

A large, stylized, light blue Phoenix logo is centered in the background of the slide. The logo is composed of several curved, overlapping shapes that form the bird's head and tail. The background is a solid dark blue color.

# RFP 24-0436

## Worker's Compensation Bill Review Services

March 11, 2025– 9:00 a.m.  
Via WebEx

**City of Phoenix**  
Finance Department



# Welcome!

- Please turn off or silence cell phones during this pre-offer conference.
- Please mute your microphones, unless you are speaking, to mitigate background noise and potential electronic feedback for the other participants.
- We will be touching on each major section of the solicitation, please try and limit your questions to the section being discussed.
- Please add your questions to the chat during this pre-offer conference.

This presentation will be available at the City's  
solicitation website for this Solicitation



# Legal Notice

The purpose of the Pre-Offer Conference is to provide a casual atmosphere to discuss the City's intent and to determine whether the City's requirements are clearly stated.

Although an exchange of information may take place, the official position of the City is that which is delivered in the solicitation document and in the form of a written Solicitation Addendum. Therefore, nothing said here today should be construed as a change to the written requirements in the solicitation document.

Any changes will be in the form of a solicitation addendum. Vendors must acknowledge receipt of any/all addenda by signing and returning the document with their submittal, or the response may be considered non-responsive.

Please note that it is the responsibility of the Offeror to read the entire solicitation document. Offerors must contact the Procurement Officer if they have any questions – no other City employees per the Transparency Policy.



# Key Dates

Pre-Offer Conference      March 11, 2025  
at 10:00 a.m.

Written Inquiries Due      **March 12, 2025**  
at 2:00 p.m.

Email to: **Margie.Vasquez@phoenix.gov**

Offer Due Date      **March 25, 2025**  
at 2:00 p.m.



# Agenda

## RFP 24-0436 Worker's Compensation Bill Review Services

1. Solicitation Instructions Overview
2. Scope of Work Overview
3. Terms and Conditions Overview
4. Insurance and Indemnification Requirements
5. Review Submittal Requirements
6. Closing



# Qualification Criteria

## **RFP Section 1.3 Minimum Qualifications (Page 5)**

Offerors must meet the qualifications listed below. Failure to meet this criteria will deem your offer as non-responsive:

- Offeror must have been in operation for a minimum of five (5) consecutive years' providing Worker's Compensation Bill Review Services as listed in the solicitation.
- Have a minimum of five (5) consecutive years' experience providing the Services as listed in the solicitation for private and public entities comparable in size to the City of Phoenix.



# Solicitation Instructions

## **RFP Section 1.19 Solicitation Transparency Policy (Pages 10-11)**

### Transparency Policy in Effect

- In effect at posting of the Solicitation through Council Approval
- All Communication is through the Procurement Officer
- All offerors must register at: <https://www.phoenix.gov/procure>

## **City's Vendor Self-Registration and Notification (RFP Section 1.16 - Pg 5)**

- Businesses ***must*** be registered with the Arizona Corporation Commission (this is verified)
- All offers shall be firm and fixed for a period of 180 calendar days from the Offer Due Date (RFP 1.33 Page 16).
- The City will not be responsible for oral instructions made by employees or officers, any changes will be in the form of a solicitation addenda.
- Exceptions (RFP Section 1.8 Page 7)
  - Offerors must read the entire solicitation. The City's preference is for Offeror's to accept all terms and conditions. Exceptions not submitted per the requirements of this section will not be considered or may be deemed as non-responsive.



# Solicitation Instructions

- Solicitation Inquiries ([email procurement officer only](#))
- Preparation of Offer (see RFP Section 1.7 Page 6)
  - All information in Submittal D Section must be submitted (Page 69).
  - No Modifications to the Submittal Forms
- Submission of Offer (see RFP Section 1.13 – Page 8)
  - Electronic Submittal to [procurement@phoenix.gov](mailto:procurement@phoenix.gov)
  - Late Offers (see RFP Section 1.22 – Page 13)
- Award of Contract
  - Award will be made to the most responsive, responsible Offeror who is regularly established in this service. Offers will be scored against the Evaluation Criteria listed on page 69.





# Scope of Work

## **BACKGROUND**

The City's Human Resources Department, Safety & Worker's Compensation Division, is responsible for managing a full range of workforce services to include oversight of the Worker's Compensation program. The Worker's Compensation Section has an overall mission to support care of industrial injury benefits under the Workers Compensation Program for City employees.

## **SCOPE OVERVIEW**

The Contractor shall review each bill to ensure that medical payments do not exceed the fees allowed by the Arizona Industrial Commission, law and/or industry practices and standards.

The Contractor shall provide recommendations to the City regarding a PPO network, including a prescription drug network, physical therapy network, durable medical equipment network, etc., each with an adequate number of locations/providers to offer the City substantial discounts on a high percentage of reviewed bills below fee schedule, when applicable.



# Scope of Work

**THE CONTRACTOR SHALL PROVIDE THE FOLLOWING SERVICES:**

- A. The Contractor shall review each bill within a maximum of seven (7) calendar days from the date the bill is made available to the Contractor.
- B. For and in consideration of the payment the Contractor agrees to provide all services necessary to perform bill review under the Workers' Compensation program in accordance with the Contract, including but not limited to those duties set out in this scope of work.
- C. Review individual bills and identify and appropriately re-price charges outside of the Arizona Industrial Commission Physician Fee Schedule.
- D. Review individual bills and identify medically unnecessary procedures per Evidence Based Medicine Guidelines.
- E. Review individual bills and identify medical providers who provide excessive utilization of procedures per Evidence Based Medicine Guidelines.



# Scope of Work

F. Review individual bills and identify and appropriately recode improperly coded medical procedures.

G. Review individual bills and identify medical procedures not covered by the Industrial Commission Physician Fee Schedule.

H. Review bills and identify duplications and overpayments.

I. Review bills not covered under the Arizona Fee Schedule and determine if the provider has charged according to reasonable and customary rates established by Centers for Medicare/Medicaid Services (CMS) rate schedule.

J. The City's TPA shall provide the Contractor with the original bill for review and evaluation.

K. Upon the City's request, Contractor shall review initial emergency room invoices to confirm the application of reasonable and customary rates.



# Scope of Work

## **ACCOUNT MANAGEMENT SERVICES**

### Account Manager

The Contractor shall provide an Account Manager who shall be the single designated day-to-day contact.

- The Account Manager should have a minimum of three (3) years experience with the Contractor's organization or a similar industry and direct experience with accounts of similar size and complexity as the City.
- The City retains the right to approve changes to the assigned Account Manager during the duration of the contract.
- Primary responsibilities will include overseeing all aspects including, but not limited to:
  - Responds to all performance issues
  - Initial implementation and ongoing contract administration.

### Quality Assurance Representative

- Assist in Coordinating efforts of the Contractor's staff to resolve issues disputes, workflow challenges, and escalated issues.
- A. The representative shall be available during the normal working hours of Monday through Friday, 8:00 AM to 5:00 PM (Arizona Time) via dedicated phone and e-mail.
- B. When deemed necessary by the City, the Contractor shall provide additional resources, if challenges or problems arise and the Contractor is unable to fulfill any requirements as stated herein, at no additional cost to the City.



# Scope of Work

## **OTHER KEY SOW AREAS**

Refer to the Scope of Work for the specific requirements:

- Software Interface
- Reporting Requirements
- Performance Guarantees / Penalties



# Pricing Proposal

## **RFP Attachment 10 – Fee Schedule**

**Instructions Tab** – Please read and follow the instructions provided.

**Fee Schedule Tab** – The City is requesting a fixed price contract for the five (5) year term of the contract. The awarded contract will reflect the proposed pricing listed in this Tab, or if applicable, the improved pricing offered through the BAFO process.

**Pricing Evaluation** – The City has provided a packet with a total of 10 example medical bills for re-pricing. The City of Phoenix seeks to be able to see and evaluate your company's PPO penetration (that will be made available to the City of Phoenix through this solicitation process) within the Arizona workers' compensation market.

The offeror with the highest savings will be awarded the maximum points. See Submittal D, Evaluation Criteria (Page 69)



# Special Terms & Conditions

- Term of Contract (RFP Section 2.8 – Page 35)
  - Effective January 1, 2026 for a 5 year contract.
- Pricing shall be firm and fixed for the entire term of the contract. (RFP Section 2.8.2 – Page 35)
- Background Screening (RFP Section 2.8.28 – Page 40)
  - Maximum Risk Level Background Screening is the requirement of this solicitation and resulting contract.



# Other Requirements

- **Statement of Bonding Ability (RFP Section 1.24 – Page 13)**
  - **This is a requirement and must be submitted with your offer.**
  - The awarded Offeror will be required to submit a Performance Bond/Surety in the amount of 10% of the total Contract Amount immediately after notice of award.
- **Business Associate Agreement (BAA) EXHIBIT C (Pages 56-68)**
  - The awarded Offeror will be required to sign this agreement which will be incorporated in the resulting contract.
- **RFP Questionnaire – Attachment 6**
  - Must be completed entirely and returned with your offer.
  - The Method of Approach evaluation criteria will be scored based on the responses provided in Attachment 6, and the other items as identified in Submittal D, Section 5 – Method of Approach (Page 73)





# Insurance & Indemnification

- RFP Section 2.9. Defense and Indemnification (Page 46)
  - RFP Section 2.10. Insurance requirements (Pages 46-48), the required coverages include:
    - General liability
    - Automobile liability
    - Worker's compensation and Employer's liability
    - Professional liability
    - Network Security and Privacy liability
- \*Please refer to this section for the coverage limits.*
- Upon award, certificates of insurance (ACORD form or equivalent) must be provided to the City within 10-days
  - A copy of your Certificate of Insurance is not required to be submitted with your offer.



# Evaluation Criteria

## **Evaluation Criteria (1000 Points Maximum)**

- Qualifications, Experience & References (300 Points)
- Method of Approach (375 Points)
- Pricing (325 Points)

## **Submittal Instructions (Pg. 69)**

- Offers must follow the submission requirements identified.

## **Consensus Scores**

1. Initial Evaluation: The overall consensus scores will determine the Offeror's ranking, and which Offers are within the competitive range.
2. Demonstrations (if applicable) RFP 1.31, Pg 15: Offerors in the competitive range may be invited to construct a presentation of their offerings, based on a script developed by the panel.
3. Best & Final Offers (if applicable) RFP 1.32, Pg 16: Offerors in the competitive range may be afforded the opportunity to amend the original offer.
4. Award Recommendation: The evaluation panel will recommend the Offer that is the best value and most advantageous to the City based on the evaluation criteria and the highest ranking.



# Submittals

Email the proposal to [procurement@phoenix.gov](mailto:procurement@phoenix.gov)

**Do not email your Offer to the Procurement Officer**

## **Submission of Offer, RFP 1.13 (Page 8)**

- Offers must follow the submission requirements identified.

## **Submittal Instructions (Pg. 69)**

- Offers must follow the submission requirements identified. Include at a minimum the information identified in this section.

## **Reminders**

- Offer must be signed by a binding official
- Signed Addenda must be returned with your offer
- Completed Submittal forms must be returned with your offer



# Submittals

- Complete and include the required submittal forms:
  - Offer Signature page
  - Conflict of Interest and Transparency
  - Costs and Payments
  - References Form
- Please do not submit links or password protected documents
- Late Offers will be rejected



# Questions & Answers (Q & A)

- Submit questions by March 12, 2025
  - 2:00 p.m., local Phoenix time
  - Email to: [Margie.Vasquez@phoenix.gov](mailto:Margie.Vasquez@phoenix.gov)
- Answers will be published via an addendum at the City's solicitation website.
  - [Solicitation Details - Solicitations City of Phoenix](#)



# Key Dates

**IMPORTANT  
INFORMATION**

Written Inquiries Due

**March 12, 2025  
at 2:00 p.m.**

Offer Due Date

**March 25, 2025  
at 2:00 p.m.**

Please submit all offers electronically to [procurement@phoenix.gov](mailto:procurement@phoenix.gov)

**Do not sent your offer to the Procurement Officer**



# Questions

