

**CITY OF AUSTIN
PURCHASING OFFICE
PROPOSAL PREPARATION INSTRUCTIONS AND EVALUATION FACTORS
SOLICITATION NUMBER: RFP TVN0042**

I. PROPOSAL FORMAT

Proposers shall provide, in detail, the information requested below and in the order indicated. The City is seeking uniformity in the proposal presentations. Each proposal should explain in detail how you will meet and enhance requirements listed in the Scope of Work. The Proposer shall provide an Executive Summary of three (3) pages or less, which gives in brief, concise terms, a summation of the proposal. The proposal itself shall be organized in the following format and informational sequence:

A. Part I - Business Organization:

- 1) State full name and address of your organization and identify parent company if you are a subsidiary. Provide an introduction to the owners, senior partners, and key management staff. Specify who will be directly responsible for the management of the City's account.
- 2) Indicate whether you operate as a partnership, corporation, or individual. Include the State(s) in which incorporated or licensed to operate. Include the identification of work performed internally and specify all subcontracted work and the firms that will provide this work.
 - a. This must include the subcontractors you use for all forms of electronic data interface, e-bill processing, data storage, DWC reporting, Medicare reporting, scanning, optical character recognition, any entity that will process work belonging to the City of Austin.
- 3) Specific to Texas, provide a history of your business, growth, and current business location(s).
- 4) Does your firm currently have a SSAE16 Audit?

B. Part II - System Concept and Solution: Define in detail your understanding of the requirement presented in the Scope of Work of this request for proposal and your system solution. Provide all details as required in the Scope of Work and any additional information you deem necessary to evaluate your proposal.

C. Part III - Program: Describe your technical plan for accomplishing required work and compliance with State and Federal Administrations. Include a sample of reports that meet or exceed the requirements listed in Section III-B-12 of the Scope of Work, Minimum Requirements for Reports, Meetings, and Audits.

- 1) **Minimum Requirements:** Confirm you have read and will meet or exceed the Scope of Work requirements detailed in the following sections:
 - a. **Section III-B-10:** Minimum Requirements for Management Information System for the Third Party Administrator (TPA) and Utilization Review Agent (URA).
 - b. **Section III-B-11:** Provider Networks
 - c. **Section III-B-12:** Minimum Requirements for Reports, Meetings, Audits
 - d. **Section III-B-14:** Minimum General Requirements
 - e. **Section III-B-15:** Minimum Financial Requirements
 - f. **Section III-B-16:** Insurance and Bond Requirements
- 2) **TPA Specific Requirements**
 - a. How do you plan to coordinate the exchange of Data with the URA, specific subcontractors, DWC, and Medicare?

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- b. Describe length of time you have used the MIS for claim management in Texas, if the claim file documentation is a scanned image, how you capture the scanned image, if imaging includes optical character recognition, other claim file management capabilities, data captured, and information screens most utilized by adjusters. Refer to SOW Sections III-B-10 and III-B-12.
- c. Does your system track days lost, return to work dates, accurately calculate days of disability?
- d. Does your system track payments to subcontractors allocated to the claim file including preauthorization, bill review, legal, and other UR services? Please describe how this data is captured and how it will be reported to the City.
- e. Explain how the City would access the claims system, what access the City would have, and if there would be any limitations when using the system, printing, and viewing the same information the adjuster sees.
- f. What is your back-up system for your MIS to safeguard integrity and provide business continuity?
- g. Describe in specific detail your claims administration process include the enhancements your process will offer beyond the City's Scope of Work and specific to the Scope of Work reference II-A.
- h. Provide details of your plan to monitor medical diagnoses and medical procedures for relatedness to the injury and how the claim is monitored to ensure utilization of treatment and disability guidelines. Include in this section what the adjuster does when claims require a high level of management what type of sub-contractors may be utilized, and your process for obtaining MMI & IR%.
- i. Provide your plan how the Registered Nurse Dedicated to our Claim Management team will work with the adjusters.
- j. How do your procedures require and monitor for prompt and accurate indemnity payments and what time frames or actions are required of adjusters to monitor the activity of the injured employees?
- k. Describe how and when PLNs are used to limit exposures of relatedness, extent of injury, and claim compensability and include the adjuster activity involved to arrive at these decisions.
- l. Explain and provide examples how the adjuster will interact with preauthorization, bill review, and the PBM. Include in your response what responsibilities and authorities the adjuster has regarding these service partners and how and when they have knowledge of a pharmacy bill, medical bill or a preauthorization request and knowledge of the completed bill review, drug prescription, or preauthorization.
- m. Provide the expectations of adjusters when preparing files for a DWC Benefit Review Conference or a Contested Case Hearing and include what interaction the adjuster is expected to have with OIEC, DWC, the legal counsel, and the unrepresented injured employee.
- n. Provide the objectives for the Claims Supervisor and the expectations of claims supervision including adjuster support, training, and complaint management.
- o. Describe the adjuster's and supervisor's payment authority levels on medical and indemnity payments and claim count expectations for each adjuster include which adjuster will maintain DIB, SIB, LIB, Incident Only, and Subrogation files.
- p. Describe the legal services and types of professional legal support available to the adjusters. Include procedures the law firm will use to develop cases and attend hearings at the DWC. Include in this section how the law firm will meet or exceed the requirements listed in the Scope of Work section III-B-7, Legal Services.

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- q. Describe your process and procedure for the management of the Medicare Secondary Payer process and include who will investigate claim files where the Medicare Secondary Payer process identifies a beneficiary who has an injury. What is the investigation procedure and how are the outcomes documented in the claim? Include a description of the process that is triggered when a Medicare Beneficiary receives notice that because of their injury Medicare is not paying their medical bills. Do you have quality control and performance measure for this task and if so please provide a description.
- r. Provide a description of your oversight, quality control, and performance measures for the Scope of Work.
- s. Provide a statement of compliance from you and your sub-contractors with all applicable rules and regulations of Federal, State and Local governing entities. The Proposer and sub-contractors must state compliance with terms of this Request for Proposal (RFP).

3) **URA SPECIFIC Requirements**

a. **Bill Review:**

- i. Provide a detailed plan how you will coordinate the exchange of Data with the TPA, your necessary sub-contractors, and DWC?
- ii. Provide a comprehensive overview of your Management Information System with specific emphasis on the Pre-authorization and Bill Review applications.
- iii. Describe length of time you have used the MIS in preauthorization and bill review and who is responsible for up-date and service to the system. If these are separate applications or separate systems provide details on each.
- iv. Provide a detailed chart to show how data enters your preauthorization system and your bill review system. If the data is a scanned image, how do you capture the scanned image, and if imaging includes optical character recognition or if that is a separate service. Include how data enters and is received with the e-bill procedure including the work of the clearing houses, and the PBM process. Include electronic and manual entry of data.
- v. Describe your bill review system including various modules, crosswalks, treatment guideline alerts.
- vi. Explain how your system and the bill review analyst processes a bill including the application of the CCI edits, treatment guideline edits, ANSI code application, and other edits the bill may be processed through. Include in the explanation what is manual and what is automatic.
- vii. Provide a description of your bill review process and procedures from the time a bill arrives and the end result.
- viii. Demonstrate how medical bills, hospital bills, pharmacy bills, durable medical equipment bills are reviewed for relatedness to the injury, appropriate diagnosis, treatment within treatment guidelines, procedures appropriate to the accepted diagnosis, and how the claim activity and preauthorization activity is identified.
- ix. What access do supervisors and analysts have to licensed medical professionals and if complex medical or hospital bills are reviewed differently than you explained in item viii above?
- x. Provide details how you ensure timeliness, accurate data, and compliance with the DWC requirements. Include your review of the data submitted, the quality control, and performance measures in place for this activity.
- xi. Describe the overall quality control techniques and your performance measures for the bill review process.

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b. Pharmacy Benefit Management

- i. Scope of Work section III-B-5 describes the City's requirements for a PBM. Fully describe any PBM Network you propose and include the pricing structures, organization details, communication processes, and how the PBM will work with the TPA and URA and meet the Scopes requirements.
- ii. Provide any parts of the Scope that the PBM cannot meet at the time the contract is awarded.
- iii. Describe how the PBM ensures timeliness, accurate data, and compliance with the DWC requirements.
- iv. Describe the overall quality control techniques and the performance measures for the PBM process.

c. Pre-Authorization:

- i. Provide a description of the work flow from the time a request for preauthorization is received and a decision letter is delivered and include staff persons involved in the process.
- ii. Describe the different ways the pre-authorization staff will communicate with the adjusting staff and bill review staff.
- iii. Explain the requirements made of nurses and peer reviewers to ensure the utilization of the treatment guidelines and how the guidelines are utilized in the process both with the nurse and the peer reviewer.
- iv. What type of medical support is available to your pre-authorization staff?
- v. What are the case loads of your staff and how do you manage when these are exceeded?
- vi. How does your pre-authorization process consider patient specific information and conditions?
- vii. What internal mechanisms do you have in-place identifying a pre-authorization request is being made because the adjusting staff has provided the injured workers' medical provider a peer review and letter stating all treatment is outside of ODG and must be pre-authorized?
- viii. What process do you have in-place to identify a frivolous or unnecessary preauthorization request and what you do with it? Is your customer charged for this activity?
- ix. Describe your "N" drug pre-authorization process when a request is received?
- x. Describe how appeals, withdrawals, negotiated services, and IRO requests are processed and the staff who has these responsibilities.
- xi. Pre-authorization requirements are described in the Scope of Work Section III-B-4. Advise if there are any parts of that section you will not be able to meet upon award of the contract.
- xii. Does your pre-authorization department process the RURs or is that a separate unit? Describe your RUR process required in the Scope III-B-6.
- xiii. Provide details how you ensure timeliness and a quality product in compliance with the TDI UR Rules and the TDI UR Plan your organization submitted?
- xiv. Describe in detail the quality control and the performance measures utilized by your organization specific to pre-authorization.

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xv. The City's Scope section III-B-2 lists the requirements for Medical Utilization Reviews, Retrospective Utilization Reviews, Peer, RME, and DD Services. Describe the process, services, personnel, and how you will meet these requirements to produce a quality product specifically in compliance with the DWC 180 Rules and TDIs UR rules. Include your quality control and performance measures.

d. **Field Case Management and Vocations Rehabilitation**

- i. Section III-B-3 lists the details the City requires for this program. Provide a comprehensive description of the case management and vocational rehab program, staff, availability, response time, communication standards, and include whether the staff is available locally.
- ii. Describe your policy when an urgent request is received for an emergency hospitalization?
- iii. Describe the VCM initiatives and criteria for recommending VCM.

D. **Part IV - Project Management Structure:** Provide a general explanation and chart which specifies the leadership and reporting responsibilities. If use of subcontractors is proposed, identify their placement in the primary management structure, and provide internal management description and performance measures for each subcontractor. If this information has been provided elsewhere in your response, please identify where it can be found.

E. **Part V - Prior Experience:**

- 1) Describe only relevant corporate experience and individual experience for personnel who will be actively engaged in the project. Do not include corporate experience prior to 1998 and only for personnel that will be directly assigned to the contract. Clients may be contacted for verification of information and references. Include specifically your experience working with public entities.
- 2) Provide the composite total of all your Texas business as it applies to your firm in the table provided in **Exhibit G**, Experience Attachment.

F. **Part VI - Personnel:** Include names, if available, and qualifications of all professional personnel who will be assigned to this project. State the primary work assigned to each person and the percentage of time each person will devote to this work. Identify key persons by name and title. Provide resumes or job descriptions. If you have provided this information in another part of the response please state where.

G. **Part VII - Local Business Presence:** The City seeks opportunities for businesses in the Austin Corporate City Limits to participate on City contracts. A firm (Offeror or Subcontractor) is considered to have a Local Business Presence if the firm is headquartered in the Austin Corporate City Limits, or has a branch office located in the Austin Corporate City Limits in operation for the last five (5) years. The City defines headquarters as the administrative center where most of the important functions and full responsibility for managing and coordinating the business activities of the firm are located. The City defines branch office as a smaller, remotely located office that is separate from a firm's headquarters that offers the services requested and required under this solicitation. Points will be awarded through a combination of the Offeror's Local Business Presence and/or the Local Business Presence of their subcontractors. Evaluation of the Team's Percentage of Local Business Presence will be based on the dollar amount of work as reflected in the Offeror's MBE/WBE Compliance Plan or MBE/WBE Utilization Plan. Specify if and by which definition the Offeror or Subcontractor(s) have a local business presence.

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H. Part VIII - Non-Collusion, Non-Conflict of Interest, and Anti-Lobbying:

- 1) On November 10, 2011, the Austin City Council adopted Ordinance No. 20111110-052 amending Chapter 2-7, Article 6 of the City Code relating to Anti-Lobbying and Procurement. The policy defined in this Code applies to Solicitations for goods and/or services requiring City Council approval under City Charter Article VII, Section 15 (Purchase Procedures). During the No-Contact Period, Offerors or potential Offerors are prohibited from making a representation to anyone other than the Authorized Contact Person in the Solicitation as the contact for questions and comments regarding the Solicitation.
- 2) If during the No-Contact Period an Offeror makes a representation to anyone other than the Authorized Contact Person for the Solicitation, the Offeror's Offer is disqualified from further consideration except as permitted in the Ordinance.
- 3) If a Respondent has been disqualified under this article more than two times in a sixty (60) month period, the Purchasing Officer shall debar the Offeror from doing business with the City for a period not to exceed three (3) years, provided the Respondent is given written notice and a hearing in advance of the debarment.
- 4) The City requires Offerors submitting Offers on this Solicitation to provide a signed Section 0810, Non-Collusion, Non-Conflict of Interest, and Anti-Lobbying Affidavit certifying that the Offeror has not in any way directly or indirectly made representations to anyone other than the Authorized Contact Person during the No-Contact Period as defined in the Ordinance. The text of the City Ordinance is posted on the Internet at:
<http://www.ci.austin.tx.us/edims/document.cfm?id=161145>

I. **Part IX - Proposal Acceptance Period:** All proposals are valid for a period of one hundred and twenty (120) calendar days subsequent to the RFP closing date unless a longer acceptance period is offered in the proposal

J. **Part X - Proprietary Information:** All material submitted to the City becomes public property and is subject to the Texas Open Records Act upon receipt. If a Proposer does not desire proprietary information in the proposal to be disclosed, each page must be identified and marked proprietary at time of submittal. The City will, to the extent allowed by law, endeavor to protect such information from disclosure. The final decision as to what information must be disclosed, however, lies with the Texas Attorney General. Failure to identify proprietary information will result in all unmarked sections being deemed non-proprietary and available upon public request.

K. **Part XI - Authorized Negotiator:** Include name, address, and telephone number of person in your organization authorized to negotiate Contract terms and render binding decisions on Contract matters.

L. **Part XII - Cost Proposal:** Information described in the attached Cost Sheet (**Exhibit H**) is required from each Proposer. Your method of costing may or may not be used but should be described. A firm fixed price or not-to-exceed Contract is required. Ten percent (10%) of the total contractual price will be retained at end of contract until conversion, if any, is completed.

II. EXCEPTIONS:

Be advised that exceptions to any portion of the Solicitation may jeopardize acceptance of the Proposal.

III. PROPOSAL PREPARATION COSTS:

All costs directly or indirectly related to preparation of a response to the RFP or any oral presentation required to supplement and/or clarify a proposal which may be required by the City shall be the sole responsibility of the Proposer.

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IV. EVALUATION FACTORS AND AWARD

A. **Competitive Selection**: This procurement will comply with applicable City Policy. The successful Proposer will be selected by the City on a rational basis. Evaluation factors outlined in Paragraph B below shall be applied to all eligible, responsive Proposers in comparing proposals and selecting the Best Offeror. Award of a Contract may be made without discussion with Proposers after proposals are received. Proposals should, therefore, be submitted on the most favorable terms.

B. **Evaluation Factors**:

1) 100 points.

- a. **TPA Proposal** – Demonstrated capability to perform or exceed the required tasks outlined in the Scope of Work. **40 POINTS**
- b. **URA Proposal** – Demonstrated capability to perform or exceed the required tasks outlined in the Scope of Work. **30 POINTS**
- c. **Cost Proposal** – **20 POINTS**
- d. **LOCAL BUSINESS PRESENCE** (Maximum 10 points)

Team’s Local Business Presence	Points Awarded
Local business presence of 90% to 100%	10
Local business presence of 75% to 89%	8
Local business presence of 50% to 74%	6
Local business presence of 25% to 49%	4
Local presence of between 1 and 24%	2
No local presence	0

ii. The City will score proposals on the basis of item a-d above. The City may select a “short list” of Proposers based on those scores. “Short-listed” Proposers may be invited for interviews with the City. The City reserves the right to re-score “short-listed” proposals as a result of the interviews and to make award recommendations on that basis.