



# COUNTY OF TULARE GENERAL SERVICES AGENCY Purchasing Division

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August 12, 2022

## NOTICE TO PROPOSERS/BIDDERS

### **AMENDMENT/ADDENDUM No. 02 – RFP NO. 23-004**

The following changes and clarifications to RFP No. 23-004 for Workers Compensation Third Party Administrator Services are provided based on questions received during the vendor conference held on August 10, 2022. Please consider them when completing your submission/response to this proposal.

Please sign and return this Amendment/Addendum Acknowledgment with your signed proposal. Failure to provide all documents as required in the original RFP may disqualify your proposal.

Sincerely,

A handwritten signature in blue ink that reads "Sharon Castellini".

Sharon Castellini  
Purchasing Manager

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### **ACKNOWLEDGMENT OF AMENDMENT / ADDENDUM No. 02**

COMPANY NAME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

NAME & TITLE: (PRINT) \_\_\_\_\_

## **ANSWERS TO QUESTIONS THAT WERE RECEIVED DURING VENDOR CONFERENCE**

Question #1: Is there a certain priority or set of priorities that most important for TC that the successful claims administrator should focus on? Areas of Focus?

Answer #1: All facets of our Workers' Compensation program are vital to the County within our TPA relationship. Compliance and commitment to service instructions need to be met in all areas of claims administration.

As for areas of focus, consistent adjuster level communication needs to be a major strength when obtaining and sharing information, status of case, and questions needing timely responses back to County staff for adherence to County processes, including state and federal laws related to disability management issues. Additionally, providing updated plans of action and timely settlement authority requests that include defense recommendations for moving claims toward appropriate resolutions are essential.

Question #2: In the Q& A documents that you provided, someone asked about face-to-face meetings – Can you give responders an idea of how many in person meetings you are used to or how many you would like there to be and for what purpose? Annual accountability, Quarterly meetings? What is the County's ideal schedule?

Answer #2: In addition to any on-line discussions or telephonic conferences, we generally like to have (2) two primary face-to-face meetings with County staff to go over important items including case reviews that may require defense counsel input as well. Locations can be determined in advance based on what geographically makes sense. The County also likes to be flexible however and may desire additional in-person meetings based on need or even possibly moving dates if calendar conflicts ever arise.

Balance of requirements and specifications to remain the same.

**PROPOSAL OPENING DATE OF AUGUST 24, 2022, AT 2:00 PM (PST)**  
**REMAINS UNCHANGED.**

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