



Relationships Matter.

# PROPOSAL

presented to

## Regional Transit Authority

RFP #2025-007 | Insurance Brokerage Services  
February 19, 2025



## CONFIDENTIAL INFORMATION

The information furnished to you in this response is confidential and proprietary in nature. Relation Insurance Services (Relation) is providing this information with the understanding that Regional Transit Authority (RTA) and any of RTA's consultants or third parties will use it solely for purposes of evaluating whether to enter into the specific proposed business relationship with Relation for which this information is provided. The information shall not be used for any other purpose by RTA, any of RTA's consultants or third parties. By accepting this information, RTA further agrees not to disclose it to anyone other than officers or employees of RTA and its representatives and consultants who are directly involved in the evaluation process.

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February 19, 2025

Ms. Lona Hankins  
Chief Executive Officer  
New Orleans Regional Transit Authority  
2817 Canal St  
New Orleans, LA 70119

RE: RFP #2025-007 | Insurance Brokerage Services

Dear Ms. Hankins:

On behalf of Relation Insurance Services, I am pleased to present our response to the Regional Transit Authority (RTA) Request for Proposal #2025-007 Insurance Brokerage Services.

Relation Insurance Services is a leading independent insurance brokerage offering risk management and benefits consulting services, as well as administrative services, across a broad range of industries. We offer a diversified portfolio of insurance solutions across property & casualty, employee benefits, and captive management. We currently employ over 1,250 employees in 135 offices across the U.S. and in 2024 we were ranked 23rd on Insurance Journal's "Top 100 Independent Property/Casualty Agencies" [in the U.S.] report.

We are committed to helping our clients navigate their myriad insurance needs by building relationships and leveraging the right mix of people, partnerships, processes, and technologies. With the capabilities and resources of a national company, we deliver results. But it is the trust comes-first mindset of a local partner that lets us deliver those results in a way that is both comfortable and friendly. We are a partner on whom you can rely. A friend you can call. And we are here for the long-haul by your side.

Our Core Values serve as the guiding principles for our organization. These principles and standards shape our culture, define our brand, and influence our business strategies. When we emphasize the significance of Relationships Matter, these values elucidate our commitment.

- **Accountability.** We fulfill our promises and proactively communicate if any commitment cannot be met.
- **Trust.** We foster openness, honesty, and transparency in communication, both within our team and with our valued customers.
- **Growth.** We dedicate ourselves to continuous improvement, enhancing both our individual capabilities and the solutions we provide. Through ongoing learning, we apply newfound knowledge to elevate our performance.
- **Communication.** We actively listen, process information, learn, and share knowledge to propel each initiative towards success.

Relation's mission is to provide customized solutions to our clients. We believe that each client is unique and have found that the most effective way to collaborate with our clients is through a true partnership. We will always strive to exceed your expectations. This includes not only providing these services outlined in this proposal but also being proactive in bringing innovative ideas that may be relevant to your organization. You will have a dedicated team who will perform the following tasks:

### **RISK IDENTIFICATION & ANALYSIS**

It is critical we gain a thorough understanding of the unique blend of your operations, exposures, and attitudes toward risk. We start with a comprehensive review typically including the following:

- Physical inspections
- Deep-dive interviews with senior leadership and key operational staff
- An analysis of historical losses and claim trends, which can impact placement results (where there is sufficient data, we complete statistical loss projections)
- A review of existing insurance policies and insurance program financial structures
- A review of any current risk-control and loss-prevention initiatives

Upon renewals for existing clients, we repeat many of these steps to track operational changes, monitor current insurance-program performance, and ensure our unwavering understanding of the organization.

### **PROGRAM DESIGN, NEGOTIATION, AND PLACEMENT**

#### **Strategic Planning:**

With risk-identification and analysis information in hand, we then begin the insurance-placement process with a strategic planning session where we:

- Discuss potential risk-treatment techniques that may include a blend of avoidance, retention, and/or risk transfer either through insurance or contract
- Review the scope and structure of existing insurance programs to help ensure coverage, retentions/deductible, and limits are appropriate, and decide if any adjustments should be made
- Evaluate the state of the insurance marketplace and determine whether to market competitively or to renew with existing carriers

#### **Program Marketing:**

- **Carrier Selection.** The insurance market is dynamic, and we devote tremendous time and energy to stay current on insurer capabilities and underwriting appetites. Our understanding of the markets, coupled with our significant premium volume, puts us in a position of strength to carefully match you with suitable insurers and use our negotiating leverage.
- **Underwriting Submission.** Before approaching the market(s), we invest time to ensure we create a quality submission that accurately represents your operations, exposures, risks, loss-prevention activities, and our renewal expectations of the markets, including coverages, structure options, and pricing.
- **Negotiation.** We work with underwriters to push for the most advantageous options for you. We avoid surprises and work to keep you apprised of our negotiation progress.



- **Renewal Presentation.** We prepare detailed comparisons of coverage terms and conditions, program financial factors (e.g., premiums, retentions, deductible, limits, etc.) and, if appropriate, alternative program structures. We review advantages and disadvantages of each alternative and make recommendations. Placement and Ongoing Monitoring: Once we implement the program, we continue to monitor its performance throughout the year, assess how well it works, and make modifications if necessary.
- **Placement and Ongoing Monitoring.** Once we implement the program, we continue to monitor its performance throughout the year, assess how well it works, and make modifications if necessary.

### POST PLACEMENT DAY-TO-DAY ADMINISTRATION

As a true partner, we recognize our ongoing obligation to provide support 365 days a year. In order to ensure programs are running smoothly, we can:

- Deliver binding confirmation documentation
- Handle all accounting matters
- Create schedules of insurance
- See that policies are issued, checked for accuracy, and delivered as quickly as possible
- Make policy modifications as changing circumstances require during the year
- Promptly issue certificates of insurance and vehicle ID cards
- Review insurance-related provisions in contracts and agreements
- Keep you informed of relevant insurance marketplace, legal, or legislative issues or developments

My staff and I have been working with the RTA as your insurance broker and partner for over 15 years. We have worked diligently to maintain insurance coverages and contain costs under exceedingly difficult and often trying situations. We have always come through for the RTA. We hope that the evaluation committee will allow us to continue our excellent work and our partnership for the next three years.

Please do not hesitate to contact me at **(504) 558-9391** (o), **(504) 481-8962** (c) or [rick.grubb@relationinsurance.com](mailto:rick.grubb@relationinsurance.com) if you have any questions or require additional information.

Best Regards,

*Broderick C. Grubb*

Broderick C. Grubb

VICE PRESIDENT

OUR PROCESS



BUSINESS SOLUTIONS

- **Dedicated Team Members.** Full-service team with back-up members to ensure no gaps in service.
- **Benefit Cost & Analysis.** Sharing information about changes in the insurance marketplace, or new coverages and policies to consider.
- **Procurement & Renewals.** Marketing with the goal of competitive programs with needed coverages, along with analysis of coverages to help make the best decisions for your employees.
- **Document Requests.** Immediate response to certificate requests and coverage questions, and timely review of policies and preparation of a Summary of Benefits.
- **Safety Training.** Safety training and loss control programs between RIS and insurers.
- **Customer Service & Vendor Management.** Claims assistance as needed along with a review of workers compensation experience modifications as needed.

## CLAIMS CONSULTING.

The world of insurance claims is often unfamiliar, confusing, and complicated. That's why we invest in claims advocates who have the expertise to guide you through the claims process, providing support that can include:

- Reviewing existing claims reporting and claims handling procedures and/or developing new claims-handling agreements
- Performing loss and reserve analyses
- Auditing selected claim files
- Working with brokerage-placement teams to prepare statistical analyses on claims data and trends for renewal submissions and underwriting negotiations
- Monitoring carrier or third-party-administrator claims-handling performance
- Keeping you informed of relevant insurance marketplace, legal, or legislative issues or developments

## LOSS CONTROL.

We invest in post-loss claim advocacy resources to help you manage claims that have already occurred. We also have loss-control consulting staff who are skilled at helping you design and implement pre-loss programs to limit or avoid claims before they happen. We work with you to integrate risk-management, risk-control, and loss-prevention activities into your operations.

We have an extensive suite of loss-control and safety services tailored to meet the needs of both general and specialized industries, including:

- Evaluation of current programs, policies, and procedures
- Safety inspections
- Loss-history trend analysis and operational risk identification
- Loss-control and safety-program design and implementation
- Onsite or online safety training for employees and supervisory staff
- Regulatory compliance (e.g., OSHA and DOT)
- Employee and fleet safety manuals
- Ergonomics evaluations and training
- Accident-investigation and loss-recovery protocols/procedures
- Return-to-work programs

Relation possesses the financial stability and operational capacity to successfully fulfill all services outlined in the scope of services detailed in the RFP. With a robust financial standing, Relation is well-positioned to meet the requirements and expectations specified in the RFP. Importantly, over the past five years, Relation has maintained a track record free from any contract terminations due to default or other incidents, underscoring the reliability and commitment that the company brings to its contractual obligations.





ACTIVITY	START DATE	TEAM MEMBER
<ul style="list-style-type: none"> <li>• Complete renewal specifications based on updated information.</li> <li>• Submit complete submission to agreed upon markets.</li> <li>• Coordinate travel and schedule carrier meetings with Relation staff to discuss market strategy and program goals for the program year. (We encourage face-to-face meetings between our clients and the underwriters).</li> </ul>	90-120 days prior to renewal	Kim Plescia
<ul style="list-style-type: none"> <li>• Receive quotes.</li> <li>• Begin analysis of quotes and coverage/ pricing terms. (Subject to timely market response).</li> <li>• Continuous communication with insured advising of progress and indications.</li> </ul>	60-100 days prior to renewal (if market allows)	Kim Plescia
<ul style="list-style-type: none"> <li>• Presentation of final proposal and recommendations we feel are in your best interest. Fully disclose names of carriers approached and optional quotes received.</li> <li>• Final binding plans to insured's request.</li> </ul>	30-45 days prior to renewal	Rick Grubb and Kim Plescia

## ACCOUNT EXECUTIVES

The Account Executive works closely with risk management staff and coordinates the efforts of all elements of the Relation Client Service Team. Account Executives are leaders in the insurance industry. They are versed in a variety of disciplines which allows them to respond to a wide range of client needs.

- **BRODERICK C. “RICK” GRUBB**, Vice President, has more than 50 years of experience in underwriting, marketing, sales, and risk management. Rick specializes in public entity placements, healthcare, and other large casualty risks. He has served as a corporate officer with many of the largest insurance brokerage firms in the country including Johnson and Higgins, Marsh USA and HUB International.

As the first Director of Underwriting/Marketing for Louisiana Medical Mutual Insurance Company (LAMMICO), he was instrumental in establishing and developing the company’s underwriting and pricing policies and procedures. Additionally, he was part of the executive team that helped LAMMICO achieve its first A- (Excellent) rating from A.M. Best.

Rick has been the producer-of-record for the Louisiana Hospital Association Trust Fund. In this capacity, he has negotiated reinsurance and excess casualty placements to provide coverage to over 70 private and public institutions insured in the Fund. Rick also assisted the administrators of the Fund in procuring a state-of-the-art Risk Management Information System.

He has a Bachelor of Arts from Macalester College in St. Paul, MN and a Master of Business Administration from Loyola University New Orleans.

- **KIM M. PLESCIA**, CIC, Assistant Vice President, has over 25 years of property, casualty, and surety experience in all aspects of the technical service area to include submissions, marketing, risk management, policy review and customer service.

Kim is responsible for the workflow management, carrier relations and marketing. Ms. Plescia is a Professional Member of The National Society of Certified Insurance Counselors and holds a Certified Insurance Counselor (CIC) designation. Kim has a Bachelor of Arts degree from Louisiana State University in Baton Rouge, Louisiana.

## ACCOUNT ADVISORS

Serving as the team’s Industry Resource, Account Advisors share their broad understanding of a client’s needs and objectives with Relation’s account specialists who are responsible for producing the desired results. Due to their strong knowledge of the industry specific insurance marketplace, they play a large role in program design and marketing. Account Advisors coordinate with the Account Executive to implement each client’s insurance program and serve client needs on a day-to-day basis.

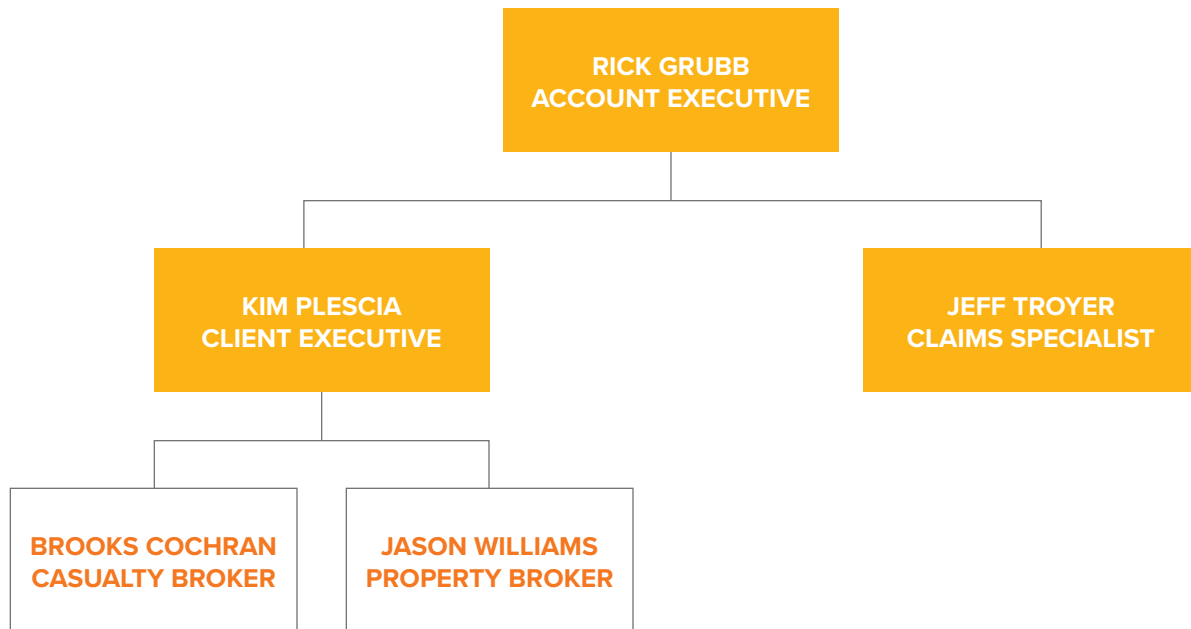
- **JASON W. WILLIAMS**, ARM, Vice President, Property Broker, has over 20 years of experience in procuring, designing, marketing, and implementing risk-transfer programs for complex commercial and public entity property accounts. Jason graduated with a BBA in both Risk Management & Insurance and Real Estate from the University of Georgia. He earned the accreditation of Associate in Risk Management and is a member of NAPSLO (National Association of Professional Surplus Lines Offices, Ltd) where he serves on several advisory committees.

- **BROOKS COCHRAN**, Assistant Vice President, is an experienced Casualty and Excess Liability Broker. Brooks enjoys developing new and creative insurance products. He has superior knowledge of industry trends, losses, coverages and the pricing of public entity, construction, and manufacturing risks. His responsibilities include designing, servicing, and consulting on casualty placements. Prior to his current employment, Brooks worked six years for a leading specialty lines underwriting team at Philadelphia Insurance Companies.

Brooks graduated with a Bachelor of Arts degree in Government from St. Lawrence University in Canton, New York, and a Master of Business Administration from the University of Denver.

- **JEFFREY R. TROYER**, SCLA, Claims Specialist, Jeffrey has over 35 years of experience in the insurance industry. He has managed claims for many commercial insurers, identified claim related risk exposures, and worked as a third-party claim administrator within the public and private sectors. His areas of expertise include claim and risk management issues arising out of all lines of insurance including general liability, automobile liability, excess insurance, property, and workers compensation.





FORM CQ - 2012

**Instructions:** The prime, each subcontractor, and any other tier subcontractor must submit a fully completed CQ-2012 form. All items requested on the form are required, if an item is not applicable, respondents are instructed to enter N/A. Each prime firm participating as a joint venture should complete a separate CQ-2012 form and indicate on the form in item 10 that the response is a joint venture.

<p><b>Regional Transit Authority</b> Contractor/Consultant Questionnaire CQ-2012</p>	<p>1. Project name, project number and date of submittal: <b>Insurance Brokerage Services</b> RFP #2025-007 February 19, 2025</p>	<p>2. Official name of firm, indicate if prime or subcontractor: <b>BRK Insurance Group-A Relation Company</b></p>	<p>3. Address of office to perform work: <b>935 Gravier Street, Suite 1350 New Orleans, LA 70112</b></p>																						
<p>4. Name of parent company, if any: <b>Relation Insurance Services, Inc.</b></p>	<p>5. Location of headquarters (city): <b>1277 Treat Blvd., Suite 400 Walnut Creek, CA 94597</b></p>	<p>6. Name, title, and telephone number of principal contact: <b>Broderick "Rick" Grubb Vice-President 504.558.9391 (o) 504.481.8962 (m)</b></p>	<p>7. Name, title, and telephone number of project manager: <b>Broderick "Rick" Grubb Vice-President 504.558.9391 (o) 504.481.8962 (m)</b></p>																						
<p>8. Specify Type of Business Entity:</p> <p><input checked="" type="radio"/> Corporation</p> <p><input type="radio"/> Proprietorship</p> <p><input type="radio"/> Partnership</p> <p><input type="radio"/> Limited Liability Corporation (LLC)</p> <p><input type="radio"/> Other</p>	<p>9. Indicate Special Status:</p> <p><input type="checkbox"/> Small business</p> <p><input type="checkbox"/> Minority-owned business</p> <p><input type="checkbox"/> Woman-owned business</p>	<p>10. Indicate certifications held regarding special status:</p> <p><input type="checkbox"/> SBE certified</p> <p><input type="checkbox"/> SLDBE certified</p> <p><input type="checkbox"/> LAUCP certified</p>	<p>11. Is this submittal a joint venture (JV)?</p> <p>Yes <input type="radio"/> No <input type="radio"/></p> <p>If so, has the JV worked together before?</p> <p>Yes <input type="radio"/> No <input type="radio"/></p> <p>Indicate the legal name of the JV:</p>																						
<p>12. List full-time personnel by primary function. Count each only once.</p> <table border="1"> <thead> <tr> <th>#</th> <th>Function (e.g. civil engineer)</th> </tr> </thead> <tbody> <tr><td>1</td><td>Account Manager</td></tr> <tr><td>1</td><td>Client Manager</td></tr> <tr><td>1</td><td>Claims Executive</td></tr> <tr><td>1</td><td>Risk Manager Consultant</td></tr> <tr><td>1</td><td>Property Placement Executive</td></tr> <tr><td>1</td><td>Casualty Placement Executive</td></tr> <tr><td>1</td><td>Retiree Employee Benefits Consultant</td></tr> <tr><td colspan="2"><b>Total Personnel Domiciled in LA</b></td></tr> <tr><td>3</td><td><b>Total Personnel</b></td></tr> <tr><td>4</td><td></td></tr> </tbody> </table>				#	Function (e.g. civil engineer)	1	Account Manager	1	Client Manager	1	Claims Executive	1	Risk Manager Consultant	1	Property Placement Executive	1	Casualty Placement Executive	1	Retiree Employee Benefits Consultant	<b>Total Personnel Domiciled in LA</b>		3	<b>Total Personnel</b>	4	
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4																									

14. Brief resumes of key persons anticipated for this project (clearly identify if alternate office location if different than listed in item 5).

<p>a. Name and title: <b>Broderick "Rick" Grubb, Vice President Account Manager</b></p> <p>b. Position or assignment for this project:</p> <p>c. Years of professional experience with this firm: <b>3</b> With other firms: <b>49</b></p> <p>d. Education: College or University/ Degree / Year / Specialization <b>Macalester College/ BA/ 1973/Economics Loyola University New Orleans/MBA/1987/Administration and Marketing</b></p>	<p>a. Name and title: <b>Kim Plescia, Assistant Vice President Client Executive</b></p> <p>b. Position or assignment for this project:</p> <p>c. Years of professional experience with this firm: <b>3</b> With other firms: <b>29</b></p> <p>d. Education: College or University/ Degree / Year / Specialization <b>Louisiana State University/BA/Journalism/1986</b></p>
<p>e. Active registration or applicable certifications: State / Discipline/ License number / First year registered <b>Licensed in all lines of insurance in Louisiana including property, casualty, employee benefits and surplus lines Louisiana License #124090 First licensed: 5/16/1980</b></p> <p>f. Experience and qualifications relevant to this project: <b>Over 50 years of commercial liability insurance and employee benefits experience in the areas of management, underwriting, sales, marketing, risk management, and communications. Diversified background working with a wide range of clients specializing in property, casualty, reinsurance and difficult placements (including the RTA and the Louisiana Superdome.  Special knowledge of placing insurance and servicing public entities.  I have serviced the RTA since 2007.</b></p>	<p>e. Active registration or applicable certifications: State / Discipline/ License number / First year registered <b>Certified Insurance Counselor Designation Licensed in all lines of insurance in Louisiana including property, casualty, employee benefits and surplus lines Louisiana License #246806 First licensed: 5/26/1999</b></p> <p>f. Experience and qualifications relevant to this project: <b>Significant experience in underwriting, marketing, placing and servicing the insurance and risk management needs for large and complicated risks. Always available to provide the best and most comprehensive service available.  Kim has worked on the RTA account since 2007.</b></p>

14. Brief resumes of key persons anticipated for this project (clearly identify, if alternate office location is different than listed in item 5).

<p>a. Name and title: <b>Jeffrey R. Troyer, SCLA</b></p> <p>b. Position or assignment for this project: <b>Claims Specialist</b></p> <p>c. Years of professional experience with this firm: <b>2</b>      With other firms: <b>35</b></p> <p>d. Education: College or University/ Degree / Year / Specialization <b>Taylor University, Greenville SC/BA/1985/Sociology and Pre-Law</b></p>	<p>a. Name and title:</p> <p>b. Position or assignment for this project:</p> <p>c. Years of professional experience with this firm:      With other firms:</p> <p>d. Education: College or University/ Degree / Year / Specialization</p>
<p>e. Active registration or applicable certifications: State / Discipline/ License number / First year registered <b>Senior Claim Law Associate, Insurance Claims Law/Management 1991</b></p>	<p>e. Active registration or applicable certifications: State / Discipline/ License number / First year registered</p>
<p>f. Experience and qualifications relevant to this project: <b>Jeffrey has over 35 years of experience in the insurance industry. He has managed claims for many commercial insurers, identified claim related risk exposures, worked as a third-party claim administrator within the public and private sectors and managed all aspects of an insurance program for a large healthcare system. His areas of expertise include claim and risk management issues that arise from all lines of commercial, professional, general, auto, property and worker's compensation liability exposures with an emphasis on complex liability claim management. He has strong inter-personal communication skills emphasizing team building and cooperation among members, clients, and market relationships. Jeffrey has been highly successful as a Property &amp; Casualty claims and insurance products manager combining formal education with post-graduate legal, medical, insurance and risk management education and certifications.</b></p>	<p>f. Experience and qualifications relevant to this project:</p>



15. List work by firm and the firm's personnel to be assigned to this project which best illustrates current qualifications relevant to this project (limit 15 projects).

a. Project name, location, and owner's name	b. Reference contact name, telephone number, and e-mail	c. Project description	d. Nature of firm's responsibilities	e. Completion date (actual or estimate)	f. Estimated fees (000's)	
					Entire project	Firm's work
New Orleans RTA New Orleans, LA	Marc Popkin Lona Hankins mpopkin@rtforward.org lhankins@rtforward.org 504.248.3900	Insurance Brokerage Services	Handle all property and casualty insurance requirements for the RTA as well as servicing the employee benefits for RTA and TMSEL Retirees	Currently handling	\$432,500 per year	\$358,500 per year
St. Charles Parish Public Schools	Darrinsha Gales dgalles@wearescpss.org 985.785.7295	Insurance Brokerage Services	Handle all property insurance requirements for SCPPS	Currently handling	\$462,000 per year	\$462,000 per year
Orleans Parish Sheriff's Office	Sheriff Susan Hutson 512.461.0884 hutsons@opso.us	Insurance Brokerage Services	Handle all property insurance requirements for OPPO	Currently handling	\$60,000 per year	\$60,000 per year
CLECO	Scott Fazio 504.952.4541 Fazio.risk@gmail.com	Insurance Consulting Services	Property and Casualty Consulting Services	Currently handling	\$40,000 per year	\$40,000 per year
St. John The Baptist Sheriff's Office	Sheriff Mike Tregre 985.652.9513 m.tregre@stjohnsheriff.org	Insurance Brokerage Services	Property and Casualty Insurance Services	Currently handling	\$60,000 per year	\$60,000 per year
City of Opelousas	Mayor Don Cravins 337.789.5387 dcravins@gmail.com	Insurance Brokerage Services	Handle all property and casualty insurance requirements for the RTA as well as servicing the employee benefits for the City of Opelousas	2012	\$100,000 per year	\$100,000 per year

16. List all projects currently under contract or under contract negotiations that are being (or will be) performed by the firm's office as listed in item 3.

a. Project name, location, and owner's name	b. Nature of firm's responsibility	c. Indicate whether work completed as prime, subconsultant or joint venture	d. Percent complete	e. Estimated fees (000's)	
				Total fee	Fee remaining
See answers to question #15. All clients are handled by personnel located at 935 Gravier Street, Suite 1350, New Orleans, LA 70112					

17. Use this space to provide any additional information or description of resources supporting your firm's qualifications for the proposed project.

See attached.

18. Ethics Questionnaire: If any owner, officer, or employee of respondent or any of the respondent's subcontractors (whether identified in the submittal or not) is currently an officer, employee, or board member of the City of New Orleans or of any of its departments, boards, or commissions, committees, authorities, agencies, public trusts, or public benefit corporations, please state the name or names of said owner, officer or employee, the relationship to respondent and/or respondent's subcontractor(s), the relationship with City board, agency, department, commission, authority, public trust, or public benefit corporation; if respondent or person(s) identified believe that the relationship is not or would not be a violation of applicable ethics laws, fully explain why not. If applicable, please complete ethics questionnaire on company letterhead attached to the back of this form. By signing below, you have completed the ethics questionnaire or you have not identified any ethical conflict at this time.

19. Pursuant to Louisiana Revised Statute 42:6.1, I hereby authorize the Regional Transit Authority to discuss the character and professional competence of this firm in Executive Session.

20. The forgoing is a statement of facts.

Signature: Broderick C. Grubb  
Typed Name: Broderick Grubb

Date: February 19, 2025  
Title: Vice President

#### Question #17 CQ-2012

Separately, I have provided information about Relation Insurance Services, Inc. (RISI) We have the assets, the markets, the people, and the expertise to respond to this RFP and provide the RTA with the products and services required.

However, we are not a new commodity. RISI, formerly BRK Insurance Group (BRK), has been a part of the RTA family for some time. Let us review our history together to gain perspective on where we have been and what we need to do together to improve the risk profile of the RTA.

BRK, in a joint venture with The Kennedy Financial Group, has marketed and placed the property and casualty insurance and supported RTA retirees since 2007. The previous broker for the RTA was a Top 5 insurance brokerage firm. We faced stiff competition competing against larger firms. However, we were able to convince the RTA evaluation team that our two local firms, with our extensive education and experience, could produce better results than the internationally known and much larger incumbent firm. We were able to convince the RTA that we would outwork anyone, be available as needed, listen to better understand RTA needs, educate RTA executives and staff to enable them to make more informed business decisions while treating RTA leadership with the respect they deserved.

We became your Broker of Record and immediately learned that the automobile liability and general liability insurance for the RTA would not be renewed by the carrier at that time with no acceptable alternative. We had ninety (90) days to find a solution so that busses and streetcars could continue to operate with insurance. This was important because the RTA was in no position to self-insure this exposure. I immediately got on the phone to find an answer. Fortunately, I was able to use my personal contacts to find a business partner that would agree to insure the RTA. That was not an easy task because the RTA claims history was not particularly good and there was no risk management structure in place to improve the situation. We had to change how things were done and how the RTA was perceived to create a better future for the RTA.

We immediately instituted the following actions to improve the casualty risk profile of the RTA:

1. Quarterly meetings with RTA staff, the TPA, and RTA legal counsel to discuss large claims made against the RTA to learn about the causes and to minimize or eliminate similar claims in the future.
2. Annual meetings between the underwriter and RTA staff to enhance and improve our partnership.
3. Work with RTA leadership and legal counsel to speed up the time to resolve and settle claims.
4. Improve the reliability of the information provided by the TPA by encouraging timely reporting by legal counsel to the TPA.
5. Educating RTA staff on market conditions, market availability, safety/risk management, risk retentions, new product availability.



The RTA is a difficult automobile liability placement because of the streetcar exposure. There are few markets available that are willing to consider the RTA as a client because of the that unique exposure. This is not going to change in the immediate future as more markets are exiting. I do have an excellent personal relationship with the President of our current insurer. That helps us maintain our partnership and continuity of coverage. However, every year is a challenge as market appetites are becoming increasingly conservative. I am looking forward to working with RTA leadership in the next year to discuss how we might create more security and less premium volatility.

Property insurance is a difficult placement for us because RTA property assets are in a catastrophic zone. This is not going to change anytime soon. However, we have been able to produce stable pricing with reasonable terms over the years. In fact, our results are better than what the general property market bears. We work the entire domestic and international marketplace to produce the best results. We will continue to do so.

We are the face of the RTA when it comes to providing services to retired employees of the RTA. Retirees were quite dissatisfied before we entered the picture. Now, complaints are almost non-existent. We continue to provide retirees with the kind of responsive and attentive services that they require. That reduces headaches for RTA leadership.

It has been our honor and privilege to serve the RTA. We strive to be the kind of partner that shines a positive light on RTA leadership and the Board. We hope that you will continue to allow us to be your trusted insurance broker and advisor for the next three (3) years. Relationships Matter!

Sincerely,



Broderick Grubb

NON-COLLUSION AFFIDAVIT

STATE OF Louisiana  
PARISH OF Orleans

BRODERICK GRUBB, being first duly sworn, deposes and says that:

- (1) He is (Owner) (Partner) (Officer) (Representative) or (Agent), of RELATION INSURANCE SERVICES, INC., the Contractor that has submitted the attached bid;
- (2) Such Bid is genuine and is not a collusive or sham Bid.
- (3) The attached bid is not made in the interest of or on behalf of any undisclosed person, partnership, company association, organization or corporation; that such bid is genuine and not collusive or sham; that said bidder has not, directly or indirectly, induced or solicited any other bidder to put in a false or sham bid, and has not, directly or indirectly colluded, conspired connived or agreed with any bidder or anyone else to put on a sham bid, or refrain from bidding; that said bidder has not in any manner, directly or indirectly, sought by agreement, communication or conference with anyone to fix the bid price of said bidder or any other bidder, or to fix any overhead, profit, or cost element of such bid price or that of any other bidder, or to secure any advantage against RTA or anyone interested in the proposed contract; that all statements contained in such bid are true; that said bidder has not, directly or indirectly, submitted his bid price or any breakdown thereof or the contents thereof, or divulged information or data relative thereto, or paid or agreed to pay, directly or indirectly, any money or other valuable consideration for assistance or aid rendered or to be rendered in procuring or attempting to procure the contract above referred to, to any corporation, partnership, company, association, organization or to any member or agent thereof, or to any other individual; and further that said bidder will not pay or agree to pay directly or indirectly, any money or other valuable consideration to any corporation, partnership, company, association, organization or to any member or agent thereof, or to any individual, for aid or assistance in securing contract above referred to in the event the same is awarded to said bidder.

Signed: [Signature]  
Title: Vice-President

Sworn to me and subscribed in my presence this 28th day of January, A.D. 2025

[Signature] Eric M. Ferreuillet  
NOTARY PUBLIC  
LA. BAR #05544  
Lifetime Commission



**CERTIFICATION ON PRIMARY PARTICIPANT  
REGARDING DEBARMENT, SUSPENSION, AND  
OTHER RESPONSIBILITY MATTERS**

The Primary Participant (Potential Contractor for a major third party contract), certifies to the best of its knowledge and belief, that it and its principles:

1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal Department or agency;
2. Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, State, or local) transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
3. Are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (2) of this certification; and
4. Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.

(If the primary participant is unable to certify to any of the statements in this certification, the participants shall attach an explanation to this certification.)

THE PRIMARY PARTICIPANT, (POTENTIAL CONTRACTOR FOR A MAJOR THIRD PARTY CONTRACT, CERTIFIES OR AFFIRMS THAT TRUTHFULNESS AND ACCURACY OF THE CONTENTS OF THE STATEMENTS SUBMITTED ON OR WITH THIS CERTIFICATION AND UNDERSTANDS THAT THE PROVISIONS OF 31 U.S.C. SECTION 3801 ET SEQ ARE APPLICABLE HERETO.

COMPANY Relation Insurance Services, Inc.  
ADDRESS 935 Granier St., Ste. 1350, New Orleans, LA 70112

DATE 2/14/2025

TR  
Signature of Offeror's Authorized Representative



**CERTIFICATION REGARDING DEBARMENT  
SUSPENSION, INELIGIBILITY AND VOLUNTARY  
EXCLUSION - LOWER TIER COVERED TRANSACTION**

- 1. The prospective lower tier participant certifies, by submission of this offer, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.**
- 2. Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participants shall attach an explanation to this offer.**
- 3. The Lower-Tier participant (Potential Contractor under a major Third Party Contract), certifies or affirms the truthfulness and accuracy of the contents of the statements submitted on or with this certification and understands that the provisions of 31 U.S.C., 3801 ET SEQ are applicable thereto.**

COMPANY Relation Insurance Services, Inc.  
ADDRESS 935 Graiver St., Ste. 1350, New Orleans, LA. 70112  
DATE 2/14/25  
RS

Signature of Offeror's Authorized Representative

CERTIFICATION OF RESTRICTIONS ON LOBBYING

I, Broderick Crabb, Vice-President hereby certify on  
(Name and Title of Offeror Official)

behalf of Relation Insurance Services, Inc. that:  
(Name of Offeror)

- (1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation renewal, amendment, or modification of any Federal contract, grant, loan or cooperative agreement.
- (2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influenced an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
- (3) The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance is placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Executed this 28th day of January, 2025

WITNESS: Jim Garcia

BY: [Signature]  
Witnesses: \_\_\_\_\_  
(Signature of Authorized Official)

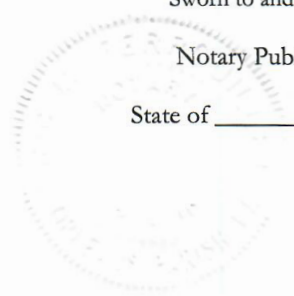
Vice-President  
\_\_\_\_\_  
(Title of Authorized Official)

Sworn to and subscribed before me on this 28th day of January 2025

Notary Public In and For Orleans Parish County

State of Louisiana

Eric M. Ferreollet  
LA BAR # 05544  
Lifetime Commission



**PARTICIPANT INFORMATION FORM**

All offerors are required to submit the information contained on this form. This information is a condition of submitting an offer to the RTA. Offerors must insure that **ALL** sub-contractors, sub-contractors or others at all tiers, which are proposed to be used or used under any agreement issued by RTA have submitted an executed copy of this form. RTA is required to maintain this information by the Federal Transit Administration and it is not subject to waiver.

Firm Name Relation Insurance Services, Inc.  
 Firm Address 935 Gravier St., Ste. 1350, New Orleans, LA 70112  
 Telephone Number 504.558.9391  
 Fax Number 504.558.9392  
 E-Mail Address rick.grubb@relationinsurance.com  
 Firm's status as Disadvantaged Business Enterprise (DBE) or Non- DBE N/A  
 Age of the firm 17+ years  
 Annual gross receipts of the firm \$ 213,000,000  
 Prime or Sub-Contractor Prime  
 NAICS code (s) 524210

I certify to the best of my knowledge that the above information is true and correct:

Signature [Signature]  
 Title Vice - President  
 Date 2/14/2025  
 RTA Project No. RFP# 2025-007

FAILURE TO PROVIDE AN EXECUTED COPY OF THIS FORM AS STIPULATED HEREIN MAY PRECLUDE YOUR OFFER FROM CONSIDERATION FOR AWARD.



**RTA** Regional Transit Authority  
**DBE FORM 4 --DBE PARTICIPATION PLAN (For RFPs and RFQs)**

**RESPONDENTS TO RFPs AND RFQs:** This completed form must be furnished with your proposal. You must complete every section of the form or your proposal will be deemed non-responsive. If a section is not applicable to your proposal, you must explain why it is not applicable or your proposal will be deemed non-responsive. You must submit your response on the DBE Responsiveness Form 4 or your proposal will be deemed non-responsive. You may use additional pages as warranted.

RF/RFQ/Solicitation #: 2025-007 Date: 02/14/2025  
 Description: ITS Brokerage Services + Employee Benefits  
 Name of Respondent: Broderick & Pickle Group for Reliance Software Services, Inc.

Please check the appropriate space:  
 The proposer is committed to the contract goal of 0 % DBE utilization on this contract. (If selected, you must complete and submit DBE Compliance Form 1 and 2 in order to be awarded a contract.)  
 The proposer is unable to meet the DBE contract goal, however is committed to a minimum of \_\_\_\_\_ % DBE utilization on this contract and will submit documentation demonstrating good faith efforts. (If selected, you must complete and submit DBE Compliance Forms 1 and 3 and DBE Compliance Form-2 if applicable along with all required supporting documentation in order to be awarded a contract.)

**SECTION I - DBE COMMITMENT TO CONTRACT GOAL:** You must list all DBE firms that you have identified to participate on the contract. **PLEASE NOTE: Every DBE firm listed MUST be utilized on the project. To remove and/or replace a DBE firm you must submit a request for removal and substitution and you must receive approval from the DBELO to remove and/or replace the firm.**

DBE FIRM & NAME OF DBE	PHONE	SOURCE OF CERTIFICATION (SLDBE or LAUCP)	SCOPE OF WORK TO BE PERFORMED BY THE DBE	VALUE OF PROPOSED CONTRACT with DBE (If Known)	ESTIMATED % OF TOTAL CONTRACT
1.				\$	%
2.				\$	%
3.				\$	%
4.		N/A		\$	%
5.				\$	%
6.				\$	%
7.				\$	%
8.				\$	%
<b>TOTALS</b>				\$	%





**RTA**  *Regional Transit Authority*  
**DBE FORM 4 --DBE PARTICIPATION PLAN (For RFPs and RFQs)**

**SECTION IV - PAST PERFORMANCE:** You must provide details of your firm's past performance in compliance with DBE goals.

AGENCY NAME	PROJECT NAME	COMPLETION DATE	DBE PARTICIPATION ACHIEVED	DBE OFFICE VERIFICATION
NORA	Isiswara Broker	Current	35%	

**SECTION V - OTHER:** If you have not identified DBE firms for attainment of the DBE goals and have not listed commitments to specific DBE firms for participation in Section I that equals the total contract goal for this project, you must provide narrative details of any other efforts your firm will conduct to attain the DBE goal.

**1.15 ADDENDA**

Proposers shall acknowledge receipt of all addenda to this Request for Proposals. Acknowledged receipt of each addendum shall be clearly established and included with each proposal. The undersigned acknowledges receipt of the following addenda.

Addendum No. 1, dated 02/11/2025  
Addendum No. 2, dated 02/13/2025  
Addendum No. \_\_\_\_\_, dated \_\_\_\_\_

Relation Ins. Services, Inc.  
Company Name

BL  
Company Representative  
Broderick Grubb

\_\_\_\_\_  
RFP 2025-007

YEAR	FEE FOR SERVICES
YEAR 1	\$25,000 per month, \$300,000 annually
YEAR 2	\$25,000 per month, \$300,000 annually
YEAR 3	\$25,000 per month, \$300,000 annually

The respondent, in the performance of any contract resulting from this solicitation, does not intend to use one or more plants or facilities located at a different address from the address of the respondent as indicated in this proposal or response to request for information.

By: Broderick C. Grubb  
Broderick C. Grubb



**Relation Insurance Services**

935 Gravier St, Ste 1350

New Orleans, LA 70112

(504) 558-9390

LA License #526540

[relationinsurance.com](http://relationinsurance.com)