

Question and Answer
IFB- 3160007857
The Mississippi Department of Public Safety
March 17, 2026

1. Could MDPS please provide the last five years of loss run data in excel format, including the following data fields: Date of Loss, Claim Type, Total Incurred, Paid, Outstanding Reserves, and Claim Status? The loss runs included in the IFB appear to be image-based, and an Excel version will help ensure accuracy in our analysis and pricing. Can MDPS confirm whether the loss run data is organized by policy year, fiscal year, or calendar year?

Answer: An Excel format of the data is available, you can also visit the MS Department of Public Safety website <https://www.dps.ms.gov/home/bid-and-RFP-notice> to find documents.

The date of loss data is organized by calendar year.

2. Can MDPS clarify whether adjusters assigned to this program must work exclusively on MDPS claims, or whether they may support other accounts as long as all performance requirements are met?

Answer: We expect dedicated but not exclusive support.

3. Will the incumbent TPCA (Cannon Cochran Management Services Inc.) be required to participate in a structured data transition?

Answer: Likely expected

4. Beyond providing **read-only access** to all claim files as described in Section 2.2(17), does MDPS require any additional data feeds, scheduled exports, custom file layouts, or interfaces for ongoing reporting or system compatibility?

Answer: We may request custom file layouts

5. Does MDPS require adjusters to complete the investigation onsite, or can we utilize vendor partners to complete requests? In addition to the required **24-hour on-site response** for serious claims noted in Section 2.2(4), does MDPS expect recurring in-person meetings such as quarterly reviews, annual program reviews, or any mandated on-site presence?

Answer: The use of vendor partners is acceptable, but the TPCA would absorb the cost. We do expect recurring in-person meetings as requested.

6. Does MDPS expect nurse case managers to be dedicated, embedded, or assigned full-time, or does the agency anticipate medical case management to be used only when medically appropriate?

Answer: Only when medically appropriate

7. While the IFB outlines MDPS's right to audit, does the agency anticipate scheduled recurring audits (e.g., annual or biennial), or will audits be performed only on an as-needed basis?

Answer: We do not anticipate scheduled recurring audits, but they could be performed.

8. Will the TPCA have discretionary reserve authority within defined thresholds, or does MDPS require prior approval for all reserve changes?

Answer: No reserve threshold requirements at this time but there is a payment threshold.

9. Since MDPS assigns defense counsel, are there any litigation guidelines, expense management protocols, reporting formats, or attorney oversight expectations that the awarding bidder should be aware of?

Answer: The awarding bidder is expected to have its own litigation guidelines.

I acknowledge and accept all terms and conditions of the Invitation for Bid (IFB), Amendments, Question & Answer. I hereby certify that I am authorized to sign for my company.

Signature

Date

Name (Printed)

Date