



## **REQUEST FOR PROPOSAL**

### **WORKERS' COMPENTATION CLAIMS ADMINISTRATION SERVICES**

**For the  
Housing Authority of the County of Santa Cruz**

**March 2012**

March 27, 2012

Thank you for participating in our request for a proposal (RFP). We wish to obtain information from each prospective business partner that allows us to evaluate their company and services. The format will allow each applicant to present their program in a uniform manner. After a thorough review, we can make an informed and objective decision whether to align with them or not.

With this RFP we will be evaluating exposure and coverage options for workers compensation.

**Key RFP Dates**

The following table outlines the planned schedule of RFP activity regarding distribution, response submission, and selection process. The Housing Authority of the County of Santa Cruz reserves the right to amend the schedule, as necessary.

Activity	Completion Dates
Issue RFP	March 27, 2012
Deadline for Questions	April 20, 2012
RFP Submission Deadline	April 30, 2012
Review of Proposals & Interviews	May 1-15, 2012
Final Selection	May 28, 2012
Coverage Begins	July 1, 2012

- 1) Each participant's RFP must be submitted in a sealed envelope to the following address:  
Housing Authority of the County of Santa Cruz  
Attention: Linda Igarta, Administrative Services  
2931 Mission Street  
Santa Cruz, CA 95060-5709

Label the sealed envelope: CONFIDENTIAL - Worker's Compensation RFP

RFP's must arrive no later than 5:00 p.m. Monday, April 30, 2012. Any RFP received after that date will not be accepted or considered.

- 2) All questions on the RFP must be directed to Linda Igarta at linda@hacosantacruz.org. No communication or correspondence will be allowed after the last day for questions and prior to submission of your RFP and any attempt will disqualify you from participating.
- 3) You are not allowed to contact or communicate with any underwriter, insurance carrier, third party administrators, or other risk control resource the Housing Authority currently

is engaged in business with regarding this RFP. The Incumbent provider is only allowed to communicate with current carriers regarding existing transactions.

- 4) Questions, revisions and responses will be shared with all participants.
- 5) Include notarized Non-collusion Affidavit. (form enclosed)
- 6) The Housing Authority wishes to enter into a contract for workers' compensation coverage for the period beginning July 1, 2012 and expiring June 30, 2014, with the option to renew.

## **I. BACKGROUND**

The Housing Authority of the County of Santa Cruz is a Public Housing Agency, created in 1969 to provide housing assistance for the county's low and moderate-income residents. The largest and best known programs operated by the Housing Authority are the federal rental assistance programs: the Section 8 Housing Choice Voucher program (Section 8) and the Low Income Public Housing (LIPH) program as well as the USDA Farmworker Housing Program.

The Housing Authority also administers, by contract, the Housing Authority of the City of Hollister. In addition we also provide services under contract to the local City, County and municipalities which include Security Deposit, First Time Home Buyers, Mortgage Credit Certificate and Mobile Home Resident Ownership Programs.

The Housing Authority employs approximately 60 individuals at any one time. For the most part our employees are on site in the office at 2931 Mission Street, involved in administrative tasks related to the operation of the Section 8 Housing Choice Voucher program. A few of our employees travel on a daily basis for the purposes of inspecting the interior and exterior condition of homes, apartments, townhomes, condos, mobile homes, etc., that are assisted through the Section 8 program. Several individuals travel throughout Santa Cruz, San Benito, and Santa Clara Valleys daily to maintain, repair and engage in light construction for the upkeep of not only the main Housing Authority office, but also the LIPH apartments and townhomes owned by the Housing Authority, as well as other properties managed by the Housing Authority. Additionally, at any given time, employees may travel by car or plane, in their duties in administering our programs.

The Housing Authority's Illness and Injury Prevention Policy is discussed at length and provided to all employees. All in-house workstations are reviewed regularly and at employee request for ergonomic parameters. Adjustments to work stations are made as needed.

Additionally, supervision of employees involved in travel for inspections, maintenance, repair and light construction, or other purposes, includes frequent conversations with staff about what the day's job entails and what risks may arise. Staff are encouraged and expected to raise concerns about any issues they believe may pose a risk to them personally, or any other individual. The Housing Authority will not hesitate to contract out jobs that include work in slippery or second story roofs, complex electrical issues, or any task they do not have the expertise to complete.

The Housing Authority makes extensive use of vendors and independent contractors who engage in all forms of heavy upkeep and construction of properties under our purview. The types of services contracted are landscape installation and maintenance, plumbing and replacement of household appliance connections, heating and ventilation services, carpet laying, electrical wiring and installation of service meters. We believe that the health and safety of our employees is of the utmost importance and believe in the importance of having qualified individuals able to complete specific duties on each and every job site.

## **II. CURRENT COVERAGE**

Coverage summary:

The Housing Authority's Director of Administrative Services coordinates all aspects of the workers' compensation program. This coverage is currently provided by California State Compensation Insurance Fund and is effective from July 1, 2011 and expires June 30, 2012

Rating and exposure data:

- a. The location of each property owned and/or managed by the Housing Authority is found in Exhibit A.
- b. All properties named in Exhibit A have liability coverage provided by The Housing Authorities Risk Retention Pool (HARRP).
- c. Payroll projections and employment profile for fiscal year 2012-2013 are found in Exhibit B.

Loss information:

- a. A report showing the prior 5 years loss information is found in Exhibit C.

Financial statements:

- a. Financial statements are found in Exhibit D.

Employee handbook and Illness & Injury Prevention Program – available upon request

## **III. APPLICANT INFORMATION**

The Applicant shall provide the following information:

- a) Company information to include their mission, focus, strategies, marketing emphasis, specialization, ownership, size and influence of your company.
- b) Risk management team, service team and key personnel
- c) Testimonials or references
- d) Carriers and independent resources represented
- e) Communication and IT infrastructure
- f) Servicing platform and responsiveness
- g) Compensation approach and disclosure practices, including details

- h) Broker and/or Risk Management Service Agreement
- i) include a description of the claims operations procedures
- j) Description of how the transition from the current provider will take place. This should include suggested timelines for specific transitional items to include, but not limited to (1) transition of physical and electronic files, (2) bill payment, (3) file review, (4) contact with claimants, medical professionals, and legal personnel where required. Any cost associated with the transitions should also be included.

The Applicant must currently operate a workers' compensation claims office within the State of California.

#### **IV. SELECTION CRITERIA**

The selection criteria to be used to select the successful proposal will include, but not limited, to the following:

- a) Established record of consistent professional service and reputation within the industry
- b) High quality references from public entities
- c) Staffing and experience levels
- d) Cost effectiveness of medical and legal cost containment services and activities
- e) Overall cost-benefit advantages

#### **V. WITHDRAWALS OF PROPOSALS**

Applicant may withdraw its proposal at any time before the expiration of the time for submission of proposals as provided in this RFP by delivering a written request for withdrawal signed by, or on behalf of, the Applicant by mail, e-mail, or fax to the Director of Administrative Services listed on page one of this RFP.

#### **VI. APPEALS**

Applicants may appeal only deviations from laws, rules, regulations, or procedures. Any disagreement with the process, e.g., rating by evaluators, is not appealable. The Applicant must appeal in writing to the Housing Authority and all appeals must be received no later than five (5) days after the postmarked Notice of Award or disqualification.

#### **VII. RIGHTS OF THE HOUSING AUTHORITY OF THE COUNTY OF SANTA CRUZ**

This RFP is not in any way to be construed as an agreement, obligation or other contract between the Housing Authority and any person or firm submitting a proposal, nor does it obligate the Housing Authority to pay for any costs incurred in preparation and submission of proposals or in anticipation of a contract. Proposals submitted in response to this request become the property of the Housing Authority and are subject to the provisions of the California Public Records Act after the announcement of award is made.

We acknowledge and appreciate the time and effort each participant will put into this RFP. We will consider each proposal based on its merits. The decision and selection will be subjective and entirely at the discretion of the Housing Authority of the County of Santa Cruz.

The Housing Authority reserves the right to:

1. Obtain clarification of any point in a proposer's response or to obtain additional information necessary to properly evaluate a particular response.
2. Reject any or all proposals.
3. Cancel the RFP in part or in its entirety without explanation to the Applicants.
4. Issue subsequent RFPs.
5. Negotiate with any, all or none of the Applicants.
6. Award a contract to one (1) Applicant.
7. Accept other than the lowest offer.
8. Waive informalities and irregularities in proposals.