

**Whatcom County
Request for Proposal
RFP #15-64**

Notice is hereby given that sealed proposals will be received by Whatcom County Purchasing at its Office in the Administrative Services Finance Department located on the fifth floor of the Whatcom County Courthouse, 311 Grand Avenue, Suite 503, Bellingham WA 98225 for the following:

3RD PARTY ADMINISTRATION SERVICES TO MANAGE
THE COUNTY'S SELF-INSURED WORKERS' COMPENSATION PROGRAM

UNTIL: 2:30 PM on Tuesday, October 20, 2015

At which time and place the responses will be publicly opened, and the names of the submitters identified. All interested parties are invited to be present.

Whatcom County Human Resources is seeking proposals from qualified firms who are interested in providing third party administration services to manage the County's self-insured workers' compensation program. From the proposals submitted, the County intends to select a provider to commence services January 1, 2016.

Further information is contained in the complete RFP document, which may be obtained from Purchasing, email FN_Purchasing@co.whatcom.wa.us (preferred), or phone (360) 778-5330.

Late submittals will not be accepted. Whatcom County reserves the right to reject any or all proposals and to waive any irregularities.

Publication Dates: September 30 and October 7, 2015.

Whatcom County
RFP #15-64
3rd Party Administration Services to Manage
the County's Self-Insured Workers' Compensation Program

INTRODUCTION & PURPOSE

[Whatcom County](http://www.whatcomcounty.us/) is a public entity with around 900 regular employees and temporary employees plus volunteers. Employees across seventeen different departments provide a wide range of local government services. The main administrative complex is in downtown Bellingham (Courthouse, Civic Center, State Street, Lottie Street, Sheriff's Administration, and main Jail). Employees also work at a minimum-security correctional facility (Division Street), Public Works Central Shop and Northwest Annex (Smith & Northwest Avenue) and in Parks facilities throughout Whatcom County. For more information: <http://www.whatcomcounty.us/>

The County has self-insured its workers' compensation program since 1984 and is seeking a third party administrator (TPA) to provide effective claims administration, reports to the Department of Labor, and data for loss control and excess insurance applications.

Eberle Vivian has served as TPA from 2005 to present and Sedgwick CMS (formerly Johnston and Culberson, Inc.) served as TPA from 1994 through 2004. The County's excess insurance coverage is currently placed with Midwest Employers Casualty.

Whatcom County new claims run around 60-75 per year.

Primary Goals of this RFP:

- A firm with multiple public entity clients plus specific expertise and experience with Washington State law and trends.
- Demonstrated effective claims management (early intervention, timely management, resolving claims, and appropriate return to work).
- On-line claims system to:
 - Minimize paper files and record keeping for Whatcom County.
 - Provide County with immediate and complete access to claims records.
 - Provide prompt reporting for loss control, management, and insurance applications.

Key Elements for the Desired Scope of Work will include:

- Toll-free telephone service.
- Single point of claims contact for Whatcom County's injured workers.
- Prompt personal contact with all injured workers and eligibility determination.
- Communication with HR staff for timely coordination of time loss / County paid leave.
- Appropriate claims reserving.
- Coordination with medical providers to allow return to work as soon as possible.
- Audit and control of medical bills.
- Access to independent experts in fields of medicine, law, vocational services, etc.
- Monthly, quarterly, and annual reports.
- Meetings quarterly or as needed with Whatcom County staff.
- Reports to excess insurer for recovery, where applicable.
- Maintain primary claim files and storage of closed files.

Whatcom County
RFP #15-64
3rd Party Administration Services to Manage
the County's Self-Insured Workers' Compensation Program

Worker Hours by Class Code

| Class Code | Classification | Worker Hours in 2014 |
|-------------------|----------------------------|-----------------------------|
| 1501 | Laborer | 731,518 |
| 5306 | Clerical | 363,870 |
| 6901 | Volunteers | 50,814 |
| 6905 | Law Enforcement | 320,780 |
| 6906 | Law Enforcement Volunteers | 53,874 |
| | | 1,520,856 |

Claims History by Year – Valued as of 12/31/14

| Policy Period | # of Claims | Total Paid | Outstanding |
|----------------------|--------------------|-------------------|--------------------|
| 2014 | 72 | \$341,245 | \$305,559 |
| 2013 | 60 | \$270,234 | \$35,473 |
| 2012 | 63 | \$403,199 | \$34,189 |
| 2011 | 76 | \$999,594 | \$165,278 |
| 2010 | 66 | \$439,527 | \$32,837 |
| 2009 | 56 | \$345,645 | \$0 |
| 2008 | 62 | \$672,571 | \$211,701 |
| 2007 | 65 | \$381,585 | \$0 |
| 2006 | 91 | \$376,403 | \$0 |
| 2005 | 69 | \$625,852 | \$0 |

PROPOSAL CONTENTS

1. Please describe how your firm would meet the primary goals of this RFP and key elements for the scope of work.
2. What are the qualifications of staff who would be assigned to administer Whatcom County's claims?
3. What would your firm charge Whatcom County in administration fees for 2016, 2017, and 2018?
4. Please submit at least three references from current customers similar to Whatcom County.
5. Please provide copies of current certificates for:
 - Business Owners' General Liability & Property Damage for bodily injury
 - Professional Liability
6. If your firm were to be selected as a successor administrator, describe:
 - Timetable and implementation schedule.
 - How you would handle continuation of benefits on the effective date.

Whatcom County plans to schedule finalist interviews the afternoon of Wednesday, October 28, 2015.

NOTE: All documents submitted to Whatcom County, including cost information may be subject to disclosure under the Public Records Act (RCW 42.56).

Whatcom County
RFP #15-64
3rd Party Administration Services to Manage
the County's Self-Insured Workers' Compensation Program

SUBMITTAL

Responses must be received **no later than 2:30 PM, Tuesday, October 20, 2015.**

Submit **an original and five (5) copies** of the proposal that includes all of the requested information in a sealed package marked on the outside as follows:

Name of Submitter
RFP #15-60, Workers Compensation 3rd Party Administrator

Send or deliver the proposal to:

Whatcom County AS Finance/Purchasing
311 Grand Avenue, Suite 503
Bellingham WA 98225

Late submittals will not be accepted. Responses transmitted directly to Whatcom County Government electronically or by fax will not be considered.

It is the submitter's responsibility to deliver the document to the proper address by the assigned time. Whatcom County accepts no responsibility for misdirected or lost proposals.

The County is not liable for any costs incurred by the vendor before issuance of a contract. All costs incurred in responding to this RFP are solely the responsibility of the vendor.

Proposals submitted will not be considered public information until after the award of the contract to the successful proposer. All materials submitted in response to this RFP become the property of Whatcom County, and will not be returned.

SELECTION CRITERIA

The County may choose to interview select firms.

The selection of a firm will be based on:

- Overall quality of proposal (coherence, readability)
- On-line services and capability
- Focus on Whatcom County's specific goals and desired scope of work
- Qualifications of firm and staff
- Experience with Whatcom County/regional providers and vendors
- Experience providing services to similar, public entities
- Pricing

CONTACT

Specific questions regarding this Request for Proposal may be directed to Karen Sterling Goens (360) 778-5305 or kgoens@co.whatcom.wa.us.