

**MDFA OI Request for Proposals for Workers' Compensation Third Party Claims Administration Services**  
**MDFA OI RFP RFX Number: 3120002590**  
**Amendment One**  
**Issue Date: December 21, 2022**

The Mississippi Department of Finance and Administration (MDFA) Office of Insurance (OI) through this Amendment One, modifies the original MDFA OI RFP RFX 3120002590 issued on December 21, 2022.

1. The **attached Questions and Answers document** is incorporated fully along with this Amendment One as part of MDFA OI RFP RFX 3120002590.
2. **RFP Subsection 9.2 on RFP page 38** is amended as follows:

**9.2 Important Dates and Deadlines**

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| <b>November 28, 2022</b>                            | Request for Proposal released                          |
| <b>December 19, 2022, 5:00 PM CST</b>               | Questions and Requests for Clarification due to OI     |
| <b>December 21, 2022, 5:00 PM CST</b>               | Anticipated responses to vendor questions to be posted |
| <b>January 5<del>6</del>, 2023, 2:00 PM CST</b>     | Proposals submission deadline                          |
| <b>January 5<del>6</del>, 2023, 3:00 PM CST</b>     | Proposal Opening                                       |
| <b>January 27, 2023</b>                             | Anticipated Finalists selected                         |
| <b>February 1-3, 2023</b>                           | Anticipated Presentations by finalists*                |
| <b>February 2023 Meeting</b>                        | Anticipated Notice of Intent to Award distributed      |
| <b>2 Days following Board Meeting</b>               | Anticipated Notice of Contract Award published         |
| <b>3 Business Days of Notice of Intent to Award</b> | Anticipated Post-Award Debriefing Request Due Date     |
| <b>3 Business Days of Debriefing Request</b>        | Anticipated Post-Award Debriefing Held by Date         |
| <b>7 Calendar Days of Notice of Intent to Award</b> | Anticipated Protest Deadline Date                      |

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| <b>July 1, 2023</b> | Contract(s) Effective Date/Services Begin |
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Please acknowledge receipt of MDFA OI RFP RFx 3120002590 Amendment One by signing and returning this amendment, along with your proposal, **on or before 2:00 PM CST, January 6, 2023**. This acknowledgment should be enclosed in your proposal packet in accordance with the submission instructions located in the RFP. **Failure to submit this acknowledgment may result in rejection of the proposal.**

**Company Name:** \_\_\_\_\_

**Printed Name of Representative:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**RFP RFx # 3120002590**  
**RFP for WC TPA Services**  
**Procurement Questions and Answers**

|    | Procurement Section, Page Number | Date Received       | Question (As submitted)                                | Response   |
|----|----------------------------------|---------------------|--|--|
| 1. |                                  | 11/29/2022, 8:50 AM | Whether companies from Outside USA can apply for this? | Yes, all qualified companies meeting the RFP’s minimum vendor requirements are welcome to submit proposals to provide these services. However, there are specific requirements regarding where services are to be provided. Please refer to RFP Section 3.5, Minimum Vendor Requirements, “Proposing vendor must currently have, or if selected, open within three (3) months of the award of this Contract a claims office <b>within the borders of the State of Mississippi</b> . Thus, the vendor must comply with Mississippi Code Annotated § 71-3-125.” <b>The requirements for services to be provided within the State of Mississippi is a statutory requirement and cannot be waived.</b> Also, please refer to RFP Section 3.4: “The proposing vendor must agree that all services performed must be provided <b>within the United States.</b> ” |
| 2. |                                  | 11/29/2022, 8:50 AM | Whether we need to come over there for meetings?       | Yes, as stated in RFP Section 2.2.30, Scope of Services, the selected vendor will be required to “meet with the Board and/or MDFA staff on a regular basis to review claims, settlements, and program strategies”. The selected vendor will also be expected to conduct annual stewardship meetings (RFP Section 2.2.32).  |
| 3. |                                  | 11/29/2022, 8:50 AM | Can we perform the tasks (related to RFP) outside USA? | No, refer to response to Question 1 above.   |
| 4. |                                  | 11/29/2022, 8:50 AM | Can we submit the proposals via email?                 | No, proposals must be submitted in writing. As stated in RFP Section 9.1, Instructions to Vendors, “Proposals may be submitted in a paper format via the two address options   |

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|    |  |                         |   | below or electronically via the State of Mississippi's Accountability System for Governmental Information and Collaboration (MAGIC)." These are the only two acceptable methods for proposal submission. Submission by other means will be rejected.   |
| 5. |  | 12/01/2022,<br>2:23 PM  | How much is the allotted budget for the resulting contract?   | As the resulting contract is not associated with a grant, the budget would be contingent upon the winning proposal fee schedule.   |
| 6. |  | 12/06/2022,<br>12:22 PM | If we respond for the managed care portion only, do we still have to comply with the requirement to have an office in Mississippi?          | <b>The MDFA does not anticipate making multiple contract awards from this solicitation.</b> RFP Section 1.1 states "The Board seeks to enter into a multiterm, fixed price, indefinite quantity <b>contract for the aforementioned services.</b> " Furthermore, RFP Section 9.12 states "The MDFA intends to award <b>one contract to provide the services described within this RFP</b> to responsible and responsive vendor whose proposal is determined in writing to be the most advantageous to the State taking into consideration price and the evaluation factors set forth in this RFP."                                |
| 7. |  | 12/06/2022,<br>12:22 PM | Would the bond requirements still apply?  | Vendor must meet (or exceed) the bond/insurance requirements as set forth in the solicitation. Once these are set, they cannot be waived. <i>Public Procurement Review Board Office of Personal Services Contract Review Rules and Regulations</i> Section 3.102.05 states "Bid and performance bonds or other security may be required for service contracts as the Agency Head deems advisable to protect the interest of the State. Any such requirements must be set forth in the solicitation. ... If the requirement for a bid or performance bond or other security is included in the procurement, it cannot be waived." |
| 8. |  | 12/06/2022,<br>12:22 PM | Would [REDACTED] be relieved of any of the Performance Guarantee requirements that clearly only apply to the claims administration portion? | No, refer to the response to Question 6 above.   |

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| 9.  | Page 32, Section 8                | 12/14/2022, 11:22 AM | Please provide a copy of the current in force contract for WC TPA services.   | The current WC TPA contract with Cannon Cochran Management Services, Inc. is viewable by the public via <a href="https://www.transparency.ms.gov/">https://www.transparency.ms.gov/</a> . |
| 10. | Page 32, Section 8                | 12/14/2022, 11:22 AM | Please provide a medical bill savings report for the past 3 contract years – to include the number of medical bills, annual total paid, annual net paid, annual percentage of bills within network, annual percentage of bills outside of the network and the annual medical bill savings rate. | This information is considered proprietary and not deemed pertinent for the submission of a response to this RFP.   |
| 11. | Page 5, Section 1                 | 12/14/2022, 11:22 AM | Will the scope of services include takeover claims? If so, please provide the number of open WC indemnity claims and Medical only claims that will be a part of the transition.   | Yes. As of 12/15/2022, there are 462 open indemnity claims and 82 open medical claims.  |
| 12. | Pages 34 & 38, Section 9          | 12/14/2022, 11:22 AM | Proposal submission date is listed at 2:00 pm CST, January 6, 2023 (Section 9.1, page 34). On page 38 Section 9 (9.2) Important dates – Proposal deadline is 2:00 pm CST, January 5, 2023. Which date is correct?   | The proposal submission deadline is 2:00 PM CST on Friday, January 6, 2023.   |
| 13. | Sec 1.1, page 4                   | 12/16/2022, 2:05 PM  | In the event of the decision to unbundle its Workers' Compensation services from a TPA, will the State provide a contract that accurately reflects managed care scope of services and requirements?   | Refer to the response to Question 6 above.  |
| 14. | Sec 3.9, page 14                  | 12/16/2022, 2:05 PM  | In the event of the decision to unbundle its Workers' Compensation services from a TPA, will the other provider(s) be subject to the same \$1M Implementation bond requirements?  | Refer to the response to Question 6 above.  |
| 15. | Sec 4 Table, Standard #3, page 17 | 12/16/2022, 2:05 PM  | Can you clarify if Performance Standard #3 in table in Section 4 titled "Medical Bill Payment" means the Bill Review vendor must submit recommendation for payment within 30 days?  | The TPA is required to issue payment for claim medical bills within 30 days of receipt.   |

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| 16. | Sec 4 Table, Standard #10, page 18 | 12/16/2022, 2:05 PM | As specifics vary across our clients, can you clarify what elements the State includes under "Comprehensive Bill Management?" (Sec 4. Performance Standard Table #10)   | The section refers to <b>all</b> medical bills incurred by claimant within the scope of a workers' compensation claim.   |
| 17. | 2.1.1 Page 7                       | 12/16/2022, 2:20 PM | "Authority to issue checks and to pay claims shall be vested in personnel located within the State of Mississippi." Is the requirement for personnel in the MS office to have access to physical checks for making payments or access/authority within our technology to initiate/authorize payments? | Personnel with authority to approve claims for payment must be located in the State of Mississippi.  |
| 18. | 2.1.2 Page 7                       | 12/16/2022, 2:20 PM | Is the Account Manager required to primarily work from the service center in the State?   | Yes.   |
| 19. | 2.1.3 Page 7                       | 12/16/2022, 2:20 PM | Is the Supervisor required to primarily work from the service center in the State?  | Yes.   |
| 20. | 2.2.37 Page 11                     | 12/16/2022, 2:20 PM | Assign experienced safety/risk control consultants to assist and advise the Board as requested in handling the safety and risk management needs of the Trust. If we do not offer these services will our proposal be scored as not qualified?   | This section contains information on services and procedures the selected vendor <b>must provide or adhere to</b> in servicing the Board's account, either directly or indirectly through identified subcontractors. |
| 21. | 3.1 Page 12                        | 12/16/2022, 2:20 PM | As part of our confidentiality policy with our clients, we do not provide details regarding clients and their programs. Will this result in our proposal being disqualified?  | Yes. References are a minimum vendor requirement and must be provided.   |
| 22. | 3.8 Page 14                        | 12/16/2022, 2:20 PM | The proposing vendor must agree to place at least twenty percent (20%) of all administrative fees at-risk for compliance with mutually agreed upon performance standards. Is this negotiable?   | As this is a minimum vendor requirement, it cannot be waived and is non-negotiable.  |
| 23. | 3.9 Page 14                        | 12/16/2022, 2:20 PM | \$1,000,000 Implementation Guarantee. Is this negotiable or a firm requirement?   | Refer to the response to Question 7 above.   |

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| 24. | 6.5 Page 24    | 12/16/2022,<br>2:20 PM | Services not provided at the MS service center location: Are remote workers acceptable or will staff be expected in the office?   | Staff will be generally expected to work in the service center. Flex work schedules may be approved.   |
| 25. | 7.5.1 Page 29  | 12/16/2022,<br>2:20 PM | Are TPAs required to agree to a 48-hour notice window?  | Yes.   |
| 26. | 8 Page 31      | 12/16/2022,<br>2:20 PM | Will the State provide details of the open claim inventory needing to be transferred and managed?   | Refer to the response to Question 11 above.  |
| 27. | Section 2.2.36 | 12/19/2022,<br>3:54 PM | In regards to processing claims from previous TPA's, how do we get compensated for handling these additional claims- do we get compensated separately for loss time and/or medical only claims? Additionally, suppose a claim we are processing from a previous TPA was handled incorrectly- are we penalized for this? | No additional compensation will be provided. Any errors identified will be addressed on a case-by-case basis.  |
| 28. | Section 2.3    | 12/19/2022,<br>3:54 PM | Ad Hoc reporting- may we see some examples of these reports? Does the TPA come out of pocket for these reports? If not, how much is allocated to the TPA for developing these reports?  | Refer to RFP Section 2.3, Standard/Ad Hoc Reporting. If your firm charges for ad hoc reporting, associated hourly rate should be indicated within your Section 8, Fee Schedule.  |
| 29. | Section 3.8    | 12/19/2022,<br>3:54 PM | Regarding the proposing vendor agreeing to place at least 20% of all administrative fees at-risk for compliance with mutually agreed upon performance standards, is that 20% per year of the contract or 20% of the overall term of the contract?   | It is referring to <b>at least</b> twenty percent (20%) of all <b>yearly</b> administrative fees at-risk for compliance with mutually agreed upon performance standards. So, this means a minimum of 20% per year of the contract.                                 |
| 30. |                | 12/19/2022,<br>3:54 PM | The RFP timeline states that the responses will be posted on December 21. We assume the other TPAs bidding on this account will have questions that address other concerns we may have- will we be privy to those responses as well, or just the response to our questions?   | All questions received by the time and date identified in RFP Section 9.2 will be posted/published on the Mississippi Contract/Procurement Opportunity Search Portal website and the MDFA's website as an amendment to the RFP for all interested parties to view. |

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| 31. | RFP Section 4,<br>Page<br>Numbers: 18-<br>19 | 12/19/2022,<br>4:24 PM | Will the Trust consider a flat fee Pharmacy Benefits pricing model or only AWP percentage discount models? | For the purposes of evaluating proposals, a discount of AWP should be submitted. However, optional discount models may be submitted and considered during contract negotiations if said optional model is deemed in the State's best interest. |
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**Question Submission Deadline:** December 19, 2022, 5:00 PM CST

**Response Issue Date:** December 21, 2022