

Charleston County School District
 Request for Proposals
 Safety & Risk Services Department

Solicitation Number: P2228
 Description: Workers Compensation Claims Administration Services
 AMENDMENT #1
 Date: March 11, 2022

SUBMIT OFFER BY: April 5, 2022, BY 2:00 PM

QUESTIONS MUST BE RECEIVED BY: March 4, 2022 by 2:00 PM

NUMBER OF COPIES TO BE SUBMITTED: One (1) Original Copy, Five (5) Hard Copies and One (1) USB Flash Drive (See page 2 for details)

PROCUREMENT OFFICIAL CONTACT: Procurement Services
 Attention: Debra Coen, NIGP-CPP, CPPO,
 CPPB
 3999 Bridge View Drive
 North Charleston, SC 29405
 Phone: 843-566-1982
 Email: debra_coen@charleston.k12.sc.us

The term “Offer” means your “Bid” or “Proposal”.

Offers must be submitted in a sealed package. Solicitation Number & Opening Date must appear on package exterior.

You must submit a signed copy of this form with your offer. By submitting a bid or proposal, You agree to be bound by the terms of the Solicitation. You agree to hold your offer open for a minimum of ninety (90) calendar days after the Opening date.		
Print Name of Offeror (Full legal name of business submitting the offer)		Date Signed
Authorized Signature (Person signing must be authorized to submit binding offer to enter contract on behalf of Offeror named above.)		Taxpayer Identification No.
Title (Business title of person signing above)		Telephone Number
Printed Name (of person signing above)		Facsimile Number
Company Address (Street, City, State & Zip Code)		
Contact Person(if different than authorized signature)		Email Address
Telephone Number	Facsimile Number	

Cover Page

AWARDS & AMENDMENTS: Awards will be posted at the Physical Address stated above. The award will be posted on or before 5/13/2022. The award, this solicitation, and any amendments will be posted at the following website URL: <https://www.ccsdschools.com/Page/432>

ACKNOWLEDGEMENT OF AMENDMENTS: Offerors: Acknowledges receipt of amendments by indicating amendment number and its date of issue. See “Amendments to Solicitation” in Section II Instructions to Offerors.

Amendment No.	Amendment No.	Amendment No.	Amendment No.	Amendment No.	Amendment No.	Amendment No.
1	2	3	4	5	6	7
Initial	Initial	Initial	Initial	Initial	Initial	Initial

OFFEROR’S TYPE OF ENTITY: See Section VII Signing Your Offer & SWMBE Participation.

Small Women Minority Business Enterprise (Please Check appropriate boxes)

- | | |
|--|--|
| <input type="checkbox"/> MBE – Native American Owned | <input type="checkbox"/> Minority Owned Small Business Certified |
| <input type="checkbox"/> MBE – African American Owned | <input type="checkbox"/> Minority Owned Small Business Non-Certified |
| <input type="checkbox"/> MBE – Asian American Owned | <input type="checkbox"/> HUB Zone Small Business |
| <input type="checkbox"/> MBE – Hispanic Owned | <input type="checkbox"/> Small Business Certified |
| <input type="checkbox"/> Women Owned Small Business Certified | <input type="checkbox"/> Small Business Non-Certified |
| <input type="checkbox"/> Women Owned Small Business Non-Certified | <input type="checkbox"/> Corporation |
| <input type="checkbox"/> Minority Owned Small Business Certified | <input type="checkbox"/> Partnership |
| <input type="checkbox"/> Minority Owned Small Business Non-Certified | <input type="checkbox"/> Sole Proprietor |
| <input type="checkbox"/> Other _____ | |

The District shall receive all bids by **no later than 2:00 P.M. on the date shown on the Cover Page.**
 Important: **Clearly mark the outside of the envelope, box, or package with the following information.**

**Request for Proposal #P2228
 Workers Compensation Claims Administration Services**

Proposals should be sent via United States Postal Service/hand delivered or courier service to:

**Procurement Services
 Attn: Debra Coen
 3999 Bridge View Drive
 North Charleston, SC 29405**

NUMBER OF COPIES TO BE SUBMITTED: When submitting your proposal provide, one (1) Original hard copy, five (5) hard copies of original, one (1) flash drive electronic copy with original and redacted document. The redacted document will be used for FOIA purposes. The redacted document should not disclose any confidential or company trade secrets & etc.

The above numbered Request for Proposals is amended as set forth below.

Reference and acknowledge this Addendum on the offer submitted. Failure to acknowledge addendum may result in rejection of your offer.

If by virtue of this addendum you desire to change an offer already submitted, such change may be made by submitting an amended bid prior to the closing date and hour specified.

AMENDMENTS TO SOLICITATION

(a) The Solicitation may be amended at any time prior to opening. All actual and prospective Offerors should monitor the following web site for the issuance of Amendments:

<https://www.ccsdschools.com/Page/432>

(b) Offerors shall acknowledge receipt of any amendment to this solicitation (1) by signing and returning the amendment, (2) by identifying the amendment number and date in the space provided for this purpose on Page Two, (3) by letter, or (4) by submitting a bid that indicates in some way that the bidder received the amendment. (c) If this solicitation is amended, then all terms and conditions which are not modified remain unchanged.

The deadline for receipt of proposals has been extended to April 5, 2022 at 2:00PM ET.

Questions received are addressed below:

- 1) Does CCSD contract any of their workers from a 3rd party vendor or company? For example – do all school district employees work for CCSD? Are cafeteria workers, or others, perhaps contracted from another source? **Yes, CCSD employs contractors for certain services, however, only CCSD employees are eligible to receive WC benefits.**
- 2) Ability to send feeds to outside vendors on a daily, weekly and/or monthly basis. Can CCSD please provide specifics as it relates to this requirement? What kind of feeds? **Feeds are referring to the ability for your RIMS system to receive or send documents through a secure portal. This would be set up through both CCSD and TPA's IT department.**
- 3) Ability to RECEIVE feeds from outside members. Can CCSD please provide specifics as it relates to this requirement? Please provide example. **Feeds are referring to the ability for your RIMS system to receive or send documents through a secure portal. This would be set up through both CCSD and TPA's IT department.**
- 4) Develop methods to incorporate the medical health care program's billing and payment information into the Safety & Risk. Please clarify. **Have the ability to show how TPA's medical PPO network savings are applied to our account.**

- 5) Please be specific regarding the duties required by the TPA as it relates to OSHA Reporting?
Software system needs to have the ability to track OSHA recordable claims, auto-populate establishments and 300 logs. CCSD will extract the information and file the OSHA logs.
- 6) Please describe what CCSD means by Provide a fully integrated medical case management program with resources including, but not limited to, telephonic and field case management.
Software system needs to be able to include all relevant information of parties (medical facilities, NCM, adjuster, attorneys, etc) to a claim.
- 7) Please clarify page 26, number 3 (indicated below): Ability for an adjuster to explain to WC process to the injured worker, explain their rights and obligations under South Carolina WC law.
- 8) Please indicate the turn-around time that you will require for specialist to report on patient visits to the primary physician. CCSD would like to see referral appointments made within 24-48hrs of the referral to the medical provider.
- 9) Would you be willing to have designated and not dedicated claims professionals to your program? Current claims professionals are designated to CCSD account but not solely dedicated to CCSD account. Expect that to continue unless CCSD feels that claims are not being managed properly which would result in a conversation with the account manager to find a manageable solution for both CCSD and TPA.
- 10) Will the District have set guidelines for cases that need telephone and/or field case management or will that be left to the expertise of the claims professional? The District has special handling instructions (SHI) set up with the TPA to outline claims handling and field case management. Those SHI's can be reviewed and changed throughout the contract period at the request of either CCSD or the TPA. Expertise of the claims professional will always be considered and subject to approval by CCSD.
- 11) What is the average number of cases that are assigned to Case Management? 25-35% of claims are assigned to a NCM
- 12) What are your most important areas of need as you evaluate TPAs as a part of this RFP? CCSD is looking for a TPA that can handle the volume of WC claims appropriately, provide excellent customer service to both the injured worker and CCSD personnel, and the ability to provide cost-savings to CCSD through in-network PPO management.
- 13) Are you currently using a telehealth service and is the complete care advocacy approach something that you are interested in implementing? CCSD is currently not using telehealth services for its WC program. Interested in exploring if the medical facilities have that ability but not high on the priority list of services to be implemented.
- 14) What are key metrics that are important to your organization in terms of measuring success of your program? Days open, LT vs MO claims, response time of adjusters, number of litigated claims

- 15) Page 19. No. 3. The district reserves the right to use outside vendors of their choice. Our question is: Can the district provide more detail on what type of vendors they may wish to outsource or what services they have outlined in the past? **Type of vendors would include, but not limited to, attorneys, NCM, investigators, MSA projections, transportation requests, etc. All these type of vendors would be discussed with TPA and the network they have with entities.**
- 16) Page 24. F 1. Operate a service office during normal business hours (8:30 to 5:30) with a dedicated Program Manager, staff adjusters, claim supervisors, nurse case managers and claim managers. Our question is: We will assign an Account Manager to be the main contact for the district. Does the Account Manager have to be 100% dedicated or can that individual handle other clients as well. **CCSD is looking for a dedicated Account Manager that can also handle other customers.**
- 17) With the work from home environment, can our adjusters, nurses, and claim management continue to work from home, assuming that they maintain the office hours required? **Yes, that is not a problem.**
- 18) Page 26. G. 1. Discuss in detail your experience in assuming the responsibility of delivering health care to injured workers for a client who had been providing for these services elsewhere? Our question is: Can you please clarify this requirement a little further with an example? **This question relates to transitioning from one TPA to another TPA. What is the protocol that your company has in place for transitioning the care of the injured worker from the current TPA's adjuster to the new TPA adjuster?**
- 19) I am writing to request a loss run for the past 5 years for Charleston County School District regarding their RFP for WC Claims Administration Services. **See attached.**