



CITY OF ROCKVILLE
ROCKVILLE, MARYLAND

Addendum #1
Request for Proposal (RFP) No. 14-24
CLAIM SERVICE PROVIDER
February 6, 2024

ATTENTION ALL BIDDERS:

The following addendum is being issued to amend and clarify certain information contained in the above named RFP. All information contained herein is binding on all Bidders who respond to this RFP. Specific parts of the RFP have been amended. Bidders are required to acknowledge receipt of the addendum by signing in the appropriate space at the end of the addendum. Failure to do so may subject your bid to disqualification. No provided answer to a question may in and of itself change any requirement of the RFP. The following revisions /deletions / additions are listed below; new language has been double underlined and marked in red bold (ex: **new language**) and language deleted has been marked with a double strikeout (ex. ~~language deleted~~).

QUESTIONS

NO.	QUESTIONS
1.	15. Section 13: Can you provide detail on the Special Investigation capabilities noted in 13.1?
RESPONSE	These services would include claim handling investigation services, such as surveillance, social media checks, medical canvases, etc.
2.	14. Section 3: Can you provide an estimate of the number of claims reported via the 800#, e-mail or fax annually over the prior three years.
RESPONSE	The City of Rockville is not aware of any claims being reported in the last three-years using these methods. Claims are reported through the TPA's RMIS.
3.	Please provide a detailed schedule of insurance for the policies that the TPA will be responsible for.
RESPONSE	This information is contained on Page 11, II SCOPE OF WORK AND TECHNICAL REQUIREMENTS 2.1.
4.	Will the new TPA chosen by the Town of Rockville be responsible to manage the existing or old claim files?
RESPONSE	There is no takeover of claims.
5.	Who is the incumbent TPA? If none, how did you handle claims prior to this RFP?
RESPONSE	Claims are currently managed by PMA Management Corporation.
6.	What is the City's current TPA?
RESPONSE	Claims are currently managed by PMA Management Corporation.
7.	With regard to medical bill review for each year of the past five (5) claims years, could you please provide how many bills were reviewed in each claim year, the amount of medical bill review savings for each claim year and the total medical charges for each claim year? If possible can you include what was Fee Schedule savings and what savings were above fee schedule?

RESPONSE	<p>The City of Rockville can provide the below information responsive to your request:</p> <table border="1" data-bbox="342 268 1409 394"> <thead> <tr> <th data-bbox="342 268 695 300">Policy Year</th> <th data-bbox="695 268 1052 300">Total Bill Count</th> <th data-bbox="1052 268 1409 300">Full Duplicate Bill Count</th> </tr> </thead> <tbody> <tr> <td data-bbox="342 300 695 331">2021</td> <td data-bbox="695 300 1052 331">307</td> <td data-bbox="1052 300 1409 331">27</td> </tr> <tr> <td data-bbox="342 331 695 363">2022</td> <td data-bbox="695 331 1052 363">391</td> <td data-bbox="1052 331 1409 363">84</td> </tr> <tr> <td data-bbox="342 363 695 394">2023</td> <td data-bbox="695 363 1052 394">80</td> <td data-bbox="1052 363 1409 394">10</td> </tr> </tbody> </table>	Policy Year	Total Bill Count	Full Duplicate Bill Count	2021	307	27	2022	391	84	2023	80	10
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8.	<p>In Section II Scope of Work and Technical Requirements, item 1.2 requests National Coverage Required – can you please specify the need for National Coverage to better understand the scope and basis for this request?</p>												
RESPONSE	<p>The City of Rockville does have employees who travel for work to attend meetings, conferences, and other business needs which may require them to work in other states, including monopolistic states.</p>												
9.	<p>What are some key objectives or goals you seek to achieve through your Workers' Compensation TPA relationship?</p>												
RESPONSE	<p>Efficient claims management, handling claims efficiently and in a timely manner, ensuring medical care and benefits are provided promptly.</p> <p>Effective communication and reporting, establish clear lines of communication with the employer, injured worker and health care providers.</p> <p>Provide regular reports and updates regarding claim status, costs, and outcomes.</p> <p>Cost containment - effectively manage medical expenses, litigation expenses, return to work, and other cost containment methods.</p> <p>Customer Service - maintaining clear communication, responsiveness and professionalism throughout the claim process.</p>												
10.	<p>Please share any key performance indicators (KPIs) you use to measure the overall success of your program today?</p>												
RESPONSE	<p>The City of Rockville uses many metrics and data to measure the success of our safety and risk management and loss-control and containment areas and a detailed response would not add value to the process at this time</p>												
11.	<p>How do you use data analytics in meeting your risk/safety goals and objectives today?</p>												
RESPONSE	<p>The City of Rockville uses many metrics and data to measure the success of our safety and risk management and loss-control and containment areas and a detailed response would not add value to the process at this time</p>												
12.	<p>Does the City of Rockville's current claim service provider take a percentage of any subrogation recoveries?</p>												
RESPONSE	<p>Yes</p>												
13.	<p>Does the City of Rockville have a list of approved vendors that it uses to provide ancillary services including but not limited to nurse case management services, surveillance, vocational rehabilitation, medical bill repricing, prescription benefit management, or medicare set-aside filing? If so, please provide a list of approved vendors for the City of Rockville?</p>												
RESPONSE	<p>The City of Rockville does not maintain a list of approved vendors and welcomes receiving proposals that include the use of interested offeror's preferred vendors for ancillary services, including those listed above. However, it is the City's desire to retain the ability to select vendors of our choosing in the event service, or other performance, issues arise.</p>												
14.	<p>Please describe any return-to-work programs currently in place for the employees for the City of Rockville?</p>												

RESPONSE	The City of Rockville maintains a return-to-work program which tailors alternate/light-duty positions based upon the restrictions specified by the certified licensed medical professional. Depending upon the restrictions specified, the City of Rockville may or may not be able to accommodate an employee's return to work in an alternate/light duty capacity.
15.	Would the City of Rockville entertain a flat fee proposal vs a cost per claim proposal?
RESPONSE	This would not exclude an offeror from being considered.
16.	Does the City of Rockville maintain its own RMIS? If so, what is it called and are you currently exchanging data with your current TPA and what is the frequency of the feeds?
RESPONSE	No, the City of Rockville does not maintain its own RMIS.
17.	As it pertains to Section III of the RFP, Item Q. 1. F. Noting that responses to RFP's are subject to FOIA requests, would the City of Rockville be willing to provide an NDA as it relates to financial information for a privately held company as it specifically relates to financial status? In the native, please describe what measures are in place by the City of Rockville to ensure financial information remains confidential and/or would not be subject to FOIA requests in the future?
RESPONSE	The redacted version removes any proprietary and confidential information.
18.	What percentage of claims are submitted telephonically vs electronically?
RESPONSE	All claims within the last three years were submitted through claim service provider's RMIS
19.	Regarding the Sunset Clause – is the City of Rockville expecting a life of claim program, or a life of contract program? Please advise as to the City of Rockville's preference.
RESPONSE	The City of Rockville is interested in receiving proposals for life of claim programs.
20.	How many open claims do you currently have? Indemnity, medical only, and report only?
RESPONSE	As no takeover claims will be required, the City of Rockville doesn't feel providing this information would add any value to the process at this time.
21.	How many new claims did you receive by year for the past 3 fiscal years?
RESPONSE	This information is included within Attachment F – Redacted Loss Runs
22.	If TPA is not willing to unbundle ancillary services will this disqualify them from being awarded the contract?
RESPONSE	All exceptions taken to this request for proposal must be made on Attachment A – Execution of Offer. Pursuant to the request for proposal, the City Manager for the City of Rockville, Maryland retains the exclusive right to approve or reject any exception taken to the specifications contained within this request for proposal.
23.	Will a TPA be disqualified from being awarded the contract if they will not share proprietary information on the annual contract amounts for current and former clients?
RESPONSE	No, the City of Rockville will not disqualify any offeror who is unable to provide requested information that may be proprietary or confidential. However, any information that may contain trade secrets or confidential information must be disclosed as such to the City of Rockville.
24.	Is the city looking for risk advisory/ claim management consulting in conjunction with actual claim adjusting?
RESPONSE	These services are not included or required pursuant to the scope of this request for proposal. However, these services can be proposed to be provided and the City of Rockville may accept or reject any services not required or contained within the scope of this request for proposal.
25.	Page 22, Attachment A. In order to ensure proper formatting, is the City able to provide Attachment A in an Excel Format?
RESPONSE	Yes, this will be provided by the City of Rockville.
26.	Page 13, Data System and Reporting, 10.2. Can the City please confirm how many RMIS users we are to include in our pricing? Additionally, can the City please confirm how many users would need full-access versus view-only access?

RESPONSE	The City of Rockville will require full access for two users.												
27.	<p><i>Section III. General Instructions for Proposal Preparation and Delivery</i> (pages 17 – 19). Can the City please confirm where we are to place the <i>Minimum Requirements</i> (section D on page 9) within our proposal response?</p> <p>Page 18, Clarifying Question. The instructions for delivery of the proposal note that two electronic submittals should be included: one complete proposal and one redacted. We don't have a need for a redacted proposal. Is it acceptable for GB to simply submit our one original proposal or do we need to somehow acknowledge/confirm that we do not have a redacted version?</p>												
RESPONSE	The redacted version removes any proprietary and confidential information. If your company does not have a need for a redacted version, the one original submitted proposal will suffice. The City will assume that your company did not have any propriety and confidential information.												
28.	Page 18, Clarifying Question. The instructions for delivery of the proposal note that two electronic submittals should be included: one complete proposal and one redacted. We don't have a need for a redacted proposal. Is it acceptable for GB to simply submit our one original proposal or do we need to somehow acknowledge/confirm that we do not have a redacted version?												
RESPONSE	Please see response to Question 27.												
29.	Can you provide the loss runs in an excel format as the PDF is difficult to read.												
RESPONSE	The City of Rockville is not providing this in an Excel format at this time in order to protect the data contained therein.												
30.	Can you confirm new claims only, no takeover/legacy claims.												
RESPONSE	The City of Rockville confirms the scope of the services being requested only applies to new claims and there are no takeover of existing claims.												
31.	Can you confirm the per claim fee is life of file and/or life of contract.												
RESPONSE	The City of Rockville is interested in receiving proposals for life of claim programs.												
32.	What is the current open claim count for Indemnity Claims?												
RESPONSE	This information is included within Attachment F – Redacted Loss Runs												
33.	What is the current open claim count for Medical Only Claims?												
RESPONSE	This information is included within Attachment F – Redacted Loss Runs												
34.	How many medical bills were processed annually for each of the past 5 years?												
RESPONSE	<p>The City of Rockville can provide the below information responsive to your request:</p> <table border="1" data-bbox="342 1696 1412 1822"> <thead> <tr> <th>Policy Year</th> <th>Total Bill Count</th> <th>Full Duplicate Bill Count</th> </tr> </thead> <tbody> <tr> <td>2021</td> <td>307</td> <td>27</td> </tr> <tr> <td>2022</td> <td>391</td> <td>84</td> </tr> <tr> <td>2023</td> <td>80</td> <td>10</td> </tr> </tbody> </table>	Policy Year	Total Bill Count	Full Duplicate Bill Count	2021	307	27	2022	391	84	2023	80	10
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35.	What is the total amount billed?												
RESPONSE	The City of Rockville doesn't feel providing this information would add any a value to the process at this time.												

36.	What are the total reductions on medical bills? a. How much are due to fee schedule? b. What portion of the reductions are due to PPO or other savings?
RESPONSE	The City of Rockville doesn't feel providing this information would add any a value to the process at this time.
37.	Total medical bills paid each of the past 5 years?
RESPONSE	The City of Rockville doesn't feel providing this information would add any a value to the process at this time.
38.	How many assignments to telephonic case management are referred per year?
RESPONSE	On average, 5 claims are referred to telephonic case management per year.
39.	How many field case assignments are referred per year?
RESPONSE	On average, 7 claims are referred to field case management per year.
40.	Would the City please provide a copy of your Standard Professional Services Agreement?
RESPONSE	The City of Rockville City Attorney's Office will draft a Professional Services Agreement upon award.

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME IN THE REQUEST FOR PROPOSAL (RFP).

Additionally, please be sure to submit all required forms with your bid per this addendum and the solicitation instructions.

ACKNOWLEDGE RECEIPT OF ADDENDUM NO. 1 BY SIGNING BELOW AND RETURNING A COPY OF THE ADDENDUM WITH YOUR BID OR ACKNOWLEDGING IN YOUR BID.

ISSUED BY: GINA WASHINGTON, SENIOR BUYER, February 6, 2024

NAME OF BIDDER: _____

BID DUE DATE: 2:00PM (ET), TUESDAY, FEBRUARY 13, 2024