



January 20, 2015

**SUBJECT: Letter of Clarification No. 69-78 Self- Insured Workers' Compensation Third Party Administration & Related Services**

**REFERENCE: Request for Proposal (RFP) No. S66-T25102**

**TO: All Prospective Proposers**

When issued, Letter(s) of Clarification shall automatically become a part of the proposal documents and shall supersede any previous specification(s) and/or provision(s) in conflict with the Letter(s) of Clarification. All revisions, responses, and answers incorporated into the Letter(s) of Clarification are collaboratively from both the Strategic Purchasing Division and the applicable City Department(s). It is the responsibility of the proposers to ensure that it has obtained all such letter(s). By submitting a proposal on this project, proposers shall be deemed to have received all Letter(s) of Clarification and to have incorporated them into this proposal.

**69. Question:**

2.15 Have you utilized any or all of the proposed quality control measures in the past? If so, to what extent have they been successful (percentage of the time)?

**69. Answer:**

It is important to the City to understand certain actions and their delivered outcomes and partner with the TPA in an effort to drive different mitigated processes and programs that may result in the City's overall program improvements.

This question is asking for your companies' ability and method proposed of measuring quality related items to ensure accuracy in determining future program enhancements.

If you have done this in the past, to what extent have your methods been successful?

**70. Question:**

**70. Answer:**

Please note, Exhibit III has been updated with a new attachment.

**71. Question:**

What are the requirements for a self-insured healthcare plan?

**71. Answer:**

The attached form **Exhibit IX – PAY OR PLAY PROGRAM REQUIREMENTS** needs to be completed and submitted to the Office of Business Opportunity, Attn. Gracie Orr; [gracie.orr@houstontx.gov](mailto:gracie.orr@houstontx.gov); 832.393.0633. Ms. Orr will be able to answer any additional questions.

**72. Question:**

\*\*Revised for clarification\*\*

What are the requirements for a self-insured healthcare plan under the Pay or Play program?

**72. Answer:**

The attached form **Exhibit IX – PAY OR PLAY PROGRAM REQUIREMENTS** needs to be completed and submitted to the Office of Business Opportunity, Attn. Gracie Orr; [gracie.orr@houstontx.gov](mailto:gracie.orr@houstontx.gov); 832.393.0633. Ms. Orr will be able to answer any additional questions.

**73. Question:**

On page 45 and 46 (Proposal Outline and Minimum Content Requirements) gives the order that the hard copies of the proposal should be submitted. Where the printed version of the proposal tech should be inserted? Should it be included as an exhibit?

**73. Answer:**

The Proposal Tech responses can be inserted as an attachment anywhere within your hard copy submission. Please label or identify them in your submission

**74. Question:**

For section 5.0 "Inspections & audits" - please define "contractor's books & records". Is this referring to claim file records? If this is referring to anything other than claim file records, please describe.

**74. Answer:**

**75. Question:**

For section 8.0 - Reporting Requirements - please define "special studies and reports - not a part of performance guarantee".

What does the City mean by "special studies & reports"?

**75. Answer:**

As different issues arise throughout the course and scope of daily activities certain studies and the need for additional information may be needed. This information may be needed to inspect or drill down into the existing data available. Reports or special studies may be requested as each situation requires.

**76. Question:**

For Section 5.0 - Safety - question is in multiple parts -

- 1) does the City currently utilize any external vendors for safety services and - to what extent and for what activities?
- 2) Does the City currently conduct field inspections to identify areas of concern and cause of loss drivers?

**76. Answer:**

The City has used consultants to perform Safety audits and studies in years past. These studies have consisted of both field studies and inspections to identify possible loss drivers in top accident reported areas and Departments.

The City's Safety Department works closely with all departments and identifies their top areas of loss. The Safety Officers frequently audits their Departments progress through reports and often time inspections to determine possible corrective measures that may reduce their accidents and severity of injuries.

The City is looking for any help or assistance from the TPA services that could possibly benefit the City's efforts to identify and reduce accidents.

**77. Question:**

Is it required that the TPA dedicated program manager (client services) work at the City's office?

Or, is it acceptable for that individual to work at the TPA's Houston based office?

**77. Answer:**

As answered in Question 68; Please see the answer below.

The City is requesting an Account Manager and would like to see this person office on site. All plans and suggestions for this service level will be reviewed.

**78. Question:**

Regarding the Exhibit X cost form; can you define the terms of RMIS - Full User and RMIS - View Only?

**78. Answer:**

- **RIMIS**- Risk Information Management System
- **Full user** – has a complete access to all functions of the program. This may be limited to one or all departments.
- **View Only** – has view only abilities that may be limited to one or all departments.

Sincerely,

Kim A. Smith

Division Manager Risk Management, Workers' Compensation