



*Embassy of the United States of America*

*Bogotá, D.C., Colombia*

*GSO/ Contracting Unit*

**Vehicle Insurance**  
**Solicitation No.: S-CO200-14-R-0004**  
**Pre-proposal Conference Question & Answers – Q&As**  
**March 25, 2014**

The U.S. Embassy Bogota conducted a pre-proposal conference on Tuesday, March 25, 2014 at 10:30 hours for the above referenced solicitation for the US Embassy – Bogota. Eight (8) firms participated in this pre-proposal conference: 1) Liberty Seguros; 2) Helm Insurance; 3) AZ Seguros; 4) OA Asesores en Seguros; 5) Bastet Asesores; 6) Generali; 7) Project Services International Corporation, Inc.; and 8) Seguros Comerciales Bolivar S.A. The questions and answers below are responsive to the inquiries received at this meeting. Prospective bidders have an additional opportunity to submit questions to the Embassy regarding this solicitation. ***The deadline for submission of formal questions is Friday, April 4, 2014.*** The questions must be submitted to U.S. Embassy Bogota, Carrera 45, No. 24B-27, Bogota D.C., Colombia. Questions may be hand delivered, faxed (57-1-275-2152), or sent via e-mail:

[Hightower\\_Carolyn@state.gov](mailto:Hightower_Carolyn@state.gov) or [CastilloEH@state.gov](mailto:CastilloEH@state.gov) .

**Question #1: Financial Statements:** Should financial statement of the broker or the actual insurance company be submitted?

**Answer:** *The entity submitting the proposal should submit certified financial statements for both the broker and the insurance company submitting the proposal under the name of the broker. This information is used to determine the solvency of both the brokerage and the insurance company operation.*

**Question#2:** Who must sign the actual offer, the insurance company or the broker?

**Answer:** *It depends. If a bid is submitted via a joint venture, then both the broker and the insurance company must sign the offer. Further, the actual insurance company would be required to have the necessary licenses and permits and both would sign the SF 33. The proposal must comply with the solicitation requirements and would be evaluated in accordance with the solicitation requirements.*

**Question #3:** Should only one offer per insurance company be submitted?

**Answer:** *More than one bid can be offered under a single/umbrella insurance company; a broker may only submit one bid under a single/umbrella insurance company.*

**Question #4:** What is the expiration date of the present vehicle insurance?

**Answer:** *June 30, 2014.*

**Question#5:** Please provide information on accident statistics for the past three years.

**Answer:** Please see below chart.

<b>Policy</b>	<b>Starting</b>	<b>Ending</b>	<b>Claims Paid</b>	<b>Number of Accidents</b>	<b>% annual</b>
14097924	02/01/2011	02/01/2012	36.987.399,00 COP	127	23
14097924	02/01/2012	02/01/2013	23.040.229,00 COP	41	14
21210562	02/01/2013	02/01/2014	47.131.937,00 COP	49	28

**Question #6:** Can the Embassy extend the due date for submission of offers for the month of May 2014.

**Answer:** *No extensions of the due date for the solicitation are authorized at this time.*

**Question #7:** Can we have a copy of the solicitation in Spanish language for our own analysis?

**Answer:** *No, the U.S. Government will not provide a translation of the solicitation document in the Spanish language. Potential firms/offerors can have the solicitation document translated into Spanish at its own expense, if necessary; however, for interpretation purposes the English language prevails.*

**Question #10:** What is the name of the actual vehicle insurance provider?

**Answer:** *Helm Insurance.*

**Question #11:** Does the Embassy have/keep an accident index/statistics?

**Answer:** *Please refer to question number 5 above.*

**Question #12:** During a five-year period, how many times have you changed the insurance or broker company?

**Answer:** *None. The current provider was awarded a contract for 60 months (Base year – 12 months – plus 4 option years), and has remained in place for the full period of performance.*

**Question #13:** Shall the Administrative Retention Amounts be given from the broker or the Insurance company?

**Answer:** *It depends on how the bid is submitted. If the bid is submitted via a joint venture, the retention amounts should reflect the cost of this collaborative effort. If the bid is submitted solely under the name of the broker or the insurance company, the retention amounts should reflect only those costs associated with the entity submitting and signing the proposal.*

**Question #14:** Will The Economic Price Adjustment be made annually after the base period?

**Answer:** *An Economic Price Adjustment will be considered after the first year of the contract based on Clause 9.0, Paragraph B.9.1: “No adjustment will be allowed during the first twelve (12) months of the contract. After such time, the Contractor or the Government may request an adjustment in premiums on an annual basis. Before any such adjustment is made, the Contractor agrees to provide the Government a balance sheet showing receipts (premiums received), payments (claims paid), the retention amount paid to the Contractor, and the difference between amounts received and paid.”*

**Question #15:** Past Performance and Experience: Does it have to be in the vehicle insurance field

**Answer:** *Yes. Past performance should document the vendor’s experience providing the specific services requested in the solicitation.*

**Question #17:** Past Performance and Experience: Do we need to submit certification letters signed by our clients?

**Answer:** *Yes. As part of the technical proposal, each firm must submit past performance and experience certificates issued by their clients. In addition, bidders must provide a list of clients as stated/requested in Section L.1.2 QUALIFICATIONS OF OFFERORS, item number 1.*

**Question #18:** Who signs the contract -- the broker, an individual, or insurance the company?

**Answer:** *As a practical matter, the entity signing the SF 33 and certifications is normally the insurance company. However, a Broker could partner or form a*

*joint venture with an insurance company in which case the partnership representative signs the SF 33 can certifications and the partnership of joint venture will be held responsible for performance.*

**Question #19:** Can two broker companies representing the same insurance company submit an offer.

**Answer:** *Yes, as long as the two companies are individually established and authorized to offer vehicle insurance in Colombia via the identified insurance company.*

**Question #20:** Can an insurance company present/submit an offer through more than broker company?

**Answer:** *Brokers may submit offers to provide vehicle insurance under multiple companies. However, a broker may submit multiple offers in the name of a single insurance company.*

**Question #21:** Can the insurance company present/submit an offer without using a broker company?

**Answer:** *Yes.*

**Question #23:** What is the armoring level of the vehicles to be insured?

**Answer:** *This information is not available at this time for security reasons. Information regarding the armoring level of vehicles to be insured will be provided to the vendor selected to provide this service. For the purposes of preparing your bid, you should cost your proposal based on the highest level of available armoring, and we will request the selected vendor to adjust the premiums based on actual armoring data at the time of award. Further, any repair or replacement of the armoring of a vehicle will not be handled by the vendor/insurer.*

**Question #24:** Broker Company: Is it possible to submit an offer by using the insurance company documentation/information or do broker companies have to submit their own offer by using their own documentation/information?

**Answer:** *The offeror shall include a notarized copy of the most current license/certificate/-accreditation, which demonstrates that the offeror is licensed/certified/accredited or otherwise authorized by the Government of Colombia or its agent (e.g., insurance commission, board) to provide vehicle insurance coverage to persons (to include organizations, companies, groups) within the host country. If the offeror is not licensed/certified/accredited or*

*otherwise authorized by the Government of Colombia it must demonstrate that it is licensed/certified/accredited by a government other than Colombia to provide vehicle insurance for persons in Colombia and must demonstrate its capacity to provide vehicle insurance in Colombia to meet the minimum requirements and other conditions set forth in this solicitation. Documentation provided in the proposal must reflect the authorization granted by the Government to the provider(s) – in the case of a joint venture, provided to all parties signing the proposal.*

*Failure to demonstrate that the offeror(s) is an authorized insurance company permitted to write and administer vehicle insurance policies in Colombia shall be grounds for rejection of the proposal.*

**Question #25:** Can you please provide more information regarding reports due and administrative requirements for this solicitation.

**Answer:** *The selected contractor is required to submit an annual status report to the COR covering the 12 month period of each contract year. The report must contain: 1) vehicles renewed by agency code reflecting plate number and month, and total of renewals; 2) vehicles added by agency code reflecting plate number and month, and total number of vehicles; 3) vehicles removed by agency code reflecting plate number, month of removal, and total number of vehicles; 4) accidents resolved by agency code reflecting plate number, date of resolution and total number of resolutions including the resolutions on site; and 5) number of reimbursements processed by agency code, reflecting plate number, date of deposit and amount of deposit, and total number of reimbursements. This report should also include a list of Third Party and Excess Liability. In addition, the contractor must provide to the COR a monthly SOAT report (by agency code) confirming renewal and/or removal of vehicles from coverage; this report is due 10 working days before the end of each month. The contractor must also send a semi-annual report for resolved cases/accident. The contractor is also expected to attend quarterly meetings to discuss policy, behavior of claims, and coverage issues. The contractor must also provide reimbursement of premiums for vehicles removed from the contract based on the date of notification to the date of expiration of the Third Party Liability; deposits must be effective fifteen calendar days from notification by the COR. The contractor must also provide an information card in English and Spanish versions for every vehicle insured; an Accident Report Form in English and Spanish versions; a list of lawyers and contact information; and an evaluation of Assistance Form in English and Spanish versions (to be filled out by the drivers involved in traffic accidents/incidents). Finally, the contractor must send a lawyer to every traffic accident/incident within the next 20 to 30 minutes from the time the incident is reported to the insurance assistance line.*