

The City of Key West, Florida

RFP# 22-004 Third Party Claim Administration

Addendum

1. Page 5 of the RFP states that the City shall permit sufficient time for the new claims administrator to convert the City's historical claim information so it is compatible with their claim system.

How many sources of historical claim data are there?

Answer: There is one source of historical claim data, maintained by the current claims administrator.

2. What is the name of the incumbent TPA's claim data system?

Answer: DXC Riskmaster Accelerator.

3. Page 6 of the RFP contains table of historic claims for the City, including Police Professional and Public Official. On these claims types, does the City Attorney's office direct the litigation? Does the City expect the TPA to play a supportive role in the direction of these higher profile claims?

Answer: Litigated claims are handled by the insurer's approved panel counsel, though the City Attorney's office will certainly have input as is necessary. The City expects the selected proposer to handle these types of claims the same way it would with any form of liability claim.

4. Would the City reconsider its requirements for Hard Copy delivery?

Answer: Please refer to the specifications in the RFP.

5. Would the City entertain a modest extension of the deadline to August 17th?

Answer: Please refer to the specifications in the RFP.

6. How many users of the TPA's Risk Management Information System does the City request?

Answer: One user.

7. How many of those users of the RMIS system should have "read only" access?

Answer: One user.

8. How many of those users of the RMIS system should have "read & write" access?

Answer: None.

9. What is the City's annual utilization of Telephonic Nurse Case Management?

Answer: Utilization of telephonic nurse case management is variable and dependent upon both employee location and local availability of Field Case Managers.

10. What is the City's utilization of Field Case Management?

Answer: Utilization of field case management is variable and dependent upon the specifics of the claim. The City expects the selected proposer to advise as necessary.

11. What is the current settlement authority for the incumbent TPA across each of the lines of coverage?

Answer: Currently there are no explicit limits for settlement authority (within retentions). The Legal Department advises on settlement authority per claim.

12. Pertaining the RFP, General Information on Page 16, when the City refers to “initial contact with the claimant within 24 hours,” which line of coverage does this refer to? Is this for all liability and worker’s compensation claimants?

Answer: Proposers may consider this applicable to all lines.

13. Pertaining the RFP, General Information on Page 16, when the City refers to “recorded statements of all claimants,” which line of coverage does this refer to? Is the meant to include Medical Only Workers’ compensation claimants?

Answer: Proposers may consider this applicable to all lines.

14. Pertaining the RFP, General Information on Page 17, when the City refers to “quarterly meetings with the City,” can these meetings take place over Teams or Zoom?

Answer: Yes, those meetings may take place via video conference.

15. In Attachment 5, Loss Runs, what is meant by the claim type “BLT?” How is this distinguished from LT claims?

Answer: Became Lost Time.

16. Would the City be interested in having the TPA quote loss control services as part of the overall pricing submission?

Answer: Per RFP, alternative options may be considered.

17. Would the City entertain an implementation schedule that would allow for the new claims to be handled by the selected TPA on October 1, 2022, but allow for the handling of the assumed claims to begin on a later date, perhaps December 1, 2022?

Answer: Per RFP, alternative options may be considered.