

Review of Proposals

RFP 0-2202 Workers' Compensation Claims Administration Services

Presented to the Finance and Administration Committee on September 9, 2020

Five proposals were received, three firms were interviewed, one firm is being recommended

Overall Ranking	Proposal Score	Firm & Location	Sub-Contractors	Evaluation Committee Comments	Firm-Fixed Price for Five-Year Term
1	88	Intercare Holdings Insurance Services, Inc. Rocklin, California	None	Specialized in providing claims administration since 1964 with 336 employees. More than 60 percent of Intercare's claims involve servicing public entities. Demonstrated familiarity managing all aspects of the workers' compensation program. Claims manager and claims supervisor each have over 25 years experience. Claims adjusters will be dedicated at 100 percent availability. Transit agency experience includes the Orange County Transportation Authority, San Luis Obispo Regional Transit, Sacramento Regional Transit, San Francisco Municipal Transportation, and Humboldt Transportation Authority. Best and final offer resulted in a reduction in pricing. Responded to interview questions.	\$2,445,559
2	78	Tristar Risk Management Long Beach, California	None	Third-party administrator (TPA) since 1987 with 650 employees. More than 80 percent of the firm's claims management business is workers' compensation. Approximately 40 percent of current TPA business involves servicing public entities. The claims supervisor has more than 27 years industry experience and the account manager has 23 years. Although complete and detailed, the work plan was disorganized. The firm provided limited information on assigned staff. The firm was responsive to interview questions.	\$2,499,993
3	76	Athens Administrators, Inc. Concord, California	Franco Signor APEX Investigations Anthem Medex Healthcare	Athens has been in business for over 20 years with 380 employees. Approximate 40 percent of Athen's claims administration involve public entities including Bay Area Rapid Transportation, Long Beach Transit and Golden Gate Ferry. Claims manager and claims supervisor would be assigned if awarded contract. The firm proposed relevant enhancements to claims resolution. The timeline for transition services was reasonable. Firm did not clearly respond to some of the questions asked at the interview.	\$2,540,954

Internal:

Contracts Administration and Materials Management (1)	Qualifications of the Firm	20 percent
Risk Management (2)	Staff and Project Organization	25 percent

External:

Foundation at Building Materials, LLC (1)	Work Plan	30 percent
County of Orange (1)	Cost and Price	25 percent