



SBC INSURANCE
GOVERNANCE and
ORGANIZATIONAL REVIEW 2024

REQUEST FOR PROPOSAL

SBC INSURANCE
#250-999 Canada Place
Vancouver, BC
V6C 3C1

PHONE 778-839-8576
EMAIL info@sbcinsurance.com
WEB sportbc.com

TABLE OF CONTENTS

- TABLE OF CONTENTS 2
- ABOUT SBC INSURANCE LTD. (SBCI) 3
- GOVERNANCE and ORGANIZATIONAL REVIEW 4
- 1 PROJECT GOAL..... 4
- 2 PROJECT SCOPE 5
- 3 PROJECT DELIVERABLES 7
- 4 PROPOSAL EXPECTATIONS 8
- 5 PROPOSAL SUBMISSION PROCESS AND TIMELINE 9
- 6 PROJECT BUDGET 10

ABOUT SBC INSURANCE LTD. (SBCI)

SBC Insurance Agencies Ltd. (SBCI) is wholly owned by Sport BC, a not-for-profit sport association. As a for-profit, full-service retail insurance brokerage, SBCI provides insurance coverages for Sport BC's members, as well as national and provincial sport, recreation and event organizations throughout Canada. SBCI's core values are centered on high service standards and a commitment to provide the sport and event sector competitive pricing for their insurance needs.

SBCI HISTORY

During the mid-1980's, liability insurance markets experienced a major crisis, resulting in substantial price increases as well as reductions and limitations in coverage.

In response to this, Sport BC created the SBCI brokerage. Subsequently, Sport BC partnered with Elliott Special Risks to create a managing general agent (MGA), AllSport Insurance. AllSport's coverage was sold through SBCI and in brokerage markets throughout Canada, largely in service to the sport and public events sector. Approximately seven years ago, Sport BC sold its shares in AllSport but retained the SBCI brokerage and its core business in sport and events.

SUPPORTING SPORT

As the only not-for-profit owned, full insurance brokerage, SBCI is the only insurance brokerage that provides financial support to amateur sport. Over its 30-year history, SBCI has contributed more than 10 million dollars to amateur sport, via its shareholder Sport BC's program and services.

LAND ACKNOWLEDGEMENT

While the work of Sport BC takes place throughout BC, we gratefully acknowledge that our offices are located on the traditional, ancestral, and unceded lands of the Coast Salish, x^wməθkwəyəm (Musqueam), Skwxwú7mesh (Squamish), and Səlilwətaʔ/Selilwitulh (Tsleil-Waututh) Nations.

GOVERNANCE and ORGANIZATIONAL REVIEW

1 PROJECT GOAL

- A. SBC Insurance (SBCI) is seeking a strategic consulting partner to ensure SBCI is working within a defined, complete and effective governance framework that is:
 - 1. Compliant with all applicable regulations;
 - 2. Aligned in all its parts and thereby avoids contradictory or inconsistent guidance to the Board; and
 - 3. Supported and adhered to by the organization's Management, Staff, Board, and Members; and
 - 4. Satisfactory to the Board of its shareholder, Sport BC.

- B. To ensure that SBCI is working within an operational framework that is:
 - 1. Designed to meet operational goals of viability, growth, and excellence in service;
 - 2. Resourced appropriately; and
 - 3. Compliant with legislation, law and regulations.

2 PROJECT SCOPE

- C. To review, action and provide recommendations for any changes needed to ensure governance compliance as well as provide proposed updates to, but not limited to, the below:
1. Company Articles (review for completeness, compliance with latest regulations and requirements.).
 2. Board (election/selection, size, composition, qualifications, term limits, terms of reference including but not limited to, roles and responsibilities, authority, expectations, confidentiality, conflict, attendance, minute taking, parliamentary procedures, reporting, etc.).
 3. Relationship and communication expectations between the Board and Management (reporting methods, protocols, processes, procedures, rate of occurrence, timing/schedules, resources, etc.).
 4. Relationship guidelines and communication expectations between SBCI and its sole owner and shareholder, Sport BC, which is a not-for-profit entity. *(Please see notes 1 and 2 below.)*
- D. To review, action and provide recommendations for the creation of and/or changes to:
1. Organizational structure (efficiency, resilience, organizational chart, job descriptions, roles and responsibilities, etc.).
 2. Policies (human resource, health and safety, operations, financial, budget, procurement, insurance etc.).
 3. Practices, processes and procedures (budget and financial management, payroll, recruiting, on-boarding, terminations, performance reviews, performance management, workplace safety, salary rationale, bonus structures, customer relationship management, customer service, complaints management, client satisfaction assessment, contracting, etc., as well as supporting documents, forms, software, etc.).
 4. Risk management (assessment and mitigation).
 5. Physical environment (adequacy, room for growth, considerations).
 6. Organizational goal setting and measurements (strategic plan, operational plans, assessment tools, market assessment, reporting, etc.).

E. In addition to the review of the above, the Proponent will be expected to provide SBCI with a plan and timeline for any implementations, communications or other actions to be undertaken by the Board, Management and/or Staff independent of involvement of the Proponent.

Note 1: An RFP for a “Sport BC Governance and Operational Resources Review” is currently also out for bid. The successful Proponent of this proposal will be expected to communicate and cooperate with the successful Proponent of that RFP.

Note 2: Respondents to this RFP are welcome to bid on the “Sport BC Governance and Operational Resources Review” RFP, but the bids must be submitted separately.

3 PROJECT DELIVERABLES

- A. Three (3) printed copies and electronic submission of an “Executive Summary and Detailed Report on Findings, Recommendations, and Implemented Changes”. The report must also include an “Outline of Proposed but Unimplemented Changes” with an accompanying proposed schedule for implementation.

Electronic format for report must be an MS Word-based pdf. Spreadsheets must be in MS Excel

- B. All updated and/or new data, materials, and resources developed in the process of project.

4 PROPOSAL EXPECTATIONS

A. In its submission, the Proponent will be expected to:

1. Provide comprehensive examples of experience in assisting organizations with governance reviews and organizational assessments.
2. Demonstrate proven expertise in for-profit governance legislation, law and regulations.
3. Demonstrate or have access to expertise in not-for-profit governance legislation, law and regulations.
4. Outline methodologies, resources and tools that will be utilized by the Proponent to deliver the project.
5. Provide biography(ies) and qualifications of team member(s) and role(s) and responsibility(ies) in the delivery of the project.
6. Provide examples of approach to work, as the successful Proponent will be expected to engage and work collaboratively with SBCI's Board, Shareholder's Board, Management and Staff where needed.
7. Provide proposed timeline for delivery of project, including phases, dependencies and reliance on client input and reviews.
8. Provide detailed, transparent budget for project delivery.
9. Confirm good standing status, insurance, workers compensation status, and any other regulatory licensing or compliance.
10. Explain rationale for any omissions in scope of proposal and/or outline any concerns with the project.

5 PROPOSAL SUBMISSION PROCESS AND TIMELINE

A. IMPORTANT INFORMATION

This proposal is only open to Canadian entities with a physical presence or office situated in BC.

Bidders outside of the Metro Vancouver area should factor in the possibility of travel to Sport BC's Vancouver office.

B. STATEMENT OF INTENT

The accompanying "Statement of Intent to Propose" (Appendix A) must be submitted to the attention of the Proposal Coordinator at info@sbcinsurance.com no later than **11:59 PM on Tuesday, December 10, 2024**.

C. SUBMISSION OF PROPOSAL

Proposals should be in a pdf format. File size must not exceed 6MB.

Complete proposals must be submitted to the attention of the Proposal Coordinator at info@sbcinsurance.com no later than **11:59 PM on Friday, January 10, 2025**

Inquiries should be directed to the attention of the Proposal Coordinator at info@sbcinsurance.com. *Please note that inquiries will not be answered from December 21, 2024 to January 1, 2025.*

D. NOTICE OF AWARD

The award of work is scheduled for **Monday, February 10, 2025**. SBCI reserves the right to amend that date if necessary.

SBCI Representatives may contact the Proponent for clarification, meetings and/or for the collection of references.

6 PROJECT BUDGET

A. Proposals exceeding \$30,000 CDN, inclusive of taxes, will not be considered.

Per section 4.A.8 of the RFP, Proposals must include a detailed budget showing all costs, fees, charges and/or applicable taxes.