



City of Tacoma
City Manager's Office/Office of Health and Safety

Third Party Workers' Compensation Administrator Services
RFP Specification No. CM21-0483F

QUESTIONS and ANSWERS

All interested parties had the opportunity to submit questions in writing by email to Tad Carlson by 3:00 pm on April 19, 2020. The answers to the questions received are provided below and posted to the City's website at www.TacomaPurchasing.org: Navigate to *Current Contracting Opportunities / Services*, and then click *Questions and Answers* for this Specification. This information IS NOT considered an addendum. Respondents should consider this information when submitting their proposals.

Directions: Use Tab to turn Question to Answer and Shift-Tab to move Answer to Question

Question 1: Whether companies from Outside USA can apply for this? (like, from India or Canada)

Answer 1: *As long as vendor is a registered Third Party Administrator (TPA) with the Department of Labor Industries (Please see section 1.55B in standard terms and conditions) and possess a Washington State business license at time of submittal (Please see section 1.05A in standard terms and conditions - Appendix B). Upon award, supplier must obtain a City of Tacoma business license (Please see section 1.05B in standard terms and conditions - Appendix B).*

Question 2: Whether we need to come over there for meetings?

Answer 2: *Eventually we'd like to resume face to face meetings when it's safe to do so.*

Question 3: Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

Answer 3: *As long as vendor is a registered Third Party Administrator (TPA) with the Department of Labor Industries (Please see section 1.55B in standard terms and conditions) and possess a Washington State business license at time of submittal (Please see section 1.05A in standard terms and conditions - Appendix B). Upon award, supplier must obtain a City of*

Tacoma business license (Please see section 1.05B in standard terms and conditions - Appendix B).

Question 4: Can we submit the proposals via email?

Answer 4: Yes.

Question 5: In order to provide accurate pricing may we get 5-years of detailed claims data in a spreadsheet format? If no spreadsheet can we acquire:

- i) Starting 2016, may we have the number of claims per contract/calendar year;
 - (1)broken out by indemnity and medical only claims
 - (2)broken out by paid, reserved and total incurred

Year Filed	Medical Only	Time Loss	Total filed	Incurred*	Paid*
2016	222	116	338	\$ 2,997,242	\$ 2,979,312
2017	179	95	274	\$ 3,841,264	\$ 3,549,815
2018	239	93	332	\$ 2,117,745	\$ 2,047,285
2019	168	87	255	\$ 2,452,126	\$ 2,166,640
2020	109	130	239	\$ 1,805,721	\$ 1,320,331
2021*	28	34	62	\$ 1,171,203	\$ 102,240

Answer 5:

Question 6: Please provide the total number of open indemnity claims effective 04.01.2021.

Answer 6: *83 total indemnity claims.*

Question 7: Does the City of Tacoma have its own risk management information system?

- i) If yes to having a RMIS is it proprietary or lease?
- ii) If leased please provide the name of the RMIS vendor.
- iii) Does the City get daily data downloads to its RMIS from the incumbent?

Answer 7: *We are in the beginning stages of piloting Origami with a few departments.*

Question 8: In addition to the regular quarterly claims review meetings approximately how many administrative and other site visits were made by the TPA's branch / claims staff during calendar year 2019?

Answer 8: *Approximately 3X's*

Question 9: How many City of Tacoma employees will need access to the claims management system?

- i) How many with simple look-see capability?
- ii) How many with read-write preformatted & ad hoc reporting capabilities?

Answer 9: *1 Simple Look; 2 Read-Write capabilities = 3 total*

Question 10: May we have bill review statistics, number of invoices, savings and related expense to include:

- i) Three years annualized data; invoice volume, aggregate billed, aggregate saved and related annual detailed / aggregated medical invoice expense

Year	Processed Line Items	Billed	Paid
2018	13056	\$ 7,492,970	\$ 4,827,470
2019	13370	\$ 6,521,630	\$ 3,720,495
2020	12724	\$ 6,828,670	\$ 3,874,654
2021*	2763	\$ 1,421,825	\$ 864,725

Answer 10:

Question 11: Could the City of Tacoma provide the incumbent TPA's 2020-21 fee structure for claims management and managed care services?

Year Service Fee: \$302,213.16; payable in monthly installments of \$25,184.43.

Question 12: Will all open claims be transferred to the new TPA?

Answer 12: Yes

Question 13: Which defense law firm(s) did City of Tacoma utilize for during 2019 and 2020?

Answer 13: *Pratt Day & Stratton, Hall & Miller*

Question 14: Does the City of Tacoma utilize the incumbent's UR services or a separate vendor?

Answer 14: *Incumbent's*

Question 15: Does the City of Tacoma utilize the incumbent's nurse case managers or a separate vendor?

Answer 15: *Incumbent's*

Question 16: Does the City of Tacoma utilize the incumbent's 24-7 nurse triage services or a separate vendor?

Answer 16: *Incumbent's*

Question 17: Does the City of Tacoma utilize the incumbent's pharmacy management services or a separate vendor?

Answer 17: *Incumbent's*

Question 18: Does the City of Tacoma utilize the incumbent's bill review or a separate vendor?

Answer 18: *Incumbent's*

Question 19: Does the City Tacoma utilize outside Loss Prevention – Risk Management consultation services?

Answer 19: *No*

Question 20: Does the City of Vista have collective bargaining that impacts workers' compensation benefits such as salary continuation and RTW?

Answer 20: *Don't know what City of Vista use but City of Tacoma does.*

Question 21: Can you please clarify if respondents to this RFP are required to provide all four different pricing options? The four options being Cradle to Grave,

Life of Relationship, Fixed Annual Fee, and Fixed Flat Fee for claims
<350, plus annual rate per claim >350.

Answer 21:

Please bid on all options that your company offers.