliant runs both RMS and AIR models to develop the key PML (probable maximum loss) break points for the 50, 100, 250, and 500-year 'return periods'. We also model and develop the Average Annual Loss (AAL) by layer for all of the key breakpoints noted above with further iterations as needed by the placement.

The results from both RMS and AIR are presented to the client and the team collectively agrees on the limit of coverage that will be sought for the upcoming renewal. Having both RMS and AIR modeling capabilities is critical for both a comparison perspective but also to know how the insurance markets will view the results based on which model they utilize. Some carriers are exclusively RMS shops and others are AIR. Having this data and knowledge allows us to leverage the modeling outputs in our negotiations with each carrier.

### AIR Windstorm

| Address       | Perspective | 100yr<br>1% | 250yr<br>0.40% | 500yr<br>0.20% | 1000yr<br>0.10% | AAL     | SD        |
|---------------|-------------|-------------|----------------|----------------|-----------------|---------|-----------|
| All Locations | Ground Up   | 11,701,541  | 18,302,414     | 21,706,451     | 24,535,973      | 853,998 | 2,349,445 |

| Loss Exceedance   | Ground Up Mean |
|-------------------|----------------|
| 1 in 10,000 years | 43,382,417     |
| 1 in 5,000 years  | 37,438,962     |
| 1 in 3,333 years  | 34,983,894     |
| 1 in 2,500 years  | 31,806,727     |
| 1 in 2,000 years  | 29,715,301     |

| Top 5 Key Drivers of Ground Up Loss          | 100yr<br>1% | 250yr<br>0.40% | 500yr<br>0.20% | 1000yr<br>0.10% | AAL     | SD      |
|----------------------------------------------|-------------|----------------|----------------|-----------------|---------|---------|
| 841 Lincoln Rd. Miami Beach FL 33139         | 3,071,580   | 4,383,336      | 4,902,098      | 5,067,577       | 127,362 | 537,119 |
| 19501 Biscayne Blvd Miami FL 33180           | 1,720,913   | 3,669,954      | 5,009,054      | 5,499,829       | 75,038  | 396,371 |
| 2223 N. West Shore Dr. Tampa FL 33607        | 1,478,698   | 2,224,785      | 3,041,413      | 3,672,590       | 40,308  | 271,416 |
| 5415 Tamiami Trail N. Naples FL 34108        | 766,237     | 1,843,536      | 3,207,409      | 3,537,449       | 36,060  | 230,502 |
| 306 E. Atlantic Avenue Delray Beach FL 33483 | 811,383     | 1,840,214      | 2,382,761      | 2,568,195       | 35,201  | 186,326 |

## C | FIRM QUALIFICATIONS & EXPERIENCE

### Third Step

We will design the program structure and key 'break points' in program layering around the various return periods noted above. This is also important in maximizing the global market capacity, as certain markets only want to participate excess of a specific return period.

Once empowered with the modeling data, the Parish's property brokers will engage the global marketplace based on each carrier's risk appetite. The overall goal of this process is to move our clients from *Point A* (what the carriers and market try to dictate) to *Point B* (below market pricing and advantaged terms and conditions). The graphic on the right illustrates this approach.

In addition to the use of CAT modeling Alliant will assist in the determination of high hazard flood exposures on an extremely granular level. Your service team will validate the flood zones annually for all property locations and will provide those results to the Parish.

We pride ourselves on our market leading technical capabilities and look forward to assisting the Parish with the development of loss estimates to ensure proper coverage is provided for your exposures.

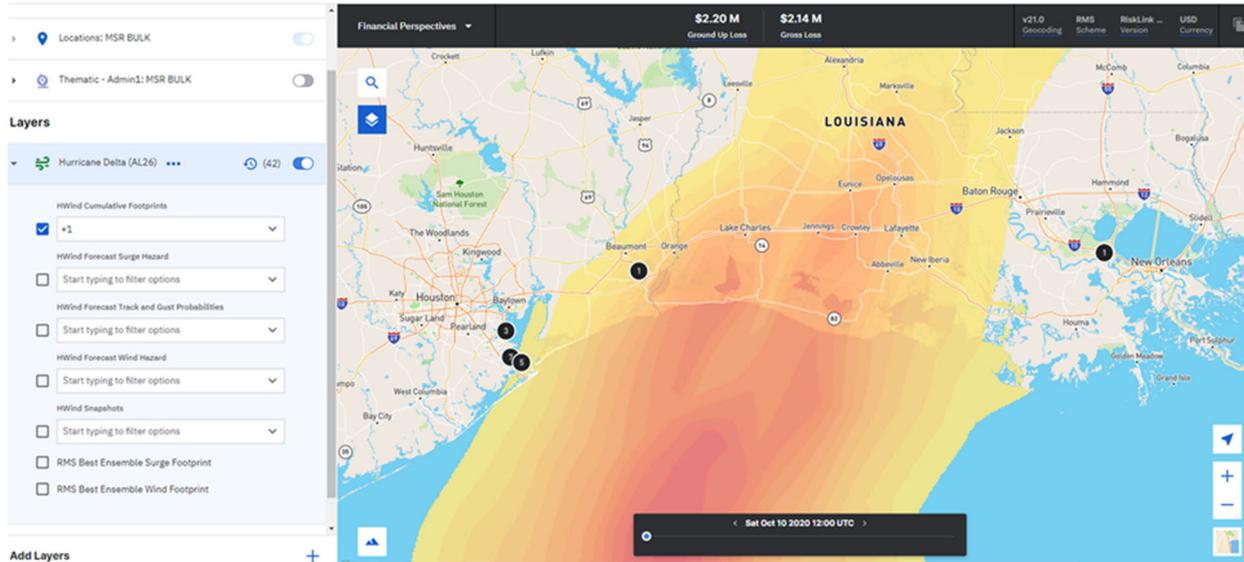
We would also look to continue to keep the Parish well-informed on any advances in the modeling space to remain innovative.

### Pre-Loss Services and Analytics

Alliant utilizes a geo-spatial software, which allows us to overlay OPSB's portfolio in real-time over many types of severe weather events. For certain perils such as Named Windstorm, Flood, Hail and even rain, we are able to model OPSB's values at risk and evaluate the potential impact of the most recent forecasts specific to OPSB's exposure base. We would be happy to extend this service to OPSB should we be chosen to serve as your broker.



## C | FIRM QUALIFICATIONS & EXPERIENCE



### AlliantOne Casualty Analytics Platform

#### What It Is?

The AlliantOne Casualty Analytics Platform uses data and analytics to identify, quantify, and prioritize risks. The team consists of data-driven experts in helping you devise alternative and complementary strategies to avoid, reduce, transfer, and retain risk and to develop an insurance program structure compatible with your risk appetite.

#### Why it is different?

Alliant One Analytics uses a dashboarding approach to make analytical insights that are tailored to your needs, at your fingertips. This approach allows you to employ agile decision making in the process of managing risk and optimizing risk program structures, considering your company's specific key financial metrics that are most indicative of the company's financial strength and ability to meet its business objectives as well as the expected and potential negative impact to each of those metrics that the company can withstand from losses.

#### What it provides Jefferson Parish?

Alliant One Analytics provides stress-tested loss scenarios and calculate risk appetite and/or tolerance levels along with the likelihood of exceeding those levels under each risk financing option, enabling our clients to compare costs across different risk financing strategies. In particular, the platform identifies the most efficient trade-off between buying more insurance (higher premium, lower expected retained losses and cost of volatility) and buying less insurance (lower premium, higher expected retained losses and cost of volatility).

For the Parish' casualty program, your Alliant service team will partner with our in-house actuarial support team to provide an array of different statistical and data analyses tailored to your needs. Our

## C | FIRM QUALIFICATIONS & EXPERIENCE

platform will provide actuarial analyses, data modeling, and insightful visuals at your fingertips. These fundamental analyses include (but are not limited to):

- › Loss projection and simulation – Alliant provides clients with an estimate of future ultimate costs and quantify the average and the confidence interval using a simulation approach. These estimates consider the variability associated with claims costs thereby allowing clients to make decisions about their insurance program and minimize variability within their risk appetite.
- › Risk tolerance evaluation & enterprise risk management scoring – Alliant provides clients with tools that help quantifying their risk tolerance and scoring for their enterprise-level risks, providing a holistic view of the risk portfolio to inform risk management program structure optimization.
- › Risk retention analysis and program optimization – Alliant provides clients with an estimate of future ultimate costs at varying retention levels. These analyses can be used to identify the appropriate retention to align with your operational and financial goals as well as assist clients in negotiations with insurance carriers.
- › Total cost of risk analysis – Alliant provides clients with quantifying the total cost of risk associated with any program. These analyses can be used to quantify costs associated with risk-transfers and inform the exploration of program structure optimization.
- › Frequency & severity analyses – Alliant conducts an in-depth diagnostic review of average costs and frequency to analyze the increasing or decreasing trends over time. Pairing this with the enterprise risk scoring dashboard allows clients to access and track losses and loss control efforts as well as understand trends in losses and exposures.

Upon further request, your service team will also partner with actuarial and analytics experts to provide more in-depth analyses, including (but not limited to):

- › Loss reserve analysis and Statement of Actuarial Opinion – Alliant estimates the ultimate outstanding cost of claims which have already been incurred thereby enabling our clients to make a financial provision for settlement of all claims and accrue for financial statements.
- › Collateral analysis – Alliant provides an estimate of our clients' collateral position given their current outstanding liabilities. This allows us to negotiate with carriers for a reduction in collateral.
- › Captive feasibility studies – Alliant provides clients with financial pro formas to gauge feasibility of captive programs to assist in the exploration of alternative risk transfer options.
- › Net present value (NPV) analysis – Alliant provides NPV of different program structures that may have varying retentions and/or payment schedules for premiums and losses.
- › Payment pattern – Alliant provides estimates for determining when outstanding liabilities will be paid, allowing our clients to plan their cash flow needs.

# C | FIRM QUALIFICATIONS & EXPERIENCE

Below are some examples of our Alliant One database:

**Alliant**

- Profile
- Risk Tolerance
- Total Cost of Risk
- Workers' Compensation
- General Liability**
- Auto Liability
- Excess Liability
- Summary
- Scenarios
- Loss Forecasting
- Summary
- Collateral Indication
- Methodology
- Glossary
- Conditions & Limitations
- Use & Distribution
- Print

## Total Cost of Risk (TCOR)

### General Liability

Total Cost of Risk (TCOR) represents the total expected cost of the risk management program including retained losses, insurance premium, and any expenses incurred to procure the risk management program. This can be compared across program options to determine the most cost-effective insurance program while balancing the volatility of retained losses in each option.

Market Pricing

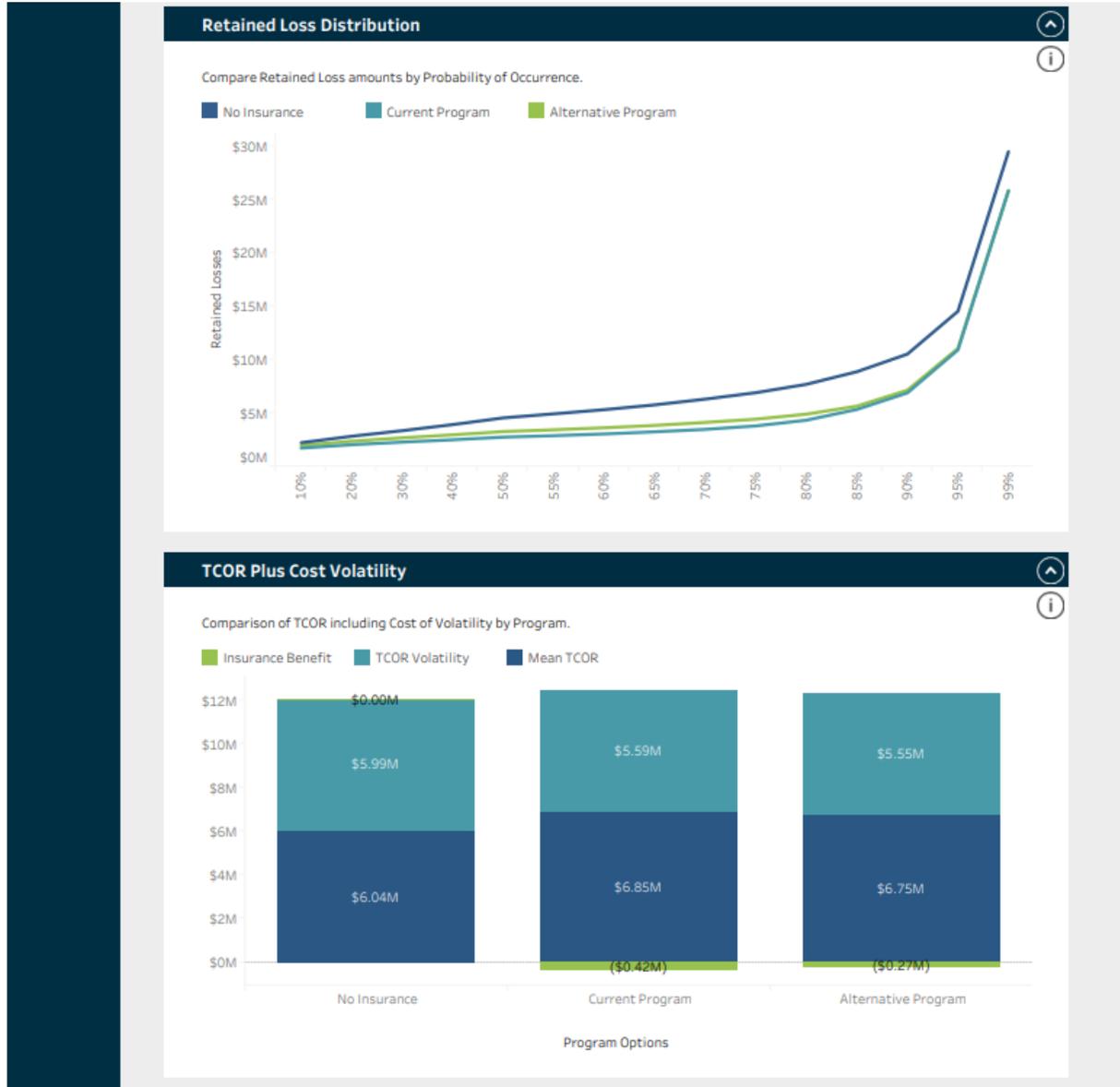
Program Selection

| Input program structures.  |                  |                  |                  |                            |                |
|----------------------------|------------------|------------------|------------------|----------------------------|----------------|
|                            | SIR / Deductible | Occurrence Limit | Policy Aggregate | SIR / Deductible Agg Limit | Multi Line Agg |
| <b>Current Program</b>     | \$300,000        | \$2,000,000      | \$4,000,000      | \$999,999,999              | False          |
| <b>Alternative Program</b> | \$500,000        | \$2,000,000      | \$4,000,000      | \$9,999,999,999            | False          |

TCOR Comparison

| Program Option      | Retained Losses | Insurance Premium | Losses Excess of Policy Limit | Total Cost of Risk |
|---------------------|-----------------|-------------------|-------------------------------|--------------------|
| No Insurance        | \$6.04M         | \$0.00M           | \$0.00M                       | \$6.04M            |
| Current Program     | \$2.57M         | \$2.77M           | \$1.51M                       | \$6.85M            |
| Alternative Program | \$3.13M         | \$2.26M           | \$1.36M                       | \$6.75M            |

## C | FIRM QUALIFICATIONS & EXPERIENCE





## D | FEE SUBMISSION

Person or Firm's fees and other costs, if any, shall be submitted (see Attachment G). This Fee Submission shall include any and all costs the Person or Firm wishes to have considered in the contractual arrangement with the Parish of Jefferson. The Person or Firm should propose fees for servicing the insurance program as outlined in Attachment B and the SOQ's Scope of Services.

Fees should be presented on an annual basis. These fees should be net of commissions, including any placement service agreements (PSA), or marketing service agreements (MSA) from any insurance policies secured on behalf of the Parish of Jefferson. The Parish of Jefferson will only consider proposals from Proposers willing to place coverage on a flat fee basis, net of commissions, for all lines of coverage other than NFIP as indicated in Attachment B. All NFIP policy coverage will be serviced and placed on a commission basis by the Producer but shall be excluded from the flat fee proposal amount offered by the Producer.

With the exception of NFIP policy coverage, the following shall apply: The Producer agrees that no commissions shall be retained; the Producer agrees that no fees from a third party (MGA) shall be retained. Any and all services provided have been pre-agreed to and a fee has been negotiated to fully compensate the Producer for services provided. All commissions, if any, including policies issued by State or Federal Agencies paid to Producer, shall be remitted to the Parish unless prohibited by law. The Producer attests that all commissions remitted to the Parish are not by any means or definition a rebate and are in compliance with applicable Louisiana Law. Terms and conditions of this contract are based purely on a fee for service basis and any deviation from said agreement shall be cause for termination of agreement by the Parish. Any commissions received by the Producer on policies that the carrier cannot or will not remove from the premium will be credited to the annual flat fee paid by the Parish to the Producer.

Please note that the Parish reserves the right to negotiate further terms and conditions, including price, with any of the Person or Firms that submits a response to this SOQ.

When determining our suggested level of compensation, our goal is to provide an extraordinary level of service at a reasonable price. Further, we seek to be flexible in an effort to meet the varying needs of our clients.

The most common methods of broker compensation are commission, fee, or some combination of the two. Regardless of the methodology, broker compensation is a very small component of your overall total cost of risk. Having a broker with the requisite level of expertise, market access, and commitment to client service is paramount and will guarantee the best program design at the optimal cost.

## D | FEE SUBMISSION

### 1. Broker Fee for Services

Our proposed service fee for placement services of existing retail policies is \$00.00. We would not take any additional compensation from carriers for direct placements. We are aware that brokers use **owned** intermediaries or wholesalers for placements, thereby driving up the cost of insurance. These arrangements are not always transparent to the client. We are transparent in our compensation structure as Alliant **does not own** a wholesaler or intermediaries like most of our competitors.

- a. Our intent is to cap wholesale commissions at 10%

### 2. Pricing for Additional Services.

| ADDITIONAL SERVICE        | COST                                                                                                |
|---------------------------|-----------------------------------------------------------------------------------------------------|
| Additional Coverage Added | Market rate commission: 10%                                                                         |
| Risk Control Services     | Up to 100 hours included at no additional cost; standard rate of \$175/hour would apply thereafter. |

Further, we are so confident in our ability to exceed all of your expectations, **we will place 20% of our compensation "at risk"**. If we fail to deliver on any of the mutually agreeable objectives, the "at risk" portion of our fee will be returned to you. We are proud to say that we have never been called upon to return the "at risk" portion of any fee.

Alliant is open to negotiating compensation structure with the Parish.

Please see the following page for the completed **Attachment G – Fee Schedule**.

**ATTACHMENT G**

**FEE SCHEDULE**

Name of Firm Alliant Insurance Services, Inc.

JP Property, Casualty, and Liability Insurance including NFIP coverages:

Please provide a compensation flat fee schedule for the periods indicated below using data outlined in Part 2 Scope of Services, Part 1.4.D, and Attachment B of the SOQ. Please note: flat fee will exclude NFIP commissions; commissions for NFIP will be paid in addition to and separately from the agreed upon flat fee.

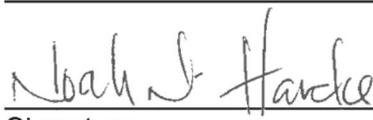
| <b>TERM</b>          | <b>FEE</b> |
|----------------------|------------|
| <b>09/01/2024-25</b> | \$00.00    |
| <b>09/01/2025-26</b> | \$00.00    |
| <b>09/01/2026-27</b> | \$00.00    |
| <b>09/01/2027-28</b> | \$00.00    |

If applicable, please disclose any additional fees for technology or technology-related services. N/A, technology is included

In necessary, do you agree to accept any or all of the annual fees indicated above in monthly payments? Yes

If you do not agree, please indicate your proposed payment scheme:

\_\_\_\_\_

  
Signature

May 7, 2024  
Date

Executive VP and Local Executive Leadership  
Title



## E | GENERAL SERVICES QUESTIONNAIRE

All Persons or Firms, including any subs, if applicable, must obtain, complete, and attach the Jefferson Parish General Professional Services Questionnaire as part of the Qualification Submission. Links are provided here for convenience.

(1) General Professional Services Questionnaire:

<https://jeffersonparishgovernment.azureedge.net/General%20Professional%20Services%20Questionnaire.pdf>

Please see the following pages for the completed **General Services Questionnaire**.

(2) SOQ Affidavit:

<https://jeffersonparishgovernment.azureedge.net/documents/departments/purchasing/forms/3-affidavits/07SOQAffidavit-2014-02-27.pdf>

\*\*Affidavits are not required to be submitted with the Statement of Qualifications, but shall be submitted prior to contract approval, including any subs, if applicable.

If deemed as the successful proposer, Alliant agrees to submit the SOQ affidavits prior to contract approval.

## General Professional Services Questionnaire

**A. Project Name and Advertisement Resolution Number:**

SOQ 24-010 to provide Insurance Producer Of Record Services for Its Property & Casualty Insurance Program

**B. Firm Name & Address:**

Alliant Insurance Services, Inc. (Headquarters)  
18100 Von Karman Ave., 10th Floor  
Irvine, CA 92612

**C. Name, title, & contact information of Firm Representative, as defined in Section 2-926 of the Jefferson Parish Code of Ordinances, with at least five (5) years of experience in the applicable field required for this Project:**

Noah Hardie, Executive Vice President and Local Executive Leadership  
504-250-2444  
noah.hardie@alliant.com

**D. Address of principal office where Project work will be performed:**

909 Poydras St. Suite 2650  
New Orleans, LA 70112

**E. Is this submittal by a JOINT-VENTURE? Please check:**

YES \_\_\_\_\_ NO  \_\_\_\_\_

If marked "No" skip to Section H. If marked "Yes" complete Sections F-G.

**F. If submittal is by JOINT-VENTURE, list the firms participating and outline specific areas of responsibility (including administrative, technical, and financial) for each firm. Please attach additional pages if necessary.**

1.  
N/A

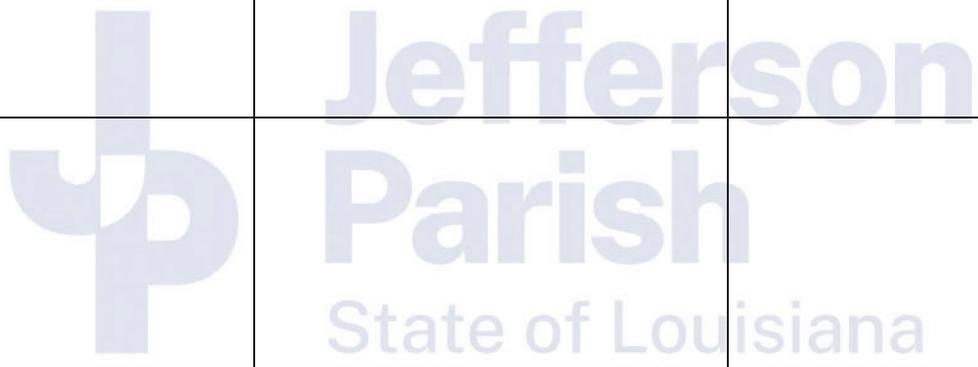
2.  
N/A

## General Professional Services Questionnaire

**G. Has this JOINT-VENTURE previously worked together? Please check: YES   N/A   NO**

**H. List all subcontractors anticipated for this Project. Please note that all subcontractors must submit a fully completed copy of this questionnaire, applicable licenses, and any other information required by the advertisement. See Jefferson Parish Code of Ordinances, Sec. 2-928(a)(3). Please attach additional pages if necessary.**

| Name & Address: | Specialty: | Worked with Firm Before (Yes or No): |
|-----------------|------------|--------------------------------------|
| 1.<br><br>N/A   |            |                                      |
| 2.              |            |                                      |
| 3.              |            |                                      |
| 4.              |            |                                      |
| 5.              |            |                                      |



## General Professional Services Questionnaire

|                                                                                                                                                                                                                                                                                                                                            |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>I. Please specify the total number of support personnel that may assist in the completion of this Project:</b><br>_____ 11 _____                                                                                                                                                                                                        |
| <b>J. List any professionals that may assist in the completion of this Project. If necessary, please attach additional documentation that demonstrates the employment history and experience of the Firm's professionals that may assist in the completion of this Project (i.e. resume). Please attach additional pages if necessary.</b> |
| <b>PROFESSIONAL NO. 1</b>                                                                                                                                                                                                                                                                                                                  |
| <b>Name &amp; Title:</b><br>Felipe Garcia, First Vice President                                                                                                                                                                                                                                                                            |
| <b>Name of Firm with which associated:</b><br>Alliant Insurance Services, Inc.                                                                                                                                                                                                                                                             |
| <b>Description of job responsibilities:</b><br>Providing property and casualty brokerage services including loss control and claims management to public entities in Louisiana and throughout the country.                                                                                                                                 |
| <b>Years' experience with this Firm:</b><br>12 years with Alliant.                                                                                                                                                                                                                                                                         |
| <b>Education: Degree(s)/Year/Specialization:</b><br>Received the 2021 Break Out Award (40 under 40) from the Business Insurance Journal<br>Bachelor of Science in Health Administration and Pre-Med from the University of Southern California (2010)                                                                                      |
| <b>Other experience and qualifications relevant to the proposed Project:</b><br>Felipe works with other public entities in the State of Louisiana including, Lafayette Parish Schools, City of Shreveport as well as multiple cities and counties across the Country.                                                                      |

## General Professional Services Questionnaire

| <b>PROFESSIONAL NO. 2</b>                                                                                                                                                                                                                                              |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Name &amp; Title:</b>                                                                                                                                                                                                                                               |
| Ben C. Sibley II, CLCS<br>Assistant Vice President                                                                                                                                                                                                                     |
| <b>Name of Firm with which associated:</b>                                                                                                                                                                                                                             |
| Alliant Insurance Services, Inc.                                                                                                                                                                                                                                       |
| <b>Description of job responsibilities:</b>                                                                                                                                                                                                                            |
| Co-Lead and relationship manager, Ben will be working closely with Felipe and Noah to bring all of Alliant resources and relationship management to the Parish.                                                                                                        |
| <b>Years' experience with this Firm:</b>                                                                                                                                                                                                                               |
| Five years at Alliant.                                                                                                                                                                                                                                                 |
| <b>Education: Degree(s)/Year/Specialization:</b>                                                                                                                                                                                                                       |
| Valencia State College<br>10 years in the insurance industry<br>100% public entity focus                                                                                                                                                                               |
| <b>Other experience and qualifications relevant to the proposed Project:</b>                                                                                                                                                                                           |
| Ben works with multiple Louisiana entities across the State including City of Shreveport, Orleans Parish School Board, St. Charles Parish Public Schools and Lafayette Parish School Board. Ben also works with multiple City and County clients outside of Louisiana. |

## General Professional Services Questionnaire

| <b>PROFESSIONAL NO. 3</b>                                                                                         |
|-------------------------------------------------------------------------------------------------------------------|
| <b>Name &amp; Title:</b>                                                                                          |
| Noah Hardie, Executive Vice President<br>Producer                                                                 |
| <b>Name of Firm with which associated:</b>                                                                        |
| Alliant Insurance Services, Inc.                                                                                  |
| <b>Description of job responsibilities:</b>                                                                       |
| Property and casualty placements and client relationship management.                                              |
| <b>Years' experience with this Firm:</b>                                                                          |
| Eight years with Alliant.                                                                                         |
| <b>Education: Degree(s)/Year/Specialization:</b>                                                                  |
| BS Economics, US Air Force Academy                                                                                |
| <b>Other experience and qualifications relevant to the proposed Project:</b>                                      |
| 23 years Federal government experience. Understands the unique challenges of government operations and budgeting. |

## General Professional Services Questionnaire

| <b>PROFESSIONAL NO. 4</b>                                                                                                                                                                                                                                                                                                                                                                                                                         |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Name &amp; Title:</b>                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Heather Landry, CIC, CISR<br>Unit Manger                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Name of Firm with which associated:</b>                                                                                                                                                                                                                                                                                                                                                                                                        |
| Alliant Insurance Services, Inc.                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Description of job responsibilities:</b>                                                                                                                                                                                                                                                                                                                                                                                                       |
| Currently oversee 15 public entity staff members while managing a book of business.                                                                                                                                                                                                                                                                                                                                                               |
| <b>Years' experience with this Firm:</b>                                                                                                                                                                                                                                                                                                                                                                                                          |
| Seven months with Alliant Insurance Services; over 20 years commercial insurance experience.                                                                                                                                                                                                                                                                                                                                                      |
| <b>Education: Degree(s)/Year/Specialization:</b>                                                                                                                                                                                                                                                                                                                                                                                                  |
| Bachelor of Science, University of Louisiana at Lafayette / 2021 / General Studies                                                                                                                                                                                                                                                                                                                                                                |
| <b>Other experience and qualifications relevant to the proposed Project:</b>                                                                                                                                                                                                                                                                                                                                                                      |
| Over (20) years experience in Commercial Insurance with majority in public entity. Public Entity experience in school boards, SEC universities, police juries, convention centers, etc. Previously managed a liability and an auto pool program for (11) years for (46) Sheriff's in the State of Louisiana. Experience in large CAT exposed property, MSA review, return to work programs, and GPS monitoring and guidelines for fleet programs. |

## General Professional Services Questionnaire

| <b>PROFESSIONAL NO. 5</b>                                                                                                                                                                                                                                                                                                                                |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Name &amp; Title:</b>                                                                                                                                                                                                                                                                                                                                 |
| Tyler Smith, Vice President                                                                                                                                                                                                                                                                                                                              |
| <b>Name of Firm with which associated:</b>                                                                                                                                                                                                                                                                                                               |
| Alliant Insurance Services, Inc.                                                                                                                                                                                                                                                                                                                         |
| <b>Description of job responsibilities:</b>                                                                                                                                                                                                                                                                                                              |
| Procuring, reviewing, negotiating and placing commercial property, terrorism and equipment breakdown insurance coverage on Clients' behalf; performing review and audit of coverages and policy forms; conducting exposure analysis; making coverage recommendations; loss prevention advocacy; client training and education on property-related items. |
| <b>Years' experience with this Firm:</b>                                                                                                                                                                                                                                                                                                                 |
| Two years with Alliant.                                                                                                                                                                                                                                                                                                                                  |
| <b>Education: Degree(s)/Year/Specialization:</b>                                                                                                                                                                                                                                                                                                         |
| B.S. Aerospace Engineering - Texas A&M University, College Station (2009)                                                                                                                                                                                                                                                                                |
| <b>Other experience and qualifications relevant to the proposed Project:</b>                                                                                                                                                                                                                                                                             |
| Perform similar services for a number of Louisiana and Texas-based public entity Clients with similar risk profiles and exposures, including complex multi-carrier placements and NATCAT exposed portfolios along the Gulf Coast. Formerly a large commercial property insurance underwriter and loss prevention engineer (12 years).                    |

## General Professional Services Questionnaire

| <b>PROFESSIONAL NO. 6</b>                                                                                                                                                                                                                                                                                                                                                                                                     |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Name &amp; Title:</b>                                                                                                                                                                                                                                                                                                                                                                                                      |
| Vitaly Chernyshev<br>Assistant Vice President, Alliant Cyber                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Name of Firm with which associated:</b>                                                                                                                                                                                                                                                                                                                                                                                    |
| Alliant Insurance Services, Inc.                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Description of job responsibilities:</b>                                                                                                                                                                                                                                                                                                                                                                                   |
| A specialized advisor focused on privacy, information technology, and media risk management. Vitaly's expertise involves working with companies, their security teams, and c-suite to conduct deep dive reviews of their professional and cyber liability exposures.                                                                                                                                                          |
| <b>Years' experience with this Firm:</b>                                                                                                                                                                                                                                                                                                                                                                                      |
| Two years with Alliant; seven years in industry.                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Education: Degree(s)/Year/Specialization:</b>                                                                                                                                                                                                                                                                                                                                                                              |
| Bachelor's Degree in Political Science from University of Florida (2017)<br>Associate in Risk Management (ARM) designation                                                                                                                                                                                                                                                                                                    |
| <b>Other experience and qualifications relevant to the proposed Project:</b>                                                                                                                                                                                                                                                                                                                                                  |
| Experience with working on many public entities/municipalities across the United States to create robust and cost-effective risk transfer programs.<br>Multiple speaking engagements across the State of North Carolina including North Carolina State University and University of North Carolina-Wilmington to discuss ongoing market trends and security issues.<br>Currently working to obtain the CIPP/US certification. |

## General Professional Services Questionnaire

| <b>PROFESSIONAL NO. 7</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Name &amp; Title:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Robert A. Frey<br>Sr. Vice President, Director-National Claims, Specialty                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Name of Firm with which associated:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Alliant Insurance Services, Inc.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Description of job responsibilities:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Director for our Specialty National Claims Division which is responsible for our Public Entity, Real Estate, Healthcare and Tribal First Divisions. Responsible for staff leadership and handling of a variety of claims, generally large or complex claims. Work with clients on settlement valuation, negotiations and coverage disputes. Work to develop coverage positions that win claim disputes for our clients. Assist clients with and attend mediations as needed.                                                                                                                                                |
| <b>Years' experience with this Firm:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 22 years with Alliant.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Education: Degree(s)/Year/Specialization:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| High School, Various Insurance Courses, Member of the Society of Registered Professional Adjusters.<br>Started in the Insurance business in 1974.                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Other experience and qualifications relevant to the proposed Project:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Robert has worked with public agencies of every size from small cities, to major metropolitan cities, counties and states, dealing with catastrophic property losses, large scale bodily injury claims, multiple victim/violent weapon attacks, large scale cyber claims that shut down organizations. The goal is to get our clients back operational as quickly as possible, while dealing with the various aspects of the loss, looking for coverage under any applicable insurance policies and helping the client work towards making smart, strategic decisions to maximize their coverage and protect the operation. |

## General Professional Services Questionnaire

| <b>PROFESSIONAL NO. 8</b>                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Name &amp; Title:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Steven Langlinais, Senior Risk Solutions Consultant                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Name of Firm with which associated:</b>                                                                                                                                                                                                                                                                                                                                                                                                                |
| Alliant Insurance Services, Inc.                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Description of job responsibilities:</b>                                                                                                                                                                                                                                                                                                                                                                                                               |
| Perform technical evaluations and loss analysis of prospective or existing policyholders to identify risk, exposure and controls in a report format. Steve also delivers consultative or technical services to policyholders, a no-fee service to all policy holders of Alliant.                                                                                                                                                                          |
| <b>Years' experience with this Firm:</b>                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Seven years with Alliant.                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Education: Degree(s)/Year/Specialization:</b>                                                                                                                                                                                                                                                                                                                                                                                                          |
| University of Houston, B.S. Environmental Science, with a focus on Industrial Hygiene and Safety (1997)                                                                                                                                                                                                                                                                                                                                                   |
| <b>Other experience and qualifications relevant to the proposed Project:</b>                                                                                                                                                                                                                                                                                                                                                                              |
| 25 years' experience in Industrial Safety, Health, and Environmental related job responsibilities. Steve also has managed workers' compensation claims, and is a certified ISO Auditor and numerous OSHA and Safety related certifications. Steve has employment and consulting experience in numerous industries, such as oil & gas, manufacturing, childcare facilities, food industry, DOT and Non DOT compliance and driver education, to name a few. |

## General Professional Services Questionnaire

| <b>PROFESSIONAL NO. 9</b>                                                                                                                                                                                                                                                                                                      |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Name &amp; Title:</b>                                                                                                                                                                                                                                                                                                       |
| Rachel Wrightson, Senior Vice President & Claims Director                                                                                                                                                                                                                                                                      |
| <b>Name of Firm with which associated:</b>                                                                                                                                                                                                                                                                                     |
| Alliant Insurance Services, Inc.                                                                                                                                                                                                                                                                                               |
| <b>Description of job responsibilities:</b>                                                                                                                                                                                                                                                                                    |
| Claims advocacy and resolution, including assistance with FEMA submissions, applications and recovery.                                                                                                                                                                                                                         |
| <b>Years' experience with this Firm:</b>                                                                                                                                                                                                                                                                                       |
| Six and a half years with Alliant.                                                                                                                                                                                                                                                                                             |
| <b>Education: Degree(s)/Year/Specialization:</b>                                                                                                                                                                                                                                                                               |
| Northwestern University, B.A.<br>Brooklyn Law School, J.D.                                                                                                                                                                                                                                                                     |
| <b>Other experience and qualifications relevant to the proposed Project:</b>                                                                                                                                                                                                                                                   |
| Experienced insurance coverage litigator with 11 years of policyholder representation. 4.5 years of in-house legal and risk management including claims resolution and management. Client/applicant team lead responsible for securing \$1.13 billion in FEMA assistance for Superstorm Sandy (for NYU Langone Health System). |

## General Professional Services Questionnaire

| <b>PROFESSIONAL NO. 10</b>                                                                                                                                      |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Name &amp; Title:</b>                                                                                                                                        |
| Tim (Chi-Fan) Wei, FCAS, MAAA<br>Associate Actuary                                                                                                              |
| <b>Name of Firm with which associated:</b>                                                                                                                      |
| Alliant Insurance Services, Inc.                                                                                                                                |
| <b>Description of job responsibilities:</b>                                                                                                                     |
| To provide actuarial and analytical services to Alliant clients and to develop analytical tools that put Alliant at the forefront of innovative analytics.      |
| <b>Years' experience with this Firm:</b>                                                                                                                        |
| Two years with Alliant.                                                                                                                                         |
| <b>Education: Degree(s)/Year/Specialization:</b>                                                                                                                |
| B.A. Applied Mathematics, University of California, Berkeley (2012)                                                                                             |
| <b>Other experience and qualifications relevant to the proposed Project:</b>                                                                                    |
| Tim has over 12 years of industry experience and has achieved the highest level actuarial credential. He is also a member of the American Academy of Actuaries. |

## General Professional Services Questionnaire

| <b>PROFESSIONAL NO. 11</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Name &amp; Title:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Jack F. Chen, Vice President<br>Workers' Compensation Claims Advocacy                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Name of Firm with which associated:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Alliant Insurance Services, Inc.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Description of job responsibilities:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Workers' compensation claims advocate is responsible for developing and delivering high quality customer service to clients by facilitating as the lead liaison between the client and the insurance carrier and/or Third Party Administrator (TPA) ensuring timely claim resolution. Implementation of transitional early return-to-work initiative and assist customers to accommodate permanent restrictions resulting in reduction of permanent disability payment by 15% and also develop and deliver programs to increase client awareness of medical and litigation management.                                                                                                                                                                      |
| <b>Years' experience with this Firm:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 19 years with Alliant; field of workers' compensation for 26 years.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Education: Degree(s)/Year/Specialization:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Bachelor of Arts degree in Social Science from the University of California, Irvine (UCI), located in Irvine, California. California Certified Self-Insurance Administrator, a California Certified Notary Public, and a California licensed Fire & Casualty Broker-Agent. AIS, CAWC, CPDM, CLCS, CPFI. Working towards ARM designation.                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Other experience and qualifications relevant to the proposed Project:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Has over 26 years of insurance experience with specialization in workers' compensation and risk management for CA as well as Multi-State. Jack began his insurance career as a Claims Adjuster with Liberty Mutual Insurance Company. Promoted to Sr. Case Manager and then Team lead. Jack spent the next few years managing accounts on the insurance as well as the self insured side of Liberty Mutual Insurance Company. He is experienced in implementation of return to work programs, managing insured claims from medical only to catastrophic injuries, performing statistical analysis, forecasting experience modification ratings, and providing knowledge based consultation in the field of workers' compensation and disability management. |

## General Professional Services Questionnaire

|                                                                                                                                                                                                                         |                                                                                  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|
| <b>K. List all prior projects that best illustrate the Firm's qualifications relevant to this Project. Please include any and all work performed for Jefferson Parish. Please attach additional pages if necessary.</b> |                                                                                  |
| <b>PROJECT NO. 1</b>                                                                                                                                                                                                    |                                                                                  |
| <b>Project Name, Location and Owner's contact information:</b>                                                                                                                                                          | <b>Description of Services Provided:</b>                                         |
| Orleans Parish School Board<br>New Orleans, LA<br>Tracey Griffin-Robertson<br>504-359-8159<br>tgr Robertson@nolapublicschools.com                                                                                       | All lines of property and casualty insurance, claims advocacy, and loss control. |
| <b>Length of Services Provided:</b>                                                                                                                                                                                     | <b>Cost of Services Provided:</b>                                                |
| 2024-present                                                                                                                                                                                                            | Confidential.                                                                    |

|                                                                                                         |                                                                                                 |
|---------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| <b>PROJECT NO. 2</b>                                                                                    |                                                                                                 |
| <b>Project Name, Location and Owner's contact information:</b>                                          | <b>Description of Services Provided:</b>                                                        |
| Crescent River Port Pilots<br>Metairie, LA<br>Mark Nelson<br>mnelson@crescentpilots.com<br>504-392-5016 | Property and casualty insurance, bonding, employee benefits, claims advocacy, and loss control. |
| <b>Length of Services Provided:</b>                                                                     | <b>Cost of Services Provided:</b>                                                               |
| 7 years                                                                                                 | Confidential.                                                                                   |

**General Professional Services Questionnaire**

| <b>PROJECT NO. 3</b>                                                                             |                                                                     |
|--------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| <b>Project Name, Location and Owner's contact information:</b>                                   | <b>Description of Services Provided:</b>                            |
| KIPP Schools<br>New Orleans, LA<br>Katie Walmsley<br>kwalmsley@kipneworleans.org<br>504-373-6269 | Property and casualty insurance, claims advocacy, and loss control. |
| <b>Length of Services Provided:</b>                                                              | <b>Cost of Services Provided:</b>                                   |
| 5 years                                                                                          | Confidential.                                                       |

| <b>PROJECT NO. 4</b>                                                                             |                                                                              |
|--------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| <b>Project Name, Location and Owner's contact information:</b>                                   | <b>Description of Services Provided:</b>                                     |
| Jensen Companies<br>New Orleans, LA<br>Jack Jenson<br>jackjenson@tcitrucking.com<br>504-239-7901 | Property and casualty insurance, bonding, claims advocacy, and loss control. |
| <b>Length of Services Provided:</b>                                                              | <b>Cost of Services Provided:</b>                                            |
| 6 years                                                                                          | Confidential.                                                                |

## General Professional Services Questionnaire

| <b>PROJECT NO. 5</b>                                                                                      |                                                                                                    |
|-----------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|
| <b>Project Name, Location and Owner's contact information:</b>                                            | <b>Description of Services Provided:</b>                                                           |
| Horry County Schools<br>Myrtle Beach, SC<br>Russel Tyler<br>rtyler@horrycountyschools.net<br>843-421-0206 | Student accident, cyber liability, crime, and directors and officers/school board legal liability. |
| <b>Length of Services Provided:</b>                                                                       | <b>Cost of Services Provided:</b>                                                                  |
| 2 years                                                                                                   | Confidential.                                                                                      |

| <b>PROJECT NO. 6</b>                                                                                           |                                                                     |
|----------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| <b>Project Name, Location and Owner's contact information:</b>                                                 | <b>Description of Services Provided:</b>                            |
| North Carolina League of Municipalities<br>Raleigh, NC<br>Michael Pittman<br>mpittman@nclm.org<br>919-715-2919 | All property and casualty lines, claims advocacy, and loss control. |
| <b>Length of Services Provided:</b>                                                                            | <b>Cost of Services Provided:</b>                                   |
| 12 years                                                                                                       | Confidential.                                                       |

**General Professional Services Questionnaire**

| <b>PROJECT NO. 7</b>                                                                                                      |                                                                     |
|---------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| <b>Project Name, Location and Owner's contact information:</b>                                                            | <b>Description of Services Provided:</b>                            |
| Mecklenburg County, NC<br>Charlotte, NC<br>Betty Coulter, Director of RM<br>betty.coulter@charlottenc.gov<br>705-336-4142 | All property and casualty lines, claims advocacy, and loss control. |
| <b>Length of Services Provided:</b>                                                                                       | <b>Cost of Services Provided:</b>                                   |
| 2 years                                                                                                                   | Confidential.                                                       |

| <b>PROJECT NO. 8</b>                                                                  |                                                                     |
|---------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| <b>Project Name, Location and Owner's contact information:</b>                        | <b>Description of Services Provided:</b>                            |
| Wake County, NC<br>Raleigh, NC<br>Ann Mattern<br>ann.mattern@wake.gov<br>919-856-6127 | All property and casualty lines, claims advocacy, and loss control. |
| <b>Length of Services Provided:</b>                                                   | <b>Cost of Services Provided:</b>                                   |
| 2 years                                                                               | Confidential.                                                       |

**General Professional Services Questionnaire**

| <b>PROJECT NO. 9</b>                                                                                    |                                                                     |
|---------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| <b>Project Name, Location and Owner's contact information:</b>                                          | <b>Description of Services Provided:</b>                            |
| Orange County, NC<br>Hillsborough, NC<br>Melissa Tegeder<br>mtegeder@orangecountync.gov<br>919-215-2155 | All property and casualty lines, claims advocacy, and loss control. |
| <b>Length of Services Provided:</b>                                                                     | <b>Cost of Services Provided:</b>                                   |
| 2 years                                                                                                 | Confidential.                                                       |

| <b>PROJECT NO. 10</b>                                                                                      |                                                                     |
|------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| <b>Project Name, Location and Owner's contact information:</b>                                             | <b>Description of Services Provided:</b>                            |
| City of Austin, TX<br>Austin, TX<br>Benny VandenAvond<br>benny.vandenavond@austintexas.gov<br>512-974-3264 | Property and casualty, including claims advocacy, and loss control. |
| <b>Length of Services Provided:</b>                                                                        | <b>Cost of Services Provided:</b>                                   |
| 9 years                                                                                                    | Confidential.                                                       |

**General Professional Services Questionnaire**

**L. List all prior and/or on-going litigation between Firm and Jefferson Parish. Please attach additional pages if necessary.**

| Parties:      |            | Status/Result of Case: |
|---------------|------------|------------------------|
| Plaintiff:    | Defendant: |                        |
| 1.<br><br>N/A |            |                        |
| 2.            |            |                        |
| 3.            |            |                        |
| 4.            |            |                        |

**M. Use this space to provide any additional information or description of resources supporting Firm's qualifications for the proposed project.**

N/A - Alliant does not have any prior or current litigation with Jefferson Parish.

**N. To the best of my knowledge, the foregoing is an accurate statement of facts.**

**Signature:** Noah J Hardie **Print Name:** Noah Hardie  
**Title:** Executive VP and Local Executive Leadership **Date:** May 7, 2024



## APPENDIX

- A. State of Louisiana Brokerage License
- B. Team Biographies
- C. Attachments C, D, E, F
- D. Proposed Exceptions
- E. Certificates of Insurance
- F. Fee Disclosure Language

# APPENDIX

## **A. State of Louisiana Brokerage License**

Please refer to the following page(s).

State of



Louisiana

Commissioner of Insurance

*certifies that*

Alliant Insurance Services Inc  
701 B Street, 6Th Floor  
San Diego, CA 92101

*has properly met the requirements for licensure of the  
Louisiana Department of Insurance.*

*License Number: 43477*



| <u>License Code</u>                               | <u>Issue Date</u> | <u>Expiration Date</u> |
|---------------------------------------------------|-------------------|------------------------|
| Producer Agency - Accident and Health or Sickness | 08/13/2002        | 03/31/2025             |
| Producer Agency - Casualty                        | 06/07/1971        | 03/31/2025             |
| Producer Agency - Life                            | 08/13/2002        | 03/31/2025             |
| Producer Agency - Property                        | 06/07/1971        | 03/31/2025             |
| Producer Agency - Surplus Lines                   | 06/12/2007        | 03/31/2025             |

Handwritten signature of James J. Donelon.

James J. Donelon  
Commissioner of Insurance

# APPENDIX

## **B. Team Biographies**

Please refer to the following page(s).



## Felipe Garcia

First Vice President

Public Entity Group

C | 949-322-8597

O | 949-756-0271

E | fgarcia@alliant.com



Felipe joined the Alliant Insurance Services team in 2012 to focus on public entity business. Felipe effectively manages commercial accounts and develops effective risk transfer programs for large public entities with complex risk, including named storm. He is currently the servicing broker for various organizations such as Lake County Shools (FL), Lee County Port Authority (FL), Jaxport (FL), Lafayette Parish School Board (LA), Sussex County (DE), Athens-Clarke County Unified Government (GA), and several joint power authorities such as the Set Seg Schools (MI), Rhode Island Interlocal Trust, South Dakota Public Assurance Alliance, and Utah Local Governments Trust. Additionally, Felipe serves as one of Alliant's Privacy and Security specialists and has formulated several Cyber and Tech E&O platforms to assist our Public Entity practice nationwide. Felipe takes an innovative and creative approach for servicing his clients' coverage needs and strives to find the most resourceful and efficient solution.

For Felipe's clients, he oversees the development of risk transfer programs for applicable program placements to include property and casualty, for example. He will call upon the relationships he has garnered with the marketplace and access exclusive insurance programs to positively impact the total cost of risk. He will also engage with Alliant's loss control and claims management team as we will serve as a true risk advisor.

Felipe's experience and specialty is in the public entity practice. He collaborates with various entities in the public entity sector including counties, municipalities, airports/ports, K-12, and joint power authorities/pools. He is involved in the managing and marketing of accounts including contract reviews/audits, claims handling, and loss control. He is familiar with market appetite and is an active participant in several risk management conferences such as Florida RIMS, STRIMA, PRIMA, and ACI NA to stay abreast of the ever-changing insurance industry and emerging risks.

Felipe graduated from the University of Southern California (USC) with a Bachelor of Science in Health Administration and an emphasis in Pre-Medicine. Felipe has attended numerous hours of insurance industry related classes and is currently working towards his ARM designation. In 2021, Felipe was awarded the **2021 Business Insurance Break Out Award**, a highly competitive awards program meant to identify the 40 most talented leaders emerging in the risk management and commercial insurance sector of the United States. Felipe has maintained a resident 220 insurance license in Florida (license #W241193) since September 22, 2017 and has had an insurance license since 2012.

When Felipe is not busy practicing his profession, he enjoys time with family and friends. In addition, he has a talent for singing and has a background in performing in strong venues such as the Viper Room in Hollywood.



## **Benjamin Sibley**

Assistant Vice President

Public Entity, Education & Pooling Practice

D | 561-273-2315

M | 407-247-1069

E | [benjamin.sibley@alliant.com](mailto:benjamin.sibley@alliant.com)



Ben joined the Alliant Insurance Services team in 2019 and is currently an Assistant Vice President based out of the Charlotte, North Carolina office. Ben specializes in Property and Casualty insurance placements for public entity clients. He joined the Alliant team to assist in expanding Alliant's footprint throughout the Southeast.

Ben is a third generation insurance producer and started his career in 2014 at one of the largest family owned insurance agencies in the State of Florida. He has worked on many different sized accounts including small business, middle market, and large commercial property and casualty risks. He has also worked in the Community Association Division writing large condominiums to small HOA's. Working on many different levels of accounts, Ben has learned it takes long nights and weekends to make sure all his clients are happy. He has learned that no matter the size of the account they all deserve exceptional customer service.

Ben holds an associate degree from Valencia State College, FL and is a licensed Property & Casualty agent in North Carolina and many other states, with his Commercial Lines Coverage Specialist (CLCS) designation. Ben is working towards his ARM & CIC designation.

In his free time, Ben enjoys spending time with his family, playing golf, and cooking.



## Noah Hardie

Executive Vice President  
Alliant Americas

D | 504-481-9109

M | 504-250-2444

E | [nhardie@alliant.com](mailto:nhardie@alliant.com)



Noah Hardie is a former Federal Bureau of Investigation (FBI) Task Force officer, Central Intelligence Agency (CIA) Officer and C-Suite Executive; he leverages his breadth of experience in risk mitigation in both the public and private sectors to provide risk management and insurance solutions to a diverse list of client throughout the Gulf Coast and Internationally. Noah's unique background allows him to provide clients un-paralleled insight and expertise when addressing cyber breach, crime, active-shooter, kidnap and ransom, law enforcement liability and other security related issues.

Prior to joining Alliant, Noah was assigned as the lead Intelligence Task Force Officer with the FBI's Cyber Task Force, Joint Terrorism Task Force and Counter Intelligence Unit. In that role he was the primary liaison with FBI regional offices, the Department of Homeland Security, Customs and Border Protection, and the Port of New Orleans. For two decades he was engaged in risk identification, analysis and mitigation for various arms of the Federal Government. Noah's position with the FBI followed years of international experience as a Clandestine Service Operations Officer for the CIA. The former U.S. Air Force Captain also has private sector experience as a Chief Financial Officer in the construction industry. Noah joined the Alliant Insurance Services team in 2015. He serves as a First Vice President in the New Orleans office.

Noah holds a bachelor's degree in Economics and a minor in Spanish from the United States Air Force Academy where he played Division one Soccer and played in three rugby Final Fours. In addition to speaking French and Spanish, Noah holds an advanced certificate in international maritime law from the International Maritime Law Institute in Malta.



## Tyler Smith

Vice President

Public Entity Group

D | 415-946-7523

M | 817-676-6981

E | [tyler.smith@alliant.com](mailto:tyler.smith@alliant.com)



As a Vice President with the Specialty Group of Alliant Insurance Services, Inc., Tyler focuses on identifying and solving the insurance and risk management needs of middle- and large-market segment clients in the public entity, real estate, hospitality, healthcare, education, and retail industries.

A graduate of the Texas A&M University in College Station, Tyler earned his Bachelor of Science in Aerospace Engineering in 2009. Prior to joining Alliant in 2022, Tyler's career included nearly 12 years at FM Global in loss control engineering, property underwriting and global account management.

Some of Tyler's current clients include the City of Shreveport, Louisiana Parrish School Board, and the Texas Association of School Boards Risk Management Fund. Given his unique retail carrier background and physical location in North Texas, Tyler is also involved in supporting a variety of other Alliant client service teams with technical property risk insight and client loss control solutions.

When away from his client advocacy, Tyler enjoys spending time with his wife and their four young children. When not shuffling between little league games, dance recitals, and swimming lessons, Tyler can usually be found relaxing with a guitar or relishing in a round of golf.



## Vitaly Chernyshev, ARM

Assistant Vice President

Alliant Cyber

D | 212-504-1829

M | 704-303-4389

E | [vitaly.chernyshev@alliant.com](mailto:vitaly.chernyshev@alliant.com)



Vitaly is an Assistant Vice President within the Alliant Management & Professional Solutions Group. The group advises and services the directors & officers liability, errors & omissions liability (including information security & privacy liability), employment practices liability, fiduciary liability, and fidelity insurance needs of Alliant's commercial and nonprofit clients. As a subject matter expert and broker, Vitaly is tasked with assisting Alliant's clients address their data privacy and network security exposures as well as negotiate best in-class coverage for Cyber, Tech, Media, and E&O lines of business using his carrier relationships and market knowledge. He also supports the Mergers & Acquisitions Practice Group with front end review and due diligence as well as be responsible for post-close placement and compliance.

Prior to Alliant, Vitaly was the Lead Cyber/E&O broker in the Southeast Region for a global brokerage firm. He has also worked for other national retail and wholesale brokerages during his career working with clients across a wide variety of industries. This has allowed him to gain a better understanding of how to approach every scenario with comfort and be able to provide tailored solutions for any circumstance.

Vitaly received his Bachelor of Arts in Political Science from the University of Florida. He obtained an Associate in Risk Management (ARM) and is currently pursuing the Cyber Professional Liability Practitioner (CPLP) designation. Vitaly is also an active member of the Professional Liability Underwriting Society (PLUS).

Outside of work, Vitaly can be found trying out new food or exploring new parks with his canine companion, Apollo.



## Robert A. Frey, RPA

Senior Vice President | Director  
National Claims Advocacy

D | 415-403-1445

M | 415-518-8490

E | rfrey@alliant.com



Robert joined the Alliant team in 2002 and created the Alliant Brokerage Claims Advocacy practice. He manages a team of highly trained professionals who provide technical claim service to various Alliant practice groups. Some of these groups include Public Entity, Healthcare, Commercial, and Real Estate. In addition, he takes the lead handling large losses, complex losses, and losses with coverage disputes. His expertise also covers real estate development and management and includes high-rise office risks, industrial office/manufacturing risks, hospitality industry, regional shopping centers, and strip mall shopping centers. Robert is well versed in claims handling for construction risks including OCIP, high tech, biotech, and higher education clients. Currently, he serves as the Alliant client advocate for all aspects of the insurance claims process.

Robert is a seasoned professional who offers almost four decades of extensive experience handling property and casualty claims. His insurance career began with Bayly, Martin, & Fay. He then moved on to an advanced position with Morris & Associates, and then to a Claims Executive at Marsh Risk Services. Robert began leading the Claims Advocacy Practice team at Alliant over ten years ago. He is an in-demand speaker and frequently addresses audiences at risk management conferences including PARMA, the Building Owners Managers Association (BOMA), and the International Council of Shopping Centers (ICSC). He has been a guest speaker for the California State University Risk Management Authority (CSURMA) on multiple occasions. In addition, Robert was an instructor at the College of Alameda where he taught classes on personal insurance coverage, claims handling, and adjusting.

He is a charter member of the Registered Professional Adjusters Program as a Registered Professional Adjuster (RPA) and is a former faculty member of the International Council of Shopping Centers (ICSC).

When Robert is not handling claims, he spends time with his family. He enjoys basketball and for many years coached youth and woman's teams. Recently, Robert added a few new interests that include learning to play piano and oil painting.



## Steven Langlinais

Sr. Risk Control Consultant  
Risk Solutions

D | 713-624-6342

M | 337-288-6805

E | [steven.langlinais@alliant.com](mailto:steven.langlinais@alliant.com)



Steven is a Sr. Risk Control Consultant within the Risk Solutions department for Alliant Insurance Services. Steven, who is based in the Houston office, will focus on analyzing clients' workplaces and developing their safety management systems to control risk and help eliminate hazards.

His areas of expertise include energy, transportation, hospitality, heavy construction, and lean manufacturing. He has more than 25 years of experience working in quality-control, environmental, compliance, life safety codes and, industrial hygiene and safety.

Prior to joining Alliant, Steven worked for Lyondell Citgo Refining, Greene's Energy Group, Knight Oil Tools and Honeywell Aerospace. He is a member of the American Society of Safety Professionals and the American Industrial Hygiene Association.

Steven holds a Bachelor of Science from the University of Houston - Clear Lake in Environmental Science with a focus on Safety & Industrial Hygiene. He holds several industry certifications including NEBOSH International General Certificate, ISO 9001 Internal Auditor, OHSAS 18001 Lead Auditor and several OSHA certifications.



## Rachel Wrightson, J.D.

Senior Vice President | Regional Claims Director  
National Claims Advocacy

D | 415-403-1497

M | 628-255-0700

E | [rachel.wrightson@alliant.com](mailto:rachel.wrightson@alliant.com)



Rachel Wrightson is Senior Vice President and Regional Claims Director, based in Alliant Insurance Services' San Francisco office. An experienced lawyer and veteran claims and insurance coverage expert, Rachel joined Alliant in October 2017 and works with Alliant's diverse client base to guide, manage and resolve a broad range of claims from inception to resolution.

Rachel is a lawyer, advisor and skilled problem-solver who joined Alliant with experience litigating complex coverage matters and managing hundreds of claims during her multifaceted career. Her professional background includes positions as a lawyer in private practice, in-house counsel, risk manager, and insurance professional, with experience in both the private and public sectors.

Rachel has 11 years of experience practicing law at major New York City-based law firms, with a primary focus on policyholder representation in insurance coverage disputes. She has first-chair experience in dispute resolution and discovery proceedings, having honed her skills as a litigator and counsel for insureds in multiple industries and across various coverage lines.

Immediately prior to joining Alliant, Rachel was an in-house lawyer and risk manager as the Assistant Director, Claims, at New York University, one of the nation's largest private universities. There, she administered NYU's large-deductible captive insurance program and managed a broad portfolio of claims that included educator's legal liability, professional liability, employment, general and automobile liability, construction, complex property, builder's risk, cyber, and others. She also managed and oversaw NYU's workers compensation claims team.

In addition to her work with the University, Rachel handled malpractice claims arising from the NYU Student Health Center and the Colleges of Dentistry and Nursing, and general liability, builder's risk and property claims for NYU Langone Health System. She was also part of the team that secured \$1.13 billion in FEMA assistance for Superstorm Sandy recovery for NYU Langone Health System; this was the second-largest FEMA award ever granted for a single project and was received in a lump sum (\$540m for repairs, \$589m for mitigation). Rachel also oversaw NYU Langone Health System's catastrophic claims submission, preparation and litigation arising from Superstorm Sandy.

Rachel has a bachelor's degree from Northwestern University and a law degree from Brooklyn Law School. She is also a licensed property and casualty broker in the State of California.

Rachel is an avid runner, having completed numerous marathons, including 12 ultra-marathons.



## **Jack Chen, AIS, CAWC, CPDM, CLCS, CPFI**

Vice President | Senior WC Claims Advocate  
National Claims Advocacy

D | 949-660-5960

M | 949-701-7632

E | [jchen@alliant.com](mailto:jchen@alliant.com)



Jack joined Alliant Insurance Services in 2005 as a Senior Workers' Compensation Claims Advocate for Alliant Business Services. He is responsible for developing and delivering high quality customer service to his clients by facilitating as the lead liaison between the client and the insurance carrier and/or Third-Party Administrator (TPA) ensuring timely claim resolution. He has successfully implemented transitional early return-to-work initiative and assist customers to accommodate permanent restrictions resulting in reduction of permanent disability payment by 15% and also develop and deliver programs to increases client awareness of medical and litigation management.

Jack has over 25 years of insurance experience with specialization in workers' compensation and risk management for California as well as multi-state. He began his insurance career as a Claims Adjuster with Liberty Mutual Insurance Company. Soon after, he was promoted to senior case manager and then team lead. He spent the next few years managing accounts on the insurance as well as the self-insured side of Liberty Mutual Insurance Company. Jack is experienced in implementation of return-to-work programs, managing insured claims from medical only to catastrophic injuries, performing statistical analysis, forecasting experience modification ratings, and providing knowledge-based consultation in the field of workers' compensation and labor code.

Jack holds a Bachelor of Arts degree in Social Science from the University of California, Irvine (UCI), located in Irvine, California. He is a California Certified Self-Insurance Administrator, a California Certified Notary Public, and a California licensed Fire & Casualty Broker-Agent. His professional education includes designations in Associate in Insurance Services (AIS), Certified Authority on Workers' Compensation (CAWC), Certified Professional in Disability Management (CPDM), Commercial Lines Coverage Specialist (CLCS) and Certified Professional in Fraud Identification (CPFI). In addition, Jack is finishing his studies leading towards the prestigious Associate in Risk Management (ARM) designation.

When not practicing his profession, Jack enjoys spending time with his family, triathlon and marathon training, and does volunteer work in his local community.

# APPENDIX

## **C. Attachments C, D, E, F**

Please refer to the following page(s).

**ATTACHMENT C**

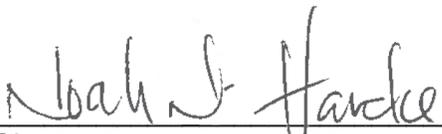
**RENEWAL TIMETABLE**

The successful Producer(s) will be expected to adhere to the following renewal time table. Please confirm your willingness to comply below.

| <b>ACTIVITY</b>                                             | <b>COMPLETION DAYS PRIOR TO RENEWAL</b> |
|-------------------------------------------------------------|-----------------------------------------|
| Initial Planning Session                                    | 150                                     |
| Request for Conceptual Qualification Submission to Producer | 120                                     |
| Meeting between Director & Producer                         | 110                                     |
| Producer compiles data for Quotations                       | 105                                     |
| Information is released to Companies                        | 95                                      |
| Quotations received by Producer                             | 60                                      |
| Quotations submitted to Director                            | 45                                      |
| Quotations Analyzed                                         | 30                                      |
| Coverage Selected                                           | 20                                      |
| Binders Issued                                              | 15                                      |
| Certificates of Coverage Issued                             | 10                                      |
| Renewal Date                                                | 0                                       |

I / We agree to adhere to and comply with the above renewal timetable in servicing the Parish's insurance program.

Name of Firm: Alliant Insurance Services, Inc.

  
Signature

May 7, 2024  
Date

Executive Vice President and Local Leadership  
Title

**ATTACHMENT D**

**INSURANCE PRODUCER INITIAL QUALIFYING  
QUESTIONNAIRE**

**Please note, if applicable, all sub-Producers that will be used on this project must complete this form.**

**Identifying Information:**

Name of Firm:

Alliant Insurance Services, Inc.

Address: 909 Poydras St. Suite 2650

City: New Orleans

State: LA

Zip: 70112

Principal of Firm: Noah Hardie

E-mail Address: Noah.Hardie@alliant.com

Primary Telephone: ( 504 ) 481-9109

**Firm's Qualifications:**

Date Established: 1925

Total Number of Employees: 12,400

Number of Louisiana employees who will be working on this project 2

Location of office from which this account will be serviced: New Orleans

Describe the ownership of your Firm. Corporation

Are you licensed in the State of Louisiana:  YES  NO

Louisiana Producer Number: 43477 Expiration Date: 3/31/25

Name of licensed Principal(s): Alliant Insurance Services, Inc.

Have you handled an account within the last 10 years with a total cost of risk in excess of \$5,000,000? Yes.

Do you have experience in providing producer services similar to those outlined in the

SOQ? Alliant has the expertise, the people, the client connections, the ability, the technology, the analytics, senior level executive insurance company relationships and the momentum to meet your request.  
Do your commercial lines accounts generate an annual premium volume of at least \$10,000,000? Yes.

For how many Louisiana Public Entity clients within the last 10 years do you currently provide or have you provided Producer of Record Services? 15

What are the locations of any branch offices/affiliates that will assist in servicing this contract? (list location & affiliate name)

|                                   |                                         |
|-----------------------------------|-----------------------------------------|
| <u>New Orleans Office</u>         | <u>Irvine Office</u>                    |
| <u>909 Poydras St. Suite 2650</u> | <u>18100 Von Karman Ave. 10th Floor</u> |
| <u>New Orleans, LA 70112</u>      | <u>Irvine, CA 92612</u>                 |

**Please provide a narrative addressing the following:**

- A. Please describe what technology will the FIRM utilize while servicing the Parish?
  - a. How will this technology help to market the Parish’s insurance program?
  - b. How will this technology assist the Parish’s Risk Management Department implement, monitor, and administer its property and casualty insurance program?
  - c. How will this technology make the Parish insurance program more efficient?
  - d. How will this technology help reduce the Parish’s expenses related to its insurance program?

*Please see question 6 in our RFP response*

- B. Please provide the names and positions of each professional to be assigned to the Parish’s account, including their knowledge and experience with other public entities. Describe the professional qualifications and education of each team member. Provide two (2) references for each team member.

*Please see question 2 in our RFP response*

- C. Provide an explanation of what distinguishes the services the Firm can provide from other Person or Firms, and any additional or unique services your Firm would provide to the Parish.

*Please see question 4 in our RFP response*

- D. Describe the method you will use to secure competitive quotes for the Parish’s insurance program, including surplus lines relationships and intended usage.

*Please see question G in section 2.1 in our RFP response*

Noah J. Hancock  
Signature

May 7, 2024  
Date

Executive Vice President and Local Executive Leadership  
Title

**PLEASE NOTE: Jefferson Parish reserves the right to verify any information provided herein.**

**ATTACHMENT E**  
**LIST OF PRIOR<sup>2</sup> OR CURRENT**  
**PUBLIC ENTITY ACCOUNTS**

Name of Firm: Alliant Insurance Services, Inc.

| PUBLIC ENTITY<br>Address                                                                                     | PERIOD HANDLED | CONTACT PERSON<br>Phone Number               |
|--------------------------------------------------------------------------------------------------------------|----------------|----------------------------------------------|
| 1) Orleans Parish School Board<br>2401 Westbend Parkway<br>New Orleans, LA 70114                             | 2024-Present   | Tracey<br>Griffin-Robertson<br>5074-359-8159 |
| 2) North Carolina League of<br>Municipalities<br>434 Fayetteville Street, Suite<br>1900<br>Raleigh, NC 27601 | 2012-Present   | Michael Pittman<br>911-715-2919              |
| 3) Mecklenburg County, NC<br>301 S McDowell St. #1100<br>Charlotte, NC 28204                                 | 2022-Present   | Betty Coulter<br>705-336-4142                |
| 4) City of Shreveport, LA<br>505 Travis Street, Suite 680<br>Shreveport, LA 71101                            | 2022-Present   | Tom Dark<br>318-673-5061                     |
| 5) City of Raleigh, NC<br>222 W Hargett Street,<br>Suite 508<br>Raleigh, NC 27601                            | 2022-Present   | Ryan Wilson<br>919-996-2241                  |
| 6) State of Georgia<br>200 Piedmont Avenue,<br>Suite 1220, West Tower,<br>Atlanta, GA 30334                  | 2022-Present   | Wade Damron<br>404-463-7982                  |

  
 Signature

May 7, 2024  
 Date

Executive VP and Local Executive Leadership  
 Title

To provide additional Accounts, make copies of this page.

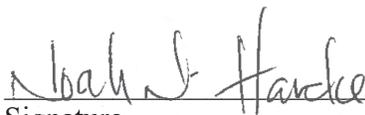
**PLEASE NOTE: Jefferson Parish reserves the right to verify any information provided herein.**

<sup>2</sup> Within the last 10 years.

**ATTACHMENT F**  
**LIST OF ACCOUNTS WITH TOTAL COST OF RISK IN EXCESS OF**  
**\$5,000,000<sup>3</sup>**

Name of Firm: Alliant Insurance Services, Inc.

| ACCOUNT NAME<br>Address                                                                                   | PERIOD HANDLED<br>Cost of Risk | CONTACT PERSON<br>Phone Number               |
|-----------------------------------------------------------------------------------------------------------|--------------------------------|----------------------------------------------|
| 1) Orleans Parish School Board<br>2401 Westbend Parkway<br>New Orleans, LA 70114                          | 2024-Present<br>Confidential   | Tracey<br>Griffin-Robertson<br>5074-359-8159 |
| 2) North Carolina League of<br>Municipalities<br>434 Fayetteville Street, Suite 1900<br>Raleigh, NC 27601 | 2012-Present<br>Confidential   | Michael Pittman<br>911-715-2919              |
| 3) Mecklenburg County, NC<br>301 S McDowell St. #1100<br>Charlotte, NC 28204                              | 2022-Present<br>Confidential   | Betty Coulter<br>705-336-4142                |
| 4) City of Shreveport, LA<br>505 Travis Street, Suite 680<br>Shreveport, LA 71101                         | 2022-Present<br>Confidential   | Tom Dark<br>318-673-5061                     |
| 5) City of Raleigh, NC<br>222 W Hargett Street, Suite 508<br>Raleigh, NC 27601                            | 2022-Present<br>Confidential   | Ryan Wilson<br>919-996-2241                  |
| 6) State of Georgia<br>200 Piedmont Avenue, Suite<br>1220, West Tower, Atlanta, GA<br>30334               | 2022-Present<br>Confidential   | Wade Damron<br>404-463-7982                  |

  
 Signature

May 7, 2024  
 Date

Executive VP and Local Executive Leadership  
 Title

It is not necessary to list six (6) accounts with total cost of risk in excess of \$5,000,000 to meet the minimum requirements.

**PLEASE NOTE: Jefferson Parish reserves the right to verify any information provided herein.**

<sup>3</sup> Within the last 10 years.

# APPENDIX

## **D. Proposed Exceptions**

Please refer to the following page(s).

## Proposed Exceptions

We have included the following additions, deletions, and comments for further discussion with the Parish.

### **ATTACHMENT A – INSURANCE PRODUCER’S INSURANCE REQUIREMENTS**

**GENERAL:** The selected Producer(s) shall, at its own cost and expense, procure and maintain the insurance as described herein. Said insurance shall remain in full force and effect for the life of the contracted services with the Parish. With respect to professional liability insurance, this insurance shall remain in effect for at least two (2) years after the termination of the contracted services with the Parish. If requested by the Parish, the Producer shall furnish to the Parish a certificate of insurance evidencing the professional liability insurance for a period of two (2) years after the termination of the agreement. The following insurance coverage shall be provided and maintained and shall apply on a primary basis. The total limits of insurance must be equal to or greater than \$1,000,000 per line of insurance, except the professional liability insurance which must be in an amount at least equal to \$5,000,000; ~~however, this is subject to change~~. Each major line of insurance may have its own set of requirements that must be met. Where indicated as “If Applicable”, coverage will only be required if it is necessary for the Producer to perform services for Jefferson Parish which would indicate the need for that coverage. Except for professional liability insurance, claims made insurance policies ARE NOT acceptable. Evidence of insurance coverage will be provided utilizing the ACORD Certificate of Insurance and must be provided prior to the execution of any contract. ~~In addition to the Certificate of Insurance, Jefferson Parish retains the right to request copies of the selected Producer(s)’ entire insurance program (policies) in order to further verify coverage.~~

#### **WORKERS’ COMPENSATION:**

- ~~Sixty (60)~~ Thirty (30) days prior written Notice of Cancellation, non renewal or adverse material change.

#### **GENERAL LIABILITY:**

- ~~Sixty (60)~~ Thirty (30) days prior written Notice of Cancellation, non-renewal or adverse material change.

#### **AUTOMOBILE LIABILITY:**

- ~~Sixty (60)~~ Thirty (30) days prior written Notice of Cancellation, non renewal or adverse material change.

# APPENDIX

## **E. Certificates of Insurance**

Please refer to the following page(s).





# APPENDIX

## **F. Fee Disclosure Language**

Please refer to the following page(s).

# APPENDIX

## **DISCLOSURES**

- A. Surplus Lines Fees and Taxes.** In certain circumstances, placement of insurance services made by Alliant Insurance Services, Inc. ("Alliant") on behalf of a client, with the prior approval of that client, may require the payment of surplus lines assessments, taxes, and/or fees to state regulators, boards, and associations. Such assessments, taxes, and/or fees will be charged to the client and identified separately on invoices covering these placements. The client shall be responsible for all such assessments, taxes, and fees, whether or not separately invoiced. Alliant shall not be responsible for the payment of any such fees, taxes, or assessments, except to the extent such fees, taxes or assessments have already been collected from the client.
- B. Third Party Brokers.** Alliant may determine from time to time that it is necessary or appropriate to utilize the services of third party brokers (such as surplus lines brokers, underwriting managers, London market brokers, and reinsurance brokers) to assist in marketing the insurance programs of a client. These third party brokers may be affiliates of Alliant (e.g., other companies of Alliant that provide services other than those included within the scope of services covered in this proposal), or may be unrelated third party brokers. Compensation to such third party brokers will not be part of Alliant's fee.
- C. Indirect Income.** "INDIRECT INCOME" means insurance carrier contingency arrangements. Alliant will accept these compensation incentives from insurers, if any, including contingent commissions, market service agreements (MSA), volume-based commission incentives and rebates on business placed on behalf of a client. Alliant producers who solicit, negotiate, or place insurance products, or services for clients, do not negotiate indirect income agreements with the carriers, nor do they receive any portion of the indirect income paid to Alliant. Nonetheless, the client may opt-out of having its premiums included in the calculation of indirect income by accessing the "opt-out" form from the link on Alliant's website: <http://alliantinsurance.com/Legal-Notices/Pages/Disclosure-Policy.aspx>. The "opt out" provision applies only to those accounts served directly by Alliant as a retail agent or broker. It does not apply to account placements for which Alliant's role is that of a wholesaler, MGA, or program administrator working with non-Alliant brokers who represent the client. Indirect Income, if any, is determined by insurance carriers, and if the client does not opt-out, it remains the carriers' exclusive decision to include or exclude certain premiums in any calculation. The availability of information regarding the make-up of any indirect income payment is at the carrier's discretion.
- D. Alliant Specialty Insurance Services (ASIS).** In addition to the compensation that Alliant receives for providing services to a client, its related entity, Alliant Specialty Insurance Services (ASIS) and its underwriting operations, Alliant Underwriting Services (AUS), may receive compensation from Alliant and/or carriers for providing underwriting services. The financial impact of the compensation received by ASIS is a cost included in the premium. Compensation received by ASIS will be disclosed in writing to a client. Alliant and ASIS maintain an arm's length relationship. While Alliant represents a client as an individual entity, ASIS independently administers its program as a whole and not on behalf of any particular member.