

Legal Notice

Request for Proposals

Workers Compensation Claims Administration

The Town of Branford and the Branford Board of Education

The Town of Branford and the Branford Board of Education (Branford) is soliciting proposals from proposers qualified to perform and interested in providing Workers Compensation Claims Administration services. Specifications and general information are available from the Purchasing Department, 1019 Main St., Branford, CT 06405.

Proposals will be received up until 3:00 P.M., October 24th, 2008, at which time they will be publicly opened. No proposals will be accepted after that time. Please deliver original copies of your proposal to:

Nancy Porto
Purchasing Agent
Town Hall
Town of Branford
1019 Main St.
Branford CT 06405

The Town of Branford has the right to accept or reject any and all proposals. Any award made pursuant to this request is subject to the approval of the Board of Selectmen of the Town of Branford.

Nancy Porto
Purchasing Agent

REQUEST FOR PROPOSALS

Workers Compensation Administration



The Town of Branford And *Branford Board of Education*

September 26th, 2008

TABLE OF CONTENTS

Section I	Introduction	3
Section II	General Information to Bidders	4
Section III	Proposal Requirements	6
Section IV	Scope of Services	9
Section V	Timetable for RFP	13
Section VI	Award & Requirements for Successful Proposer	14
Section VII	Cost Proposal	15
Appendixes	A Historical Loss Data	16
	B Branford: Requirements for Bidders	17

INTRODUCTION

The Town of Branford and the Branford Board of Education (Branford) is soliciting proposals from qualified proposers for Workers Compensation Administration services, effective January 1st, 2009.

Branford has been self insured for workers compensation since 2001. Branford expects the successful proposer to manage its self insured Workers Compensation program in a comprehensive manner which results in a reduction of the Town's work-related accidents and illnesses, its claims, its specific claim costs and its total costs for plan administration.

The Town's objective is to choose a vendor that demonstrates the ability to meet the Town's goals of 1) reduced claims frequency and severity, 2) responsive and effective claim and medical management for the benefit of injured Town employees, 3) early return to work to minimize lost time and permanent disability, 4) vigorous investigation and defense of questionable claims, 5) most efficient use of Town resources to accomplish these goals, and 6) lowest attainable cost.

Eligible respondents will be those companies that have a demonstrated track record in providing a complete menu of Workers' Compensation claim administration services and can provide examples of their experience with other self insured employers.

Proposers are urged to review Branford's website at <http://www.branford-ct.gov/> and <http://www.branford.k12.ct.us/> for information about the Town and it's operations.

Requests for information relative to this Request for Proposals should be addressed to:

Roy M. Ivins, CPCU, ARM, CIC
RMI Associates, LLC
172 Center Rd.
Woodbridge, CT 06525
(203) 397-3031
(203) 397-5050 (fax)
email: rmivins@optonline.net

While we invite the submission of generalized company promotional literature, each respondent must provide original written narrative responses to the individual questions posed in Section III: "Proposal Requirements". Failure to respond explicitly to the questions and referencing your responses to each of the sections may result in disqualification of your proposal.

GENERAL INFORMATION

1. Proposal Due Date and Delivery

Proposals must be received by **3:00 P.M., Friday, October 24th, 2008**, in sealed envelopes clearly marked “Workers Compensation Claims Administration”, at which time they will be publicly opened. Please include six original copies of your proposal. Proposals should be sent to: Nancy Porto, Purchasing Agent, Town of Branford, 1019 Main Street, Branford, CT 06405.

Please allow ample time for receipt of proposals. Proposals received after the designated time will not be accepted or recognized. Postmarks do not determine actual receipt. Proposals must remain valid through the anticipated inception date of service. All proposals must be signed by an authorized representative of the proposer.

No unilateral changes or modifications of proposals will be allowed after they have been delivered to the Town.

2. Requests for Clarification or Additional Information

Requests for clarification to this RFP, or for additional information, should be submitted, *in writing*, to Mr. Ivins by the deadline indicated in the proposal timetable. Reasonable requests will receive expeditious response. Information concerning questions which, in the opinion of the Town, would be valuable to all proposers will be distributed accordingly.

It is the responsibility of each candidate to advise Mr. Ivins of the appropriate name and address for the mailing (or electronic or facsimile transmission) of any communication, interpretation, or addendum.

Every effort has been made to supply information necessary for proposers to respond expeditiously and accurately to this RFP. The data may come from multiple sources, and has not been audited or verified; we cannot and do not warrant the accuracy of all the information supplied herein.

3. Finalist Interviews

Finalists will be selected after review of all proposals received. A committee of interested parties within the Town will conduct interviews and hear oral presentations from the selected finalists, after which a final selection of the successful proposer will be made.

Finalists thus selected should plan to have the team members who will handle day to day responsibility for Branford’s account present at these interviews.

4. Term of Engagement

The successful proposer will be expected to begin work effective January 1st, 2009. The term of the initial engagement will be for two years. The Town requires the right to exercise three one year renewal options, for a potential total length of engagement of five years.

5. Heart and Hypertension claims

Administration of Heart and Hypertension claims is included in this RFP. Proposers should indicate in their proposals their qualifications and competence to handle these, and the cost for such services.

6. Subcontractors

If proposals provide for more than one party as part of a team or package of services, one entity must have primary overall responsibility and accountability for management of the entire program. All relationships and responsibilities must be identified in your proposal.

PROPOSAL REQUIREMENTS

Each submission in response to the RFP must contain the following information, presented in the following format. All materials submitted will become the property of the Town of Branford.

I. Executive Summary (on proposer's stationary and submitted with the proposal).

Preface the proposal with a brief overview of the entire proposal emphasizing the highlights.

II. Identification of Firm

Provide a full description of the principal firm and team members making the submission in a narrative form that is clear and comprehensive.

Description of the proposer must include:

- a. Name of Proposer and permanent main office address
- b. Name, title, address and telephone number of the individual to whom all inquiries about this proposal should be addressed.
- c. Description of Firm/Entity (include when organized, legal form of ownership. If a corporation, where incorporated?)
- d. Resumes and Credentials of Principals and Key Personnel
- e. Description, Resume and Proposed Roles of all Team Members.
- f. Illustrate the proposed organizational structure for handling the Town's Workers Compensation program.
- g. Review the insurance requirements outlined in Appendix A, and indicate if you will be able to comply with them if awarded the engagement.
- h. Describe any pending litigation or other factors, which could affect your organization's ability to perform this contract. Have you ever defaulted on a contract? If so, where and why? Have you ever failed to complete any work awarded to you? If so, where and why?

III. Experience and Technical Competence

Describe the proposer's experience in the implementation and management of similar Workers' Compensation Management Programs. Each proposer shall provide a detailed statement regarding the firm's experience including:

- a. A description of the proposer's Connecticut resources and the specific availability of these resources to the Town.
- b. A discussion of your experience with work similar to that being proposed. Indicate the length of time you have been engaged in the business of providing services similar to those proposed under your present name.
- c. List at least five clients of a similar nature and provide the name of a contact person (reference), phone numbers, their current claim volume and their claim volume in Connecticut. A description of your experience working with municipal clients should be included with your references.
- d. Identify and describe the number of and level of experience of the personnel that would be assigned to the Town program, and their specific roles and responsibilities. Also include professional designations of team members. Note that proposers will be evaluated based upon the experience and qualifications of the **entire** team. Therefore, once established, no changes in team compositions will be allowed without prior written approval by the Town.
- e. Provide a description of your established Quality Assurance Programs, which you will use to assure the Town that all of your professionals and support resources are operating at optimum levels. Also provide specific examples of how these quality assurance initiatives have operated, been monitored and resulted in improved service or cost savings.
- f. Summarize your plan to interface with the Town's Insurance Coordinator and representatives from the local medical community.
- g. Describe how your firm will proactively address all applicable state and federal laws, ordinances, regulations and requirements applicable to this program.

IV. Partnerships and Subcontractors

For all services described in your response, indicate if they are being provided by your employees, by subcontractors, or by other firms partnering with you in this proposal.

For subcontractors, include a description of their specific role or responsibility, their experience in that role, the length of time you have used them in that role, and your reasons for using that firm.

Partner firms should be prepared to answer the questions in sections II, and III. above.

V. Implementation

Include as an exhibit a proposed timetable and work plan for implementation of your services should you be selected as the successful proposer. Specifically describe how you propose to manage the transition of open claims and claim information from the superseded TPA.

SCOPE OF SERVICES

Proposals should clearly describe the services that the Proposer intends to provide if awarded the Workers' Compensation Administration contract.

Proposers should offer the broadest level of service available, and describe how your services will successfully return injured employees to work while minimizing overall costs to the Town.

For the service areas listed below, please categorize specific services which you would provide. Describe the resources you would dedicate to each area. Include the complete scope of service, from inception to conclusion. Provide your standards of accountability and how these are measured/audited.

While these service areas should be addressed in your proposal, they are not intended to limit or constrain the services offered by the successful proposer. Any additional information, suggestions, or recommendations you can offer regarding your own unique strengths, programs, expertise or resources that might contribute to better attaining the Town's objectives are invited and encouraged.

1. Claims Management

Describe:

- Recommended reporting procedures
- Procedure for determining compensability
- Standards for fraud prevention; use of surveillance
- Bill payment practices
- Reserving practices
- Staff responsibilities and supervision protocols
- How you will coordinate with Branford's Return to Work program

2. Medical Management

Describe:

- Any Managed Care Plan that will be available to Branford, and how it will be coordinated and/or incorporated in your TPA services.
- How you will select physicians for participation in Branford’s MCP.
- How you will monitor and evaluate the performance and effectiveness of physicians in Branford’s MCP. Provide a summary of the performance standards by which you measure the performance of physicians in your MCPs.
- How your MCP resources will allow Branford to customize their plan.
- How you will coordinate with Branford’s Return to Work program
- Medical case management resources and programs, including the roles of clinical and non-clinical staff

3. Medical Cost Management

Describe your resources for managing medical costs.

Cost Containment Service	Offered? (Yes/No)	First Year Offered	Leased or Subcontracted? (Yes/No. If Yes, specify provider)
a) Medical Bill Review (MBR)			
b) Preferred Provider Organization (PPO)			
c) Telephonic Case Management (TCM)			
d) Field Case Management (FCM)			
e) Utilization Review (UR)			
f) MCP Management and Oversight			

- Medical Bill Review: Describe your company’s scope of service in this area, including management and staff qualifications, current number of medical bill review staff at your company, and where they are located. Describe in detail all costs

associated with this service. Identify reports available that measure the savings from the bill review process.

- Describe your company's preferred provider organization offering, including management and staff qualifications. Please indicate the current number of staff at your company dedicated to managing and operating preferred provider organizations/medical plan networks. Please describe any unique elements/features of your network(s) relative to your competitors. Describe all fee options and how fees and costs are calculated.
- Case Management: Describe your company's resources and scope of service in case management, including management and staff qualifications. For each specific case management service you provide, please provide your suggested referral criteria for service utilization. What medical guideline systems do your case managers use? Describe all fee options and how fees and costs are calculated.
- Utilization Review: Describe your company's scope of service in this area, including management and staff qualifications, current number of utilization review staff at your company, and where they are located. Describe in detail all costs associated with this service. Identify reports available that measure the savings from the utilization review process.

4. Litigation Management

Identify the law firms you work with. Describe your procedures, including:

- File preparation
- Litigation management
- Follow up investigation

5. Subrogation Management

Describe:

- Your procedures to identify and manage subrogation opportunities.
- Your recommended subrogation procedures from date of incident through recovery
- Any different procedure for subrogation recovery activities for claims not in suit and claims in suit.

6. Heart and Hypertension Claims

Describe:

- Your experience, capabilities, and resources for handling the Town’s Heart and Hypertension claims.
- Your procedures for handling Heart and Hypertension claims, to the extent that they differ from standard workers compensation claims procedures.

7. Management Information System

Describe:

- a) The capabilities and advantages of your system.
- b) Remote access capabilities.
- c) Support offered for client users.
- d) How you ensure data security.
- e) Describe all standard reports available to the Town through your system. Include samples.
- f) Does your system allow users to design and run their own custom reports? If not, can you produce custom reports? On average, how long does it take to deliver custom reports? Identify any additional costs for these reports.

8. Safety and Loss Prevention Services (If available)

Describe:

- Your experience in providing safety and loss prevention services to towns and school boards; any special expertise or programs you may have for municipal exposures.
- Available programs and number of qualified staff.
- Any industrial hygiene, hazardous material, environmental testing or other specialized facilities or services available.
- Please provide a detailed outline of a recommended Safety and Loss Prevention service program for Branford. Include recommended services, proposed goals or outcomes, and a timetable. Identify staff responsible for each task.
- Your hourly cost for these services; include an estimate of the annual cost for the program you propose for Branford.

TIMETABLE FOR RFP

All proposals for the Town of Branford's Workers Compensation Administration must be in the possession of the Town no later than the designated date and time.

The following represents the timeline for the RFP and the final selection of a vendor for the Town of Branford's Workers Compensation Administration.

Tentative RFP and Selection Timeline

All dates are subject to change

RFP Formally Announced	September 26 th , 2008
Deadline for Questions from Proposers	October 10 th , 2008
Proposals due at the Town	October 24 th , 2008
Selection of Finalists	November 7 th , 2008
Finalist Presentations; Week of	November 17 th , 2008
Successful Proposer Announced	November 21 st , 2008
Engagement Commences	January 1 st , 2009

AWARD & REQUIREMENTS FOR SUCCESSFUL PROPOSER

1. Award

Awards will be made on the basis of scope of service, the experience and service capability of the proposer, overall costs, and such other factors as Branford in its sole judgment considers relevant.

Branford reserves the right alter or revoke this RFP at any time. It further reserves the right to accept or reject any or all proposals, in whole and in part, to waive any informalities in the proposals received, and to accept only those proposals deemed by the Town to be in the best interests of the Town. It is expected that there may be some further negotiation relative to modification or customization of terms or services after a particular proposal has been accepted based on its general merit.

2. File Transfer

The successful proposer will be expected to handle the transfer of all claim files, open and closed, from the superseded administrator. You will be responsible for arranging secure storage of all closed physical claim files. The successful proposer must also demonstrate the ability to receive electronic claims files from the superseded TPA and incorporate it into your own information system.

3. Loss Information

Branford will work with the successful proposer to develop a menu of standard reports that must be provided at specified intervals. Please note that itemized loss reports must be furnished monthly with monthly updates of previous policy years for five years or until all cases are closed, whichever is longer.

4. Claim Reviews

The successful proposer should be prepared to conduct a minimum of four quarterly on-site claim reviews with Branford annually.

5. Annual reports

The successful proposer will be required to furnish one annual IBNR report no later than September 1st of each year for the Town's auditors.

COST PROPOSAL

All proposers should provide a detailed cost proposal for all services proposed. The proposal should cover the initial contract period, and the additional option years.

All services you propose will be assumed to be included in the basic fees you propose; any services that would involve an additional charge must be identified.

At minimum, the following costs should be identified:

- a. Indemnity Claims (New Claims)
- b. Medical Only Claims (New Claims)
- c. Record Only Claims (New Claims)
- d. Heart and Hypertension Claims (New Claims)
- e. Indemnity Claims (Existing Open Claims Takeover)
- f. Medical Only Claims (Existing Open Claims Takeover)
- g. Heart and Hypertension Claims (Existing Open Claims Takeover)
- h. Managed Care and Medical Case Management Services
- i. Medical Cost Management Services: Bill Review, Utilization Review, etc.
- j. Risk Management Information Systems
- k. Loss Control Services (If Included)

Describe how you propose to bill the Town for services. Provide details of any other fees, charges or costs that are not included above.

Include with your cost proposal a sample of any service contract you propose for the Town.

Appendix A

Appendix B

Town of Branford

**General Requirements for Bidding
and
Instructions to Bidders**

NOTICE

Information provided in these specifications is *Confidential* and is to be used only for the purpose of preparing a proposal. It is further expected that each bidder will read these specifications with care, for failure to meet every one or a combination of specified conditions may invalidate the proposal.

The Town reserves the right to reject any or all bids or any portion thereof and to accept the bid deemed to be in the best interest of the Town of Branford.

Bidders are requested to submit quotations on the basis of these specifications. Alternate quotations will receive consideration providing such alternatives are clearly explained.

The information contained herein is believed to be accurate and is based upon the latest available information but is not to be considered in any way as a warranty.

SECTION I - General Terms and Conditions

A. Compliance with Laws

The bidder shall at all times observe and comply with all laws, ordinances and regulations of the federal, state and local governments, which may in any way affect the preparation or the performance of the contract.

B. Timetable

Proposal must be valid through January 1st, 2009.

C. Consideration of Proposals

The Board of Selectmen, or a majority of them, reserve the right to select or reject alternate proposals; to waive informality in proposals; and to reject any and all bids, or accept such bid as shall in its judgment be to the best interest of the Town of Branford.

D. Bid Bond

Not Required.

E. Performance Bond

Not Required.

F. Protection of Work and Property

Successful bidders shall be responsible for protection of their equipment and materials against theft, damage or deterioration on the site.

G. Competency of Bidders

1. Bidders shall have had proven experience in the field of work.
2. Bidders shall submit with their bid a listing of recent work performed within the State of Connecticut of the size equal to or greater than the work being bid.

H. Alternates

1. Any alternates to specified materials or workmanship must be separately listed and described in detail.
2. Alternates will be considered in awarding the contract only if they provide, as a minimum requirement, all features contained in the specifications.
3. The Town of Branford reserves the sole right to determine through

its agents the equality of alternate products and/or installation procedures.

I. Bid Requirements

1. Each bidder shall return four (4) copies of the proposal sheet entitled "Bid Proposal".
2. Each bid proposal must be signed by an authorized agent of the bidder.
3. Successful bidders must obtain any required governmental approvals.

J. Specifications - General

The contract shall include all labor and materials, tools and equipment and services required for proper performance of the work as specified hereinafter and as may be required for proper completion of the work in accordance with the highest standards of the trades involved.

K. Examination of Site

Prior to submission of the bid, contractor shall visit the site, consult with the supervisor, and become thoroughly familiar with all conditions under which the work will be installed. The contractor will be responsible for any assumptions made regarding the site for the work to be performed.

L. Branford Business Preference

The Town of Branford Charter, Section 75-2, states, "that a bid may be awarded to a Branford business if its bid does not exceed the lowest bid by more than ten percent (10%): and the Branford business is willing to match the lowest bid, provided, however, that this section shall not apply to projects where state or Federal funds are involved".

In order for a business to invoke such preference, the Branford business must submit evidence of ownership with each bid submitted.

Such evidence may include:

- a. Long-term lease of the real estate from which the place of business is operated.
- b. Proof of payment of property taxes on the personal property of the business to be used in the performance of the bid.

SECTION II – Insurance Requirements

The contractor, following award of the contract, may be required to furnish to the Town of Branford a Certificate of Insurance for the following coverage:

1. Comprehensive General Liability
2. Property Liability Insurance
3. Automobile Liability
4. Worker's Compensation and Employees Liability
5. Professional Liability

In addition to the coverage delineated above, Builders Risk Insurance may be required for construction contracts. The limits of insurance unless otherwise specified shall be as follows:

A. General Liability

Combined single limit of \$1,000,000. The insurance carried by the bidder shall include the following coverage:

1. Comprehensive Form
2. Premises Operations
3. Products Completed Operations
4. Contractual - Hold Harmless Requirements
5. Independent Contractors
6. Broad Form Property Damage
7. Personal Injury

B. Hold Harmless Requirements

The contractor shall, at all times, indemnify and save harmless the Town of Branford, its officers, agents, and servants on account of any and all claims, damages, losses, litigation expense, counsel fees and compensation arising out of injuries (including death) sustained by or alleged to have been sustained by the public, any or all persons affected by the contractor's work, or by the contractor, any subcontractor, material, men or anyone directly or indirectly employed by them or any one of them while engaged in the performance of the contract. The Town of Branford shall be named as an additional insured on said policy of public liability insurance to cover all claims against the Town arising out of said contract.

C. Automobile Liability

Combined single limit of \$1,000,000. Comprehensive automobile policy to cover all automobile or vehicles owned, hired or non-owned and used on business.

D. Workers Compensation

The contractor must have workers' compensation and employers liability insurance as provided by Connecticut and federal law with statutory limits of \$100,000 per accident, 100,000 disease each employee and \$500,000 disease policy limit.

The contractor shall procure and pay for the insurance coverage described above with the minimum limits of liability as stated. The Certificate of Insurance shall certify that said coverage shall be in effect for the term of the contract.

E Professional Liability

Show minimum limits of \$2,000,000.

The Town of Branford shall be named as an additional insured on the General Liability Insurance Policy. All policies shall provide for sixty (60) days written notice prior to cancellation, substantial change or nonrenewal.

The contractor must be in compliance with the State of Connecticut Public Act Section 86-87, "An Act Concerning Workers' Compensation Insurance Requirements For Contractors, On Public Works Projects and State Licenses".