STANDARD OPERATING PROCEDURE (SOP)

Processing Certificates of Insurance

I. Introduction:

Contractors and consultants, collectively referred to as vendors, must obtain insurance coverage that meets all requirements applicable to their contract or agreement with the Nebraska Department of Transportation (NDOT). In most cases, NDOT requires proof the vendor has obtained the coverage in the form of a Certificate of Insurance (COI).

This document presents a standard instruction guide for processing COIs throughout all NDOT Divisions to ensure consistency. This document is not intended to be a detailed guide for COI review and approval in each division, but does offer direction to more detailed review information pertinent to each division (see section VII.)

For an example and brief description of the contents of a COI, refer to Appendix A.

II. Purpose:

The purpose of this document is to provide general guidance to NDOT contract managers and to outline the steps to take in reviewing, verifying, updating, and storing COIs in NDOT systems.

III. Terms/Abbreviations:

<u>AASHTOWare Project System (AASHTOWare)</u> – a computer system used by NDOT that enables management of information throughout the entire project and construction cycle – from cost estimation to proposal preparation, letting bids, construction and material management and data collection. NDOT contract managers utilize this system to review and update vendor insurance coverages.

<u>Certificate of Insurance (COI)</u> – primary document utilized by the insurance industry to establish insurance coverage for a business or company. Otherwise known as ACORDs. The ACORD summarizes essential information about a business's insurance policy, such as coverage types, policy numbers, insurance limits, and effective and expiration dates.

<u>Contract Manager</u> – an NDOT employee responsible for the oversight of contracts or agreements made with customers, vendors, and partners. This person may obtain, verify, update, and store COIs on behalf of the NDOT. A Contract Manager is also referred to as "NDOT Insurance Subject Matter Expert (SME)" within this document.

<u>Insurer</u> – an insurance company or their agent who provides a policy for the vendor. NDOT contract managers often garner COI directly with insurance agents or the vendor.

<u>Vendor</u> – a business or individual that is or has been working for NDOT under a contract or agreement (e.g., contractor, consultant, service provider)

<u>Vendor ID Number</u> – a numeric or alphanumeric designator established in AASHTOWare. Vendor number is associated and exclusive to a particular vendor. Contract managers may contact their division/district or controller representative to request establishment of this number.

IV. References:

Example COI with brief description: Appendix A

Process Flow Chart for Initial Insurance – New Vendors: Appendix B

Process Flow Chart for Insurance Renewals -- Subsequent Years: <u>Appendix C</u> NDOT Business Center Website: http://dot.nebraska.gov/business-center/

V. Using the NDOT Business Center Website for Insurance Information:

Vendors doing business with NDOT will find helpful information regarding insurance requirements and procedures on the NDOT Business Center website. The information is also a good source for NDOT contract managers to use regarding their role receiving and verifying COIs from vendors.

Follow these steps to navigate to one of the insurance sections of the website:

- Click NDOT's Business Center page: http://dot.nebraska.gov/business-center/
- Scroll down to select "Consultant Services" (for consultants), or "Contractor Information" (for contractors)

Each of these areas contains links to insurance information such as written guidelines, special provisions, general help, and examples.

VI. Quick Link to Lookup a Vendor's Insurance Coverage in NDOT Systems

You may quickly view NDOT's latest vendor insurance coverage information by clicking on the following:

https://ndorpubreports.nebraska.gov/reports/report/AASHTOWare_Project/PreConstruction/Vendor_Insurance_Search

To navigate and retrieve the information, enter either the vendor ID or vendor name. Once your vendor is found, click the vendor ID hyperlink to review that vendor's insurance coverage in the following categories:

Type

Expiration Date

Insurer

Limit

• Limit Amount

VII. Guidance and Information for Different Types of Contracts/Vendors

NDOT does business with different types of vendors. Some are large companies providing multimillion dollar services to NDOT while other vendors are small contracts involving 'Ma and Pa shops'. Each type of contract/vendor may require varying approaches to COI verification by NDOT contract managers.

The list below outlines some of the guidance specific to each NDOT Division.

A. Construction Division Insurance (Highway Construction Projects-Only):

- 1. You may view the latest highway construction insurance information at: http://dot.nebraska.gov/business-center/contractor/insurance/
- 2. Insurance questions and/or certificates related to highway construction projects may be emailed to NDOT.ConstructionInsurance@nebraska.gov

B. Project Development Division Insurance (Consultant Insurance Certificates):

- 1. As outlined above, information regarding these types of COIs can be found on the Business Center website.
- 2. Consultant insurance documentation and other files for internal NDOT use only are located in the following folder: \\DOTFS\ProjDev\Consultant Services\Consultant Insurance
- 3. Vendors relay insurance questions and/or certificates related to consultants and consultant service agreements using this email address: NDOT.ConsultantInsurance@nebraska.gov

C. Operations Division, Procurement Services:

Right-of-Way Maintenance Services between \$2,500 and \$100,000 such as right-of-way mowing, fencing, ditch excavating, etc. refer to the "NDOT Short Form Bid Proposal and Contract", form number NDOT 72 for the insurance requirements.

The latest edition of the Short Form Bid Proposal and Contract is available at: https://interchange.nebraska.gov/search?SearchTerm=72 and

The SOP for using the Short Form Bid Proposal and Contract is available at: https://interchange.nebraska.gov/search?SearchTerm=72i

VIII. Processing COI - General Guidance & Step-by-Step Actions

A. General Guidance

The review and processing of a COI at NDOT occurs under two scenarios:

- 1) Initial COI for new vendors doing business with the agency or
- 2) Renewal of COI for vendors under contract who submit subsequent certificates.

Insurance certificates are usually issued by an insurance agent whenever one or more coverages on a COI expire. As such, when vendors have multi-year contracts/agreements with NDOT, each insurance policy has an expiration date. It is the responsibility of a vendor or their insurance agent

to provide NDOT a valid and current COI as previous certificates/coverages expire. NDOT contract managers receive a COI, review it for completeness and proper coverage against the contract/agreement, update the coverages within AASHTOWare, and upload the COI in pdf format to OnBase.

As recommended by the NDOT Legal Office, ensure a COI on file has not expired more than 30 days for an active vendor. This best practice minimizes NDOT liability risk.

Before a COI expires, many vendors provide subsequent COIs without any prompting or reminders from NDOT contract managers. This occurs with such frequency, the authors of this SOP recommend NDOT contract managers wait for subsequent/new COIs to arrive without taking any steps to notify the vendor.

NDOT contract managers must however, contact vendor/agent upon expiration of the current COI on file when a subsequent/new COI does not arrive within a few days after the expiration date. Notifying a vendor by exception will save time for contract managers and avoid work associated with reminding all vendors of a soon to expire COI. Utilize AASHTOWare to generate a "Vendor Insurance Expiration Listing" report for monitoring upcoming expiration dates.

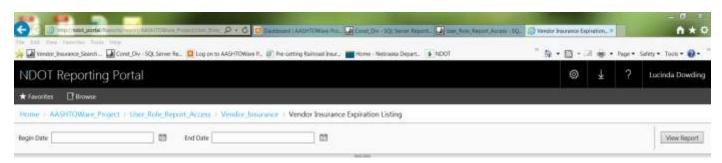
B. Step-by-Step Actions

a) Vendor Insurance Expiration Listing report

- Around the beginning of each month, a report should be generated to identify any
 vendors with expired or expiring insurance. Generate the Vendor Insurance Expiration
 Listing report by following the visual instructions below after logging into AASHTOWare.
 The beginning and end date for the report should be for the current month.
- 2. Notify active vendors, by email, with active contracts/agreements that have expired insurance listed on the report. This report can be a checklist for contract managers to make sure NDOT receives COIs from these vendors. Before sending a reminder to the vendor/insurance agent, double-check that they have not already submitted their COI and it just has not been reviewed/approved yet.

Figure 1 - Creating a "Vendor Insurance Expiration Listing" report in AASHTOWare (1) is in the NDOT Reporting Portal at:

http://ndot_portal/Reports/report/AASHTOWare_Project/User_Role_Report_Access/Vendor_Insurance /Vendor%20Insurance%20Expiration%20Listing



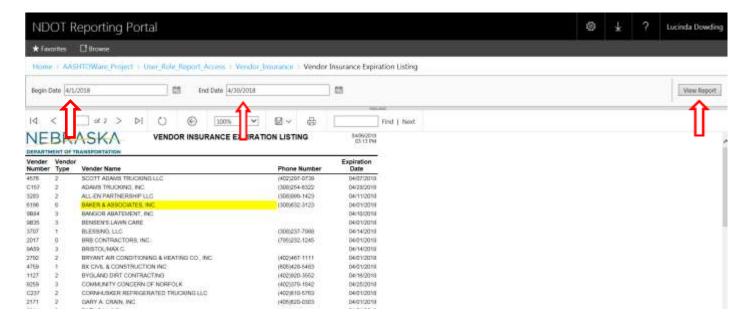


Figure 2 - Creating a "Vendor Insurance Expiration Listing" report in AASHTOWare (2)

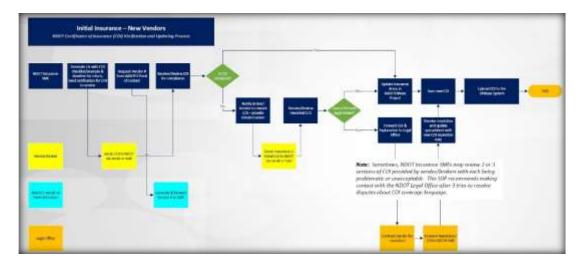
b) Initial Insurance – New Vendors

- When awarding contracts/agreements to new vendors, the first step in obtaining COI is
 to generate a letter/package to mail to the vendor which will help them provide an
 acceptable or compliant certificate. Provide any helpful checklists and/or examples, and
 provide a deadline within your notification. Mail, email, or fax this notification package
 to the vendor.
- 2. For vendors initially doing NDOT contract work, a vendor ID number must be requested by the contract manager. Vendor ID numbers are obtained by contacting the appropriate division/district or controller representative. This step is to be simultaneously accomplished with step 1 above.
- 3. Vendor sends COI to NDOT contract manager or insurance SME.
- 4. Review the COI for compliance. Refer to local guidance created and filed in your particular work area and guidance in section VII above as necessary. The NDOT Legal Office is also available for questions.
- 5. If the COI is compliant with the insurance requirements outlined by the contract, take the necessary steps to update AASHTOWare shown below in section IX.
 - i. If the COI is not compliant with contract requirements, provide notification to the vendor along with specific feedback on corrections; provide deadline.

- ii. Review reworked COI when returned.
- iii. If a reworked COI still has errors or is somehow in dispute, consider contacting the NDOT Legal Office for resolution.
- 6. Scan the compliant COI into a pdf document if necessary.
- 7. Upload the pdf version to OnBase under the appropriate Document Type established for your Division. For example, Construction Division uses document type <NDOT CNST Vendor> and Project Development Division uses <NDOT PD Consultant Insurance>.

-End of Process--

The "Initial Insurance – New Vendors" process is depicted in the flowchart below. A larger version of this chart is also contained in Appendix B.



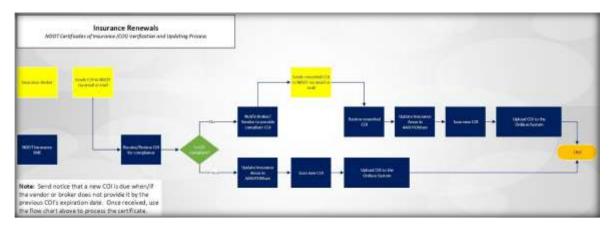
c) Insurance Renewals - Subsequent Years

- 1. Insurance agent or vendor sends a COI to the applicable NDOT contract manager. *Note:* Insurance agents for large companies often have systems that automate sending the COI, by mail or email, to NDOT. Therefore, a COI is usually received within a few days prior to the previous COI's expiration date. A 'Ma and Pa' or smaller vendor may use a local insurance agent who may not have access to an automated COI system. If this is the situation, NDOT contract managers may find the need to contact the vendor more frequently on an expired COI.
- 2. Review the COI for compliance. Refer to local guidance created and filed in your particular work area and guidance in section VII above as necessary. The NDOT Legal Office is also available for questions.
- 3. If the COI is compliant with the insurance requirements outlined by the contract, take the necessary steps to update AASHTOWare as shown below in section IX.

- i. If the COI is not compliant with contract requirements, provide notification to the vendor along with specific feedback on corrections; provide deadline.
- ii. Review reworked/corrected COI when returned.
- iii. If a reworked COI still has errors or is somehow in dispute, consider contacting the NDOT Legal Office for resolution.
- 4. Scan the compliant COI into a pdf document if necessary.
- Upload the pdf version to OnBase under the appropriate Document Type established for your Division. For example, Construction Division uses document type <NDOT CNST Vendor> and Project Development Division uses <NDOT PD Consultant Insurance>.

 --End of Process-

The "Insurance Renewals" – Subsequent Years process is depicted in the flowchart below. A larger version of this chart is also contained in Appendix C.



IX. Procedure for Updating Insurance Coverage within AASHTOWare

1. COIs that meet insurance requirements are entered into AASHTOWare. This is the main database system for all insurance coverage information for each vendor.

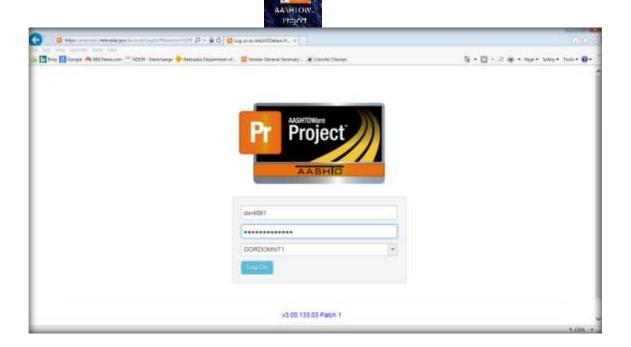
2. Logon to AASHTOWare:

3. Enter your DOR ID and password (same as logging onto your computer). If you need access to AASHTOWare, submit a service ticket through the Service Portal. The service offering for AASHTOWare updates in the Service Portal is shown below.

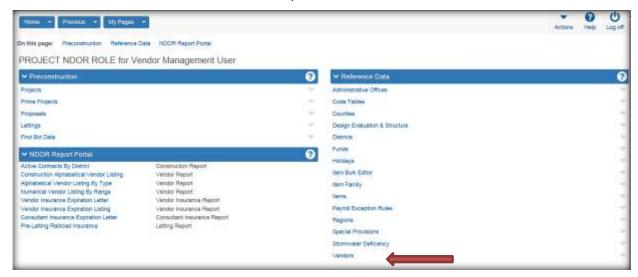


4. If you have any questions about AASHTOWare, send an email to ndot.awprojectsupport@nebraska.gov

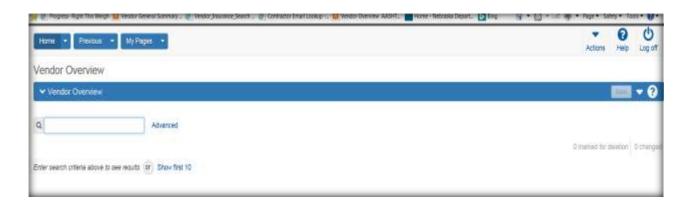
A Shortcut to AASHTOWare is shown below which should display on your desktop.



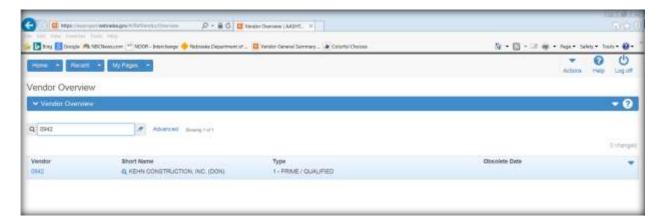
4. Under Reference Data-scroll down to Vendors, then click link.



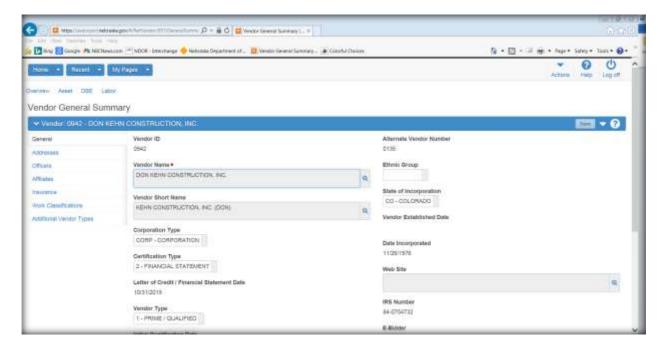
The following screen will open.



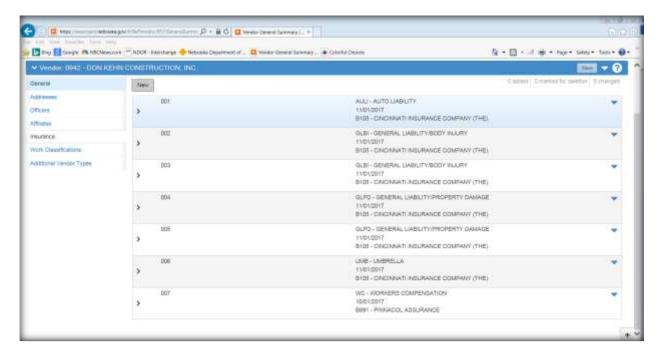
5. Type in either the vendor # or name-it is not case sensitive.



6. Click on the desired vendor # to open



7. Click on Insurance



There are typically seven (7) records or categories to update as shown in the picture above.

General Guidance for updating the 7 categories:

- If it is an initial COI, there will not be any visible fields. This indicates all data entry is required. Use the visible screenshots to assist you.
- If it is a renewal COI, verify the Insurance Company name agrees in AASHTOWare. If it has changed, begin entering the name of the insurance company. A drop down menu will appear for you. If the name exists in the menu, select it.

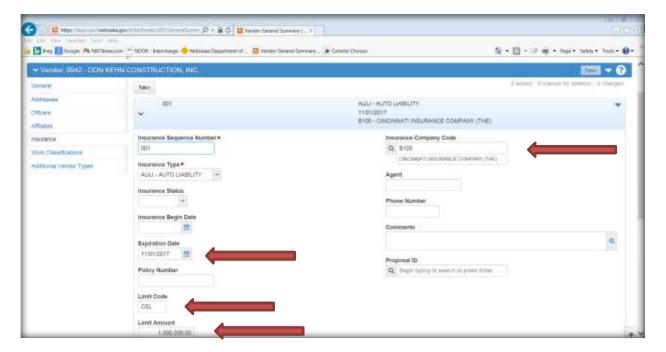
If a company does not appear, a vendor ID# for the insurance company name needs to be created in AASHTOWare. Send an email to the Controller Division (Laurie Burling) to get a vendor ID# create for the insurance copy. Vendor ID#s begin with the letter 'B'.

Check the Dept. of Insurance website to make sure the insurance company is approved to conduct business in Nebraska. The website link is:

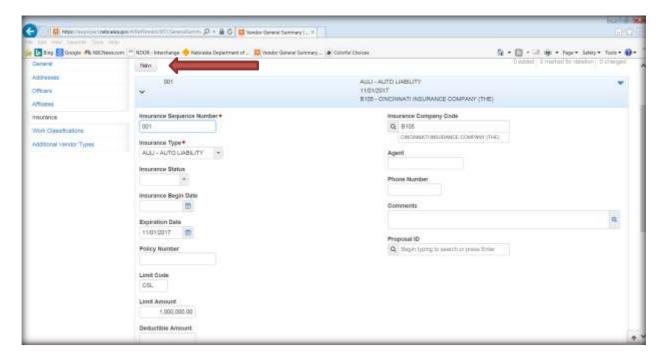
https://doi.nebraska.gov/consumer/company-and-producer-search

• Click save after each category is updated or before you exit the screen.

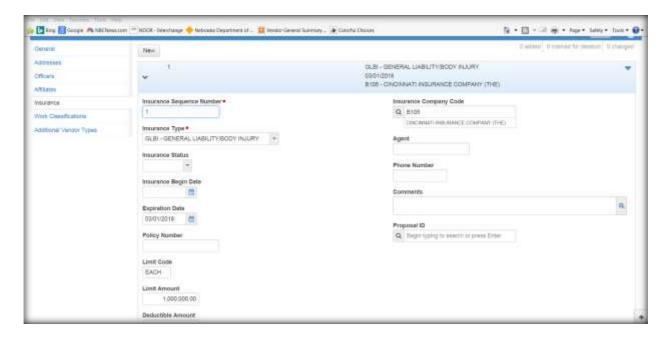
8. Open each category (e.g., 001 shown below) to override the old expiration date. Place your curser in the Expiration Date field and update accordingly-tab to get out of the field. Ensure you double-check (verify) the accuracy of the Insurance Company Code, the Limit Code, expiration date, and the Limit Amount as shown below.

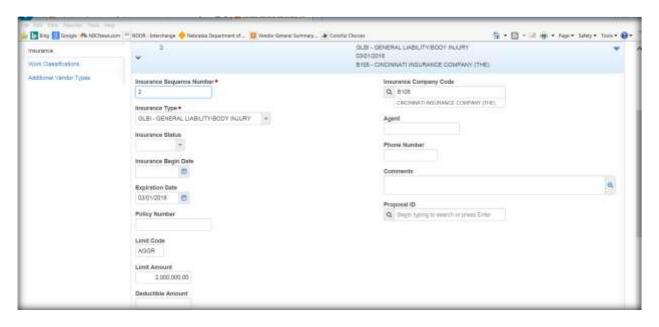


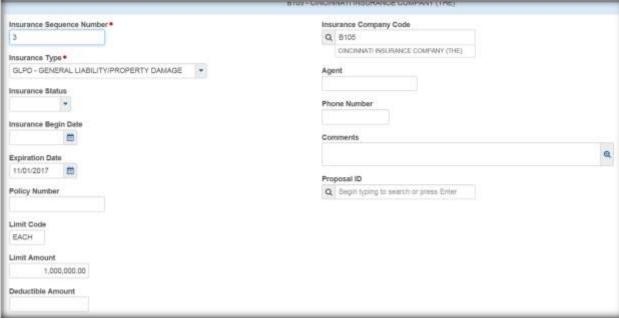
9. If the vendor is new OR you need to add coverage to an existing vendor, click the "new" button and enter accordingly as to what is on the certificate. ONLY enter the necessary fields shown below. Some fields will be blank.

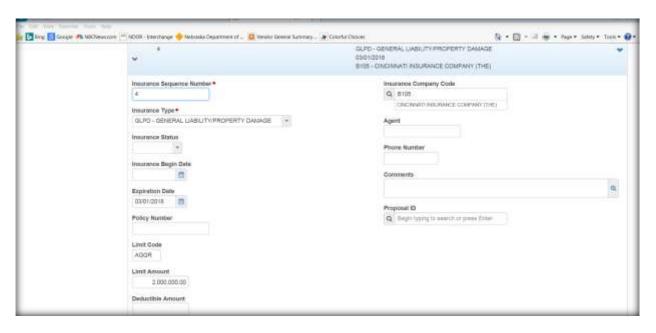


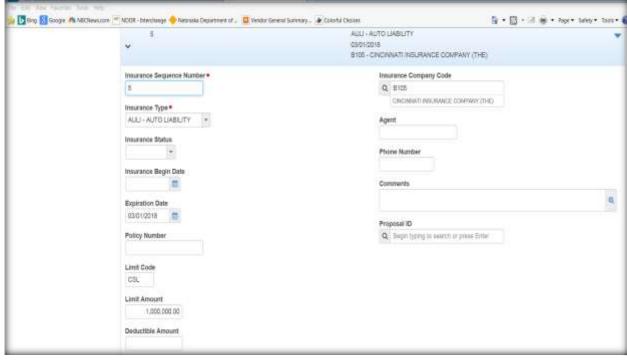
10. Follow the flow of the certificate from top to bottom. You will have multiple entries for the General Liability coverage. The following 7 screen shots show what each entry typically looks like.

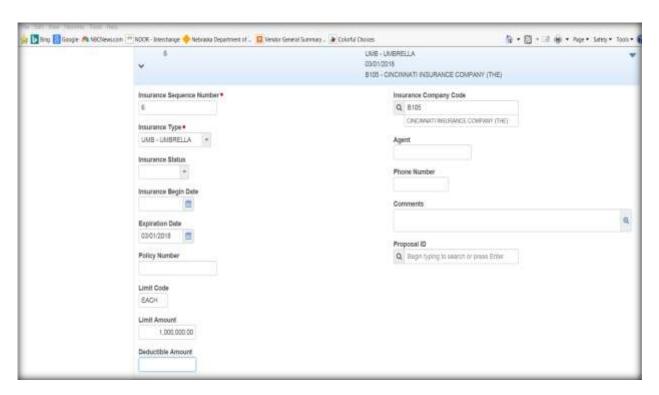


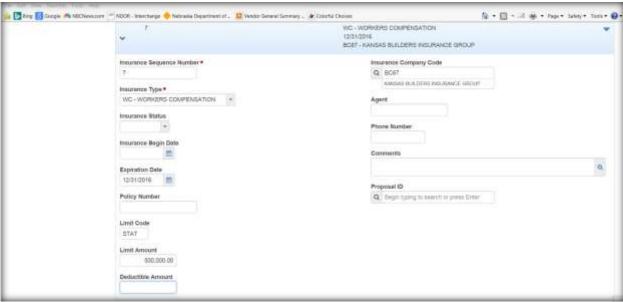




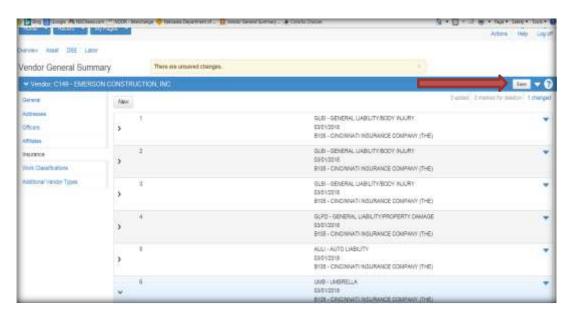








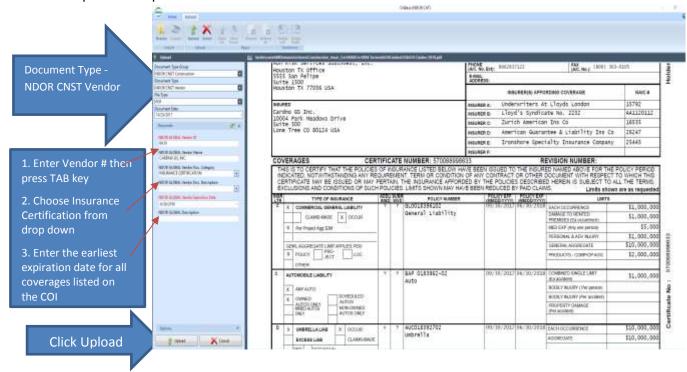
11. When you are finished updating, click the "save" button. The notification bar will change color from yellow to green.



12. After entering updates into AASHTOWare, a scanned pdf of the COI should be uploaded to OnBase under the appropriate document type established for your Division. Document Types vary for each Division as shown below.

Construction: NDOR CNST Vendor Districts: NDOR DIST Vendor Operations: NDOT OPS Vendor Intermodal: NDOR IPD Vendor

Consultants: NDOT PPD Consultant Insurance



Upload example shown below is for Construction Division COIs.

Initial Certificates of Liability Insurance:

If you have a new vendor that has never been entered into AASHTOWare, please contact your representive that assigns vendor numbers. Once you have a vendor number, follow the same process as instructed under section A. (Procedure to Process Certificates of Liability Insurance (COIs) Renewals) to enter the COI information into AASHTOWare.

I. Non-compliant Certificates of Liability Insurance:

If you receive a COI that does not meet your insurance requirements, after two or three attempts, you may notify the NDOT legal team to seek resolution.

Contact: Greg Ariza, (402) 479-4376, Greg.Ariza@nebraska.gov

II. Overdue/Expired Insurance Renewals:

- Send notification to vendors or brokers only when COI is in need of correction or when the previous COI on file has actually expired.
- Per the NDOT Legal Team, NDOT is covered for liability for 30 days after a COI expires and the receipt of the subsequent COI is pending/forthcoming.

Any questions regarding this SOP may be directed to the following as it relates to your vendor type/division:

Operations/Districts - Gloria Ryken Consultants - Brad Reid Intermodal Division - Frank Faughn Construction - Lucinda Dowding

APPENDIX A - Example COI

CERTIFICATE OF LIABILITY INSURANCE THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE IN THE C						DATE(MM/DD/YYYY) 10/19/2017
THIS CERTIFICATE IS ISSUED AS A I CERTIFICATE DOES NOT AFFIRMATI BELOW. THIS CERTIFICATE OF INSU REPRESENTATIVE OR PRODUCER, AI	VELY OR JRANCE	NEGATIVELY AMEND	EXTEND OR AL	TER THE CO	VERAGE AFFORDED BY	THE POLICIES
IMPORTANT: If the certificate holder is SUBROGATION IS WAIVED, subject to certificate does not confer rights to the	the term	ns and conditions of the	policy, certain po			
PRODUCER AON Risk Services Southwest, Inc. Houston TX Office 5555 San Felipe			CONTACT NAME: PHONE Extg: 8662837122 FAX (A/C. No.): (800) 363-0105			
Houston TX 77056 USA			1	NAIC#		
INSURED	INSURERA: Underwriters At Lloyds London INSURERB: Lloyd's Syndicate No. 2232			15792		
Cardno GS Inc. 10004 Park Meadows Drive				AA1120112		
Suite 300 Lone Tree CO 80124 USA Insurance Providers			msumero: Zurich American Ins Co			16535
			INSURERD: American Guarantee & Liability Ins Co			
			INSURERE: Ironshore Specialty Insurance Company			y 25445
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INSR TYPE OF INSURANCE	ADOL SUBP					wn are as requested
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	1			/	PERSONAL & ADV INJURY	\$1,000,000
GENLAGGREGATE LIMITAPPLIES PER		Coverage Types	/		GENERAL AGGREGATE	\$10,000,000
X POLICY PRO- LOC	1		Expiration Dates		PRODUCTS - COMP/OP AGG	\$2,000,000
C AUTOMOBILE LIABILITY	YYY	BAP 0183962-02	09/30/20	17 06/30/2018	COMBINED SINGLE LIMIT	\$1,000,000
	/	Auto			(Earacident) BOOKY (NJURY (Per person)	374777477
X ANYAUTO SCHEDULED	/			\	BODILY INJURY (Per academ)	
X OWNED AUTOS ONLY HIRED AUTOS ONLY AUTOS ONLY				\\	PROPERTY DAMAGE (Per accident)	
D X UMBRELLA LIAB X OCCUR	V Y	AUC018392702	09/30/20	17 06/30/2018	EACH OCCURRENCE	\$10,000,000
EXCESS LIAB CLAIMS MADE		Umbrella			AGGREGATE	\$10,000,000
C WORKERS COMPENSATION AND /	- Y	WC018396002	09/30/20	17 06/30/2018	X PER STATUTE OTH-	
ANY PROPRIETOR / PARTNER / EXECUTIVE Y / N		INC.			E L EACHACCIDENT	\$1,000,000
OFFICERMEMBER EXCLUDED?	N/A				E.L. DISEASE-EA EMPLOYEE	\$1,000,000
If yes, describe under DESCRIPTION OF OPERATIONS below					E.L. DISEASE-POLICY LIMIT	\$1,000,000
E Env Site Liab		002161703 Pollution	09/30/20	17 06/30/2018	Occurrence Aggregate	\$10,000,000
Nebraska Dept. of Roads is included Insured under said contract, per th Liability policy. General Liability and Auto Liabilit Nebraska Dept. of Roads, but only the A Waiver of Subrogation is granted operations of the Insured under sai	d as Addi ne applic ty eviden to the ex in favor	tional Insured as re table endorsement with need herein is Primar tent required by wri r of Nebraska Dept. o	equired by writt th respect to th ry and Non-Contr itten contract w of Roads as requ	en contract, e General Li ibutory to o ith the insu ired by writ	but limited to the or ability, Auto Liability other insurance availab- ared. ten contract but limit	ty and Umbrella ole to the ted to the

CERTIFICATE HOLDER CANCELLATION

Nebraska Dept. of Roads Attn: Construction Division 1500 Highway 2 PO 8ox 94759 Lincoln NE 68509-4759 USA SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

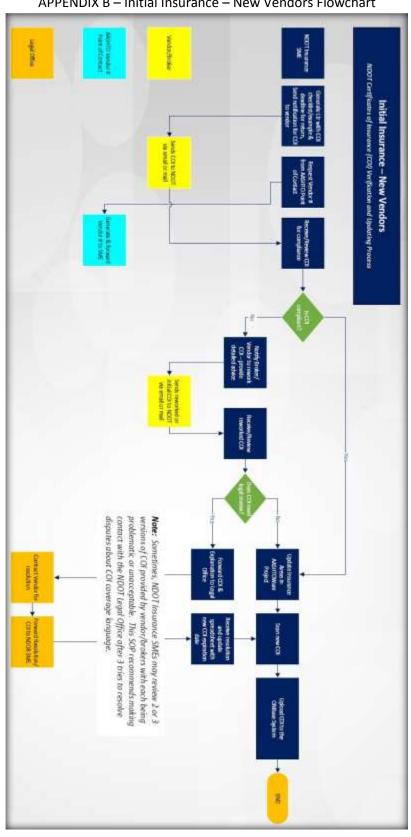
AUTHORIZED REPRESENTATIVE

Aon Risk Services Southwest Inc.

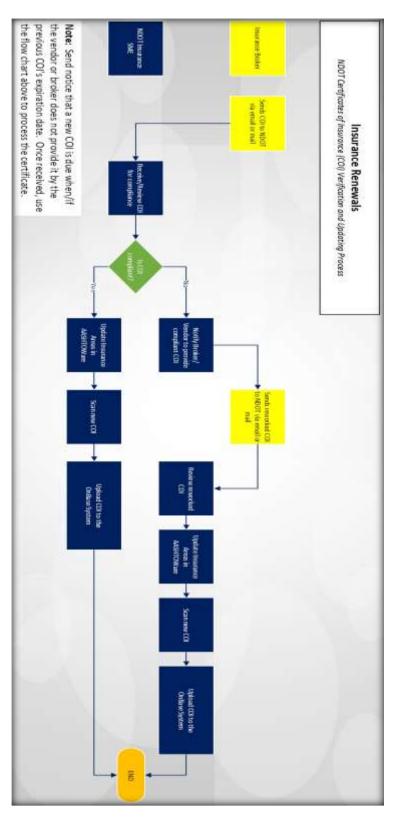
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ACORD 25 (2016/03)

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APPENDIX B – Initial Insurance – New Vendors Flowchart



APPENDIX C – Insurance Renewals Flowchart