

TO: Interested Organizations  
FROM: Thurston County Risk Management  
DATE: 12/10/2019  
RE: **Request for Proposals (RFP) for Third Party Administrator for Workers' Compensation Claims Administration and Loss Prevention Services**

**1. General Introduction/Purpose of RFP**

Thurston County is looking for a Third-Party Administrator (TPA) partnership that will deliver objective and measurable results that will help reduce the cost and duration of Workers' Compensation (WC) claims, provide claim processing in a timely and professional manner, and maintain strong communication with the Risk Management Workers' Compensation point of contact.

The purpose of this Request for Proposal is to provide prospective TPAs with information that will enable them to prepare and submit a proposal for third party administration services for Thurston County's state funded workers' compensation program.

Thurston County, herein is referred to as the County, is interested in receiving proposals from qualified TPAs who will meet the requirements listed below. The County will use the results of this RFP process to award a service agreement that will include the takeover of all existing WC claims and all new claims beginning at the program inception date of March 1, 2020.

**2. Background**

The County has approximately 1,200 employees who provide a wide scope of public services. Thurston County government includes components of the justice system such as Thurston County Superior Court, District Court, Prosecuting Attorney's Office and Office of Assigned Counsel. The County operates a fleet of nearly 400 vehicles and maintains over 1,100 miles of roads. The County operates tollhouse and solid waste transfer station operations; public utilities including water and sewer systems.

**3. Information Modifications and Clarifications**

The County will not reimburse the respondents to the RFP for any costs involved in the preparation and submission of proposals nor in the preparation for and attendance at subsequent interviews. Furthermore, this RFP does not obligate the County to accept or contract for any expressed or implied services. The County reserves the right to request any additional material deemed necessary to assist in the selection of a firm and to modify or alter any or all of the requirements herein. In the event of a material modification, all firms who submit information will be given an opportunity to modify their information in the specific areas that are impacted.

#### **4, Specific Requirements**

A. Minimum Requirements – All respondents must meet the following minimum requirements to be considered pursuant to this request:

- Able to enter into a contract with Thurston County government (see attached sample required contract);
- Your claims staff must be able to:
  - Review and respond to claim information from the Department of Labor and Industries (L&I).
  - Verify worker eligibility.
  - Oversee and ensure accuracy of claim validity determination and compensability of claims paid by L&I, as prescribed by Workers' Compensation laws and rules.
  - Ensure L&I processes timely and accurate payment of benefits to workers.
  - Review assigned files and develop, initiate, and follow through on plans of action in working with L&I on claim issues. Investigate and obtain medical reports and other information required to oversee claims.
  - Ensure timely process of all claim documents.
- Maintain claims in an orderly, acceptable manner
  - Update claims data and other pertinent information in automated claim tracking systems.
  - Review all time loss, loss of earning power, and PPD payments for accuracy.
  - Ensure full compliance with all policies and workers' compensation laws and rules.
  - Provide regular communication to the County through formal and informal reporting systems.
- Communicate regularly with L&I and providers on claim status and medical/return-to-work progress.
  - Monitor cost estimates on claim case reserve amounts set by L&I.
  - Communicate with interested parties including legal counsel, medical providers, L&I, injured workers, and others as needed to coordinate claim activities.
  - Follow-up contacts with care providers and others as indicated by the claim.

- Provide cost containment services
  - Control claim costs by utilizing tools and promptly identifying and coordinating referral of claims with potential need for specialized cost containment services, such as L&I's Third Party Recovery, Return-To-Work, and Vocational Rehabilitation.
  - Assist in identifying eligible worksite modification expenses from state funds available for worksite modification purposes under the specific claim.
  - Assist in application for reimbursement under L&I's Stay-At-Work program, including submitting and filling out all necessary documents.
  
- Track claim issues until claim no longer has a financial impact to the County
  - Take action to resolve claims through working with L&I for successful closure.
  - Protest/Appeal claims as necessary. Pursue shared liability, second injury fund, and subrogation actions by working with L&I on these issues.
  
- Loss Prevention
  - Identify and report early trends to alert the County of emerging loss activity. Interpret data and develop action plan to address issues.
  - Analyze loss results and report to the County to assist in financial and further loss prevention decisions.
  
- Reporting
  - Ability to export claim data into various Microsoft products i.e. Word, Excel, PowerPoint.
  - Preferably, claim data is real time, or uploaded every 24 hours.
  - Provide scheduled loss reports electronically to the County each month, each quarter and upon request. These reports shall include, but not be limited to:
    - Detailed listing of all open & closed claims.
    - Summaries of all open and closed claims.
    - Listing of Medical Only claims.
    - Claim cost detail.
    - Claim trending.

**B. Additional Requirements** – In addition to addressing the minimum requirements described above, all written proposals shall include the following information:

- Information regarding the history and organization of the firm and a personal history or resume of key personnel, particularly those who have been identified in the proposal as Representative assigned to the County's account.
- List your major public entity clients (city, county, state, utility) having similar claim experience and comparable to the size of the County.
- Provide listing of other accounts the firm is serving and whether the firm is willing to allow the County to contact such accounts for an appraisal regarding the services they are receiving from the firm. Lists of county or governmental accounts should be specifically included.

5. **Evaluation Criteria**—All proposals will be reviewed and evaluated on the basis of the following:

- ***The strength of the firm's qualifications, based on the requirements described above.***
- The firm's perception of the County's needs, with respect to workers' compensation, risk management, and the firm's proposal for meeting those needs.
- The qualifications, experience, risk management philosophy and compatibility of personnel that will be assigned to the County account.
- The firm's capability to respond to requests for information and proposed attendance at meetings pertinent to the workers' compensation and safety program.
- Estimated costs to the County based on the account information submitted with this request.

6. **Contact Person**

The person to contact concerning any questions regarding this Request for Proposal is:

Carol Rehnberg, Risk Analyst  
Human Resources Department  
2000 Lakeridge Drive SW  
Olympia, WA 98502  
(360) 867-2471

**7. SUBMISSION OF PROPOSALS**

Interested firms should submit 6 copies of their proposal to:

Carol Rehnberg, Risk Analyst  
Human Resources Department  
2000 Lakeridge Drive SW  
Olympia, WA 98502

***SUBMISSION DEADLINE IS January 10, 2020***

**8. Selection Process**

The County’s selection committee will review all responses to this Request for Proposal. Those firms submitting proposals which the committee feels to be most responsive to the needs of Thurston County may be asked to make a formal presentation and respond to interview questions of the committee or Board of County Commissioners. The committee will then make a recommendation to the Board of County Commissioners regarding moving forward with the selection of a firm., The Board of County Commissioners will make the final determination. The County reserves the right to reject any or all proposals.

The tentative Selection Process Schedule is as follows:

- |  |            |
|--|------------|
| 1. Request for Proposal is issued:                   | 12/10/2019 |
| 2. Proposals are due:                                | 1/10/2020  |
| 5. Committee recommendation made by:                 | 1/24/2020  |
| 6. Selection of TPA by Board of County Commissioners | 2/20/2020  |

**9. *Procedures When Only One Statement of Qualifications Is Received***

In the event only a single statement of qualifications is received, the County reserves the right to conduct additional analysis of all evaluation criteria submitted in such statement. The sole applicant shall provide such information, data and other documentation as deemed necessary for such analysis. The County reserves the right to reject such application.

**10. *Cancellation or Rejection of Proposals***

The County retains the right to cancel this RFP, reject any or all proposals for good cause, or reject a proposal not accompanied by any data required by this RFP or a proposal that is in any way materially incomplete or irregular. In the event of a cancellation, or if all proposals are rejected, all applicants will be notified by mail, facsimile or electronic means.

**11. Nondiscrimination**

Thurston County is committed to ensuring that all individuals are afforded full opportunity to participate in its services, programs and activities and will not discriminate on the basis of race, color, creed, ethnicity, religion, national origin, age, sex, marital status, veteran or military status, sexual orientation or the presence of any disability. Implementation of this policy shall be consistent with RCW 49.60.400. Individuals with disabilities who need accommodation with the submission process should contact the ADA Coordinator, Human Resources, at (360) 786-5498 or through Washington Relay: 711 or 800-833-6388.

ATTACHMENT A

**THURSTON COUNTY'S WORKERS' COMPENSATION CLAIM EXPERIENCE**

<b>YEAR</b>	<b>TOTAL CLAIMS</b>	<b>COMPENSABLE</b>	<b>MEDICAL ONLY</b>	<b>AVERAGE CLAIM COST</b>	<b>EXPERIENCE FACTOR</b>
<b>2015</b>	<b>62</b>	<b>19</b>	<b>43</b>	<b>\$17,111</b>	<b>1.1065</b>
<b>2016</b>	<b>49</b>	<b>12</b>	<b>37</b>	<b>\$8,122</b>	<b>1.3170</b>
<b>2017</b>	<b>74</b>	<b>20</b>	<b>54</b>	<b>\$7,871</b>	<b>1.4420</b>
<b>2018</b>	<b>54</b>	<b>10</b>	<b>44</b>	<b>\$3,896</b>	<b>1.2565</b>

<b>Through March 2019</b>	<b>15</b>	<b>0</b>	<b>15</b>	<b>\$607</b>	<b>1.0944</b>
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ATTACHMENT B

**SAMPLE THURSTON COUNTY PROFESSIONAL SERVICES  
CONTRACT**