



WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY  
600 Fifth Street, NW, Washington, DC 20001-2651

AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT

1. AMENDMENT/MODIFICATION 02		2. EFFECTIVE DATE (Same as block 17)	
3. ISSUED BY PURCHASING SECTION  Wondem Asres Office of Procurement and Materials		4. ADMINISTERED BY (If other than block 3)	
5. CONTRACTOR NAME AND ADDRESS  (Street, city, county, state, and Zip Code)		6. FORM TYPE (Check only one) <input checked="" type="checkbox"/> AMENDMENT OF SOLICITATION NO. CQ18113 <u>Workers Compensation Claims Administration Services And Self-Administered Third Party Liability Claim</u> <input type="checkbox"/> MODIFICATION OF CONTRACT/ORDER NO. _____ DATE _____ (See block 9)	
7. THIS BLOCK APPLIES ONLY TO AMENDMENTS OF SOLICITATIONS <input type="checkbox"/> The above numbered solicitation is amended as set forth in block 10. The hour and date specified for receipt of Offers is <u>extended</u> , <input checked="" type="checkbox"/> is not extended. Offerors must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation, or as amended, by one of the following methods: (a) By signing and returning <u>1</u> copies of this amendment; (b) by acknowledging receipt of this amendment on each copy of the offer submitted; or (c) by separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE ISSUING OFFICE PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If, by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided such telegram makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.			
8. ACCOUNTING AND APPROPRIATION DATA (If required)			
9. THIS BLOCK APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS (a) <input type="checkbox"/> This Change Order is issued pursuant to _____ The Changes set forth in block 10 are made to the above numbered contract/order. (b) <input type="checkbox"/> The above numbered contract/order is modified to reflect the administrative changes (such as changes in paying office, appropriation data, etc.) set forth in block 10. (c) <input type="checkbox"/> This Supplemental Agreement is entered into pursuant to authority of _____ It modifies the above numbered contract as set forth in block 10.			
10. DESCRIPTION OF AMENDMENT/MODIFICATION  WMATA hereby amends RFP CQ18113 by incorporating questions received from vendors and WMATA's response Per appendix A.  Except as provided herein, all terms and conditions of the document referenced in block 6, as heretofore changed, remain unchanged and in full force and effect.			
11. <input checked="" type="checkbox"/> CONTRACTOR/OFFEROR IS REQUIRED TO SIGN THIS MODIFICATION AND RETURN _____ COPIES TO ISSUING OFFICE.		<input type="checkbox"/> CONTRACTOR/OFFEROR IS NOT REQUIRED TO SIGN THIS DOCUMENT	
12. NAME OF CONTRACTOR/OFFICE  BY _____ (Signature of person authorized to sign)		15. WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY  BY <u>Monique Anderson</u> (Signature of Contracting Officer)	
13. NAME AND TITLE OF SIGNER (Type or print)	14. DATE SIGNED	16. NAME OF CONTRACTING OFFICER (Type or print)  Monique Anderson	17. DATE SIGNED  3.16.18

## **Appendix A**

### **CQ18113**

#### **Questions Received from Vendors and WMATA's Response**

- 1- Will the TPA receive payment for only hours 'worked'?

**WMATA's response: Yes**

- 2- Will TPA receive compensation for vacation, PTO, sick leave, etc. taken by employees assigned to the WMATA account?

**WMATA's response: No**

- 3- Is it the intent for the TPA to charge an hourly rate that will include the cost of all benefits paid to employees assigned to the WMATA account?

**WMATA's response: This is TPAs business decision.**

- 4- Who is the current TPA?

**WMATA's response: This information cannot be released.**

- 5- How long has the current TPA worked with WMATA?

**WMATA's response: This information cannot be released.**

- 6- What is the current fee structure between WMATA and TPA?

**WMATA's response: This information cannot be released.**

- 7- Please provide a copy of the current contract.

**WMATA's response: The document cannot be provided.**

- 8- Please provide the number of current open Medical Only claims and open Indemnity claims and open claims in litigation (as defined on page 14 of the WC Claims Manual).

**WMATA's response: See Claim Date Excel spreadsheet.**

- 9- Who is the current Excess WC carrier?

**WMATA's response: Safety National, however, keep in mind that we self-insure the first \$2.5mm per occurrence**

- 10- Section 3.1.5 refers to a dedicated 'onsite resource'. Is this resource the same as the 'onsite senior adjuster' referred to on the Labor Optional Price Sheet?

**WMATA's response: Yes**

- 11- In lieu of resumes for specific staff members, will WMATA accept an outline of minimal requirements the contractor/TPA will apply when interviewing/hiring for each position?

**WMATA's response: Yes**

12- Please describe the skill set/job responsibilities for the 'Data Analyst'.

**WMATA's response:**

- Interpreting data, analyzing results using statistical techniques
- Developing and implementing data analyses, data collection systems and other strategies that optimize statistical efficiency and quality
- Acquiring data from primary or secondary data sources and maintaining databases

13- Is it required that all staff provided by the TPA be located in MD/DC/VA area?

**WMATA's response: Physical office needs to be located in MD; however will consider dedicated virtual employees who report to that office.**

14- Will Telephonic Case Management and Field Case Management be treated as an allocated expense charged to file?

**WMATA's response: Yes**

15- Will Medical Bill Review & Cost Containment expenses be treated as an allocated expense charged to file?

**WMATA's response: Yes**

16- Please provide a list of current contractors providing Telephonic and Field Case Management services and surveillance on behalf of WMATA.

**WMATA's response: Will be provided to the selected vendor.**

17- The submitted WMATA IT Security Standards and Guidelines appears to refer to IT systems owned/managed by WMATA personnel. Are there specific reasons for the TPA being provided this document?

**WMATA's response: The WMATA IT Security Standards and Guidelines is provided to vendors to emphasize the importance of security to WMATA and to inform them of its security environment.**

18- Pages 66-69 of the Request for Proposals, Chapter VIII – Intellectual Property Rights, refers to the Authority's use of computer software, source code, etc. of the TPA. Please clarify how this section applies to this RFP. Is it expected that the TPA allow WMATA to have access to/copy software/source code of the TPA's claim system?

**WMATA's response: As stated in Chapter VIII, Section 4.b of the RFP "The Authority or its designated representative shall have the right to use, duplicate or disclose technical data, including computer software, in whole or in part, in any manner and for any purpose whatsoever, and to have or permit others to do so...". Please refer Chapter VIII, Section 4.**

19- Is there a MBE, DBE or SBLPP requirement for this solicitation?

**WMATA's response: No**

- 20- Page 99 of the RFP, 3.1.2 states a 'dedicated "Account Manager". The Price Schedule Sheet shows estimated hours of 1,040 for the Account Manager which doesn't appear to reflect a full time position. Please clarify.

**WMATA's response:** These are estimated hours only. The Account Manager does not need to be dedicated to WMATA. Include the number of hours you feel are appropriate for this position.

- 21- Hello, while we intend to review the RFP in deeper detail shortly, in order to begin the pricing process we would need to know the number of open/existing claim files (also referred to as Take Over and/or Run In files) to be moved from the current TPA to the successful TPA. This number will need to be broken out between Lost Time and Medical Only.

**WMATA's response:** See the attached Claim Date Excel spreadsheet.

- 22- 1) Can you please provide a five year breakdown by year of total payments broken out by: Medical, Indemnity and Expense?

**WMATA's response:** See the attached Claim Date Excel spreadsheet.

- 23- 2) Can you please break out the projected new volume and the takeover volume by jurisdiction (MD, DC and VA) and within each jurisdiction by Medical Only and Lost Time?

**WMATA's response:** See the attached Claim data Excel spreadsheet.

- 24- We would need to know the number of open/existing claim files (also referred to as Take Over and/or Run In files) to be moved from the current TPA to the successful TPA. This number will need to be broken out between Lost Time and Medical Only.

**WMATA's response:** See the attached Claim Date Excel spreadsheet.

- 25- Is WMATA requiring that claims operation to be located in Maryland because interpretation of Maryland law requires all claims staff and file handling activities on Maryland workers' compensation claims to be performed in Maryland?

**WMATA's response:** Yes

- 26- In section 3.1.2 of the RFP, WMATA is asking for a "dedicated" account manager but only allowing for an estimate of 1,040 annual hours. Or is the Account Manager dedicated solely to WMATA and not allowed to work on any other account or "designated" and 50% of their time is allocated for the WMATA account?

**WMATA's response:** The Account Manager does not need to be dedicated to WMATA.

- 27- In section 3.1.4 of the RFP, WMATA is asking for a "designated" Nurse Case Manager Supervisor for an estimate of 2,080 annual hours. Is the Nurse Case Manager Supervisor dedicated solely to WMATA and not allowed to work on any other account? Does WMATA require them to be staffed in the TPA office?

**WMATA's response:** Yes for both.

- 28- Are index searches considered allocated loss expenses and billed to the claim file?

**WMATA's response:** Yes

- 29- For the 15 users ID's required, they for WMATA Workers compensation employees only, not for the TPA staff, or the WMATA TPC staff, correct?

**WMATA's response:** The user IDs are for WMATA WC unit and certain General Counsel's Office staff.

- 30- May we add additional rows to the pricing sheets, showing additional costs such as rent, equipment, postage, ect., or would WMATA like any additional fees to be calculated under the Administrative Fees sections on the Account Management line?

**WMATA's response:** No. These costs should be reflected under Admin Fees.

- 31- May we submit more than one pricing model for WMATA to consider?

**WMATA's response:** Yes, you may submit more than one pricing model.

- 32- Will the WMATA please provide the Request for Proposal (RFP) in Word?

**WMATA's response:** Word version of the RFP cannot be provided

- 33- Solicitation, Offer and Award Form: Please provide the total contract amount. Please provide the contract amount exclusive of Medical Bill REVIEW?

**WMATA's response:** The contract amount referred on this page will be determined when the contract is awarded.

- 34- Who is the current TPA's medical bill review company for workers' compensation? Who is the current TPA's pharmacy benefit manager?

**WMATA's response:** Tis information cannot be released.

- 35- Pricing Schedule Sheet:

- a. Please confirm the Price Schedule Sheet indicates the current and desired staffing model.

**WMATA's response:** Yes

- b. Please confirm the average open (pending inventory) for each position.

**WMATA's response:** See the attached Claim Data Excel spreadsheet. Bidder is to provide staffing proposal based on data provided.

- c. The Pricing Schedule sheet indicates one full time Nurse Supervisor to manage and oversee the services of telephonic and field nurse case managers.  
i. Who does the WMATA currently use for telephonic and field case management?

**WMATA's response:** The selected TPA and WMATA will jointly select these vendors.

- ii. Will the WMATA allow the TPA to provide its own telephonic and field nurse case managers to create efficiencies and cost management? If yes,  
1. Please indicate the number of referrals per year telephonic nurse case management and number of referrals per year for field case management.

**WMATA's response:**

FCM

TCM

2013	4	43
2014	7	166
2015	4	275
2016	2	259
2017	0	212
2018	2	54

2. Please indicate the average number of hours for telephonic nurse case management and the average number of hours for field nurse case management per year.

**WMATA's response:** The average number of hours per week for FCM is 3.5 hours. The average number of hours per week for TCM is 1.5 hours.

3. Please indicate the preferred pricing structure, i.e., hourly, durations, task based or should the TPA provide optional pricing structures?

**WMATA's response:** Provide as an Option

4. Does the WMATA charge nurse case management fees to the claim file as an allocated loss adjustment expense (ALAE).

**WMATA's response:** Yes.

- d. Please describe the Nurse Supervisor duties.

**WMATA's response:** Manage and supervise the overall nurse case management program. Ensure quality control of services.

- e. How many Authorized WMATA USERS will require access to the claim system?

**WMATA's response:** At least 7-10, however may need more.

- 36- How many newly reported workers' compensation claims are currently submitted annually via telephonic reporting?

**WMATA's response:** All claims are submitted telephonically.

- 37- Page 96: Indicates that the WMATA will use the TPA's call center services and that WMATA has approximately fifty (50) "liability" incidents per week. Please confirm the TPA call center should anticipate receiving 2600 intake calls per year. Please clarify:

- a. How many newly reported automobile/property/liability claims are submitted annually via telephonic reporting on an annual basis?

**WMATA's response:** 35-40

- b. How many newly reported workers' compensation claims are submitted annually via telephonic reporting on an annual basis?

**WMATA's response:** All claims are submitted telephonically.

- c. Please confirm WMATA does not desire the new TPA to administer any of the automobile, property or liability claims, and that service for such claims is limited to claim intake.

**WMATA's response:** That is correct.

38- 3.4.7 Activity Checks – Please confirm approximately how many “face-to-face” activities checks are required per year.

**WMATA’s response: As needed to perform quality services**

39- Section 3.5.4. Medical Bill Review and Cost Containment

a. Please indicate if the WMATA would like any form of medical bill review services for liability claims.

**WMATA’s response: No**

40- Is there a MBE/WBE/SBE or other diversified enterprise participation requirement for this contract?

**WMATA’s response: No**

41- Exhibit B:

a. Please indicate the total number of open/reopened workers’ compensation claims by claim type, i.e., medical only/indemnity.

**WMATA’s response: See the attached Claim Date Excel spreadsheet.**

b. Please indicated of the number of open indemnity how many are future medical type or maintenance type claims requiring minimal activity or annual activity checks, etc.

**WMATA’s response: See the attached Claim Data Excel spreadsheet.**

c. Please indicate the medical bill review reductions, PPO reductions for the BR processed years in Exhibit B.

**WMATA’s response: See the attached Claim Data Excel spreadsheet.**

d. Please indicate the current medical bill review and PPO network access pricing structures and fees.

**WMATA’s response: See the Attached Claim data Excel spreadsheet.**

42- Will the WMATA consider deleting the word “sole” under Chapter VII section 1 paragraph (a) pertaining to indemnification, upon entering into a formal arrangement with the selected provider?

**WMATA’s response: No**

43- Will the WMATA please kindly consider extending the deadline to allow a **minimum of 10 business days** to respond thoroughly and thoughtfully after the answers to questions have been released? Answers to questions may cause review and changes to the proposal, pricing considerations, etc. Offerors will need time to review and modify with enough time to print, bind and deliver 24 hours prior to submission deadline.

**WMATA’s response: The due date has been extended to 03/29/18.**

44- What is the breakdown of the 1,500 open claims by indemnity/medical only?

**WMATA’s response: See the attached Claim Date Excel spreadsheet.**

45- Of the Indemnity claims how many are resolved but open only for medical?

**WMATA's response: See the attached Claim Date Excel spreadsheet**

46- What is the anticipated volume of field work to be done by adjusters?

**WMATA's response: As needed**

47- What is the anticipated volume of investigative work to be done?

**WMATA's response: As Needed**

48- What is the caseload limit for medical only claims?

**WMATA's response: See initially provided historical loss data**

49- How many subrogation claims are filed annually?

**WMATA's response: We seek recovery on approximately 150 to 175 claims annually.**

50- Please provide the number of secondary fund recoveries.

**WMATA's response: There are 9 claims currently open with the Special Fund.**

51- What is the nurse triage criteria and scope of activities and reports expected from nurse triage?

**WMATA's response: We are currently running a Beta test of Nurse triage that will determine the specific criteria.**

52- What would the travel requirement be for field nurse case management?

**WMATA's response: As needed.**

53- RFP section 3.4.7 details Activity Checks/Surveillance—how many Well Checks were performed in the last year?

**WMATA's response: 33**

54- Please provide the following Bill Review and PPO information for the last two year period:

- a. Total Fee Schedule Reductions/Savings
- b. Total Audit Reductions / Savings
- c. Total Other Reductions / Savings
- d. Total PPO Reductions / Savings
- e. Total Paid
- f. Total Annual Bill Volume
- g. Total Annual Bill Charges
- h. Bill Review Charges (per line, per bill)
- i. Total Audit, Enhanced and Out of Network Fees
- j. Total usual and customary reductions
- k. Total technical bill review reductions
- l. Total nurse audit reductions



- m. Total out of network reductions
- n. Total technical bill review fees paid to vendor
- o. Total PPO fees paid to vendor
- p. Total out of network fees paid to vendor
- q. Total hospital bill review fees paid to vendor
- r. Total fees paid

**WMATA's response:** This information cannot be provided.

55- How many current TCM cases are open and active? How long have they been open?

**WMATA's response:** 106 Claims currently open in TCM. Average Days Open 101.

56- How many current FCM cases are open and active? How long have they been open?

**WMATA's response:** 1 has opened, closed and reopened for a total of 64 months. One has been opened for less than 30 days.

57- Will the Authority share any preferred vendor/s for TCM/FCM?

**WMATA's response:** Will share with the selected TPA

58- How many FCM referrals were made in each of the last five years?

**WMATA's response:** Please refer the answer provided to question #36.c.ii.1.

59- How many TCM referrals were made in each of the last five years?

**WMATA's response:** Please refer the answer provided to question #36.c.ii.1.

60- How many Utilization Review referrals have been made for the last two year period?

**WMATA's response:** 69

61- How many Pre-authorization referrals have been made for the last two year period?

**WMATA's response:** None.

62- How many desk audits have been performed in the past two year period?

**WMATA's response:** N/A

63- Does the Authority have a set of its own criteria for referral to Case Management services?

**WMATA's response:** Yes, this will be reviewed with selected TPA. However, we have been making improvements to many of our procedures and will look to the selected TPA to assist in these endeavors.

64- How many catastrophic injuries occurred in 2017?

**WMATA's response: none**

65- Is the Authority interested in a catastrophic FCM response as well?

**WMATA's response: Yes**

66- What was the spend for case management services last year?

**WMATA's response: This information cannot be provided.**

67- Please provide detail on the transitional duty program.

**WMATA's response: See the attached Transitional Duty document.**

68- With regard to the program what is working, not working?

**WMATA's response: Not relevant to RFP**

69- Do the collective bargaining agreements for unions allow all union employees to participate in the program? If not, which unions do not participate in the transitional duty program?

**WMATA's response: both represented and non-represented employees participate in the light duty program. FOP has a separate program.**

70- Please describe the function of WMATA's Workforce Availability Office.

**WMATA's response: This is the team within WMATA that handles our Light Duty Program**

71- How many employees are currently participating in WMATA's transitional duty program?

**WMATA's response: Varies day to day. Approximately 80 percent of eligible employees**

72- What essential job functions exist for WMATA's current job descriptions?

**WMATA's response: Varies**

73- What RMIS system is the Authority currently using?

**WMATA's response: We are in the process of reviewing the merits of a RMIS system and will likely start utilizing one in CY 2018.**

74- The Authority's transition specifications on RFP p. 113 reference a 90 day transition period for the transfer of all existing claims data. Section 4.18.5 notes that transition shall be completed on or before 60 days. Can the Authority clarify this required transition timeframe?

**WMATA's response: This transition timeframe was derived to coincide with the expiration of the current contract.**

75- How many meetings would be required for the account manager to attend in person and on the phone?

**WMATA's response: As needed to provide superior quality service to WMATA**

76- What is the current number of staff assigned to program by position (Indemnity claims examiner, medical only claim examiner, supervisor etc.)?

**WMATA's response: RFP delineates anticipated staffing needs, but if you feel these are not adequate, please note this in your proposal.**

77- The RFP indicates that all staffing must be dedicated exclusively to WMATA. While this is certainly not a problem, RFP Pg. 6 requires that pricing be broken out on a unit basis, with the unit being hours. The number of hours multiplied by the hourly rate equals the total price by position. What is the basis of the 1,040-hour estimate per full time employee indicated in the RFP? Is this an error?

**WMATA's response: 1040 hours is a half-time position for this RFP. Please follow the Pricing Schedule.**

78- Will York have the opportunity to take over some of the current AS&G staff?

**WMATA's response: Cannot respond**

79- Please provide the definition of dedicated vs. designated staffing model for the Authority.

**WMATA's response: One and the same.**

80- What services fall under the vocational rehabilitation plan?

**WMATA's response: Whatever services are needed to be effective.**

81- How many cases were referred last year for vocational rehabilitation?

**WMATA's response: 25**

82- 3. Who is responsible for managing the plan? i.e. Case manager, RTW coordinator, adjuster, etc.

**WMATA's response: TPA is responsible for managing the plan**

83- Can the Authority provide a written copy of their ADA and internal job search process?

**WMATA's response: Yes, this will be provided to the selected TPA**

84- CRC (Certified Rehabilitation Counselor) is a national certification. What other credentials and/or licensures is the Authority accepting as a vocational rehabilitation counselor?

**WMATA's response: As needed to be effective**

85- Will the Authority provide a copy of their transitional duty program?

**WMATA's response: See the attached Transitional Duty document**

86- Does the Authority have a modified duty program?

**WMATA's response: See the attached Transitional Duty document**

87- What is the program inception date? Is it June 1, 2018? If it isn't please provide the correct inception date.

**WMATA's response: Transition will be on or around 7/1/18. Exact date will be determined by duration of the procurement process.**

88- What is the target award date for this RFP?

**WMATA's response: see above**

89- Appendix B, Loss Data. It appears the entire claim data set is valued from 1/9/12 to 9/30/17. Question. Are there open claims that pre-date 1/9/17? If so, then please provide open claim counts, by claim type (indemnity or medical only) by calendar year.

**WMATA's response: See the attached Claim Data Excel spreadsheet.**

90- Appendix B, Loss Data Please provide claim closure dates. The loss information provided with the RFP does not contain this field and it's a critical one to the extent claim closure rates support our ability to determine staffing needs.

**WMATA's response: See Claim Closure Rate attachment.**

91- Medical provider bill information. Please provide the current fee structure(s) for these services

**WMATA's response: This information cannot be provided.**

92- Please provide a copy of the in-force contract with the incumbent to include annual claims administration cost/pricing.

**WMATA's response: This information cannot be provided.**

93- Please provide guidance as to what information is required on page 4, box entitled, Supplies/Services. Is it sufficient to say that we are offering claims administration services or do we need to go into line item detail?

**WMATA's response: Yes. No need for line item detail.**

94- PRICE SCHEDULE SHEET. The under the header, Estimate Hours, WMATA has entered numerical counts. Question. If our hourly estimation is different than WMATA are we at liberty to change the counts in that column?

**WMATA's response: Please use WMATA's estimated hours.**

95- If we are not, then what is the process to propose our estimates and attendant cost?

**WMATA's response: Please use WMATA's estimated hours.**

96- Also specific to the Estimated Hours column we'd like to use the number of Full Time Employees (FTE) as the variable. Is that possible?

**WMATA's response: Please use the estimated hours as they appear in the price schedule.**

97- We offer ancillary workers' compensation services (such as nurse intake for newly reported workers' compensation claims) and we'd like to identify them in the PRICE SCHEDULE SHEET. Please provide guidance as to how/where this information should be captured.

**WMATA's response: We are interested in this information. Please submit in a separate document outside of the Pricing Schedule.**

98- Where does WMATA want use to identify the costs for medical provider bill re-pricing to include: reductions to state fees schedules and PPO network savings?

**WMATA's response: We are interested in this information. Please submit in a separate document outside of the Pricing Schedule.**

99- We believe WMATA claims administration program would benefit from having an EDI bridge in place between it HRIS and our claim adjudication system. Questions – to the extent WMATA is interested: please identify your current HRIS platform; and where would you like us to identify this cost on the PRICE SCHEDULE SHEET?

**WMATA's response: We are interested in this information. Please submit in a separate document outside of the Pricing Schedule.**

100- With respect to the Liability Claim Intake/Reporting Services for WMATA's Self-Administered Third Party Liability Claims Program, where should we identify these costs on the PRICE SCHEDULE SHEET?

**WMATA's response: Include under Administrative Costs.**

101- What reporting process is currently in place for WMATA's Self-Administered Third Party Liability Claims Program? Web reporting? Telephonic?

**WMATA's response: Telephonic**

102- Page 20, Item C, (1). Does this form needed to be completed and submitted with the response or is it a document that needs to be furnished when specifically requested by the Contracting Officer at some future point in time?

**WMATA's response: Please use the PRE-AWARD EVALUATION DATA form included in pages 32 and 33 of the RFP.**

103- Page 26, No. 6, DEBARMENT, SUSPENSION, INELIGIBILITY, AND VOLUNTARY EXCLUSION.

Question. Does this RFP fall into the category of a "federally assisted contract over \$25,000?"

**WMATA's response: This is not a federally funded solicitation.**

104- If the answer to Question 16 is "yes," then with respect to Section 6.2, Lower Tier Covered Transaction, is it WMATA's expectation that any and all potential subcontractors execute this section independently. Please provide guidance as the directions are not clear.

**WMATA's response: Please refer to the response above.**

105- Page 30, 111. CERTIFICATION REQUIRED FOR ALL SAFETY-SENSITIVE CONTRACTS. In reviewing the definitions provided in the RFP we are of the opinion this provision does not apply to this solicitation. Please confirm one way or the other.

**WMATA's response: The terms in this section apply to this solicitation.**

106- Page 98. Staffing Plan. Please provide the incumbent TPA's current staffing model by position.

**WMATA's response: RFP delineates anticipated staffing needs, but if you feel these are not adequate, please note this in your proposal.**

107- Please provide the incumbent TPA's definition of a: medical only claim; an indemnity claim.

**WMATA's response: Medical only claim is a claim in which the claimant does not qualify for indemnity benefits. Indemnity claim is a claim in which the claimant qualifies for indemnity benefits.**

108- Of the open claim inventory how many/what percentage would WMATA identify as "medical maintenance." If there are claims that fit into this category please provide your definition of a "medical maintenance" claim.

**WMATA's response: The term "medical maintenance" was not used in our RFP.**

109- On page 32, PRE-AWARD EVALUATION DATA documents, Items 7 and 8, the information WMATA requests is confidential and proprietary, and for a number of clients precluded from disclosure through contractual language. In that context is there an alternative approach we can use to satisfy WMATA's request?

**WMATA's response: These are requirements all proposers need to complete.**

110- Page 99, Item 3.1.2. Please confirm that WMATA requires a dedicated account manager? We are defining "dedicated" as 100% of an FTE's time. Based on the 1,040 hours identified on page 6 of the PRICE SCHEDULE SHEET, it appears WMATA is requiring 50% of an FTE. 1,040/40 hour week.

**WMATA's response: These are estimated hours only. The Account Manager does not need to be dedicated to WMATA..**

111- Are there currently case caps in place for this program? If so, what are they by claim type (indemnity and medical only)?

**WMATA's response: No, we are interested in obtaining quality and effective TPA services.**

112- Page 99, Item 3.1.3. Please confirm that WMATA requires a dedicated claims manager. We are defining "dedicated" as 100% of an FTE's time. Moreover, does WMATA envision this position to include supervisory oversight of a claim team?

**WMATA's response: Yes. WMATA requires a dedicated claims manager and WMATA envision this position to include supervisory oversight of a claim team.**

113- Page 99, Item 3.1.4. While the RFP states that WMATA is requiring a "designated" nurse case management supervisor, the PRICE SCHEDULE SHEET is identifying this position as 100% of an FTE. Please confirm this assumption.

**WMATA's response: Yes**

114- Page 100, Item 3.1.8. Please identify the maximum caseload for the medical only adjuster position.

**WMATA's response: We are open to discuss this with the selected TPA provided that the TPA services are effective and high quality.**

115- Page 112, Item 4.1. How many of these 15 users require full RMIS credentials to the extent they have reporting writing capabilities? Stated another way how many only need claim lookup/view only?

**WMATA's response: To be discussed with selected TPA**

116- Page 115, Item 5.6. Where on the PRICE PROPOSAL SHEET does WMATA want us to capture the cost of the off-site storage?

**WMATA's response: Please include under Administrative Costs.**

117- Would you please clarify the two items below? For instance, does the first item mean all RFPs we responded to, or only WMATA RFPs?

a. In the last two (2) years has your firm been denied an award where it was the offeror?

If the answer is yes, attach as Schedule Three (3) the full particulars regarding each occurrence.

b. Has your firm failed to complete, in the last two (2) years, any contract on which it was the offeror?

If the answer is yes, attach as Schedule Four (4), the full particulars regarding each occurrence.

**WMATA's response: It refers to all RFPs and contracts but not limited to WMATA.**

