



Interoffice Memorandum

May 15, 2017

TO: Mayor Teresa Jacobs  
and the Board of County Commissioners

FROM: Carrie Woodell, Manager, Procurement Division

CONTACT: John Petrelli, Manager, Risk Management Division  
(407) 836-9636

SUBJECT: Selection of Consultant, Request for Proposals Y17-1011-LC, Third Party Claim Administration and Managed Care Services

RECOMMENDATION:

Selection of one firm and an alternate, to provide Third Party Claim Administration and Managed Care Services, under Request for Proposals Y17-1011-LC, from the two firms listed below in alphabetical order.

Cannon Cochran Management Services, Inc.  
York Risk Services Group, Inc.

Further request authority for the Procurement Division to negotiate and execute a 3-year contact within a budget amount of \$5,706,936, renewable for two additional 1-year terms. This item was evaluated by the Procurement Committee on May 3, 2017. Commissioner Jennifer Thompson was assigned to the Procurement Committee.

PURPOSE

The contractor will assume the administration of all claims, closed and open, and provide related technical assistance to the County; act as service provider representative on any claim issues or problems; act as liaison among the insurer, adjusters, field staff, medical management providers, medical network, the Risk Management Information System and the County.

DISCUSSION:

The County originally implemented its property and casualty self-insurance program on March 15, 1977. Current participants include the Board of County Commissioners, Clerk of Courts, Comptroller, Property Appraiser, Supervisor of

Elections and Tax Collector. The contractor will administer claims involving workers compensation, general liability, automobile liability, environmental liability, property and crime bond/employee dishonesty. The Risk Management Division administers these programs with oversight from the Risk Management Committee.

Seven proposals were received in response to RFP Y17-1011-LC. The proposals of USIS, Inc, TRISTAR Risk Enterprise Management, Inc., CorVel Enterprise Comp., Inc., and Gallagher Bassett Services, Inc. scored too low for Board consideration. North American Risk Services, Inc. was deemed non-responsive because their Fee Schedule Form deviated from the required units of measure on lines 8-10, and they qualified their bid on lines 12-14.

The Procurement Committee evaluated the proposals against the stated criteria.

Attached are the consensus scores.

RFP#: Y17-1011 Third Party Administration & Management Care Services	Claim		Medical		Information		Firm's		M/WBE		LOCATION		FEE		Welfare Transition	SDV Subcontractor	SDV Prime	TOTAL
	Services		Services		Systems		Experience						PROPOSAL					
WEIGHT	25		20		10		10		10		10		15					
	RAW SCORE	WEIGHTED SCORE	RAW SCORE	WEIGHTED SCORE	RAW SCORE	WEIGHTED SCORE	WEIGHTED SCORE	WEIGHTED SCORE	RAW SCORE	RAW SCORE	RAW SCORE							
Cannon Cochran Management Services, Inc	4.0	100.0	4.2	84.0	4	40.0	5	50.0	3	30	2	20		62.56	0	0	0	386.56
York Risk Services Group, Inc.	3.0	75.0	2.0	40.0	3	30.0	4.0	40.0	3	30	5	50		55.26	0	0	0	320.26

\*\*North American Risk Services, Inc. was deemed non-responsive because on their Fee Schedule Form they submitted, lines 8-10 deviated from the required unite or measure. Also on line 12-14 they qualified their bid.



**Interoffice Memorandum**

April 26, 2017

To: Linda Carson, Senior Purchasing Agent  
Procurement Division

FROM: Kesi Warren, Senior Contract Administrator   
Business Development Division

SUBJ: **RFP #Y17-1011-LC, Third Party Claim Administration and Managed Care Services**

Below are the respondents to the subject RFP with their firm's certified sub-consultants and MWBE participation score on a 1 – 5 rating:

<b>1.</b>	<b>CorVell Enterprise Comp, Inc.</b>		<b>3 Points</b>
HF	CCH Marketing Consulting, Inc.	.5%	
WF	Orange Legal, Inc.	1.0%	
AM(Is)	Diamond Cab Co.	.5%	
	<b>Total MWBE Participation:</b>	<b>2%</b>	
	EEO Staff	84%	
Bonus Points			
	Service-Disabled Veterans (SDV)	<b>0</b>	
	Welfare Recipients:	<b>0</b>	

<b>2.</b>	<b>Cannon Cochran Management Services, Inc.</b>		<b>3 Points</b>
*		0%	
	<b>Total MWBE Participation:</b>	<b>0%</b>	
	EEO Staff	93%	
Bonus Points			
*	Service-Disabled Veterans (SDV)	<b>0</b>	
*	Welfare Recipients:	<b>8</b>	

\*The MWBE and SDV subs listed in the proposal are not Orange County certified vendors. The proposer states "we anticipate hiring 2 Supervisors and 6 Adjusters, along with claims support staff" on the Welfare Transition and Dislocated workers form. However, the proposer may be awarded a maximum of five (5) bonus points, one (1) point for each fulltime hire.

cc: Contract File

*Aheena Ferguson*

<b>3.</b>	<b>TRISTAR Risk Enterprise Management, Inc.</b>		<b>3 Points</b>
*		0%	
	<b>Total MWBE Participation:</b>	<b>0%</b>	
	EEO Staff	88%	
Bonus Points			
	Service-Disabled Veterans (SDV)	<b>0</b>	
	Welfare Recipients:	<b>0</b>	

\*The MWBE listed in the proposal is not an Orange County certified vendor.

<b>4.</b>	<b>North American Risk Services, Inc.</b>		<b>3 Points</b>
WF	Rehabilitation Advisors, Inc.	0%	
*			
	<b>Total MWBE Participation:</b>	<b>0%</b>	
	EEO Staff	63%	
Bonus Points			
	Service-Disabled Veterans (SDV)	<b>0</b>	
	Welfare Recipients:	<b>0</b>	

\*There is not a dollar amount or percentage indicated to be subbed out to the one (1) Orange County certified MWBE listed in the proposal. Therefore, the evaluator cannot assess points as it relates to the utilization of the O.C. MWBE. The other MWBE listed in this proposal is not an Orange County certified vendor.

<b>5.</b>	<b>USIS, Inc.</b>		<b>3 Points</b>
		0%	
	<b>Total MWBE Participation:</b>	<b>0%</b>	
	EEO Staff	87%	
Bonus Points			
	Service-Disabled Veterans (SDV)	<b>0</b>	
	Welfare Recipients:	<b>0</b>	

<b>6.</b>	<b>York Risk Services Group, Inc.</b>		<b>3 Points</b>
		0%	
	<b>Total MWBE Participation:</b>	<b>0%</b>	
	EEO Staff	74%	
Bonus Points			
	Service-Disabled Veterans (SDV)	<b>0</b>	
	Welfare Recipients:	<b>0</b>	

<b>7.</b>	<b>Gallagher Bassett Services, Inc.</b>		<b>3 Points</b>
		0%	
	<b>Total MWBE Participation:</b>	<b>0%</b>	
	EEO Staff	75%	
Bonus Points			
	Service-Disabled Veterans (SDV)	<b>0</b>	
	Welfare Recipients:	<b>0</b>	