

Solicitation Addendum

Solicitation Number: RFP 2021-1511
Solicitation Description: Third Party Administrator for Worker's Compensation Claims
Solicitation Due Date and Time: 15 September 2020
Addendum Number: #2
Addendum Date: 03 September 2020
Purpose of Addendum: To Respond to Questions Submitted
Contract Contact: Michael Daly, Contracts Specialist
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The Alameda-Contra Costa Transit District herewith issues this Addendum No. #2 to the above-referenced *Request for Proposals*. **Except as modified below, all other terms and conditions remain in effect. Strikethrough text represents deletions from the original RFP, and ***bold/italicized/underlined text*** represent additions to original RFP text.*

INSTRUCTIONS

1. Return one (1) properly executed copy of this Addendum with proposal submission. Failure to sign and return this Addendum may result in the rejection of Offeror's proposal.
2. Carefully read, review and adhere to all notices, instructions and changes to the RFP in this Addendum.
3. Following are the District's revisions to the RFP.

A. QUESTIONS AND CLARIFICATIONS

Question 1: In reference to **page 4--#2, Submission of Proposals**: please confirm that both hard copy and electronic copies of the RFP response are required. It is unclear as it speaks to electronic submission and also in the 5th paragraph it speaks to submitting through US mail.

- **Response:** *Please refer to Section C-2 for specific submittal format instructions including requirements for providing hard copies and a flash drive. The email submission is the preferred submission method though optional. Offerors who opt not to electronically submit their responses, may choose the alternative method of only providing hard copies with a flash drive.*

Question 2: In reference to **page 4--#3, Proposal Content**: it states "proposal submissions should be submitted using the electronic forms provided. Are these referring to the attachments?"

- **Response:** *Yes. Please refer to Section C-2 for specific submittal format instructions including requirements for completing the attachments to the RFP.*

Question 3: In reference to **page 5--#A.1.f, Proposal Format and Quantity, Tab 1 – Cover Sheet**: it states "Also please provide a System of Award Management (S.A.M.) number". What is the System of Award Management (S.A.M.) number?"

- **Response:** *The System for Award Management (SAM) (<https://www.sam.gov>) is a government run site required by the federal government that collects information on organizations applying for grants and contracts and serves as a central registration point for government contractors. A SAM registration is required for any entity to bid on and get paid for federal contracts or to receive federal funds. FAR also requires all prospective vendors to be registered in SAM prior to the award of a contract, basic agreement, basic ordering agreement, or blanket purchase agreement. If your business is not currently registered in SAM, you will need to complete registration.*

This registration is sometimes referred to as "self-certifying" your small business. Using SAM, you will be able to register your business size and socio-economic status while completing the required solicitation clauses and certification. By completing your required solicitation clauses and certifications you certify that the information provided about your company and its business activities are correct. To register with SAM, go to the [SAM website](#), create a user account, and click "Register/Updated Entity."

Question 4: In reference to **page 16--#4.b, Alternative Dispute Resolution (ADR) Carve Out Program**: it mentions ADR Director contracted with the District. Can you reference the name of the Director and the firm he/she works for?

- **Response:** *Steven Siemers, Steven Siemers Dispute Resolution, LLC.*

Question 5: In reference to **page 18--#6.a, Medical Administration**: it mentions the District's Medical Provider Network. Can the District provide a listing of providers and facilities with the network currently utilized?.

- **Response:** *Please note the following link:*

<https://www-lv.talispoint.com/careworks/wellcompmpn/>

Question 6: In reference to page 18--#7.a, **Litigated Cases:** it mentions the District's Attorney Panel. Can the District provide a listing of attorneys currently utilized?

- **Response: The District is advertising a solicitation for new outside counsel contract opportunities concurrent with this RFP; the current Attorney listing is subject to change prior award of the contract associated with this RFP.**

Question 7: In reference to page 21--#1.b.i, **Services:** it mentions David Donn Consulting (DDC) requirements specifically stating "DDC requirements for experience and training, high level manual review of medical bills covering the range of procedures identified by DDC, specifications for thresholds for the use of Negotiation and SBR services, and program reporting compliant with DDC reporting specifications.

Can the District provide DDC's specific requirements and reporting specifications?

- **Response: Yes; please see the following:**

7A. Data Methodology: All data on all reports will be calculated and presented employing the following methodology:

- **Bill volume, line volume, charges, and savings must be net of full duplicate bills and their associated dollar amounts.**
- **Line volume, charges, and savings must be net of partial duplicate bills and their associated dollar amounts.**
- **Bill/line volume (as applicable), charges and savings must be net of UR denial bills and their associated dollar amounts.**
- **Bill/line volume (as applicable), charges and savings must be net of medical utilization statute-based denials, and bills and their associated dollar amounts.**
- **Savings and Fee Data will include the net impact of reconsiderations only (i.e. only net reconsideration impact will be included in all data, and bill volume, charge data, savings data, and fee data will not be double-counted).**
- **All Fees and all bills for all bills and services must be shown, even if corresponding charges and savings are excluded.**

7B. Monthly Savings Summary Fields:

- **Bill volume, net full duplicate and recon bills.**
- **Full duplicate bill volume**
- **Gross Charges, net full and partial duplicate charges**
- **Medical Bill Review (MBR) Fees**
- **MBR Savings**
- **PPO Fees**
- **PPO Savings**
- **Negotiated Discount Fees.**
- **Negotiated Discount Savings**
- **Fees each additional service utilized (for example, clinical desk audit)**
- **Savings for each additional service utilized (for example, clinical desk audit)**
- **Gross Savings, net full and partial duplicate savings**

7C. Monthly Bill Detail Report Fields:

- All data categories specified above for Monthly Savings Summary
- Claim Number
- Provider Name and Tax ID Number
- Bill ID (and any suffixes identifying reconsideration and tying to the original bill)
- BR processed date
- Bill/treatment type
- Review/ finalization date (corresponding to month in which the bill is reported)
- Patient name
- Date(s) of service
- Jurisdiction/State of claims origin

7D. Monthly Line Detail Reports:

Report should contain two tabs: the 1st listing all lines that are included in savings summary and bill detail reports, and the 2nd listing all lines that were excluded from savings summary and bill detail reports. Please include ALL exclusions in the exclusions tab. Both tabs should have all the below data points.

- All data categories specified above for Monthly Bill Detail Report
- Procedure code (i.e. CPT code, revenue code, NDC, etc.) and modifiers for each line.
- Place of Service for each line
- Quantity, if applicable (i.e.NDC)
- All message codes listed for each line
- Message code descriptions (if available). If not available, a separate report showing all message codes (and combinations, if applicable) and corresponding descriptions is acceptable.

Question 8: In reference to page 28--#H.4.i & ii, **System Integration:** it states "i. Full integration with claims management/claims intake system. ii. Integrate with the District's HRIS system"

Does the District have its own claim system the TPA would need to utilize or would it be acceptable for the TPA to provide a web-based claim system which the District may have access to?

- **Response: It is the District's expectation that the TPA will provide a web-based claim system to which the District will have access.**

Question 9: Can the District provide what the spend was on pharmacy in 2018/2019 & 2019 to date?

- **Response: Yes; in Fiscal Year 2018-19, the District's Pharmacy Expenditures Were: \$98,489.00. For Fiscal Year 2019-2020, the District's Pharmacy Expenditures Were \$161,024.00.**

Question 10: What are the current TPA claim administration fees for the current contract year?

- **Response: In the interest of maintaining competitiveness during the procurement process, we will not be disclosing the project budget or specific costs until following the contract award.**

Question 11: Who is the incumbent?

- **Response: The incumbent contract was awarded to York Risk Services, effective November 1, 2015. York was subsequently acquired by Sedgwick in July of 2019.**

Question 12: Was the RFP issued due to the expiration of a contract?

- **Response: Yes.**

- Question 13:** What are your current challenges on the program?
- **Response:** *The acquisition of York by Sedgwick in July of 2019 has presented challenges.*
- Question 14:** What would you like to improve?
- **Response:** *The web-based claim system currently utilized.*
- Question 15:** Please provide a 5-year loss run.
- **Response:** *In the interest of maintaining competitiveness during the procurement process, we will not be disclosing the project budget or specific costs until following the contract award.*
- Question 16:** Please provide current expiring fee and contract?
- **Response:** *In the interest of maintaining competitiveness during the procurement process, we will not be disclosing the project budget or specific costs until following the contract award.*
- Question 17:** What Risk Management Information System do you currently use?
- **Response:** *The Risk Management Information System currently used are Juris and ViaOne.*
- Question 18:** Please provide the following Bill Review data: average number of prescriptions per year, associated charges, recommended allowance, OMFS Savings, PPO Savings, Gross and net savings, bill review fee, average fee per bill?
- **Response:** *In Fiscal Year 2018-19, the District's prescription count was 1,523, with charges of \$141,341.00. In FY 2019-20, the prescription count was 2,222. The associated charges were \$236,068.00. Beyond that, In the interest of maintaining competitiveness during the procurement process, we will not be disclosing the project budget or specific costs until following the contract award.*
- Question 19:** What is the average annual volume of telephonic case management and field case management cases? What is the volume of nurse triage calls?
- **Response:** *In Fiscal Year 2018-19, the District's telephonic count was 39. The field case management count was 55. In FY 2019-20, the telephonic count was 57. The field case management count was 41.*
- Question 20:** Could the District provide the annual volume of UR completed by adjusters, UR nurses and medical director? Of those, how many go to peer review?
- **Response:** *In Fiscal Year 2018-19, the counts were as follows:*
 - *Adjuster: 680*
 - *Nurse: 358*
 - *Medical Director: 1,220*
 - *Appeals Peer Review: 33*
 - *In Fiscal Year 2018-19, the counts were as follows:*
 - *Adjuster: 832*
 - *Nurse: 605*
 - *Medical Director: 787*
 - *Appeals Peer Review: 27*
- Question 21:** In reference to RFP Page 4, Sec. 2. Submission of Proposals, paragraph four (4), the COVID-19 pandemic has necessitated the closure of our physical offices. This development makes the production of hardcopy proposals exceedingly difficult and puts employees at risk. In that context, will the District make an exception and allow responses to this RFP to be submitted electronically using email only?
- **Please refer to Section C-2 for specific submittal format instructions including requirements for providing hard copies and a flash drive. The email submission is the preferred submission method though optional. Offerors who opt not to electronically submit their responses, may choose the alternative method of only providing hard copies with a flash drive.**
- Question 22:** In reference to RFP Page, Sec. 3, Tab 3. Cost Proposal, paragraph two (2), per the request that the Price Proposal is to be submitted in Excel, does this include the RFP Attachment B Cost Proposal Form, which is currently in PDF format?

- **Response:** Please refer to [Section C-3](#) for specific submittal format instructions including requirements for [Attachment B](#). That said, yes, the District can make a Excel spreadsheet available to Proposers for this purpose upon request to Michael Daly at wdaly@actransit.org.

Question 23: In reference to RFP Page, Sec. 3, Tab 3. Cost Proposal, paragraph two (2), this section states that the District would like Attachment B to be inclusive of all fees for service, profit, overhead, travel, materials, and taxes. Is the District looking for all costs to be itemized or one fee which includes all the listed components for each line item?

- **Response:** Offerors are advised to complete proposals in a way which adequately reflects the experience, skills and abilities of the responding firm which would fulfill the stated needs of the District. We are unable to provide specific advice to Offerors on how best to present their response. Please refer to [Section C-3](#) for specific submittal format instructions including requirements for [Attachment B](#).

Question 24: In reference to RFP Page, Sec. a. Responsiveness Determination, Level-One Responsiveness, bullet four (4), this section refers to Attachment A for a list of deliverables and services; however, Attachment A (RFP pages 34 and 35) is the Offeror's Statement of Qualifications and Business References, please?

- **Response:** We regret the ambiguity. A Statement of Qualifications and Business References in the form of Attachment A is sufficient. The reference to a list of deliverables and services was meant to refer to the Statement of Qualifications and Business References.

Question 25: In reference to RFP Page, Sec. a. Responsiveness Determination, Level-One Responsiveness, bullet four (4), to fully comply with the RFP's level-one responsiveness, please clarify what separate pricing document (beyond Attachment B) you are looking for vendors to supply. Please explain what "apparent discounts" the District is referring?

- **Response:** We regret the ambiguity. A pricing document in the form of Attachment B is sufficient. The reference to "apparent discounts" may be disregarded, as long as a proposed fee for each of the envisioned contract years is clearly discernable.

Further Questions: Would the District take into consideration requested modifications to the Sample Contract?.

- **Response:** Yes; upon the determination of a recommended contract award, the District will take each requested modification into consideration.

Acknowledgment of Addenda

The undersigned acknowledges receipt of the following addenda to the bidding document: [Addendum #2](#). The completed acknowledgement of addenda form should be returned with bid response package; not sent to the District separately. **** NOTE: Failure to acknowledge receipt of all addenda may cause the bid to be considered non-responsive to the solicitation. Acknowledged receipt of each addendum must be clearly established and included with the bid.**

Name of Proposer

Street Address

City, State, Zip

Signature of Authorized Official

Date