



CITY OF KNOXVILLE

REQUEST FOR PROPOSALS

Casualty Claims Third Party Administration

**Proposals to be Received by 11:00:00 a.m., Eastern Time
*September 26, 2022***

Submit Proposals to:
City of Knoxville
Office of the Purchasing Division
City/County Building
Room 667-674
400 Main Street
Knoxville, Tennessee 37902

Casualty Claims Third Party Administration

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City of Knoxville Request for Proposals

Property & Casualty Claims Third Party Administration

I. Statement of Intent

The City of Knoxville (“City”) is requesting proposals from Third Party Administrators to provide claim administration services for workers’ compensation, general, auto, and professional liability for both City of Knoxville and K-Trans Management, Inc., also known as, Knoxville Area Transit (“KAT”). The enclosed specifications are the basis for a contract which will be effective December 1, 2022. The City intends to award the contract for a period of three (3) years with two (2) optional one-year renewals at the same terms and conditions, upon mutual consent of both the City and the Contractor.

II. RFP Time Line

Availability of RFP	September 2, 2022
Deadline for questions to be submitted in writing to the Purchasing Division	September 12, 2022
Proposals Due Date	September 26, 2022

This timetable is for the information of submitting entities. These dates are subject to change. **However, in no event shall the deadline for submission of the proposals be changed except by written modification from the City of Knoxville Purchasing Division.**

III. Background

The City of Knoxville’s Employee Benefits and Risk Management department is exploring options for third party claim administration (“TPA”) for all casualty claims. The City’s and KAT’s casualty claims are currently self-administered by the Employee Benefits and Risk Management department. The winner of this Request for Proposal (“RFP”) will manage new claims effective **December 1, 2022** and all legacy claims effective **February 1, 2023**.

Qualified Industry Expert Required

The City of Knoxville requires a licensed full service TPA with a successful record of administering casualty claims for a self-insured, public entity, in the State of Tennessee. The City will select the TPA that most clearly demonstrates its capabilities to provide quality claims management services, the ability to continuously improve claim outcomes (i.e., positive experience, claim duration, claim results), and to serve as an extension of the Employee Benefits & Risk Management department

The selected TPA must also be recognized as an industry leader in the use of best practices and cost containment, and supply all aspects of claims management services; including but not limited to:

- new claim intake
- claims investigation
- liability and damages assessment
- compensability and coverage verification
- claim payment administration and cost control
- medical management, bill review, re-pricing and payment, utilization review

- litigation management
- settlement negotiation
- subrogation recovery
- excess reporting and recovery
- claim systems technology
- all data analytics and reports (including OSHA)
- various compliance reporting

Additionally, the selected TPA must also agree to unbundle select medical cost containment services and build customized solutions in pharmacy benefits management, medical case management, physical therapy, diagnostics, and various ancillary services.

Streamlined and Efficient Claims Processing:

The City of Knoxville requires a qualified TPA that will provide claim processing that is compliant with industry best practice, adheres to the City’s custom specifications, provides all parties with professional service and appropriate care, all while maintaining a focus on positive outcomes and managing costs.

Regulatory Compliance

The City of Knoxville requires a TPA that can fully comply with all local, state, and federal laws, while also meeting all regulatory requirements to effectively minimize any exposure to risk management through appropriate controls and reporting provisions.

Reporting/Data Analytics

The City of Knoxville requires a TPA with modernized claims management system and RMIS technology that can meet all data, analytics, compliance, and reporting needs. Additionally, TPA will be expected to measure data (incorporating metrics developed with the City) and supply access to benchmark data useful in the monitor of performance.

This RFP document provides an outline for program requirements that have been developed with the City of Knoxville. Each TPA candidate is expected to follow the specifications outlined within this RFP to design, price, and customize their proposal. Proposals are expected to highlight specific differentiators in your proposed approach for a claim management program tailored to the needs of the City.

Business Operations

Refer to [Appendix 5.1](#), for a copy of the City of Knoxville’s operational alignment and location/departamental reporting structure.

Insurance Program Summary

Below is a summary of policy info for the current term, to illustrate current coverage lines for the City of Knoxville. Detailed insurance information, including historical coverages for open claims, will be provided to the contracted TPA.

Policy	Period	Policy #	Insurer	SIR/DED	SIR/DED \$
WC	9/1/2022 – 9/1/2023	EWC009298	Midwest Employers	SIR	\$2M
Auto Liability	3/29/2022 – 3/29/2023	N1-A3-RL-0000144-00	Princeton Excess & Surplus Lines Insurance Company	SIR	\$700K
General Liability	3/29/2022 – 3/29/2023	N1-A3-RL-0000144-00	Princeton Excess & Surplus Lines Insurance Company	SIR	\$700K
Property	8/1/2022 – 8/1/2023	YU2-Z51-294469-012	Liberty Mutual Fire Insurance Company	DED	\$300M
WC	9/1/2022 – 9/1/2023	EWC009298	Midwest Employers	SIR	\$2M

Loss Summary

Estimated annual frequency based on the City's last 3 fully policy years (valued as of 6/30/22), is as follows:

Claim Classification	Estimated Annual Frequency
Workers' Compensation Incident Only	91
Workers' Compensation Medical Only	201
Workers' Compensation Lost Time	40
Auto Physical Damage	10
Auto Liability Bodily Injury	8
Auto Liability Property Damage	91
General Liability Bodily Injury	8
General Liability Property Damage	70
Professional Liability	13
Property	0
Total	532

Open claim counts, valued as of 6/30/22 are as follows:

Claim Classification	# of Open Claims
Workers' Compensation Medical Only	45
Workers' Compensation Lost Time	166
Auto Physical Damage	9
Auto Liability Bodily Injury	6
Auto Liability Property Damage	55
General Liability Bodily Injury	10
General Liability Property Damage	29
Professional Liability	25
Property	0
Total	353

Detailed loss information is available as [Appendix 5.2](#).*

***To request Appendix 5.2 (City of Knoxville Loss Run), contact the City of Knoxville's Assistant Purchasing Agent, James McKeehan at jmckeehan@knoxvilletn.gov.**

Medical bill volume, for the period of July 1, 2022 through June 30, 2022, is as follows:

State	# of Bills	In Network	Total Charges
July	258	203	\$250,692
August	176	140	\$153,032
September	152	118	\$528,423
October	226	175	\$175,817
November	190	154	\$194,289
December	220	192	\$178,081
January	243	164	\$234,680
February	158	129	\$911,424
March	227	160	\$200,702
April	177	135	\$160,847
May	158	138	\$141,206
June	142	123	\$134,360
TOTAL	2,327	1,831	\$3,263,553

IV. General Conditions

- 4.1. The following information is intended to form the basis for submission of proposals to provide casualty claims administration to the City of Knoxville.
- 4.2. This material contains general conditions for the procurement process, the scope of service requested, contract requirements, instructions for submissions of proposals, and submission forms that must be included in the proposal. The RFP should be read in its entirety before preparing the proposal.
- 4.3. All materials submitted pursuant to this RFP shall become the property of the City of Knoxville.
- 4.4. To the extent permitted by law, all documents pertaining to this Request for Proposals shall be kept confidential until the proposal evaluation is complete and a recommendation submitted to City Council for review. No information about any submission of proposals shall be released until the process is complete, except to the members of the Evaluation Committee and other appropriate City staff. All information provided shall be considered by the Evaluation Committee in making a recommendation to enter into an agreement with the selected firm.
- 4.5. Any inquiries, suggestions or requests concerning interpretation, clarification or additional information pertaining to the RFP shall be made **in writing and be in the hands of the Assistant Purchasing Agent, James McKeehan by the close of the business day on September 12, 2022.** Questions can be submitted by letter, fax (865-215-2277), or email to jmckeehan@knoxvilletn.gov. The City of Knoxville is not responsible for oral interpretations given by any City employee, representative, or others. The issuance of written addenda is the only official method whereby interpretation, clarification, or additional information can be given. If any addenda are issued to this Request for Proposals, the Purchasing Division will post them to the City's website at www.knoxvilletn.gov/bids. Submitting organizations are strongly encouraged to view this website often to see if addenda are posted. Failure of any proposer to receive such addendum or interpretation shall not relieve such Proposer from any obligation under his proposal as submitted. All addenda so issued shall become part of the Contract Documents.
- 4.6. The City of Knoxville reserves the right to (a) accept or reject any and/or all submissions of proposals; (b) to waive irregularities, informalities, and technicalities; and (c) to accept any alternative submission of proposals presented which, in its opinion, would best serve the interests of the City. The City shall be the sole judge of the proposals, and the resulting negotiated agreement that is in its best interest, and its decision shall be final. The City also reserves the right to make such investigation as it deems necessary to determine the ability of any submitting entity to perform the work or service requested. Information the City deems necessary to make this determination shall be provided by the submitting entity. Such information may include, but is not limited to, current financial statements by an independent CPA, verification of availability of equipment and personnel, and past performance records.
- 4.7. Included in the Contract Documents is an affidavit that the undersigned has not entered into any collusion with any person in respect to this qualification. The qualifier is required to submit this affidavit with the submission. Also included is the Diversity Business Program contracting packet. Submissions must indicate on the enclosed form whether or not the proposer/qualifier intends to use subcontractors and/or suppliers from one of the defined groups. Proposers/Qualifiers are advised that the City tracks use of such use, but it does not influence or affect evaluation or award.
- 4.8. Subsequent to the Evaluation Committee's review and the Mayor's recommendation of a firm(s), Knoxville City Council approval may be required before the final contract may be executed.
- 4.9. All expenses for making a submission of proposal shall be borne by the submitting entity.
- 4.10. Any submission of proposals may be withdrawn up until the date and time for opening of the submissions. **Any submission not so withdrawn shall, upon opening, constitute an irrevocable**

offer for a period of 120 days to the City of Knoxville for the services set forth in the Request for Proposals until one or more of the submissions have been duly accepted by the City.

- 4.11.** Prior to submitting their proposals, proposers are to be registered with the Purchasing Division through the City of Knoxville's online Vendor Registration system. Instructions for registering on-line are available at www.knoxvilletn.gov/purchasing. **Proposals from un-registered proposers may be rejected.**
- 4.12. NO CONTACT POLICY:** After the posting of this solicitation to the Purchasing Division's website, any contact initiated by any proposer with any City of Knoxville representative concerning this proposal is strictly prohibited, unless such contact is made with the Purchasing Division representative listed herein or with said representative's authorization. Any unauthorized contact may cause the disqualification of the proposer from this procurement transaction. Proposals must include a notarized No Contact/No Advocacy Affidavit (to be found in the "Submission Forms" section of this document).
- 4.13. INCLEMENT WEATHER:** During periods of inclement weather, the Purchasing Division will enact the following procedures with regard to solicitations and weather delays:
- If City offices are closed due to inclement weather on the date that bids/proposals/qualifications/letters of interest are due into the Purchasing Office, all solicitations due that same day will be moved to the next operational business day.
 - The City of Knoxville shall not be liable for any commercial carrier's decision regarding deliveries during inclement weather.

V. Scope of Service

5.1 Claims Administration: TPA Service & Controls

All TPA candidates must satisfy the following minimum requirements listed in the Scope of Services and be a licensed in the State of Tennessee. Please note that the City of Knoxville reserves all rights with respect to vendor selection/management. It is the expectation that TPA RFP respondents respond to the following requirements (sections 5.1a – 5.9 directly upon [Appendix 5.3](#) (CoK-TPA RFP Questionnaire), noting acceptance &/or the ability to comply and providing sufficient supporting detail. If unable to comply with any of these requirements, the TPA respondents must clearly state what requirements they are unable to meet and provide a description as to why.

- a. External claim audit: must agree to 1 quality claim audit per year, with minimum of 50 files reviewed by coverage line.
- b. Claim review: must agree to 12 (monthly) claim reviews per year.
- c. Staffing proposal: must supply a clear outline for dedicated & designated adjusters and consolidated team leadership, by jurisdiction (must illustrate all proposed options; staff bios are required where available).
- d. Staffing changes: must agree to provide the City updates on any staffing (adjusters, supervision, account management) prior to implementing changes. For instances where updates cannot be provided in advance, TPA must provide the City an update within 24hours of the change.
- e. Staffing changes: must agree to the City screening and approval of ANY new adjuster prior to placement & commencement of work on the City program.
- f. Account management: must agree to provide a designated, senior-level account manager with strong technical knowledge (i.e., WC/LIAB claims, insurance, risk management), excellent communication skill (responsiveness), pro-active reporting (updates), and accountability for operational excellence. A bio/resume of proposed account manager(s) must be included with response to this RFP.

g. Additional Communication Triggers/Requirements, as follows:

New Loss Intake	Web (primary); Phone (secondary)
Reserves	\$10,000 all lines
Settlement	\$10,000 all lines
Caseload	WC Indemnity: 125 LIAB: 125 BI, 165 PD *Designated adjusters are required. TPAs must disclose their proposed caseloads for the City in response to RFP.
Adjuster Experience	WC: 3-5 years of claims experience preferred. AL/GL: minimum of 5 years claims experience. *TPAs must disclose their average adjuster experience and current (4/1/21-3/31/22) adjuster turn-over % in response to RFP.
Denials	All WC denials will be reviewed with and issued by the City.
Recorded Statements	Will be taken on all questionable claims, including witnesses when available.
Medical Management	Use of nurse case management will require approval by the City prior to assignment or referral.
RTW	Must agree to coordinate RTW light duty within available transitional duty accommodations of the City. TPA will present limitations to individual departments and verify transitional duty accommodations.
Litigation	Must provide the City immediate notice of any notice of representation, litigation, hearing, &/or mediation. TPA must agree to work exclusively with City assigned defense counsel (internal/external).
Surveillance	Referral to investigation firms requires approval by the City prior to assignment or referral.
Subrogation	Pursuit of any third-party recovery must be approved by the City.
Expert Opinions	Referral to third party experts (including Field Adjusting, Accident Reconstruction, etc...) will require approval by the City prior to assignment.
Outcomes Metrics	Quarterly – Scorecards (reports) detailing program results Annual – Stewardship detailing program results, progress against KPIs, and outlining findings/recommendations.

5.2 Medical Bill Review, Re-pricing, and Payment

Proposer shall provide all necessary bill review services ensuring reasonableness, causal relationship, conformity to the appropriate fee schedule and/or established PPO agreements and utilization review guidelines. Proposer shall satisfy the following minimum requirements:

- a. Review all bills in accordance to State mandated timeframes for compliance with applicable fee schedules/usual customary rates and reduce or apply discounts accordingly.
- b. Ensure all bill reviews, payments with adjustment advice, notices of rejection and/or denial of liability are issued within Stated mandated timeframes.
- c. Identify and deny all duplicate billings at no charge to the City.
- d. Identify all unauthorized charges to ensure billing does not exceed parameters of injured worker's treatment plan.
- e. Deny charges for non-compensable services (treatments not required for compensable injury) or covered under claim file, at no (\$0) cost to the City.
- f. Review and properly apply discounts/credits to provider bills submitted for reconsideration, with accurate netting of both savings and resulting fees for service.
- g. Handle all provider inquiries regarding bill reductions
- h. Provide access to an outcome &/or evidenced based medical network.
- i. Must agree to work with MyMatrixx for all pharmacy benefit management.
- j. Must agree to work with the City of Knoxville onsite medical center, "The Center for occupational healthcare and include the center on all postings for initial medical and rehabilitative care (i.e., physical therapy).
- k. Provide summary detail of savings/discounts achieved, and resulting fees for service, on behalf of the City.

- l. Proposers must supply the name of all preferred Managed Care providers who will or may be asked to perform work on behalf of the TPA and the City.
- m. The City of Knoxville reserves the right to select a non-preferred Managed Care provider, should it be deemed appropriate by the City to do so, on either an individual case-by-case or program wide basis.

5.3 Medical Case Management

Proposer shall provide or arrange for case management services to assure cost effective and appropriate treatment, including ensuring continuity, appropriate intensity, quality, and accessibility of services and assurance that treatment is related to the compensable injury or illness and deter under or over utilization of healthcare resources. Medical case management shall satisfy the following minimum requirements:

- a. Must provide, maintain, and update a “medical provider” listing (&/or panels) by City department & location, describing degree of specialty, noting any requirements of the City, and include any state required language.
- b. Ensure the immediate availability &/or access to a panel of medical professionals, specialists, and treatment facilities to which injured employees should be referred for IME’s and other medical consultations. TPAs must agree to allow customization to their IME panel, based on input from the City and must also agree to adopt specialized guidelines for IME preparations (i.e., distribution of information, tailored communication for each individual case).
- c. Must provide medical panel provider postings in English and Spanish for individual City locations.
- d. Must provide input (analysis and metrics where applicable) on medical provider outcomes to assist in the selection of optimal providers.
- e. TPA must supply &/or support options for 24/7 nurse call center (with bi-lingual capabilities) that provide employees the option to speak with a registered nurse specializing in occupational injuries for triage services and/or treatment advice following an injury or referral to preferred providers.
- f. The City requires an escalation process (email and text to risk@knoxvilletn.gov) for severe injury notification (classification based on input from the City).
- g. The City must approve any/all referrals to field or telephonic nurse case managers prior to assignment.
- h. Must assist injured employees by facilitating/coordinating appropriate care to prevent minor injury claims from developing into high severity claims. TPAs must describe their decision support and early identification process for alerting adjusters to potential high severity claims.
- i. Approve or disallow service requests within mandated State timeframes & industry standards.
- j. Effective utilization review programs to determine the appropriateness, frequency, and duration of care in accordance to State Laws.
- k. All treatment denials through UR must be reviewed and approved by the City.
- l. Aggressive medical management plans will be developed and managed for high severity cases, patients whose care is expected to be a certain length of time, catastrophic medical conditions, and other highly complex cases.
- m. Access to tele-health services for continuity and access to care for those cases which qualify.
- n. Coordination of all medical management services with ancillary service providers as necessary.
- o. Proposers must supply the name of all preferred case management/utilization management providers, and their proposed services to the City.
- p. The City reserves the right to unbundle all case management services, specifically the use of telephonic, field case management, and vocational rehab services, as they might deem

5.4 Medicare Reporting

- a. Must have systems and controls that provide all claim / incident reporting required under Section III by and to Medicare at NO COST to the City.
- b. Must adhere to the City direction concerning reserving within their deductibles and retentions. Very few WC claims require reserving for lifetime medical, and lifetime medical values are often settled for much less with appropriate care planning/intervention measures.
- c. Proposers must supply the name of all preferred MSA providers who may be asked to perform work on behalf of the TPA and the City.

- d. The City reserves the right to select a non-preferred MSA provider, should it be deemed appropriate by the City to do so, on either an individual case-by-case or program wide basis.

5.5 Compliance; Administrative and Reporting Consideration

Proposer shall ensure compliance with all applicable federal and state laws and with other administrative and reporting requirements. Proposer shall satisfy the following minimum requirements:

- a. Provide the City updates and training (as necessary or required) on any change &/or proposed change in statutes, rules, and regulations that affect the City's claim management program. This must be included with recommendation for appropriate strategies to ensure compliance with such changes.
- b. Ensure all appropriate State filings are in place (EDI or hard copy form) and that the City is notified of any fees, taxes, and surcharges necessary to comply with all State requirements.
- c. Must be fully licensed and approved to administer insured &/or self-insured claims in all State of Tennessee.
- d. Must be able to provide timely support for annual self-insured reporting in the State of Tennessee.
- e. Comply with requests from the City to provide necessary data to vendors for actuarial and audit purposes.
- f. Must agree to prepare and present program results through annual stewardship meetings.
- g. Present an annual report to the City (as part of or separate to annual stewardship) addressing major trends and recommendations for program improvement. Recommendations might address issues such as cost containment, litigation management, service enhancements, or product innovations.
- h. TPAs must provide options for the City to fund claim payments, noting the City's preference would be weekly, bi-weekly, or monthly invoice, with funds pulled from our account within 5 days of receipt of invoice.
- i. Ensure that all claim information is protected in accordance with applicable laws.
- j. Must agree to partner with the City and their approved consultants on any claim program initiatives that include engagement of TPA adjusters or require time-specific targets for identified objectives.
- k. Must agree to full responsibility for excess carrier notifications based on coverage, potential exposures, and specified reporting requirements.
- l. Must provide details of and data sampling concerning your benchmarking capabilities.
- m. Must supply a copy of your claim handling best practices, in response to this RFP.
- n. TPA must agree to remain in compliance with best practices and the City custom claim handling requirements (i.e., service instructions), supplying quarterly report on internal quality results.

5.6 Litigation Management

The City of Knoxville utilizes in-house counsel (City Law Department) for all workers' compensation (City and KAT) and City liability claims and external counsel (John Lawhorn of Frantz, McConnell, and Seymour) for all claims related to KAT liability claims. The City will continue to work their work with in-house and external counsel and the selected TPA must agree to work with this arrangement. The City must be notified by the TPA of any claim that involves attorney representation, litigation, and/or filed hearing, mediation, and/or arbitration. The TPA will work closely with the City to ensure an appropriate litigation management plan. Ultimate decision-making settlement authority and case strategy remains with the City. In addition, the TPA must agree to satisfy the following litigation management minimum requirements:

- a. When requested by the City, arrange for medical/legal opinions in disputed cases, conferring with medical examiners, professional personnel, legal counsel when indicated.
- b. When directed by the City, promote informal claim resolution through direct negotiation with injured workers representatives, referring claims to the City Attorney or City appointed defense counsel when all such efforts have been exhausted.
- c. Refer litigated cases to only City approved defense counsel for the purpose of defending the City's interest before relevant courts of law, in a timely manner.

- d. In conjunction with litigation referral, the TPA will summarize the history of the case, issues in dispute, outline disability and medical payments, and distribute copies of all pertinent medical reports and documents.
- e. Work closely and maintain collaborative role in working with City Attorney and/or assigned defense counsel, providing coordination and assistance as is reasonably necessary in the preparation of litigated cases.
- f. Ensure training is completed by those adjusters who handle routine litigation matters, in coordination with defense counsel designated by the City, to establish a cooperative exchange of information that includes:
 - i. Scheduling of defense medical appointments and completion of cover letters
 - ii. File and serve medical reports.
 - iii. Summary of accurate information surrounding each claim including witness and supervisor statements, surveillance results, and identification of potential hearing witnesses.
 - iv. Clear outline of directed assignments to counsel, and monitor completion of each assignment as the litigation process continues.
 - v. Rating the level of permanent disability outlined in medical reports.
 - vi. Object to liens asserted by health insurance carriers and providers
 - vii. Support of legal efforts on subrogation matters.
- g. The TPA must agree to participate in monthly “round-table” discussions with the City Attorney’s office and Risk Management, for an abridged review of litigated &/or contested claims.

5.7 Claims Management Systems & Data

The selected TPA will utilize a claims administration information system that meets the risk management needs of the City. The RMIS shall satisfy the following minimum requirements:

- a. Supply the City with on-line access to view real-time claims data and notes, with ability to create, print or download reports seven (7) Days a week, twenty-four (24) hours a day.
- b. Must provide access to, and pricing for, access to TPA’s claim management system, including adjuster notes, to all the City (7 “full” users) and non-City users (2 WTW + 1 Onsite Care).
- c. Must supply quarterly user/usage reports, to verify access points, security levels, and ensure proper management of approved system utilization.
- d. Ability to store and manage the City portfolio of claims that occur during the contract period.
- e. Ability to effectively manage the transfer of all electronic claim files.
- f. Ability to customize reports vital to the City and its respective departmental operations:

Report Name	WC	LIAB
All Accident Report per month	X	X
Quarterly Carrier Report (all historical)	X	X
All Injuries per month	X	X
KAT Open WC claims Weekly	X	
WC Survey Mailing List	X	
Work Loss and Restricted Time	X	
Previous 12 Months Crash Data		X
NFPA Injuries	X	
NFPA Vehicle Accidents		X
KAT Liability Premium		X
KAT FY Loss Run Accidents		X

See [Appendix 5.4*](#) for samples of custom reports for the City.

***To request Appendix 5.4 (Sample Reports), contact the City of Knoxville’s Assistant Purchasing Agent, James McKeenan at jmckeenan@knoxvilletn.gov.**

- g. TPAs must supply a sample of their proposed scorecard for the City WC and LIAB programs, a draft framework for reporting program results, and plan to highlight improvement opportunities.
- h. Ability to limit and/or allow access to PII and HIPAA protected information by user type/level.

- i. Allow for predictive modelling in areas of WC and Liability, to include the following: reserve adequacy, early identification of claim severity, fraud detection, and adjuster decision support.
- j. Ability to pull reports, images, notes, and backup for bill review/reductions and for litigation management that works in conjunction with RMIS system.
- k. On-line access to all claims data via a user-friendly menu driven system.
- l. On-going user support, implementation assistance, easy to use system manuals, training, and regular documentation updates.
- m. Technical support and guidance available by telephone through a help desk operational Monday through Friday, 8:00 A.M. to 5:00 P.M. EST.
- n. Systematic management of indemnity payments to ensure timely and correct transactions.
- o. Scanning, storage, and retrieval of all documents pertaining to a claim.
- p. Appropriate quality control features to ensure data integrity and claimant confidentiality.
- q. Appropriate security features must be provided, include the following: security audits, protection by intrusion prevention and intrusion detection systems, protection of claimant's personal health information, monitoring of email and internet traffic, encrypted data via email, access restricted by user ID and password (or other similar security methods), and use of multi-factor authentication.
- r. Capability to respond to the constantly changing regulatory environment and to evolving risk management philosophies.
- s. Daily back-ups of information.
- t. Maintain a comprehensive disaster recovery, business continuity, and incident response plans to ensure no interruption to service.
- u. Ability to accept a data feed from the City's HR & Payroll data source (PeopleSoft & Unicorn HRO)
- v. Monthly tracking of OSHA recordable claims and completion of annual BLS reports.

5.8 Business References

Must supply a listing of your current, active public entity clients (TN based city government preferred) as part of your response to this RFP. Identify 2-3 clients from this listing that your company will use as business references (city government, in Tennessee preferred but not required). The City of Knoxville will not make contact to any business references without first notifying the TPA and gaining confirmation that listed references are prepared to receive a call.

In addition, the City requests that each TPA provide 1-2 references from a recently terminated customer.

5.9 Proposed Service Team

Provide a clear layout/outline (listing &/or chart) for the team members proposed to service the program by coverage, claim line, and specialization. The service team layout should be accompanied by a brief bio for each team member that will be working for the City of Knoxville.

5.10 Transition Plan

Provide a transition plan with dates and activities necessary to handle the City's new claims effective December 1, 2022. Include an overview of the process and the resources within your organization that would be a part of the transition. Legacy claims will be converted to the selected TPA with an estimated go-live of February 1, 2023. The TPA selected by the City must agree to work directly with all designated City personnel and their respective business partners (including but not limited to WTW, and current/historical carriers) through all aspects of a staggered implementation.

5.11 Cost Proposal

Provide proposals for life of contract and life of claim fees for new WC and LIAB claims, to include detail of all costs for adjoining claim services:

- a. Must provide pricing options including but not limited to life of contract and life of claim based on expected claim counts provided (Section III).
- b. Legacy claim transfer is a consideration for this RFP and as such there will be a need to quote for claim assumption/conversion. Quotes must clearly signify if assumed claim charges are a) 1 time assessment or b) subject to annual charge for claims that remain open after year 1.
- c. Please provide details on any preferred pricing for claim intake services you may offer, based on the requirements expressed by the City.

- d. Must provide fee schedule bill re-pricing on a cost per bill basis; accompanied by a proposal for any per bill with percent-of-savings after fee-schedule (provide full details of rate structure offered and clearly denote any charges for duplicate and/or denied bills).
- e. All proposers must provide a maximum percent-of-savings fee (cap to chargeable savings).
- f. An alternative quote for flat cost per bill (FS/UC & all-other savings) is encouraged from all proposers.
- g. Must itemize any pricing for Medicare Section 111 reporting (inclusive service anticipated).
- h. Indexing fees, and parameters for issuance, must be clearly expressed.
- i. Outline subrogation recovery costs – outlining specifically how subrogation will be managed (i.e., as part of dedicated adjuster staffing or a separate subrogation unit). Any cost for subrogation applied as a % of recovery, must be reflected as a net of total recovery (less associated expense) and be accompanied by a cap (fee not to exceed \$10,000).
- j. Clearly address any costs associated with the provision of self-insured state reporting.
- k. Supply an overview of OSHA services, and the costs associated with each service level offered.
- l. The City of Knoxville will award the contract for a period of three (3) years with two (2) optional one-year renewals at the same terms and conditions, upon mutual consent of both the City and the Contractor. TPAs must clearly outline any increase to pricing for multi-year terms.
- m. Include an outline of billing options available to the City (noting frequency and payment terms by # of days).
- n. Address any non-renewal, or contractual termination clauses, clearly within cost proposal.
- o. The casualty claim & incident definitions that the City of Knoxville will require prospective TPAs to follow, are outlined as follows:
 - Workers Compensation - Medical Only Claims: A medical only claim is a work-related Claim that meets the following criteria: (i) payments for either indemnity or vocational rehabilitation were not required, (ii) the Claim has not become contested or in suit, (iii) investigation to determine compensability or subrogation requirements was not required, (iv) no loss notices, captioned reports, client meetings (other than routine meetings where the claim is listed and noted) or settlement authority approvals were required, and (v) payments on the Claim have not exceeded \$3,000.

* Must include a minimum of 2 points of contact (City reporting personnel and Injured Employee) to verify basic claim level parameters (i.e., accident details, medical, work status).

 - Workers Compensation - Indemnity Claims: An indemnity claim is a Workers Compensation claim that is not a Medical Only Claim.
 - Liability Claims (LIAB): A loss / occurrence reported to, or set up by, the TPA for purpose of investigation, evaluation, and adjudication of all third-party claims for which the City of Knoxville may be legally obligated.
 - Incident - An Incident is a loss entered into the TPA system for statistical purposes only. The City of Knoxville will review all incidents to determine if/when it should become a claim.

5.12 Performance Guarantee

The City requests that all TPAs submit a performance guarantee for service models proposed. TPAs will be scored on their ability to reinforce their value proposition through a commitment to guarantee performance. All ideas are strongly encouraged and can range from implementation, satisfaction measures, compliance with best practices, staffing retention, or measurement of critical KPI. The TPA

should build proposals around those areas they believe are the most significant way to showcase their ability to positively impact the business.

5.13 Outcome Measures

As part of the RFP response, all proposers must submit outcome measures from their respective book of business (results specific to NAICS for public entity/city government) in each of the following areas:

Workers' Compensation

- Metric 1 Frequency
- Metric 2A Claim Closing Ratio (\$0 included)
- Metric 2B Claim Closing Ratio (\$0 excluded)
- Metric 3 Average Cost of Closed Indemnity Claims
- Metric 4 Average Cost of Closed Medical Only Claims
- Metric 5 Average Indemnity Paid: Closed Indemnity Claims
- Metric 6 Average ALAE Paid: Closed Indemnity Claims
- Metric 7 Average Medical Paid; Closed Indemnity Claims
- Metric 8 Medical Bill Review Results

Liability

- Metric 1 Frequency
- Metric 2A Claim Closing Ratio (\$0 included)
- Metric 2B Claim Closing Ratio (\$0 excluded)
- Metric 3 Average Cost of Closed BI Claims
- Metric 4 Average Cost of Closed PD Claims
- Metric 5 Average Loss Paid: Closed BI Claims
- Metric 6 Average Loss Paid: Closed PD Claims
- Metric 7 Average ALAE Paid: Closed BI Claims
- Metric 8 Average ALAE Paid: Closed PD Claims

Definitions and parameters for each of the metrics is outlined upon the adjoining [Appendix 5.5 \(CoK-TPA RFP METRICS\)](#). Each of the metrics must be completed using the format outlined upon the adjoining exhibit/attachment: *CoK-TPA RFP METRICS*. Failure to following the outlined definitions, parameters, and formatting can result in a disqualification as the outcome measures will be utilized as a scoring attribute in the overall RFP decision and TPA selection process.

VI. Contract Requirements

Submitting entities, if selected, must be willing to sign a contract with the City which will include certain provisions, among which are the following:

- 6.1. Contract Documents.** The contract shall consist of (1) the RFP; (2) the proposal submitted by the contractor to this RFP; and (3) the contract. In the event of a discrepancy between the contract, the RFP and the submitted proposal, the terms that provide the greater benefit to the City and/or impose the greater obligation to the contractor will prevail.
- 6.2. Administration.** The contract will be administered by the City of Knoxville Employee Benefits and Risk Management Department.
- 6.3. Invoices.** Invoices for services will be submitted to the City in accordance with the contract terms.
- 6.4. Independent Contractor.** The relationship of contractor to the City will be that of independent contractor. The contractor will be solely and entirely responsible for its acts and for the acts of its agents, employees, servants and subcontractors done during the performance of the contract. All services performed by the contractor shall be provided in an independent contractor capacity and not in the capacity of officers, agents, or employees of the City.
- 6.5. Assignment.** The contractor shall not assign or transfer any interest in this contract without prior written consent of the City of Knoxville.

6.6. ADA Compliance. With regard to the services performed under this Agreement, the Contractor will comply with all applicable requirements of the Americans with Disabilities Act, 42 U.S.C. § 12101, *et seq.* ("ADA"). The Contractor agrees that it will defend, indemnify and hold the City harmless against any and all claims, demands, suits or causes of action which arise out of any negligent and/or intentional act or omission by the Contractor, its employees, agents or representatives that violates the ADA. The Contractor agrees that the City will not be responsible for any cost or expenses arising from the Contractor's failure to comply with the ADA.

6.7. Indemnification and Hold Harmless. The successful proposer will be required to sign a contract with the City which contains the following indemnification clause. This indemnification clause will not be altered in any way. Failure to agree with this indemnification clause in the contract may result in the City moving to the next responsible responsive proposer.

Contractor shall defend, indemnify and hold harmless the City, its officers, employees and agents from any and all liabilities which may accrue against the City, its officers, employees and agents or any third party for any and all lawsuits, claims, demands, losses or damages alleged to have arisen from an act or omission of Contractor in performance of this Agreement or from Contractor's failure to perform this Agreement using ordinary care and skill, except where such injury, damage, or loss was caused by the sole negligence of the City, its agents or employees. The amount and type of insurance coverage requirements set forth in this Agreement will in no way be construed as limiting the scope of the indemnity in this section.

Contractor shall save, indemnify and hold the City harmless from the cost of the defense of any claim, demand, suit or cause of action made or brought against the City alleging liability referenced above, including, but not limited to, costs, fees, attorney fees, and other expenses of any kind whatsoever arising in connection with the defense of the City; and Contractor shall assume and take over the defense of the City in any such claim, demand, suit, or cause of action upon written notice and demand for same by the City. Contractor will have the right to defend the City with counsel of its choice that is satisfactory to the City, and the City will provide reasonable cooperation in the defense as Contractor may request. Contractor will not consent to the entry of any judgment or enter into any settlement with respect to an indemnified claim without the prior written consent of the City, such consent not to be unreasonably withheld or delayed. The City shall have the right to participate in the defense against the indemnified claims with counsel of its choice at its own expense.

Contractor shall save, indemnify and hold City harmless and pay judgments that shall be rendered in any such actions, suits, claims or demands against City alleging liability referenced above.

The indemnification and hold harmless provisions of this Agreement shall survive termination of the Agreement.

6.8. Termination. The City may terminate this Agreement at any time, with or without cause, by written notice of termination to the Contractor.

If the City terminates this Agreement, and such termination is not a result of a default by the Contractor, the Contractor shall be entitled to receive as its sole and exclusive remedy the following amounts from the City, and the City shall have no further or other obligations to the Contractor: the amount due to the Contractor for work executed through the date of termination, not including any future fees, profits, or other compensation or payments which the Contractor would have been entitled to receive if this Agreement had not been terminated.

The City may, by written notice of default to the Contractor, terminate the whole or any part of this Agreement if the Contractor fails to perform any provisions of this Agreement and does not cure such failure within a period of ten (10) days (or such longer period as the Purchasing Agent may authorize in writing) after receipt of said notice from the Purchasing Agent specifying such failure. If this Agreement is terminated in whole or in part for default, the City may procure, upon such terms and in such manner as the Purchasing Agent may deem appropriate, supplies or services similar to those terminated.

6.9. Insurance. When applicable and prior to the commencement of the contract, contractor must, at its sole expense, obtain and maintain in full force and effect for the duration of the Agreement and any extension hereof at least the following types and amounts of insurance for claims which may arise from or in connection with this Agreement. Contractor shall furnish the City of Knoxville with properly executed certificates of insurance which shall clearly evidence all insurance required by the City. All insurance must be underwritten by insurers with an A.M. Best rating of A-VIII or better. Such insurance shall be at a minimum the following:

A. Commercial General Liability Insurance; occurrence version commercial general liability insurance, and if necessary umbrella liability insurance, with a limit of not less than two million dollars each occurrence for bodily injury, personal injury, property damage, and products and completed operations. If such insurance contains a general aggregate limit, it shall apply separately to the work/location in this Agreement or be no less than \$3,000,000.

Such insurance shall:

(a.) Contain or be endorsed to contain a provision that includes the City, its officials, officers, employees, and volunteers as additional insureds with respect to liability arising out of work or operations performed by or on behalf of the Contractor including materials, parts, or equipment furnished in connection with such work or operations. The coverage shall contain no special limitations on the scope of its protection afforded to the above-listed insureds. Proof of additional insured status up to and including copies of endorsements and/or policy wording will be required.

(b.) For any claims related to this project, Contractor's insurance coverage shall be primary insurance as respects the City, its officers, officials, officers, employees, and volunteers. Any insurance or self-insurance programs covering the City, its officials, officers, employees, and volunteers shall be excess of Contractor's insurance and shall not contribute with it.

(c.) At the sole discretion of the City, dedicated limits of liability for this specific project may be required.

B. Automobile Liability Insurance; including vehicles owned, hired, and non-owned, with a combined single limit of not less than \$1,000,000 each accident. Such insurance shall include coverage for loading and unloading hazards. Insurance shall contain or be endorsed to contain a provision that includes the City, its officials, officers, employees, and volunteers as additional insureds with respect to liability arising out of automobiles owned, leased, hired, or borrowed by or on behalf of Contractor.

C. Workers' Compensation Insurance. Contractor shall maintain workers' compensation insurance with statutory limits as required by the State of Tennessee or other applicable laws and employers' liability insurance with limits of not less than \$500,000. Contractor shall require each of its subcontractors to provide Workers' Compensation for all of the latter's employees to be engaged in such work unless such employees are covered by Contractor's workers' compensation insurance coverage.

D. Professional Liability (including Errors & Omissions). Contractor shall maintain professional liability insurance covering claims arising from real or alleged errors, omissions, or negligent acts committed in the performance of professional services under this Agreement with limits equal to the general liability requirement but no less than \$2,000,000. Coverage for contingent bodily injury and property damage should be included or endorsed onto the policy.

E. Cyber Liability (first and third party) with limits not less than \$10,000,000 per claim, \$10,000,000 aggregate. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by Contractor in this agreement and shall include, but not be limited

to, claims involving infringement of intellectual property, including but not limited to infringement of copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of electronic information, release of private information, alteration of electronic information, extortion and network security. The coverage shall provide for breach response costs as well as regulatory fines and penalties and credit monitoring expenses with limits sufficient to respond to these obligations.

F. Other Insurance Requirements. Contractor shall:

- Prior to commencement of services, furnish the City with original certificates and amendatory endorsements effecting coverage required by this section and provide that such insurance shall not be cancelled, allowed to expire, or be materially reduced in coverage except on 30 days' prior written notice to the City Attorney of Knoxville; P.O. Box 1631; Knoxville, Tennessee 37901. Proof of policy provisions regarding notice of cancellation will be required.
- Upon the City's request, provide certified copies of endorsements and policies if requested by the City in lieu of or in addition to certificates of insurance. Copies of policies will only be requested when contracts are deemed to be extremely or uniquely hazardous, include a dollar amount that is significant to the overall budget of the City or a City Department, or the coverage(s) may not follow standard insurance forms. A policy will only be requested after the City's Risk Manager has reviewed the contract and proof of coverage has been provided. Should the certificate of insurance refer to specific coverage wording or endorsements(s), proof of such policy wording or endorsement(s) will be required.
- Replace certificates, policies, and endorsements for any such insurance expiring prior to completion of services.
- Maintain such insurance from the time services commence until services are completed. Failure to maintain or renew coverage or to provide evidence of renewal may be treated by the City as a material breach of contract.
- If Contractor cannot procure insurance through an insurer having an A.M. Best rating of A-VIII, Contractor may, in the alternative, place such insurance with insurer licensed to do business in Tennessee and having A.M. Best Company ratings of no less than A. Modification of this standard may be considered upon appeal to the City Law Director.
- Require all subcontractors to maintain during the term of the Agreement Commercial General Liability insurance, Business Automobile Liability insurance, and Workers' Compensation/Employer's Liability insurance (unless subcontractor's employees are covered by Contractor's insurance) in the same manner as specified for Contractor. Contractor shall furnish subcontractors' certificates of insurance to the City without expense immediately upon request.
- Large Deductibles; Self-Insured Retentions. Any deductibles and/or self-insured retentions greater than \$50,000 must be disclosed to and approved by the City of Knoxville prior to the commencement of services. Use of large deductibles and/or self-insured retentions may require proof of financial ability as determined by the City.
- Waiver of Subrogation Required. The insurer shall agree to waive all rights of subrogation against the City, its officers, officials, and employees for losses arising from work performed by Contractor for the City. Proof of waiver of subrogation up to and including copies of endorsements and/or policy wording will be required.
- Occurrence Basis Requirement. All general liability policies must be written on an occurrence basis, unless the Risk Manager determines that a claims made basis is

reasonable in the specific circumstance. Use of policies written on a claims made basis must be approved by the City. Risk Manager and retroactive dates and/or continuation dates must be provided to the City prior to commencement of any work performed. Professional Liability and Environmental Liability (Pollution Coverage) are most commonly written on a claims made basis and are generally acceptable in that form.

6.10. Ethical Standards. Attention of all firms is directed to the following provisions contained in the Code of the City of Knoxville: Chapter 24, Article II, Section 24-33 entitled "Debts owed by persons receiving payments other than Salary;" Chapter 2, Article VIII, Division 11. the Contractor hereby takes notice of and affirms that it is not in violation of, or has not participated, and will not participate, in the violation of any of the following ethical standards prescribed by the Knoxville City Code:

A. Section 2-1048. Conflict of Interest.

It shall be unlawful for any employee of the city to participate, directly or indirectly, through decision, approval, disapproval, recommendation, preparation of any part of a purchase request, influencing the content of any specification or purchase standard, rendering of advice, investigation, auditing or otherwise, in any proceeding or application, request for ruling or other determination, claim or controversy or other matter pertaining to any contract or subcontract and any solicitation or proposal therefore, where to the employee's knowledge there is a financial interest possessed by:

- (1) the employee or the employee's immediate family;
- (2) a business other than a public agency in which the employee or member of the employee's immediate family serves as an officer, director, trustee, partner or employee; or
- (3) any person or business with whom the employee or a member of the employee's immediate family is negotiating or has an arrangement concerning prospective employment.

B. Section 2-1049. Receipt of Benefits from City Contracts by Council Members, Employees and Officers of the City.

It shall be unlawful for any member of council, member of the board of education, officer or employee of the city to have or hold any interest in the profits or emoluments of any contract, job, work or service, either by himself or by another, directly or indirectly. Any such contract for a job, work or service for the city in which any member of council, member of the board of education, officer or employee has or holds any such interest is void.

C. Section 2-1050. Gratuities and Kickbacks Prohibited.

It is unlawful for any person to offer, give or agree to give to any person, while a city employee, or for any person, while a city employee, to solicit, demand, accept or agree to accept from another person, anything of a pecuniary value for or because of:

- (1) An official action taken, or to be taken, or which could be taken;
- (2) A legal duty performed, or to be performed, or which could be performed; or
- (3) A legal duty violated, or to be violated, or which could be violated by such person while a city employee.

Anything of nominal value shall be presumed not to constitute a gratuity under this section.

Kickbacks. It is unlawful for any payment, gratuity, or benefit to be made by or on behalf of a subcontractor or any person associated therewith as an inducement for the award of a subcontract or order.

D. Section 2-1051. Covenant Relating to Contingent Fees.

- (a) Representation of Contractor. Every person, before being awarded a contract in excess of ten thousand dollars (\$10,000.00) with the city, shall represent that no other person has been retained to solicit or secure the contract with the city upon an agreement or understanding for a commission, percentage, brokerage or contingent

fee, except for bona fide employees or bona fide established commercial, selling agencies maintained by the person so representing for the purpose of securing business.

- (b) Intentional Violation Unlawful. The intentional violation of the representation specified in subsection (a) of this section is unlawful.

- E. Section 2-1052. Restrictions on Employment of Present and Former City Employees. Contemporaneous employment prohibited. It shall be unlawful for any city employee to become or be, while such employee, an employee of any party contracting with the particular department or agency in which the person is employed.

For violations of the ethical standards outlined in the Knoxville City Code, the City has the following remedies:

- (1) Oral or written warnings or reprimands;
- (2) Cancellation of transactions; and
- (3) Suspension or debarment from being a Contractor or subcontractor under city or city-funded contracts.

The value of anything transferred in violation of these ethical standards shall be recoverable by the City from such person. All procedures under this section shall be in accord with due process requirements, included but not limited to a right to notice and hearing prior to imposition of any cancellation, suspension or debarment from being a Contractor or subcontractor under a city contract.

- 6.11.** Firms must comply with the President's Executive Order No. 11246 and 11375 which prohibit discrimination in employment regarding race, color, religion, sex or national origin. Firms must also comply with Title VI of the Civil Rights Act of 1964, Copeland Anti-Kick Back Act, the Contract Work Hours and Safety Standards Act, Section 402 of the Vietnam Veterans Adjustment Act of 1974, Section 503 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990, all of which are herein incorporated by reference.
- 6.12.** Firms shall give consideration to the inclusion of minority firms or individuals in this project, and shall advise the city in this proposal of their efforts to do so.
- 6.13.** Firms shall give consideration to the use of environmentally sustainable best practices, and shall advise the city in this submittal of qualifications of their efforts to do so.
- 6.14.** Federal, State, and Local Requirements. Each submitting entity is responsible for full compliance with all laws, rules and regulations which may be applicable.
- 6.15. Licenses.** Before a contract is signed by the City, the submitting entity, if selected, **must** provide the City Purchasing Division with a copy of its valid business license **or** with an affidavit explaining why it is exempt from the business licensure requirements of the city or county in which it is headquartered. If a contract is signed, the contractor's business license shall be kept current throughout the duration of the contract, and the contractor shall inform the City of changes in its business name or location. The contractor must be a licensed professional as required by the state of Tennessee, see T.C.A. Sections 62-2-101 et. seq., for any services in this contract requiring such licensure.
- 6.16. Funding.** The City's performance and obligation to pay under this contract is subject to funding contingent upon an annual appropriation.
- 6.17. Governing Law and Venue.** This Agreement shall be governed by and construed in accordance with the substantive laws of the State of Tennessee and its conflict of laws provisions. Venue for any action arising between the City and the Contractor from the Agreement shall lie in Knox County, Tennessee.

- 6.18. Subcontracts to the Agreement.** Contractor shall not enter into a subcontract for any of the services performed under this Agreement without obtaining the prior written approval of the City.
- 6.19. Amendments.** This Agreement may be modified only by a written amendment or addendum that has been executed and approved by the appropriate officials shown on the signature page of the Agreement.
- 6.20. Captions.** The captions appearing in the Agreement are for convenience only and are not a part of the Agreement; they do not in any way limit or amplify the provisions of the Agreement.
- 6.21. Severability.** If any provision of the Agreement is determined to be unenforceable or invalid, such determination shall not affect the validity of the other provisions contained in the Agreement. Failure to enforce any provision of the Agreement does not affect the rights of the parties to enforce such provision in another circumstance, nor does it affect the rights of the parties to enforce any other provision of this Agreement at any time.
- 6.22. No Benefit for Third Parties.** The services to be performed by the Contractor pursuant to the Agreement with the City are intended solely for the benefit of the City, and no benefit is conferred hereby, nor is any contractual relationship established herewith, upon or with any person or entity not a party to the Agreement. No such person or entity shall be entitled to rely on the Contractor's performance of its services hereunder, and no right to assert a claim against the City or the Contractor, its officers, employees, agents, or contractors shall accrue to the Contractor or to any subcontractors, independently retained professional consultant, supplier, fabricator, manufacturer, lender, tenant, insurer, surety, or any other third party as a result of this Agreement or the performance or non-performance of the Contractor's services hereunder.
- 6.23. Non-Reliance of Parties.** Parties explicitly agree that they have not relied upon any earlier or outside representations other than what has been included in the Agreement. Furthermore, neither party has been induced to enter into this Agreement by anything other than the specific written terms set forth herein.
- 6.24. Force Majeure.** Neither party shall be liable to the other for any delay or failure to perform any of the services or obligations set forth in this Agreement due to causes beyond its reasonable control, and performance times shall be considered extended for a period of time equivalent to the time lost because of such delay plus a reasonable period of time to allow the parties to recommence performance of their respective obligations hereunder. Should a circumstance of force majeure last more than ninety (90) days, either party may by written notice to the other terminate this Agreement. The term "force majeure" as used herein shall mean the following: acts of God; strikes, lockouts or other industrial disturbances; acts of public enemies; orders or restraints of any kind of the government of the United States or of the State or any of their departments, agencies or officials, or any civil or military authority; insurrections, riots, landslides, earthquakes, fires, storms, tornadoes, droughts, floods, explosions, breakage or accident to machinery, transmission pipes or canals; or any other cause or event not reasonably within the control of either party.
- 6.25. EEO/AA.** The City of Knoxville is an EE/AA/Title VI/Section 504/ADA/ADEA Employer.
- 6.26.** By submitting a proposal, the submitting entity agrees to all terms and conditions established in this RFP, including its contract requirements.

VII. Instructions to Submitting Entities

All submissions of proposals shall comply with the following instructions. These instructions ensure that (1) submissions contain the information and documents required by the City's RFP and (2) the submissions have a degree of uniformity to facilitate evaluation.

7.1. General

Submission forms and RFP documentation may be obtained on or after September 2, 2022, at no charge from:

City of Knoxville Purchasing Division
City/County Building
400 Main Street, Room 667
Knoxville, Tennessee 37902

between 8:30 a.m. and 4:30 p.m. (Eastern Time), Monday through Friday or by calling 865/215-2070. Forms and RFP information are also available on the City web site at www.knoxvilletn.gov/purchasing where it can be read or printed using Adobe Acrobat Reader software.

7.2. Submission Information

Option 1 - Electronic Submission Procedures. Electronic submissions shall be submitted online through the City's Procurement website. **DO NOT EMAIL YOUR SUBMISSION.** All proposers/bidders must register as a vendor in order to submit an electronic file.

Step One: Register as a City of Knoxville vendor (Vendors are encouraged to complete this step now to ensure seamless submission process prior to deadline.) To register as a vendor: Visit the website at www.knoxvilletn.gov/purchasing Click the "Vendor Registration" tab; then "Click here to register as a City of Knoxville Vendor" Follow the prompts to complete online registration. Note: You will be asked for a PIN. This PIN will be emailed to you and may be sent to your spam or junk folder.

DO NOT WAIT UNTIL SUBMISSION DEADLINE TO REGISTER AS A VENDOR. The electronic submission link will be disabled at 11:00:00 a.m. Eastern time. Vendors will not have the ability to submit any electronic files once the deadline has passed and the City will accept no late submissions.

Step Two: Submit all materials electronically as one (1) file to City's Procurement website PRIOR to 11:00:00 a.m. (Eastern Time) on September 26, 2022. To submit electronic file: Visit the procurement website at www.knoxvilletn.gov/bids Click "RFP – LIFE/AD&D AND LTD INSURANCE", Click "Submit Bid" (red button located at top of screen) Follow the prompts to upload and submit electronic file. The City prefers only one (1) bid file per submission. Files MUST use the following naming convention, listing the firm's name followed by the title of the project. Example: "ABC Company- LIFE/AD&D AND LTD INSURANCE.pdf." Should you need to merge multiple documents into one PDF please utilize Google to download a free software intended for merging pdf documents.

Option 2 - Hard Copy Submission Procedures: Proposals shall include one original and one electronic copy of the proposal (.pdf format on CD or USB drive only—mark the storage device with the company name); the electronic version shall be an exact duplicate of the original, and the electronic version will be the official document exhibited in the contract. Electronic submissions must be included with the sealed submissions; do not email your submission.

IMPORTANT NOTE: The original hard copy submitted proposal must bear an original signature, signed in ink (duplicated signatures substituted for original ink signatures may result in rejection of the proposals). The signature must be entered above the typed or printed name and title of the signer. All proposals must be signed by an officer of the company authorized to bind the firm to a contract.

Proposals will be received until 11:00:00 a.m. (Eastern Time) on September 26, 2022. Each proposal must be submitted in a sealed envelope addressed to:

City of Knoxville Purchasing Division
City/County Building
400 Main Street, Room 667
Knoxville, TN 37902

IMPORTANT NOTE: Each mailing envelope or carton containing a proposal or multiple copies of the proposal must be sealed and plainly marked on the outside “RFP – LIFE/AD&D AND LTD INSURANCE.”

Proposers are reminded that the Purchasing Division receives many bids and proposals for any number of solicitations; **unlabeled submissions are extremely difficult to match to their appropriate solicitations and therefore may be rejected.**

Any proposals received after the time and date on the cover sheet will not be considered. It shall be the sole responsibility of the submitting entity to have the proposal delivered to the City of Knoxville Purchasing Division on or before that date.

Late proposals will not be considered. Proposals that arrive late due to the fault of United States Postal Service, United Parcel Service, DHL, FEDEX, any delivery/courier service, or any other carrier of any sort are still considered late and shall not be accepted by the City. Such proposals shall remain unopened and will be returned to the submitting entity upon request.

7.3. Format

The City is committed to reducing waste. Hardcopy submissions must be typed on 8.5 x 11 inch wide white paper, printed on both sides. DO NOT BIND the document; instead, staple or binder clip the submission together and place in a sealed envelope (see Paragraph 7.2). Pages must be consecutively numbered. A table of contents must be included in the proposal immediately after the title page, and each of the following numbered sections must be tabbed.

Hardcopy and Electronic Submissions shall be structured as follows. Numbered items listed below should have a numbered tab page:

1. Title Page
2. Table of Contents
3. Submission Forms:
 - A. [Form S-1](#)
 - B. Submission Form S-2 – CoK-TPA RFP Questionnaire – (Appendix 5.3)
 - C. Submission Form S-3 – TPA RFP Metrics – (Appendix 5.5)
 - D. [Non-Collusion Affidavit](#)
 - E. [No Contact/No Advocacy Affidavit](#)
 - F. [Iran Divestment Act Certification of Noninclusion](#)
 - G. [Diversity Business Enterprise Program Form](#)
 - H. [Exceptions to Terms and Conditions](#)
4. Body of Proposal: Additional Information which submitting entity wishes to include

[NOTE: All required submission forms may be found in this solicitation document or uploaded along with it on the City's bid page.](#)

7.4. Evaluation of Proposals

All qualified submissions received by the deadline will be analyzed by the Evaluation Committee according to the criteria outlined in these specifications. Failure to comply with the provisions of the RFP may cause any proposal to be ineligible for evaluation. Each submittal of proposals will be initially analyzed and judged according to the evaluation criteria below. The maximum score is 100 points.

The City reserves full discretion to determine the capability of proposing entities. Proposers, if asked, will provide, in a timely manner, any and all information that the City deems necessary to make such a decision. In addition to materials provided in the written responses to this RFP, the Committee may request additional material, information, references, a site visit, or a live test demonstration from the submitting entity or others.

The Evaluation Committee may or may not decide to interview any or all proposing entities at a time and date determined by the City in order to address questions and more fully ascertain how the solution to this project satisfies the evaluation criteria. Firms and/or teams responding to this Request for Proposals shall be available for interviews with the Evaluation Committee. Discussions may be conducted with responsible submitting entities for purposes of clarification to assure full understanding of and

conformance to the RFP requirements. Selection shall be based on the firms' qualifications applicable to the scope and nature of the services to be performed per this request for proposals. Determination of firms' qualifications shall be based on their written responses to this Request for Proposals and information presented to the Evaluation Committee during oral interviews, if any.

In addition to materials provided in the written responses to this Request for Proposals, the Committee may request additional material, information, or references from the submitting entity or others.

Provided it is in the best interest of the City of Knoxville, the firm or team determined to be the most responsive to the City of Knoxville, taking into consideration the evaluation factors set forth in this Request for Proposals, will be selected to begin contract negotiations. The firm or team selected will be notified at the earliest practical date and invited to submit more comprehensive information if necessary. If no satisfactory agreement can be reached with the "most responsive firm," the City may elect to negotiate with the next best and most responsive firm or team.

VIII. Evaluation Criteria

An evaluation team, composed of representatives of the City, will evaluate proposals on a variety of quantitative and qualitative criteria. Upon receipt of proposals, the City will review to determine whether the proposal is acceptable or non-acceptable based on the criteria outlined below.

The criteria and the associated weights upon which the evaluation of the proposals will be based include, but are not limited to, the following:

1. Compliance with the RFP (10 points)
2. Technical Expertise (20 points)
3. Staffing Proposal (15 points)
4. Quality Assurance Processes (10 points)
5. Transition Planning (10 points)
6. Measurement of Outcomes (15 points)
7. Business References (10 points)
8. Cost (10 points)

Submission Forms

Submission Form S-2 – CoK-TPA RFP Questionnaire – (Appendix 5.3) and
Submission Form S-3 – TPA RFP Metrics – (Appendix 5.5) included with this RFP as
attachments must be submitted in the same format – Excel



CITY OF KNOXVILLE

REQUEST FOR PROPOSALS

Casualty Claim Third Party Administration

Submission Form S-1

Proposals to be Received by 11:00:00 a.m., Eastern Time; September 26, 2022

IMPORTANT: All submissions of proposals shall comply with the instructions found in [Section 7, Instructions to Submitting Entities](#). These instructions ensure that (1) submissions contain the information and documents required by the City's RFP and (2) the submissions have a degree of uniformity to facilitate evaluation; **do not email your submission.**

Please complete the following:

Legal Name of Proposer: _____

Address: _____

Telephone Number: _____

Contact Person: _____

Email Address: _____

DUNS #: _____

Signature: _____

Name and Title of Signer: _____

Note: Failure to use these response sheets may disqualify your submission.

Non-Collusion Affidavit of Prime Bidder

State of _____

County of _____

_____, being first duly sworn, deposes and says that:

1. He/She is the _____ of _____, the firm that has submitted the attached Bid;
2. He/She is fully informed respecting the preparation and contents of the attached Bid and of all pertinent circumstances respecting such Bid;
3. Such Bid is genuine and is not a collusive or sham Bid;
4. Neither the said Bid nor any of its officers, partners, owners, agents, representatives, employees, or parties in interest, including this affiant, has in any way colluded, conspired, connived or agreed, directly or indirectly, with any other Bidder, firm or person to submit a collusive or sham Bid in connection with the Contract for which the attached Bid has been submitted or to refrain from proposing in connection with such Contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other Bidder, firm, or person to fix the price or prices in the attached Bid or of any other Bidder, firm, or person to fix any overhead, profit, or cost element of the bid price or the bid price of any other Bidder, or to secure through any collusion, conspiracy, connivance or unlawful agreement any advantage against the City of Knoxville or any person interested in the proposed Contract; and
5. The price or prices quoted in that attached Bid are fair and proper and are not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the Bidder or any of its agents, representatives, owners, employees, or parties in interest, including this affidavit.

(Signed): _____

Title: _____

Subscribed and sworn to before me this _____ day of _____, 20__.

NOTARY PUBLIC

My Commission expires _____

No Contact/No Advocacy Affidavit

State of _____

County of _____

_____, being first duly sworn, deposes and says that:

- (1) He/She is the owner, partner, officer, representative, or agent of

_____,

the Proposer that has submitted the attached Proposal;

- (2) The Proposer _____ swears or affirms that he/she will abide by the following "No Contact" and "No Advocacy" clauses:

- a) **NO CONTACT POLICY:** After the posting of this solicitation to the Purchasing Division's website, any contact initiated by any proposer with any City of Knoxville representative concerning this proposal is strictly prohibited, unless such contact is made with the Purchasing Agent (Penny Owens) or the listed Point of Contact James McKeehan. Any unauthorized contact may cause the disqualification of the proposer from this procurement transaction.
- b) **NO ADVOCATING POLICY:** To ensure the integrity of the review and evaluation process, companies and/or individuals submitting proposals for any part of this project, as well as those persons and/or companies representing such proposers, may not lobby or advocate to the City of Knoxville staff including, but not limited to, members of City Council, Office of the Mayor, Department of Employee Benefits and Risk Management or any other City staff.

Any company and/or individual who does not comply with the above stated "No Contact" and "No Advocating" policies may be subject to having their proposal rejected from consideration.

Signed: _____

Title: _____

Subscribed and sworn to before me this _____ day of _____, 2_____.

My commission expires: _____

Iran Divestment Act

Certification of Noninclusion

NOTICE: Pursuant to the Iran Divestment Act, Tenn. Code Ann. § 12-12-106 requires the State of Tennessee Chief Procurement Officer to publish, using creditable information freely available to the public, a list of persons it determines engage in investment activities in Iran, as described in § 12-12-105. Inclusion on this list makes a person ineligible to contract with the state of Tennessee; if a person ceases its engagement in investment activities in Iran, it may be removed from the list. A list of entities ineligible to contract in the State of Tennessee Department of General Services or any political subdivision of the State may be found here:

[https://www.tn.gov/content/dam/tn/generalservices/documents/cpo/cpo-library/public-information-library/List of persons pursuant to Tenn. Code Ann. 12-12-106 Iran Divestment Act updated 7.7.17.pdf](https://www.tn.gov/content/dam/tn/generalservices/documents/cpo/cpo-library/public-information-library/List_of_persons_pursuant_to_Tenn._Code_Ann._12-12-106_Iran_Divestment_Act_updated_7.7.17.pdf)

By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each bidder is not on the list created pursuant to T.C.A. § 12-12-106.

Vendor Name (Printed)	Address
By (Authorized Signature)	Date Executed
Printed Name and Title of Person Signing	

NOTARY PUBLIC:

Subscribed and sworn to before me this _____ day of _____, 2_____.

My commission expires: _____

Diversity Business Enterprise Program (DBE) Program

The City of Knoxville strongly encourages prime contractors to employ diverse businesses in the fulfillment of contracts/projects for the City of Knoxville.

The City of Knoxville's Fiscal Year 2022 goal is to conduct 4.3% of its business with minority owned businesses, 10.3% of its business with women-owned businesses, and 37.1% with small businesses.

While the City cannot engage (pursuant to state law) in preferential bidding practices, the City does **strongly encourage** prime contractors to seek out and hire diverse businesses in order to help the City meet its goals as stated above. As such, the City encourages prime contractors to seek out and consider competitive sub-bids and quotations from diverse businesses.

For DBE tracking purposes, the City requests that prime contractors who are bidding, proposing, or submitting statements of qualifications record whether or not they plan to employ DBE's as sub-contractors or consultants. With that in mind, please fill out, sign and submit (with your bid/proposal) the following sub-contractor/ consultant statement.

CITY OF KNOXVILLE DIVERSITY BUSINESS DEFINITIONS

Diversity Business Enterprise (DBE's) are minority-owned (MOB), women-owned (WOB), service-disabled veteran-owned (SDVO), and small businesses (SB), who are impeded from normal entry into the economic mainstream because of past practices of discrimination based on race or ethnic background. These persons must own at least 51% of the entity and operate or control the business on a daily basis.

Minority: A person who is a citizen or lawful admitted permanent resident of the United States and who is a member of one (1) of the following groups:

- a. African American, persons having origins in any of the Black racial groups of Africa;
- b. Hispanic American, persons of Mexican, Puerto Rican, Cuban, Central or South American or other Spanish culture or origin, regardless of race;
- c. Native American, persons who have origin in any of the original peoples of North America
- d. Asian American, person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands.

Minority-owned business (MOB) is a continuing, independent, for profit business that performs a commercially useful function, and is at least fifty-one percent (51%) owned and controlled by one (1) or more minority individuals.

Woman-owned business (WOB) is a continuing, independent, for profit business that performs a commercially useful function, and is at least fifty-one percent (51%) owned and controlled by one (1) or more women.

Service Disabled Veteran-owned business (SDOV) is a continuing, independent, for profit business that performs a commercially useful function, owned by any person who served honorably on active duty in the armed forces of the United States with at least a twenty percent (20%) disability that is service connected. Meaning such disability was incurred or aggravated in the line of duty in the active military, naval or air service, and is at least fifty-one percent (51%) owned and controlled by one (1) or more service disabled veteran.

Small Business (SB) is a continuing, independent, for profit business which performs a commercially useful function and has total gross receipts of not more than ten million dollars (\$10,000,000) average over a three-year period or employs no more than ninety-nine (99) persons on a full-time basis.

Subcontractor/Consultant Statement
(TO BE SUBMITTED IN THE BID/PROPOSAL ENVELOPE)

We _____ do certify that on the
(Bidder/Proposer Company Name)

(Project Name)

\$ _____
(Amount of Bid)

Please select one:

Option A: Intent to subcontract using Diverse Businesses

A Diversity business will be employed as subcontractor(s), vendor(s), supplier(s), or professional service(s). The estimated **dollar value** of the amount that we plan to pay is:

\$ _____.
Estimated Amount of Subcontracted Service

Diversity Business Enterprise Utilization			
Description of Work/Project	Amount	Diverse Classification (MOB, WOB, SB, SDOV)	Name of Diverse Business

Option B: Intent to perform work “without” using Diverse Businesses

We hereby certify that it is our intent to perform 100 % of the work required for the contract, work will be completed without subcontracting, or we plan to subcontract with non-Diverse companies.

DATE: _____ COMPANY NAME: _____

SUBMITTED BY: _____ TITLE: _____
(Authorized Representative)

ADDRESS: _____

CITY/STATE/ZIP CODE: _____

TELEPHONE NO: _____

Exceptions to Terms and Conditions

Applicants shall be presumed to be in agreement with the terms and conditions of the RFP unless the Applicant takes specific exception to one or more of the conditions on this form. RESPONDERS ARE CAUTIONED THAT BY TAKING ANY EXCEPTION THEY MAY BE MATERIALLY DEVIATING FROM THE RFP SPECIFICATIONS. IF A RESPONDER MATERIALLY DEVIATES FROM A RFP SPECIFICATION, ITS PROPOSAL MAY BE REJECTED.

A material deviation is an exception to a specification which 1) affords the Responder taking the exception a competitive advantage over other Responders, or 2) gives the City something significantly different than the City requested.

INSTRUCTIONS: Responders must explicitly list all exceptions to City terms and conditions. Reference the actual number of the City's term and condition and page number for which an exception(s) is being taken. If no exceptions exist, state "NONE" specifically on the form below. Whether or not exceptions are taken, the Responder must sign and date this form and submit it as part of their Proposal. (Add additional pages if necessary.)

Responder Name:	
<u>Term & Condition Number/Provision</u>	<u>Explanation of Exception</u>

By signing this form, I acknowledge that the above named Responder accepts, without qualification, all terms and conditions stated in this RFP except those clearly outlined as exceptions above.

Signature

Title

Date