

INVITATION FOR BIDS

IFB Number: 3160004131

Third Party Claims Administration Services

CLOSING LOCATION

Mississippi Department of Public Safety, Procurement Department
1900 E. Woodrow Wilson Boulevard, 4th Floor, Room 402,
Jackson, MS 39216

BID COORDINATOR

Sonya Toaster & Betsy Toles
Procurement Department

Telephone: 601-987-1305 or 601-987-1467

Fax: 601-987-1442

E-mail: stoaster@dps.ms.gov or btoles@dps.ms.gov

CLOSING DATE AND TIME

Bids must be received by 10:00 A.M., March 4, 2021

SECTION 1

1.1 Bid Acceptance Period

The original and 1 copy of the bid, 2 copies total, shall be signed and submitted in a sealed envelope or package to Sonya Toaster or Betsy Toles, Mississippi Department of Public Safety, Procurement Department, 4th Floor, Room 402, 1900 East Woodrow Wilson Boulevard, Jackson, MS 39216 no later than the time and date specified for receipt of bids. Timely submission of the bid is the responsibility of the bidder. Bids received after the specified time shall remain sealed, unopened and be maintained as a part of the procurement file. The envelope or package shall be marked with the bid opening date and time, and the number of the invitation for bid. The time and date of receipt shall be indicated on the envelope or package by Procurement. Each page of the bid and all attachments shall be identified with the name of the bidder. Modifications or additions to any portion of the procurement document may be cause for rejection of the bid. The Mississippi Department of Public Safety (MDPS) reserves the right to decide, on a case-by-case basis, whether to reject a bid with modifications or additions as non-responsive. As a precondition to bid acceptance, the MDPS may request the bidder to withdraw or modify those portions of the bid deemed non-responsive that do not affect quality, quantity, price, or delivery of the service.

1.1.1 Timeline

Task	Date
Advertisement Dates for IFB	February 2, 2021; February 9, 2021
Receive Questions & Answers for Clarification Dates	Starting 8:00 a.m., Tuesday, February 2, 2021 to Tuesday, February 16, 2021 at 5:00 p.m. Please email questions to stoaster@dps.ms.gov or btoles@dps.ms.gov
Respond in Writing to Clarification	Thursday, February 18, 2021
Bid Submission Deadline	No later than 10:00 a.m., Thursday, March 4, 2021
Anticipated Bid Opening	March 4, 2021
Anticipated Intent to award Notification Date:	March 11, 2021
Anticipated Post-Award Debriefing Request Deadline:	March 17, 2021
Anticipated Protest Deadline:	March 23, 2021

Note: MDPS reserves the right to adjust the Procurement Schedule as it deems necessary.

1.1. Late Submissions

Timely submission of the bid package is the responsibility of the bidder. Bids received after the specified time will be rejected and maintained unopened in the procurement file. A bid received at the place designated in the solicitation for receipt of bids after the exact time specified for receipt will not be considered unless it has been determined by the agency that the late receipt was due solely to mishandling by the agency after receipt at the specified address.

The time and date of receipt will be indicated on the sealed bid envelope or package by agency staff. The only acceptable evidence to establish the time of receipt at the office identified for bid opening is the time and date stamp of that office on the bid wrapper or other documentary evidence of receipt used by that office.

1.2 Expenses Incurred Preparing Bid

The MDPS accepts no responsibility for any expense incurred by the bidder in the preparation and presentations of a bid. Such expenses shall be borne exclusively by the bidder.

1.3 Bid

All pricing must be submitted on the bid (**Attachment B**). Failure to complete and/or sign the bid may result in the bidder being determined nonresponsive.

1.3.1 Bidder Certification

The bidder agrees that submission of a signed bid is certification that the bidder will accept an award made to it as a result of the submission

1.4 Registration with Mississippi Secretary of State

By submitting a bid, the bidder certifies that it is registered to do business in the State of Mississippi as prescribed by the Mississippi Secretary of State or, if not already registered, that it will do so within seven (7) business days of being offered an award. Sole proprietors are not required to register with the Mississippi Secretary of State.

1.5 Debarment

By submitting a bid, the bidder certifies that it is not currently debarred from submitting bids for contracts issued by any political subdivision or agency of the State of Mississippi or Federal government and that it is not an agent of a person or entity that is currently debarred from submitting bids for contracts issued by any political subdivision or agency of the State of Mississippi.

1.6 Additional Information

Questions about this contract portions of the procurement document must be submitted in writing to Sonya Toaster or Betsy Toles at stoaster@dps.ms.gov or btoles@dps.ms.gov. Questions concerning the technical portions of the procurement document should be directed to Sonya Toaster or Betsy Toles at stoaster@dps.ms.gov or btoles@dps.ms.gov. Bidders are cautioned that any statements made by contact persons that cause a material change to any portion of the bid document shall be relied upon unless subsequently ratified by a formal written amendment to the bid document.

Questions, requests for clarification, and answers will be published on the Department of Public Safety website www.dps.ms.gov in a manner that all bidders will be able to view by the date and time reflected in Section 1.1.1.

1.8 Type of Contract

Compensation for services will be in the form of a firm fixed-price agreement.

1.9 Written Bid

All bids shall be in writing.

1.10 Acknowledge of Amendments

Bidders shall acknowledge receipt of any amendment to the solicitation by signing and returning the amendment with the bid, by identifying the amendment number and date in the space provided for this purpose on the bid form, or by letter. The acknowledgement must be received by the MS Dept. of Public Safety by the time and at the place specified for receipt of bids.

SECTION 2

2.1 Purpose

The MDPS is seeking to establish a contract for third party claims administration services for MDPS. It is understood that any contract resulting from 3160004131 requires approval by Public Procurement Review Board. If any contract resulting from 3160004131 is not approved by the Public Procurement Review Board, it is void and no payment shall be made.

2.2 Introduction and Specifications

INTRODUCTION

The Mississippi Department of Public Safety (MDPS) is seeking a third party claims administrator to service its Self-Insured Workers' Compensation Fund. The effective period for this contract will be a four year period beginning August 1, 2021, and ending July 31 2025, with an option to renew for one (1) additional year.

MDPS provides workers' compensation coverage to approximately 1,000 employees. Job descriptions range from law enforcement, clerical and maintenance to air pilots. MDPS

utilizes the services of a Third Party Claims Administrator (TPCA) to manage all claims related activities, including but not limited to, claims investigations, compensability determinations, claim and expense payments, litigation management, medical case management and internal as well as external reporting.

MDPS currently contracts with Corvel Enterprise Comp, Inc. for TPCA services. The current contract expires on July 31, 2021.

SPECIFICATIONS

The primary function of the TPCA will be the prompt and accurate adjudication of workers' compensation claims filed by the employees of the Department. TPCA services will include claims investigations, compensability determinations, claim and expense payments, litigation management, medical case management and overall management of claim files to include completion and timely filing of reports required by the Mississippi Workers' Compensation Commission, as well as statistical and management reports to the Department.

CLAIMS ADMINISTRATION SERVICES

The TPCA's duties and responsibilities with regard to claims administration services shall include, but not limited to, the following:

1. Provide a dedicated claims unit composed of professionally trained, appropriately licensed claims staff to ensure excellence in all areas of services requested in this RFP and meeting the minimum experience requirements specified in the RFP;
2. Review all incident, claim and loss reports received from the Department and process each such claim or loss report to conclusion in accordance with applicable statutory and administrative regulations;
3. Conduct a thorough investigation of each reported incident, claim or loss to the extent necessary to determine the liabilities of MDPS;
4. In the event of notification of a claim or loss involving death of an employee or a serious injury with an estimated indemnity and medical reserve over \$25,000, make an on-site contact within 24 hours of the notice to the TPCA of the claim;
5. Arrange for independent investigators, medical professionals or other experts, to the extent deemed necessary by the TPCA, in connection with processing any claim. If it is mutually agreed necessary to assign an independent, third party claims investigator (fee adjuster) to handle a portion of the investigation, the fee for services of such fee adjuster will be paid by the TPCA, not the Department, if those services are ones that the TPCA staff is equally capable and qualified to handle. The fee adjuster will be mutually agreed upon and determined by geography and the type of claim/injury involved;
6. Process payment of medical and death benefits, temporary and permanent disability compensation and other appropriate losses and expenses. The TPCA shall have the authority to compromise or settle any claim up to \$5,000. The TPCA's authority to

- compromise or settle any claim or loss may be increased or decreased by the Department through written notification to the TPCA at any time during the contract period;
7. Perform reasonable and necessary administrative and clerical work in connection with claims or losses including the preparation of checks bearing the name of MDPS and drawn on the bank account established and maintained by the Department, monthly reconciliation of bank statements on said account, notification to the Department, as directed, of checks in excess of \$5,000;
 8. Comply with any and all claims administrative procedures of the Department;
 9. Administer the litigation process and assist attorneys in accordance with expected professional standards of claims handling. The Department will make all assignments of claims to attorneys;
 10. Broker excess workers' compensation insurance coverage if so requested by the Department;
 11. Notify and coordinate with excess insurers of all claims or losses with values that may exceed the Department's retention level and provide such excess insurers with necessary information on the current status of those claims made to the excess insurers;
 12. Monitor the treatment programs recommended for employees by physicians, specialists and other health care providers by reviewing all reports prepared by them and maintaining such contact with these providers as may be appropriate;
 13. Assist in arranging for rehabilitation or retraining of employees as appropriate. Included in this assistance is working with and advising the employee and the Department in "return to work" efforts;
 14. Maintain a current estimate of expected total cost of each claim or loss and provide for reserve calculation tracking (including initial reserve establishment and all subsequent changes) within the claim files;
 15. Furnish the Department selected loss and information reports in a format agreed to by the Department;
 16. Provide narrative reports of claims as requested by the Department;
 17. Provide read-only, on-line access to the Department, to include any required software, to all claims, both open and closed;
 18. Provide medical cost containment services, to include access and channeling to PPO (services, supplies/equipment and pharmacy) networks and other preferred providers, medical bill review (fee scheduling and UCR) and provider fee negotiation. This may also include, as needed, hospital bill review and prompt payment negotiation;
 19. Provide additional information, analysis, reports and services as may be requested by the Department;
 20. Investigate and pursue all subrogation possibilities on behalf of the Department. All funds received from such subrogation collections shall be deposited in the designated bank account;
 21. Investigate fraudulent claims and make referrals to appropriate authorities;

22. Meet with the Department when requested to review claims, settlements and program strategies;
23. Work with the Department in conducting, or assisting with, training/educational seminars as needed or requested by the Department;
24. Maintain a toll-free telephone number for calls from claimants and employers.
25. Provide the following reports:
 - a. Claim and Expense Report (monthly)
 - b. Litigation Expense Report (quarterly)
 - c. Subrogation and Recovery Report (quarterly)
 - d. State Reports (as requested)
 - e. Transaction Register (monthly)
 - f. Bank Statement Reconciliation (monthly)
 - g. Medical Cost Containment Loss Expense Report (quarterly)

2.3 Term

The term of the contract shall be for a period of four (4) years. Upon written agreement of all parties and prior to the expiration of the contract term, the contract may be renewed for an additional one (1) year period under the same prices, terms, and conditions as in the original contract. The total term length of the resulting contract shall not exceed five (5) years.

Following the initial fiscal period of the contract, payment and performance obligations for succeeding fiscal periods shall be subject to the availability and appropriation of funds.

2.3.1 Multi-Term Contracts

Unless otherwise provided by law, a contract for services may be entered into for a period of time not to exceed four (4) years with an option to renew for one (1) year, provided the term of the contract and conditions of renewal or extension, if any, are included in the solicitation and funds available for the first fiscal period at the time of contracting. Payment and performance obligations for succeeding fiscal periods shall be subject to the availability and appropriation of funds.

2.3.1.1 Requirements

- a) Provide Third Party Claims Administration Services for the Mississippi Department of Public Safety.
- b) A unit price shall be given for each service, and that unit price shall be the same throughout the contract.
- c) A multi-term contract will be canceled if funds are not appropriated or otherwise made available to support the continuation of performance in any fiscal period succeeding the first; however, this

does not affect either the State's right or the contractor's rights under any termination clause in the contract.

- d) The Procurement Officer must notify the contractor on a timely basis that the funds are or are not available for the continuation of the contract for each succeeding fiscal period.
- e) A multi-term contract may be awarded to bidder who submit the lowest and best bid. To determine which bid(s) are the lowest, MDPS will take the sum of each bidder subtotal price. Since bid is being awarded to lowest and best bid(s), Bidders must bid on all items. Failure to bid on all items will be cause for rejection of bid.

SECTION 3

3.1 Insurance

The successful vendor shall maintain at least the minimum level of worker's compensation insurance, comprehensive general liability or professional liability insurance, with minimum limits of \$1,000,000.00 per occurrence. All workers' compensation, comprehensive general liability, professional liability insurance and fidelity bond insurance will provide coverage to the MS Department of Public Safety as an additional insured. The MS Department of Public Safety reserves the right to request from carriers, certificates of insurance regarding the required coverage. Insurance carriers must be licensed or hold a Certificate of Authority from the Mississippi Department of Insurance. The vendor shall be prepared to provide evidence of required insurance upon request by the MS Department of Public Safety at any point during the contract period and should consult with legal counsel regarding its obligations.

SECTION 4

4.1 Bid Evaluation

Bids will be evaluated based on the requirements set forth in 3160004131, which may include criteria to determine acceptability such as inspection, testing, quality, workmanship, delivery, and suitability for a particular purpose. Those criteria that will affect the bid price and be considered in evaluation for award shall be objectively measurable where possible. This Invitation for Bids sets forth the evaluation criteria to be used. No criteria will be used in an evaluation that is not set forth in this Invitation for Bids. Only bidders who are found responsive and responsible will have their bids considered.

4.1.1 Responsive Bidder

Bidders must submit bid which conforms in all material respects to this Invitation for Bid, 3160004131, as determined by the MS Department of Public Safety.

4.1.2 Minimum Qualifications to be Deemed Responsive

Bidders must have been in business and have provided Third Party Administration (TPCA) services similar in requirements and scale to those described in this Invitation for Bid for a minimum of five (5) years and currently provide workers' compensation TPCA services to at least one large client with 1,000 or more employees.

Bidders must maintain a pool of qualified workers to fill the requests from MDPS. At the minimum, the Claims manager that will be assigned to this account must have a minimum of ten (10) years of experience in investigation, evaluation and settlement negotiation of workers' compensation claims, as well as a minimum of five (5) years claims supervisory experience in workers' compensation. Please include with your bid resumes of key staff members.

The bidders must provide three references that the vendor has contracts with providing the same scope of services. One of the references must be for a large client with 1,000 or more employees.

By submitting a bid, the bidders certify that it is registered to do business with the Mississippi Secretary of State or, if not already registered, that it will do so within seven (7) business days of being notified by MDPS that it has been placed on the preapproved list.

4.1.3 Minimum Qualifications

These minimum qualifications are in addition to a minimum score of seven on the Reference Score Sheet (*Attachment E*) from reference interviews by the MS Department of Public Safety with three bidder/contractor references (for a total minimum score of (twenty-one), as well as all other requirements of this Invitation for Bids. (*See Attachments C and E*)

4.1.4 Nonconforming Terms and Conditions

A bid response that includes terms and conditions that do not conform to the terms and conditions in the bid document is subject to rejection as non-responsive. The MDPS reserves the right to permit the respondent to withdraw nonconforming terms and conditions from its bid response prior to a determination by the MDPS of non-responsiveness based on submission of nonconforming terms and conditions.

4.1.5 Conditioning Bid Upon Other Awards

Any bid which is conditioned upon receiving award of both the particular contract being solicited and another Mississippi contract shall be deemed non-responsive and not acceptable.

4.1.6 Bid Submission Format

The bid package must be sealed and must contain the following:

- Bid Cover Sheet (**Attachment A**)
- Bid (**Attachment B**)
- References (**Attachment C**)
- Certifications and Assurances (**Attachment D**)

- Resume of Key Staff Members

4.1.7 Responsible Bidder

Bidders must have capability in all respects to perform fully the contract requirements and the integrity and reliability which will assure good faith performance, as determined by MS Department of Public Safety.

4.1.8 References

Each bidder must furnish a listing of **at least** three trade references along with the contact person, address, and phone number for each. These references must be familiar with the bidder's abilities in the areas involved with this solicitation. The MS Department of Public Safety will use these references to determine the bidder's ability to perform the services. It is the responsibility of the bidders to ensure that the reference contact information is correct and current. Bidders should verify before submitting their bid that the contact person and phone number are correct for each reference. The bidders may submit as many references as desired. The MS Department of Public Safety will begin contacting references at the top of the list and will continue down the list until three contacts have been reached.

References must be listed on **Attachment C**.

4.2 Bid Opening

Bid opening will be open to the public; however, this will include opening, reading aloud, and listing the bid price on each bid only. No discussions will be entered into with any bidder as to the quality or provisions of the specifications and no award will be made, either stated or implied at the bid opening.

Due to COVID-19, please notify Sonya Toaster or Betsy Toles by February 25, 2021 via email if you are planning to attend the bid opening so that we can make preparations.

4.3 Award

The MDPS intends to award one contract. The contract will be awarded to the lowest responsible bidder that meets the requirements and criteria set forth in this Invitation for Bids within [7] business days.

4.3.1 Notification

All participating vendors will be notified of the MS Department of Public Safety's intent to award a contract. In addition, the MS Department of Public Safety will identify the selected vendor. Notice of award is also made available to the public.

4.3.2 Contract Management

If the Contractor fails to adhere to the third party claims administration service schedule, or if the Contractor fails to satisfactorily provide the prescribed service to all or any service area, the Contracting Agency will inform the Contractor, and the Contractor shall complete corrective action within twenty-four (24) hours. No payment shall be made to the Contractor

until all deficiencies have been corrected. If the Contractor exhibits a pattern of non-performance as shown by repeated deficiencies, the Contracting Agency may terminate the contract without further obligation to the Contractor.

SECTION 5

5.1 Post-Award Vendor Debriefing

Bidders, successful or unsuccessful, may request a post-award debriefing, in writing, by U.S. mail or electronic submission. The written request must be received by the Commissioner of the MS Department of Public Safety and a copy submitted to the Procurement Division within three (3) business days of notification of the contract award. A post-award debriefing is a meeting and not a hearing; therefore, legal representation is not required. A debriefing typically occurs within five (5) business days of receipt of the request. If bidders prefer to have a legal representative present, the bidders must notify the Commissioner of the MS Department of Public Safety in writing and identify its attorney by name, address and telephone number. The MS Department of Public Safety will schedule and/or suspend and reschedule the meeting at a time when a Representative of the Office of the Mississippi Attorney General or a Representative of the MS Department of Public Safety's Legal Division can be present.

For additional information regarding Post-Award Debriefing, as well as the information that may be provided and excluded, please see Section 7-113 through 7-113.01, Post- Award Vendor Debriefing, of the *Office of Personal Services Contract Review Rules and Regulations*.

5.2 Protest of Award

Any actual or prospective bidder or contractor who is aggrieved in connection with this solicitation or the outcome of the Invitation for Bids may file a protest with the Commissioner of the MS Department of Public Safety. The protest shall be submitted on or before March 23, 2021 at 5:00 p.m. local time, in writing after such aggrieved person or entity know or should have known of the facts giving rise thereto. All protests must be in writing, dated signed by the bidder or an individual authorized to sign contracts on behalf of the protesting bidder, and contain a statement of the reason(s) for protest. The protesting bidder must provide facts and evidence to support the protest. A protest is considered filed when received by the Commissioner of the MS Department of Public Safety, with a copy to bid coordinator, Sonya Toaster, Betsy Toles, and via either U.S. mail, postage prepaid, or personal delivery. Protests filed after March 23, 2021 5:00 p.m. local time will not be considered.

5.3 Required Contract Terms and Conditions

Any contract entered into between a Contracting Agency and a vendor/bidder shall include the required clauses found in **Attachment F** and those required by the *Office of Personal Services Contract Review Rules and Regulations* as updated.

5.4 Optional Contract Terms and Conditions

Any contract entered into between a Contracting Agency and a vendor/bidder may have, at the discretion of the Contracting Agency, the optional clauses found in **Attachment G** and those within the *Office of Personal Service Contract Review Rules and Regulations* as updated.

5.5 Mississippi Contract/Procurement Opportunity Search Portal

This Invitation for Bids, and the questions and answers concerning this Invitation for Bids, are posted on the Contract/Procurement Opportunity Search Portal and the MDPS website www.dps.ms.gov.

5.6 Attachments

The attachments to this Invitation for Bids are made a part of this Invitation for Bids as if copied herein in words and figures.

5.7 Requirements Contract

During the period of the contract, Contractor shall provide all the service described in the contract. Contractor understands and agrees that this is a requirements contract and that the Agency shall have no obligation to Contractor if no services are required. Any quantities that are included in the scope of work reflect the current expectations of the Agency for the period of the contract. The amount is only an estimate and Contractor understands and agrees that the Agency is under no obligation to Contractor to buy any amount of the services as a result of having provided this estimate or of having any typical or measurable requirement in the past. Contractor further understands and agrees that the Agency may require services in an amount less than or in excess of the estimated annual contract amount and that the quantity actually used, whether in excess of the estimate or less than the estimate, shall not give rise to any claim for compensation other than the total of the unit prices in the contract for the quantity actually used.

ATTACHMENT A

Bid Cover Sheet

The Mississippi Department of Public Safety is seeking to establish a contract for Third Party Claims Administration Services for the Mississippi Department of Public Services. Bids are to be submitted as listed below, on or before 10:00 A.M. March 4, 2021.

PLEASE MARK YOUR ENVELOPE:

IFB 3160004131
Opening Date: March 4, 2021
Mississippi Department of Public
Safety
Attention: Sonya Toaster and Betsy Toles
1900 E. Woodrow Wilson Boulevard, 4th Floor, Room 402
Jackson, MS 39216

SEALED BID — DO NOT OPEN

Name of Company: _____

Quoted By: _____

Signature: _____

Address: _____

City/State/Zip Code: _____

Company Representative: _____

Telephone: _____

Fax: _____

E-mail: _____

FEI/FIN # (if company, corporation or partnership):	
SS# (if individual):	

In addition to providing the above contact information, please answer the following questions regarding your company:

What year was your company started?

How many years and/or months has your company been in the business of performing the services called for in this Invitation for Bids?

Please provide the physical location and mailing address of your company's home office, principal place of business, and place of incorporation.

If your company is not physically located in the region, how will you supply third party claims administration services to the Mississippi Department of Public Safety?

Is your company currently for sale or involved in any transaction to expand or to become acquired by another business entity? If yes, please discuss the impact both in organizational and directional terms.

List all licenses or permits your company possesses that are applicable to performing the services required in this Invitation for Bids.

For how many customers has your company provided third party claims administration services in the past two (2) years? Please include the dates, the size of the area maintained, and the annual amount of the billing to each customer.

What is the largest customer your company has provided third party claims administration services for in the past two (2) years? Please include the annual amount of the billing.

Describe any specific service which your company offers along with any specialized experience, certification, and/or education of your current staff.

Provide the states in which your organization is licensed to provide the services requested in this IFB.

The Department requires that the TPCA vendor shall cooperate with all other contractors of the Department in the on-going coordination and delivery of Department services and in any transfer of responsibility. Confirm you will comply with this requirement.

Does your bid assume a joint venture with other organizations? If so, specify your role and those of the other organizations. Which organization would be responsible for overall account management and direction?

The Department reserves the right to audit all records maintained by the TPCA vendor and/or its affiliates relative to the TPCA vendor's performance under this contract. At least 48 hours notice will be given to the vendor of the intent to audit. The Department shall have the right to perform financial, performance and other special audits on such records maintained by the TPCA vendor during regular business hours throughout the contract period. The TPCA vendor agrees that confidential information including, but not limited to, medical and other pertinent information relative to employees of the Department, shall not be disclosed to any person or organization for any purpose without the express, written authority from the Department. The selected TPCA vendor will make available all records, as defined by the selected auditor, for review at no cost to the Department. **Indicate your acceptance of this bid requirement and willingness to cooperate.** Any ancillary fees that may be assessed to the Department for on-site audits should be included in your proposal fee for administrative services.

Has your organization ever been involved in a lawsuit involving any area covered by this IFB? If yes, provide details including dates and outcomes.

During the past five (5) years has your organization or any employees been a party in any material criminal litigation, whether directly related to this RFP or not? If so, provide details including dates and outcomes.

For claim services provided by the office that will service the program, provide the following workers' compensation data your system captures on all clients (in total, not client specific), for 2020 calendar year.

Average number of days from date lost time claim was reported to the date claimant was contacted _____
Average length (in days) of disability per claim (exclude medical only) _____
Average paid medical cost per claim _____
Average indemnity cost per claim _____
Average number of days to pay medical bills on non-controverted claims _____
Maximum number of open lost time files handled by an adjuster _____
Number of times the Workers' Compensation Commission notified you of untimely filing of MWCC forms _____

The Department requires that administrative and medical cost containment fees be fully guaranteed for the term of the contract. Confirm that you agree to comply with this requirement. _____

Indicate your willingness to guarantee a return on investment (ROI) for any of the medical cost containment services. Describe how any proposed ROI would be measured.

Attachment B

Bid for Third Party Claims Administration Services

Company	Company Representative	Telephone

The pricing quoted must be inclusive of, but not limited to the following:

- All required insurance
- All required overhead
- All required profit
- All required transportation
- All required labor
- All required business and professional licenses, permits, fees, etc. (if any)
- Any and all other costs associated with performing the services

BID FORM

ADMINISTRATIVE SERVICES: The Department prefers a guaranteed flat bundled administration fee for Claims Administration Services. Your proposed fee for Claims Administration Services should assume the following conditions: (1) the TPCA selected will administer all claims still open as of 7/31/2021, as well as any run-out claims incurred prior to 7/31/2021.

ADMINISTRATIVE	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
ANNUAL FEE	_____	_____	_____	_____	_____

MEDICAL COST CONTAINMENT: Provide the following indirect fees for medical cost containment that are charged to claim files. If your firm does not provide a service, list as N/A. Indicate any fee not guaranteed.

Medical Cost Containment

	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
Fee Schedule Review					
Hospital Bill Review					
Inpatient Pre-Cert					
Outpatient Pre-Cert					
RN Case Management					
RN On-Site Management					
UCR Review					
Utilization Review					
Physical Therapy Pre-Cert					
Occupational Therapy					
Pre-Certification					
Pharmacy Benefit					
Management					
Other PPO Arrangements					

Medical Cost Containment (Continued)

YEAR 1 YEAR 2 YEAR 3 YEAR 4 YEAR 5

Investigation/Surveillance

Misc. Services

(List each type of service and cost)

REQUIRED REPORTS

1. Claim and Expense Report (monthly)
2. Litigation Expense Report (quarterly)
3. Subrogation and Recovery Report (quarterly)
4. State Reports (as requested)
5. Transaction Register (monthly)
6. Bank Statement Reconciliation (monthly)
7. Medical Cost Containment Loss Expense Report (quarterly)

NOTE: This is a summary of the types of reports requested by the Department. This list represents a minimum level of information needed and is not intended to be neither all-inclusive nor comprehensive.

By signing below, the Company Representative certifies that he/she has authority to bind the company, and further acknowledges on behalf of the company:

1. That he/she has thoroughly read and understands this Invitation for Bids, 3160004131, and the attachments herein;
2. That the company meets all requirements and acknowledges all certifications contained in this Invitation for Bids, 3160004131, and the attachments herein;
3. That the company agrees to all provisions of this Invitation for Bids, 3160004131, and the attachments herein;
4. That the company will perform, without delay, the services required at the prices quoted in this Attachment B; and
5. This is the best of its knowledge and belief the cost or pricing data submitted is accurate, complete, and current as of the submission date.
6. That the company has, or will secure, at its own expense, applicable personnel who shall be qualified to performed under this Invitation for Bids.

Printed Name: _____

Signature/Date: _____

Attachment C

Reference 1

Name of Company: _____
Dates of Services: _____
Contact Person/Title: _____
Address: _____
City/State/Zip: _____
Telephone: _____
Email Address: _____
Number of Employees: _____
Description of the services and quantity of work performed _____

Reference 2

Name of Company: _____
Dates of Services: _____
Contact Person/Title: _____
Address: _____
City/State/Zip: _____
Telephone: _____
Email Address: _____
Number of Employees: _____
Description of the services and quantity of work performed _____

Reference 3

Name of Company: _____
Dates of Services: _____
Contact Person/Title: _____
Address: _____
City/State/Zip: _____
Telephone: _____
Email Address: _____
Number of Employees: _____
Description of the services and quantity of work performed _____

The bidder may submit as many references as desired by submitting as many additional copies of this Attachment C, References, as needed. The Mississippi Department of Public Safety will begin contacting references at the top of the list and will continue down the list until 3 contacts have been reached. See Section 4.1.8 of this Invitation for Bids.

Attachment D

Certifications and Assurances

I/We make the following certifications and assurances as a required element of the bid to which it is attached, of the understanding that the truthfulness of the facts affirmed here and the continued compliance with these requirements are conditions precedent to the award or continuation of the related contract(s) by circling the applicable word or words in each paragraph below:

1. **REPRESENTATION REGARDING CONTINGENT FEES**

Contractor represents that it has/has not retained a person to solicit or secure a state contract upon an agreement or understanding for a commission, percentage, brokerage or contingent fee, except as disclosed in Contractor's bid.

2. **REPRESENTATION REGARDING GRATUITIES**

The bidder or Contractor represents that it has/has not violated, is not violating, and promises that it will not violate the prohibition against gratuities set forth in Section 6204 (Gratuities) of the Mississippi Public Procurement Review Office of Personal Service Contract Review Rules and Regulations.

3. **CERTIFICATION OF INDEPENDENT PRICE DETERMINATION**

The bidder certifies that the prices submitted in response to the solicitation have been arrived at independently and without, for the purpose of restricting competition, any consultation, communication, or agreement with any other bidder or competitor relating to those prices, the intention to submit a bid, or the methods or factors used to calculate price bid.

4. **PROSPECTIVE CONTRACTOR'S REPRESENTATION REGARDING CONTINGENT FEES**

The prospective Contractor represents as a part of such Contractor's bid that such Contractor has/has not retained any person or agency on a percentage, commission, or other contingent arrangement to secure this contract.

Name/Title: _____

Signature/Date: _____

ATTACHMENT E

Reference Score Sheet

TO BE COMPLETED BY MISSISSIPPI DEPARTMENT OF PUBLIC SAFETY ONLY

Bidder Name: _____

Reference Name: _____

Person Contacted, Title/Position: _____

Date/Time Contacted: _____

Service From/To Dates: _____

Able to provide third party claims administration services when an injured employee call?	Yes	No
Satisfied with the third party claims administration services provided? If no, please explain.	Yes	No
Vendor easy to work with?	Yes	No
Was the services provided completed in a timely manner?	Yes	No
Vendor listened when you had an issue and readily offered a solution? (If never had an issue, please check here _____.)	Yes	No
Would you enter into a contract with them again?	Yes	No
Would you recommend them?	Yes	No

Each “yes” is one point(s); each “no” is zero point(s). Bidder must have a minimum score of “7” from three references (total of “21” points) to be considered responsible and for its bid to be considered.

Score: _____

Do you have any business, professional or personal interest in the bidder’s organization? If yes, please explain.	Yes	No
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Called by: _____

Notes: _____

ATTACHMENT F

Required Clauses for Service Contracts Resulting from this Invitation for Bids

1. Applicable Law. The contract shall be governed by and construed in accordance with the laws of the State of Mississippi, excluding its conflicts of laws, provisions, and any litigation with respect thereto shall be brought in the courts of the State. Contractor shall comply with applicable federal, state, and local laws and regulations.
2. Availability of Funds. It is expressly understood and agreed that the obligation of the Agency to proceed under this agreement is conditioned upon the appropriation of funds by the Mississippi State Legislature and the receipt of state and/or federal funds. If the funds anticipated for the continuing fulfillment of the agreement are, at any time, not forthcoming or insufficient, either through the failure of the federal government to provide funds or of the State of Mississippi to appropriate funds or the discontinuance or material alteration of the program under which funds were provided or if funds are not otherwise available to the Agency, the Agency shall have the right upon ten (10) working days written notice to Contractor, to terminate this agreement without damage, penalty, cost or expenses to the Agency of any kind whatsoever. The effective date of termination shall be as specified in the notice of termination.
3. Compliance with Laws. Contractor understands that the MDPS is an equal opportunity employer and therefore, maintains a policy which prohibits unlawful discrimination based on race, color, creed, sex, age, national origin, physical handicap, disability, genetic information, or any other consideration made unlawful by federal, state, or local laws. All such discrimination is unlawful and Contractor agrees during the term of the agreement that Contractor will strictly adhere to this policy in its employment practices and provision of services. Contractor shall comply with, and all activities under this agreement shall be subject to, all applicable federal, State of Mississippi, and local laws and regulations, as now existing and as may be amended or modified.
4. E-Payment. Contractor agrees to accept all payments in United States currency via the State of Mississippi's electronic payment and remittance vehicle. The agency agrees to make payment in accordance with Mississippi law on "Timely Payments for Purchases by Public Bodies," which generally provides for payment of undisputed amounts by the agency within forty-five (45) days of receipt of invoice. Mississippi Code Annotated § 31-7-301 *et seq.*
5. E-Verification. If applicable, Contractor represents and warrants that it will ensure its compliance with the Mississippi Employment Protection Act of 2008, and will register and participate in the status verification system for all newly hired employees. Mississippi Code Annotated § 71-11-1 *et seq.* The term "employee" as used herein means any person that is hired to perform work within the State of Mississippi. As used herein, status verification system" means the Illegal Immigration Reform and Immigration Responsibility Act of 1996 that is operated by the United States Department of Homeland Security, also known as the E-Verify Program, or any other successor electronic verification system replacing the E-Verify Program.

Contractor agrees to maintain records of such compliance. Upon request of the State and after approval of the Social Security Administration or Department of Homeland Security when required, Contractor agrees to provide a copy of each such verification. Contractor further represents and warrants that any person assigned to perform services hereafter meets the employment eligibility requirements of all immigration laws. The breach of this agreement may subject Contractor to the following:

- a. termination of this contract for services and ineligibility for any state or public contract in Mississippi for up to three (3) years with notice of such cancellation/termination being made public;
 - b. the loss of any license, permit, certification or other document granted to Contractor by an agency, department or governmental entity for the right to do business in Mississippi for up to one (1) year; or, both
 - c. In the event of such cancellation/termination, Contractor would also be liable for any additional costs incurred by the State due to Contract cancellation or loss of license or permit to do business in the State.
6. Paymode. Payments by state agencies using the State's accounting system shall be made and remittance information provided electronically as directed by the State. These payments shall be deposited into the bank account of Contractor's choice. The State may, at its sole discretion, require Contractor to electronically submit invoices and supporting documentation at any time during the term of this Agreement. Contractor understands and agrees that the State is exempt from the payment of taxes. All payments shall be in United States currency.
7. Procurement Regulations. The contract shall be governed by the applicable provisions of the *Mississippi Public Procurement Review Board Office of Personal Service Contract Review Rules and Regulations*, a copy of which is available at 501 North West Street, Suite 701E, Jackson, Mississippi 39201 for inspection, or downloadable at <http://www.dfa.ms.gov>.
8. Stop Work Order.
- a. *Order to Stop Work:* The Procurement Officer, may, by written order to contractor at any time, and without notice to any surety, require the contractor to stop all or any part of the work called for by this contract. This order shall be for a specified period not exceeding 90 days after the order is delivered to the Contractor, unless the parties agree to any further period. Any such order shall be identified specifically as a stop work order issued pursuant to this clause. Upon receipt of such an order, Contractor shall forthwith comply with its terms and take all reasonable steps to minimize the occurrence of costs allocable to the work covered by the order during the period of work stoppage. Before the stop work order expires, or within any further period to which the parties shall have agreed, the Procurement Officer shall either:
 - i. cancel the stop work order; or,
 - ii. terminate the work covered by such order as provided in the Termination for Default clause or the Termination for Convenience clause of this contract.

- b. *Cancellation or Expiration of the Order:* If a stop work order issued under this clause is canceled at any time during the period specified in the order, or if the period of the order or any extension thereof expires, Contractor shall have the right to resume work. An appropriate adjustment shall be made in the delivery schedule or Contractor price, or both, and the contract shall be modified in writing accordingly, if:
 - i. the stop work order results in an increase in the time required for, or in Contractor's cost properly allocable to, the performance of any part of this contract; and
 - ii. contractor asserts a claim for such an adjustment within 30 days after the end of the period of work stoppage; provided that, if the Procurement Officer decides that the facts justify such action, any such claim asserted may be received and acted upon at any time prior to final payment under this contract
- c. *Termination of Stopped Work:* If a stop work order is not canceled and the work covered by such order is terminated for default or convenience, the reasonable costs resulting from the stop work order shall be allowed by adjustment or otherwise.
- d. *Adjustments of Price:* Any adjustment in contract price made pursuant to this clause shall be determined in accordance with the Price Adjustment clause of this contract.

9. Termination for Convenience

- a. *Termination.* The Agency Head or designee may, when the interests of the State so require, terminate this contract in whole or in part, for the convenience of the State. The Agency Head or designee shall give written notice of the termination to Contractor specifying the part of the contract terminated and when termination becomes effective.
- b. *Contractors Obligations.* Contractor shall incur no further obligations in connection with the terminated work and on the date set in the notice of termination Contractor will stop work to the extent specified. Contractor shall also terminate outstanding orders and subcontracts as they relate to the terminated work. Contractor shall settle the liabilities and claims arising out of the termination of subcontracts and orders connected with the terminated work. The Agency Head or designee may direct Contractor to assign right, title, and interest under terminated orders or subcontracts to the State. Contractor must still complete the work not terminated by the notice of termination and may incur obligations as are necessary to do so.

10. Termination for Default

- a. *Default.* If Contractor refuses or fails to perform any of the provisions of this contract with such diligence as will ensure its completion within the time specified in this contract or any extension thereof, or otherwise fails to timely satisfy the contract provisions, or commits any other substantial breach of this contract, the Agency Head or designee may notify Contractor in writing of the delay or nonperformance and if not cured in ten (10) days or any longer time specified in writing by the Agency Head or designee, such officer may terminate Contractor's right to proceed with the contract or such part of the contract as to which there has been delay or a failure to properly perform. In the event of termination in whole or in part, the Agency Head or designee may procure similar

supplies or services in a manner and upon terms deemed appropriate by the Agency Head or designee. Contractor shall continue performance of the contract to the extent it is not terminated and shall be liable for excess costs incurred in procuring similar goods or services.

- b. *Contractors Duties.* Notwithstanding termination of the contract and subject to any directions from the procurement officer, Contractor shall take timely, reasonable, and necessary action to protect and preserve property in the possession of Contractor in which the State has an interest.
- c. *Compensation.* Payment for completed services delivered and accepted by the State shall be at the contract price. The State may withhold from amounts due Contractor such sums as the Agency Head or designee deems to be necessary to protect the State against loss because of outstanding liens or claims of former lien holders and to reimburse the State for the excess costs incurred in procuring similar goods and services.
- d. *Excuse for Nonperformance or Delayed Performance.* Except with respect to defaults of subcontractors, Contractor shall not be in default by reason of any failure in performance of this contract in accordance with its terms (including any failure by Contractor to make progress in the prosecution of the work hereunder which endangers such performance) if Contractor has notified the Agency Head or designee within 15 days after the cause of the delay and the failure arises out of causes such as: acts of God; acts of the public enemy; acts of the State and any other governmental entity in its sovereign or contractual capacity; fires; floods; epidemics; quarantine restrictions; strikes or other labor disputes; freight embargoes; or unusually severe weather. If the failure to perform is caused by the failure of a subcontractor to perform or to make progress, and if such failure arises out of causes similar to those set forth above, Contractor shall not be deemed to be in default, unless the services to be furnished by the subcontractor were reasonably obtainable from other sources in sufficient time to permit Contractor to meet the contract requirements. Upon request of Contractor, the Agency Head or designee shall ascertain the facts and extent of such failure, and, if such officer determines that any failure to perform was occasioned by any one or more of the excusable causes, and that, but for the excusable cause, Contractor's progress and performance would have met the terms of the contract, the delivery schedule shall be revised accordingly, subject to the rights of the State under the clause entitled in fixed-price contracts, "Termination for Convenience". (As used in this Paragraph of this clause, the term "subcontractor" means subcontractor at any tier).
- e. *Erroneous Termination for Default.* If, after notice of termination of Contractor's right to proceed under the provisions of this clause, it is determined for any reason that the contract was not in default under the provisions of this clause, or that the delay was excusable under the provisions of Paragraph (4) (Excuse for Nonperformance or Delayed Performance) of this clause, the rights and obligations of the parties shall, if the contract contains a clause providing for termination for convenience of the State, be the same as if the notice of termination had been issued pursuant to such clause.
- f. *Additional Rights and Remedies.* The rights and remedies provided in this clause are in addition to any other rights and remedies provided by law or under this contract.

11. Termination Upon Bankruptcy. This contract may be terminated in whole or in part by agency upon written notice to Contractor, if Contractor should become the subject of bankruptcy or receivership proceedings, whether voluntary or involuntary, or upon the execution by Contractor of an assignment for the benefit of its creditors. In the event of such termination, Contractor shall be entitled to recover just and equitable compensation for

satisfactory work performed under this contract, but in no case shall said compensation exceed the total contract price.

12. Trade Secrets, Commercial and Financial Information. It is expressly understood that Mississippi law requires that the provisions of this contract which contain the commodities purchased or the personal or professional services provided, the price to be paid, and the term of the contract shall not be deemed to be a trade secret or confidential commercial or financial information and shall be available for examination, copying, or reproduction.
13. Transparency. This contract, including any accompanying exhibits, attachments, and appendices, is subject to the "Mississippi Public Records Act of 1983," and its exceptions. See Mississippi Code Annotated § § 25-61-1 *et seq.* and Mississippi Code Annotated § 79-23-1. In addition, this contract is subject to the provisions of the Mississippi Accountability and Transparency Act of 2008. Mississippi Code Annotated §§ 27-104-151 *et seq.* Unless exempted from disclosure due to a court-issued protective order, a copy of this executed contract is required to be posted to the Department of Finance and Administration's independent agency contract website for public access at <http://www.transparency.mississippi.gov>. Information identified by Contractor as trade secrets, or other proprietary information, including confidential vendor information or any other information which is required confidential by state or federal law or outside the applicable freedom of information statutes, will be redacted.
14. Approval Clause
It is understood that if this contract requires approval by the Public Procurement Review Board and/or the Mississippi Department of Finance and Administration Office of Personal Service Contract Review and this contract is not approved by the PPRB and/or OPSCR, it is void and no payment shall be made hereunder.
15. Acknowledgement of Amendments
Bidders shall acknowledge receipt of any amendment to the solicitation by signing and returning the amendment with the bid, by identifying the amendment number and date in the space provided for this purpose on the bid form, or by letter. The acknowledgment must be received by the Mississippi Department of Public Safety by the time and at the place specified for receipt of bids.

ATTACHMENT G

Optional Clauses for Use in Service Contracts Resulting from this Request for Bid

1. Approval. It is understood that this contract requires approval by the Office of Personal Service Contract Review Board. If this contract is not approved, it is void and no payment shall be made hereunder.
2. Confidentiality. Notwithstanding any provision to the contrary contained herein, it is recognized that Agency is a public agency of the State of Mississippi and is subject to the Mississippi Public Records Act. Mississippi Code Annotated §§ 25-61-9 *et seq.* If a public records request is made for any information provided to Agency pursuant to the agreement and designated by the Contractor in writing as trade secrets or other proprietary confidential information, Agency shall follow the provisions of Mississippi Code Annotated §§ 25-61-9 and 79-23-1 before disclosing such information. The Agency shall not be liable to the Contractor for disclosure or information required by court or required by law.
3. Debarment and Suspension. Contractor certifies to the best of its knowledge and belief, that it:
 - (1) is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transaction by any federal department or agency or any political subdivision or agency of the State of Mississippi;
 - (2) has not, within a three-year period preceding this bid , been convicted of or had a civil judgement with obtaining, attempting to obtain, or performing a public (federal, state or local) transaction or contract under a public transaction.
 - (3) has not, within a three-year period preceding this bid , been convicted of or had a civil judgement rendered against it for a violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
 - (4) is not presently indicted for or otherwise criminally or civilly charged by a governmental entity (federal, state or local) with commission of any of these offenses enumerated in paragraphs two (2) and (3) of this certification; and,
 - (5) has not, within a three-year period preceding this bid, had one or more public transactions (federal, state, or local) terminated for cause or default.
4. Force Majeure. Each party shall be excused from performance for any period and to the extent that it is prevented from performing any obligation or service, in whole or in part, as a result of causes beyond the reasonable control and without the fault or negligence of such party and/or its subcontractors. Such acts shall include without limitation acts of God, strikes, lockouts, riots, acts of war, epidemics, governmental regulations superimposed after the fact, fire, earthquakes, floods, or other natural disasters (“force majeure events”). When such a cause arises, Contractor shall notify the State immediately in writing of the cause of its inability to perform, how it affects its performance, and the anticipated duration of the inability to perform. Delays in delivery or in meeting completion dates due to force majeure

events shall automatically extend such dates for a period equal to the duration of the delay caused by such events, unless the State determines it to be in its best interest to terminate the agreement.

5. Ownership of Documents and Work Papers. Agency shall own all documents, files, reports, work papers and working documentation, electronic or otherwise, created in connection with the project which is the subject of this agreement, except for Contractor's internal administrative and quality assurance files and internal project correspondence. Contractor shall deliver such documents and work papers to Agency upon termination or completion of the agreement. The foregoing notwithstanding, Contractor shall be entitled to retain a set of such work papers for its files. Contractor shall be entitled to use such work papers only after receiving written permission from Agency and subject to any copyright protections.
6. Record Retention and Access to Records. Provided Contractor is given reasonable advance written notice and such inspection is made during normal business hours of Contractor, the State or any duly authorized representatives shall have unimpeded, prompt access to any of Contractor's books, documents, papers and/or records which are maintained or produced as a result of the project for the purpose of making audits, examinations, excerpts, and transcriptions. All records related to this agreement shall be retained by Contractor for three (3) years after final payment is made under this agreement and all pending matters are closed; however, if any audit, litigation or other action arising out of or related in any way to this project is commenced before the end of the three-year period, the records shall be retained for one (1) year after all issues arising out of the action are finally resolved or until the end of the three-year period, whichever is later.
7. Right to Audit. Contractor shall maintain such financial records and other records as may be prescribed by the Agency or by applicable federal and state laws, rules, and regulations. Contractor shall retain these records for a period of three (3) years after final payment, or until they are audited by the Agency, whichever event occurs first. These records shall be made available during the term of the contract and the subsequent three-year period for examination, transcription, and audit by the Mississippi State Auditor's Office, its designees, or other authorized bodies.
8. Severability. If any part of this agreement is declared to be invalid or unenforceable, such invalidity or unenforceability shall not affect any other provision of the agreement that can be given effect without the invalid or unenforceable provision, and to this end the provisions hereof are severable. In such event, the parties shall amend the agreement as necessary to reflect the original intent of the parties and to bring any invalid or unenforceable provisions in compliance with applicable law.

9. Waiver. No delay or omission by either party to this agreement in exercising any right, power, or remedy hereunder or otherwise afforded by contract, at law, or in equity shall constitute an acquiescence therein, impair any other right, power or remedy hereunder or otherwise afforded by any means, or operate as a waiver of such right, power or remedy hereunder or otherwise afforded by any means, or operate as a waiver of such right, power, or remedy. No waiver of or modification to any term or condition of this agreement will void, waive, or change any other term or condition. No waiver by one party to this agreement of a default by the other part will imply, be construed as or require waiver of future or other defaults.