

REQUEST FOR PROPOSAL

1/15/2020

CONTRACT FOR PROFESSIONAL SERVICES

MDOT Workers' Compensation Claims Administrative Services
Project Number: 502461-103000
Statewide

**Issuing Office
Mississippi Department of Transportation
P. O. Box 1850
Jackson, Mississippi 39215-1850**

Table of Contents

PART 1: GENERAL INFORMATION FOR CONSULTANT(s)3
PART 2: INFORMATION REQUIRED/SELECTION CRITERIA11
PART 3: PROJECT DESCRIPTION16

**PART 1:
GENERAL INFORMATION FOR CONSULTANT(s)**

I. Purpose

This Request for Proposal (RFP) is intended to provide interested consulting firms (hereinafter referred to as CONSULTANT(s)) with sufficient information for the preparation and submission of a proposal (hereinafter referred to as PROPOSAL) for consideration by the Mississippi Transportation Commission (hereinafter referred to as the COMMISSION). The services requested consist of the following:

Assist MDOT with workers' compensation claims administration, managed care, and network services, statewide (hereinafter referred to as the PROJECT).

II. Issuing Office

This RFP is issued by the Mississippi Department of Transportation (MDOT) on behalf of the COMMISSION. CONSULTANT(s) submitting PROPOSALS must comply with the instructions in this RFP, Legal Ad, and any addenda. The issuing office is identified below:

Stephen Rone
Mississippi Department of Transportation
Consultant Services Unit
P.O. Box 1850
Jackson, Mississippi 39215-1850
Or e-mail Stephen Rone
srone@mdot.ms.gov

III. Intent of the COMMISSION

The intent of the COMMISSION is to negotiate a Contract for Professional Services with the most qualified CONSULTANT to provide the services specified herein.

IV. The Selection Process

Selection of a CONSULTANT will be based on the criteria established in this RFP and/or any addenda. CONSULTANT(s) **shall not** submit any cost or price information with their PROPOSALS. CONSULTANT(s) for this RFP should submit complete PROPOSALS sufficient for final selection of the most qualified firm. The MDOT will then select the most qualified firm based on the criteria. The MDOT reserves the right to select the CONSULTANT for negotiations using one of the following methods:

- A. Final ranking of all PROPOSALS based on the initial response to this RFP, or
- B. Selection of a *Short List* of at least two (2) and not more than five (5) qualified CONSULTANTS, if available. CONSULTANTS on the *Short List* will then be asked to make presentations and/or provide additional information to the appropriate MDOT staff. The *Short-listed* CONSULTANTS will be notified by a written letter. The letter will provide all pertinent information necessary to prepare for the presentation and/or request for additional information. If this *Short List* method is

used, final ranking will be made after the Selection Committee evaluates the *Short-listed* CONSULTANTS.

Once the most qualified firm is selected, MDOT will enter into negotiations for a sound scope, costs, and a schedule. The MDOT will draft a contract for the most qualified CONSULTANT to execute based on the description of work established in this RFP and/or any addenda. If MDOT is unable to negotiate a contract with the selected CONSULTANT at a fair and reasonable cost, then MDOT may select the next most qualified firm on the selection list until a contract has been executed. In addition, time is of the essence in negotiation and execution of the contract from the selected CONSULTANT. If the selected CONSULTANT does not execute the contract or is unable to meet any contractual requirements within 15 days of receipt, then MDOT may select the next most qualified firm on the selection list until a contract has been executed.

The MDOT reserves the right to request additional information with any party at any time prior to final contract execution.

The MDOT reserves the right to obtain references from any source listed in the PROPOSAL and any other source deemed appropriate for any of the requirements/criteria listed in this RFP.

V. Type of Contract

The contract shall utilize a **cost plus fixed fee, labor hour/unit cost or lump sum/firm fixed payment method to include a maximum “not to exceed” amount**. The contract will include all appropriate federal contract provisions in accordance with 49 CFR Part 18, and 23 CFR 172 as revised. The contract will provide general terms and conditions for performance of services, as well as specific instructions for fees, billing, payment, and other related items.

After the most qualified CONSULTANT is selected by the MDOT, costs will be negotiated between the most qualified CONSULTANT and MDOT for all necessary services provided to MDOT in support of this PROJECT. Direct Expenses may be reimbursable and will count towards the “not to exceed” amount negotiated as part of the contract.

An example of a typical MDOT professional services contract template may be found on the website at the web link indicated below. The template will be identified as “Workers’ Compensation Contract Template.”

https://mdot.ms.gov/portal/consultant_services_unit_documents#c1427

All written questions regarding this contract template shall be e-mailed to the below addressees no later than **the date and time indicated in Part 1, Section XXIII. Procurement Schedule**.

Stephen Rone
srone@mdot.ms.gov
and copy (Cc)
Maggie Brown
mabrown@mdot.ms.gov

MDOT may update this contract template throughout the procurement process. MDOT intends to post the final contract template for this PROJECT to the website indicated above no later than **the date indicated in Part 1, Section XXIII. Procurement Schedule.** Contract terms after this date are non-negotiable; however, MDOT reserves the right to modify the contract terms at its discretion.

The COMMISSION intends to utilize this template in order to execute a contract with the selected CONSULTANT.

NOTE: This RFP document does not and is not intended to include or address every item that will be included or addressed in the contract for professional services. The contract template should be reviewed by the interested CONSULTANT for these purposes.

VI. Rejection of PROPOSALS and/or Discontinuance of Contract Execution

The COMMISSION reserves the right to reject any and all PROPOSALS and/or to discontinue contract execution or contract negotiations with any party at any time prior to final contract execution.

VII. Costs Incurred by CONSULTANT Prior to Execution of a Contract

The COMMISSION shall not be liable for any costs incurred by any CONSULTANT prior to the execution of a contract by all parties. Furthermore, the COMMISSION shall not be liable for any costs incurred by the CONSULTANT under the contract prior to the effective date of the MDOT Project Director's Notice to Proceed.

VIII. Addenda to and/or Questions about the RFP

Only written requests by e-mail to the below addressees will be considered.

Stephen Rone
srone@mdot.ms.gov
and copy (Cc)
Maggie Brown
mabrown@mdot.ms.gov

No requests for additional information or clarification directed to any other MDOT office, consultant, or employee will be considered. All responses to written questions and addenda will be in writing and will be posted to the MDOT website indicated below:

https://mdot.ms.gov/portal/legal_advertisements

CONSULTANTs shall be solely responsible for checking the website for updates. The MDOT will not be responsible for any oral exchange or any exchange of information that occurs outside the official process specified herein.

All written questions shall be e-mailed to the above addressees no later than **the date and time indicated in Part 1, Section XXIII. Procurement Schedule.**

MDOT intends to post written answers for this RFP to the website indicated above no later than **the date and time indicated in Part 1, Section XXIII. Procurement Schedule.**

IX. Pre-proposal Meeting

A pre-proposal meeting will not be held for this RFP.

X. CONSULTANT Submission

To be considered, **five (5) copies and one (1) CD/flash drive containing electronic PDF file(s)** of the CONSULTANT's PROPOSAL must be received by **the date and time indicated in Part 1, Section XXIII. Procurement Schedule.** at the office of the MDOT Consultant Services Unit, addressed to Stephen Rone, 10th floor, Mississippi Department of Transportation Building, 401 North West Street, Jackson, Mississippi 39201.

PROPOSALS received after this date and time may be deemed non-responsive.

XI. PROPOSALS

To be considered, CONSULTANT(s) must submit a complete response to this RFP and any addenda, addressing those requirements provided in Part 2 of this RFP. No other distribution of PROPOSALS should be made by the CONSULTANT. **The original and all required copies of the PROPOSAL should be signed by an official authorized to bind the CONSULTANT to its provisions.**

The CONSULTANT should mark any and all pages of the PROPOSAL considered to be proprietary information which may remain confidential in accordance with Mississippi Code Annotated 25-61-9 and 79-23-1 (1972, as amended). Each page of the PROPOSAL that the CONSULTANT considers trade secrets or confidential commercial or financial information should be on a different color of paper than non-confidential pages and be marked in the upper right hand corner with the word "CONFIDENTIAL." Failure to clearly identify trade secrets or confidential commercial or financial information will result in that information being released subject to a public records request.

XII. Economy of Preparation

PROPOSALS should be prepared simply and economically, providing a straightforward, concise description of the CONSULTANT's ability to meet the requirements of the RFP and any addenda.

XIII. Prime Consultant Responsibilities

The selected CONSULTANT will be required to assume responsibility for all services offered in the PROPOSAL whether or not these services are produced directly by the CONSULTANT or through subconsultant(s). Furthermore, the **COMMISSION** will consider the CONSULTANT selected to be the sole point of contact with regard to contractual matters, and the MDOT retains the right to approve or disapprove all proposed subconsultant(s). CONSULTANT(s) responding to this RFP should identify all proposed partners and subconsultant(s).

Any partners and subconsultants are to remain for the duration of the contract, and changes cannot be made without prior MDOT approval. Modifications of partner(s) and subconsultant(s) are discouraged and are subject to MDOT's approval. MDOT will not approve requests for modification without justification to MDOT's satisfaction.

Under no condition will the selected CONSULTANT be allowed to sublet or subcontract more than 60% of the work required under the contract. It is clearly understood and agreed that specific projects or phases of the work may be sublet or subcontracted in their entirety provided that the selected CONSULTANT performs at least 40% of the overall contract with its own forces.

The selected CONSULTANT must be registered with the Mississippi Secretary of State's Office to do business in the State of Mississippi prior to contract execution. Failure to comply with this requirement within 30 days of selection notification may result in failure to execute a contract with the selected CONSULTANT. MDOT may then reject the selected CONSULTANT for the duration of this process and negotiate a contract with the next most qualified CONSULTANT on the list until the contract has been executed. Additional requirements may apply as identified in Part 2 of this RFP.

XIV. Disclosure of PROPOSAL Contents

All materials submitted in response to this RFP shall become the property of the **COMMISSION** and may be returned only at the **COMMISSION**'s option. All information submitted in response to this RFP shall be subject to disclosure under the Mississippi Public Records Act and any other applicable law.

XV. Nondiscrimination Requirement

By submitting a response to this RFP, the CONSULTANT agrees that it understands that the **COMMISSION** is an equal opportunity employer. It is the policy of the **COMMISSION** to comply with all applicable portions of Title VI of the Civil Rights Act of 1964, which prohibits unlawful discrimination based on race, color, creed, sex, age, national origin, physical handicap, or disability. The proposed contract will require that the CONSULTANT and all subconsultant(s) agree to strictly adhere to this policy in all employment practices and provision of services.

In the event the CONSULTANT performs work for the **COMMISSION** that involves the selection of a site or location of a facility, the CONSULTANT shall utilize criteria or methods of selection which consider the impacts and benefits of the facility on persons without discrimination because of their race, color, religion, sex or national origin. The criteria and methods shall be designed to include proactive measures for obtaining citizen participation from persons of all applicable races, colors, religions, sexes and national origins.

XVI. Disadvantaged Business Enterprise (DBE) Goal

The DBE goal for this PROJECT is **0%**. The CONSULTANT shall exercise all necessary and reasonable steps to ensure that participation is equal to or exceeds the contract goal. CONSULTANTS may visit MDOT's website, www.gomdot.com, to view a complete list of "Certified DBE Firms" which have been certified as such by the Mississippi Department of Transportation and other Unified Certification Partners

(UCPs). The DBE firm must be on the Department's list of "Certified DBE firms" as listed on MDOT's website, www.gomdot.com and approved by MDOT to count towards meeting the DBE goal.

XVII. Notification of Selected CONSULTANT(s)

The selected CONSULTANT(s) for both the "Short-List" (if necessary) and the final selection will be notified in writing of their status by the MDOT. The CONSULTANT(s) whose PROPOSALS are not selected will be notified in writing of the name of the selected CONSULTANT(s) at the same time.

XVIII. Debriefing Request(s)

If a CONSULTANT opts to request a debriefing following the announcement of the selected CONSULTANT, the CONSULTANT shall send an e-mail to the below addressees within two (2) weeks of the distribution of the notification letter of the selected CONSULTANT. Any debriefings shall have no more than two (2) CONSULTANT representatives present and shall be limited to the merits of the individual CONSULTANT's PROPOSAL.

Stephen Rone
srone@mdot.ms.gov
and copy (Cc)
Maggie Brown
mabrown@mdot.ms.gov

XIX. Contract Administration

The CONSULTANT's contract will be administered by the MDOT. All payments will be made to the contracted Prime CONSULTANT by the MDOT. The Prime CONSULTANT will be responsible for all payments to its partners and/or subconsultant(s).

XX. Conflict of Interest

CONSULTANTS shall provide information concerning potential conflicts of interest and disclose all relevant facts concerning any past, present, or currently planned interests which may present a conflict of interest. Examples of potential conflicts of interest include relationships or situations which would impair the CONSULTANT's judgment on the job, impair the ability to perform, or allow the CONSULTANT an unfair competitive advantage. The CONSULTANT shall state how its interests or those of its chief executives, directors, individuals, or subconsultants for this contract may result in, or could be viewed as, a conflict of interest. Furthermore, the CONSULTANT shall describe actions taken, or proposed to be taken, to mitigate stated conflicts or potential conflicts.

The responsibility of the CONSULTANT to disclose a conflict of interest if one is discovered is ongoing, prior to award and throughout the contract period. The CONSULTANT agrees that, if a conflict of interest is discovered, the CONSULTANT must make an immediate and full disclosure to MDOT that includes a description of the action that the CONSULTANT has taken or proposes to take to avoid or mitigate such conflict.

If no potential conflict of interest exists, the CONSULTANT should indicate so in the cover letter to the PROPOSAL.

XXI. Suspension and Debarment

The Prime CONSULTANT shall ensure that it and any subconsultants are not suspended or debarred as specified in 2 CFR 1200 and 2 CFR 180.

XXII. Key Personnel Modifications

Key Individuals and team members, as identified in the organizational chart, are to remain for the duration of the contract and changes cannot be made without prior MDOT approval. Modifications of Key Individuals are discouraged. MDOT will not approve requests for modification without justification. Examples of justification include death of a Key Individual, changes in employment status, bankruptcy, inability to perform, organizational conflict of interest, or other such significant cause. In order to secure MDOT's approval prior to execution of the contract, the CONSULTANT shall e-mail the below addressees:

Stephen Rone
srone@mdot.ms.gov
and copy (Cc)
Maggie Brown
mabrown@mdot.ms.gov

The request shall include:

- A. The nature of the desired change;
- B. The reason for the desired change;
- C. A statement of how the desired change will meet the required qualification for the position/responsibility; and
- D. A copy of the individual's resume for review.

MDOT will review the justification and resume of the Key Personnel and determine whether the modification is appropriate and notify the CONSULTANT. Failure to receive approval for any modification in personnel may result in termination of negotiations.

XXIII. Procurement Schedule

The following schedule identified below lists the projected dates for the procurement of this contract.

<u>Procurement Schedule</u>	
Advertisement dates for legal notice	January 15 th and January 22 nd , 2020
Deadline for CONSULTANTS' written questions	January 29 th , 2020, 5:00 p.m.
*Answering of written questions/ posting of final contract template	*February 5 th , 2020
Deadline for delivery of PROPOSALS	February 13 th , 2020, 5:00 p.m.
*Selection of qualified CONSULTANT(s)	*April 2020
*Contract Execution	*July 1 st , 2020

***Approximate dates only**

Note: All times are Central Time.

MDOT intends to execute a 3 year contract with the selected CONSULTANT with options for renewal.

**PART 2:
INFORMATION REQUIRED/SELECTION CRITERIA**

I. Format for PROPOSAL

To be considered, the PROPOSAL must respond to all requirements of this RFP, the Legal Ad, and any addenda. The recommended PROPOSAL length should not exceed 25 pages, exclusive of appendices. The resumes (which should not exceed two pages per individual in length), certifications/licenses, and any information not relevant to the requirements or criteria should be included in the appendices. The CONSULTANT's cover letter, table of contents, any summaries and introductions, team organizational chart, past performance information, and any other responses to the evaluation criteria indicated in Part 2, Section III of this RFP should be included in the 25 pages. Any information beyond the recommended 25-page maximum, exclusive of appendices, may not be considered. Pages should be numbered, single-spaced, one-sided, 8.5 inches by 11 inches with margins of at least one inch on all four sides. No more than five pages may be 11 inches by 17 inches, but they will count as two sheets each against the recommended 25-page maximum. Information within the recommended 25-page maximum of the PROPOSAL should be complete and sufficient in scope for the selection committee to evaluate the CONSULTANT. Also, all text information in the recommended 25-page maximum should be shown in a readable font, size 12 points or larger. Headers, footers, charts, and other graphics may be provided in a different font type and size providing they are legible. Tabs are recommended and are not counted as part of the recommended 25-page maximum.

The overall quality of the PROPOSAL will be evaluated. This will include, but will not be limited to, overall layout and readability of the submittal, organization and comprehensiveness of the content, conformance with formatting guidelines above, and any other characteristics of the PROPOSAL that increase the quality of the document. CONSULTANTS are encouraged to thoroughly address and adhere to the recommendations and/or preferences of the PROPOSAL for the highest-quality response. Failure to provide any of the information in the appropriate location indicated or adhere to the recommendations and/or preferences may adversely affect the CONSULTANT's score.

II. Requirements and Instructions for PROPOSAL submission

CONSULTANT(s) interested in providing these services may indicate so by furnishing MDOT with **five (5) copies and one (1) CD/flash drive containing electronic PDF file(s)** of a PROPOSAL as referenced in Part 1, Section X of this RFP. The CONSULTANT should divide their PROPOSAL into the following sections as listed below, clearly separated by tabs; however, resumes, certifications/licenses, and other information not relevant to these requirements and/or preferences should be included in the appendices as indicated above. **CONSULTANTS should address each of the following categories in their PROPOSAL in the same order as listed below.** MDOT reserves the right to obtain references from any source listed in the PROPOSAL and any other source deemed appropriate for any of the information listed in this RFP. The quality of the PROPOSAL will be considered when evaluating the CONSULTANT's PROPOSAL. The PROPOSAL should provide at a minimum the following information:

A. Provide a Cover Letter/Introduction

The CONSULTANT should provide a cover letter/introduction specifying the following information:

- ✓ the description of the contract as referenced in this RFP;
- ✓ the name of the prime CONSULTANT and any of its subconsultant(s), along with the roles/responsibilities of each firm;
- ✓ the name of the individual who will be the single point of contact throughout the selection process;
- ✓ the name of the Project Manager;
- ✓ the location and address of the managing office; and
- ✓ the location and address of the office(s) that may be assigned the work (including any subconsultant(s)).

In addition, the CONSULTANT shall provide information concerning potential conflicts of interest as referenced in Part 1, Section XX of this RFP. If no potential conflict of interest exists, the CONSULTANT should indicate so in the cover letter to the PROPOSAL. The CONSULTANT must note if this is a joint venture. If selected, a joint venture must meet all contract requirements as a joint venture, including insurance requirements.

B. Past Experience

The CONSULTANT and any subconsultant(s) should provide a description of projects for similar work with MDOT, public self-insured agencies, and/or other public subdivisions, which substantiates the stated experience and practices of its company for the management of workers' compensation claims administration, performed during the past ten (10) years which qualifies the CONSULTANT and any subconsultant(s) for this work. Projects completed during the past ten (10) years are preferred. This project description should include the work related to the Project Description established in Part 3 of this RFP. The CONSULTANT and any subconsultant(s) should provide the following information at a minimum for each project:

- ✓ a description of the project, including the role/responsibility of the CONSULTANT;
- ✓ define whether the CONSULTANT was the prime or a subconsultant;
- ✓ the amount of the CONSULTANT's contract for the work they provided for the project;
- ✓ the project time frame; and
- ✓ the name and contact information of the client and the client's representative who can verify and discuss the project.

C. Approach/Methodology

The CONSULTANT should provide an approach/methodology to accomplish the services outlined in Part 3 of this RFP. The approach/methodology should identify all tasks, by number, as listed in Part 3 of this RFP, any activities, and a description of the assigned resources for the PROJECT. This approach/methodology should indicate how the CONSULTANT will respond to each task in a timely manner without sacrificing quality of work. The CONSULTANT should include any resources and software that may be utilized on the PROJECT. In addition, the CONSULTANT

should also list any mobilization activities that may be necessary to initiate any of the services listed in Part 3 of this RFP.

D. In-house capabilities and available staff

The CONSULTANT should indicate the following in its PROPOSAL:

1. The CONSULTANT should describe the firm's size and organizational structure and provide its base of operations for this PROJECT. This information should also include the number of employees and average annual revenue over the last three years of the firm and any subconsultant's firm.
2. The CONSULTANT should indicate a general description of any available staff of their firm and any subconsultant's firm that will be available to perform the services required for this PROJECT.
3. The CONSULTANT should list and describe the benefit of any resources (equipment, software, etc.) owned by any team members that may be deemed advantageous to performing the services listed in Part 3 of this RFP.
4. The CONSULTANT should provide corporate information that includes the parent corporation and any subsidiaries.
5. The CONSULTANT should describe how the team's in-house capabilities will lead to quality service in order to achieve the work described in Part 3 of this RFP.

E. Description of Staff, Organizational Chart, and Resumes

The CONSULTANT(s) should propose an appropriate and efficient quantity and quality of staff to ensure the successful completion of all work established in Part 3 of this RFP with limited MDOT support. The following information should be included in this section unless specifically stated otherwise:

1. The CONSULTANT should provide a team organizational chart that identifies Key Personnel and other relevant employees of the CONSULTANT and any subconsultant(s) for this contract as indicated below (Part 2, Section II.E.2). Key Personnel include the Project Manager. **The team organizational chart should include each individual's name, job description (for this contract), company of employment, and primary office location.** In addition, the organizational chart should be arranged in accordance with the tasks outlined in Part 3 of this RFP. The organizational chart should be tabbed and clearly defined.
2. The CONSULTANT should include the following specific information for the Key Personnel and other relevant employees listed below and reference all individuals in the organizational chart:
 - a. **Project Manager** – MDOT prefers that the CONSULTANT's Project Manager be on the permanent staff of the prime CONSULTANT and should have a minimum of seven

(7) years of project management experience related to the services requested in Part 3 of this RFP. The Project Manager will be responsible for overall project oversight. Activities of the Project Manager will include but will not be limited to establishing and administering controls to ensure the quality of deliverables, monitoring the project status, developing (with MDOT) and maintaining a detailed project work plan and schedule, and providing status reports to MDOT as requested.

- i. The CONSULTANT should provide a written summary indicating why the individual serving as the Project Manager would be the best candidate for this contract and describe how they will be engaged in this contract.
- ii. The CONSULTANT should describe up to three (3) similar projects that the Project Manager has managed (completed projects are preferred) in the last ten (10) years. The description should include, at a minimum, the following information:
 - ✓ the role and the level of work provided by the Project Manager;
 - ✓ the name of the firm with which the Project Manager was employed for the project;
 - ✓ the project time frame; and
 - ✓ the firm's contract amount.

b. **Other Relevant Employees** – Other relevant employees include any additional staff members of the CONSULTANT and subconsultant(s) who will be utilized to perform any other services in accordance with the Project Description established in Part 3 of this RFP.

- i. The CONSULTANT should define these other relevant employees and provide a chart summarizing the roles, responsibilities, years of experience, and relevant certifications for each employee relative to the services listed in the Project Description established in Part 3 of this RFP.

3. Resumes for all Key Personnel and other relevant employees as listed above and in the team organizational chart should be included in the appendix. Resumes (which should not exceed two pages per individual in length) should reflect qualifications and recent experience relevant to the Project Description established in Part 3 of this RFP. Any additional certifications/licenses should be included in the appendices.

4. Copies of any licenses/certifications (MS Adjuster's License, etc.) of the staff as listed on the organizational chart that may prove advantageous to performing the services established in Part 3 of this RFP should be provided in the appendices.

F. Location/Proximity of CONSULTANT's Office(s)

The CONSULTANT should identify the location and address of the office of the firm which will be coordinating efforts for the PROJECT. In addition, the CONSULTANT should list any other office locations where any work may take place. If subconsultant(s) will be provided, the CONSULTANT should identify their office locations where work may be provided.

III. CONSULTANT Selection Criteria

All responsive PROPOSALS received from CONSULTANT(s) will be reviewed and evaluated by the selection committee based on the selection criteria listed below. The criteria are listed in order of their relative importance to the selection committee.

- A. Past performance of the CONSULTANT (and any subconsultant) on similar projects with MDOT, public self-Insured agencies, and/or public subdivisions;
- B. Approach/methodology to accomplishing the services listed in Part 3 of this RFP;
- C. The CONSULTANT's (and any subconsultant's) in-house capabilities and available staff;
- D. Experience, performance, and qualifications of the proposed Project Manager and other relevant employees;
- E. Location/proximity of the CONSULTANT's (and any subconsultant's) office(s); and
- F. Quality of PROPOSAL.

PART 3: PROJECT DESCRIPTION

TASKS

The tasks below are not exhaustive, but are intended for the purpose of consistency in evaluation of all proposals. Additional services related to each Task which will assist with workers' compensation claims administration, managed care and network services may be incorporated in the contract.

Task 1- Bill Review

Bill review services to include administration of all bill review activities from intake to payment on all workers' compensation bills (med-only and indemnity), including determination of compensability, application of the Workers' Compensation Fee Schedule, line-item bill review, application of provider networks, and any other related services deemed necessary by MDOT.

Task 2- Claims Intake and Reporting/ Claims System Access

Provide access to an online system for intake of injury reports and adjuster functions on lost time claims. Such system should hold all injury data such that reports can be run using the data in the various fields on form B3.

Task 3- Claims Administration for Medical-Only (Non Indemnity) Claims

Administration of all non-indemnity workers' compensation claims, including intake, adjuster services, file maintenance, and any other necessary services for medical-only.

Task 4- Management on claims for which the indemnity has been paid

On those claims for which the indemnity has been paid out, including 13-J settlements, the CONSULTANT would reassume maintenance of the files.

Task 5- Medicare Agent Services/ Set Asides

This task will include maintenance of an EDI (electronic data interface) capable of meeting the federal reporting requirements (initial as well as quarterly) to the Center for Medicaid and Medicare Services as well as verification and monitoring of all workers' compensation claimants' eligibility. This task will also include the preparation of Medicare set aside analyses, the submission of set asides to CMS for approval, and any other reporting required or requested by MDOT.

Task 6- Check Writing

Check writing for all medical payments, indemnity payments, and any other payments required by MDOT for workers' compensation.

Task 7- Pharmacy Program

Administration of a pharmacy program, facilitating first fills, issuing and maintaining "permanent" pharmacy cards to claimants, pharmacy network services, and reporting.

Task 8- Utilization Review

Outpatient precertifications from intake to completion, inpatient precertifications, second-level review, peer review, and appeals.

Task 9- Case Management

Nurse Case Management, including full case management, telephonic case management, and task assignments.

Task 10- Other Services

This task will include other necessary services not part of any task above, including risk management services, miscellaneous audit and reporting functions, managed care and network services not described above, minor clerical services not associated directly with any of the above tasks, and other services necessary for the CONSULTANT to assist with the administration of workers' compensation claims.