



ADDENDUM #1

August 6, 2021

RFP Title: Third Party Administrator – Worker’s Compensation

Owner: County of Wake – Melissa England, Procurement

RFP Bid No.: #21-062

The following items provide answers to questions that were submitted before the deadline for RFP #21-062. Wake County answers are in blue.

1. Please provide the total number of new claims reported in each of the past three years. If this could be broken out further between indemnity claims, medical only claims, and record only claims, that would also be very helpful. [Claims reported to TPA in each of the past three fiscal years \(7/1 – 6/30\):](#)

Claims Opened by TPA	2019	2020	2021
INDEM/TIME LOST	97	67	90
MEDICAL ONLY	163	171	148
RECORDS ONLY	8	14	4

2. Please provide the total amount paid toward medical bills in each of the past three years. This can either be the amount paid by calendar year regardless of when the accidents occurred, or the current amount paid toward medical bills for each of the past three accident years. Please specify which you are providing. [Medical payments paid in each of the past three fiscal years \(7/1 – 6/30\), regardless of loss date. Amounts do not include recoveries:](#)

Fiscal Year	Medical Payments
2019	\$544,373
2020	\$564,009
2021	\$471,573

3. If the County is looking for a proposal to include the takeover of existing open claims, please provide the current number of open claims that may be subject to the transition, regardless of accident date. If these could also be broken out between indemnity claims and medical only claims, that would also be helpful. [The County would like proposals to include pricing to take over existing claims. TPA open claims as of 8/3/21: Indemnity: 71, Medical: 68, TBD: 6](#)

4. Please also provide a copy of the current in-force contract for these services. [We currently do not have a contract for these services.](#)

5. The due date for responses to the RFP is August 19th, 2021. However, on page 10 of the RFP under "Proposal Submittal Requirements", it notes that responses must be received by August 9, 2021. Can you confirm that the correct date is 8/19/21? [Yes, this was a typo, 8/19/2021 is the due date.](#)

6. Can we get a 3-5 year loss run? Or at least some sort of claim volume each year broken out by IND, MO and RO? See attachment "RFP 21-062 County of Wake Five Year Loss Run." This data excludes incident only claims.

7. What is the effective go live date of the contract for the winning TPA? Target start date is 2/1/22 for a contract.

8. Section 2.2 of the RFP says the proposal is due Aug 9th. Just want to clarify that it is in fact August 19th and not the 9th? Yes, this was a typo, 8/19/2021 is the due date.

9. Whether companies from Outside USA can apply for this? (like from India or Canada)

Any company may apply, as stated in the RFP, all adjusters must be licensed and reside in North Carolina, and all checks and/or drafts for claim payments will be prepared by the consultant in a North Carolina office.

10. Whether we need to come over there for meetings?

Wake County may request the presence of the adjuster for meetings and mediations. The presence of the adjuster will be required for any hearing with the North Carolina Industrial Commission.

11. Can we perform the tasks (related to the RFP) outside USA? (like from India or Canada)

All adjusters must be licensed and reside in the state of North Carolina.

12. Can we submit the proposal via email?

Per Section 2.2 of the RFP document fax or email responses will not be accepted.