

Request for Legislative Action

Completed by County Counselor's Office

Action Requested:	Resolution	Res.Ord No.:	21489
Sponsor(s):	Megan L. Marshall	Legislature Meeting Date:	12/4/2023

Introduction

Action Items: ['Award']

Project/Title:

Awarding a one-year contract, with one year option to extend for the furnishing of Administrative Services for Self-Funded Workers' Compensation program to Cowell Insurance Servies of Overland Park, KS under the Terms and Conditions of Request for Proposal No. 23-069.

Request Summary

Awarding a one-year contract, with one year option to extend for the furnishing of Administrative Services for Self-Funded Workers' Compensation program to Cowell Insurance Servies of Overland Park, KS under the Terms and Conditions of Request for Proposal No. 23-069.

The County requires a Contract for the furnishing of Administrative Services for Self-Funded Workers' Compensation to perform the functions of Claim Administration, Risk Management Information Systems and Reporting to Human Resources.

A total of twenty-two notices were distributed and two responses were received. An Evaluation team from Human Resources and Parks + Rec evaluated the proposals according to the following criteria: Pricing (25 points), Methods of Performance (25 points), Experience, Qualifications, References (15 points), Staff Assigned to Contract (15 points) and Quality & Availability of Services (20 points). An estimated cost to the County at \$63,000, actual cost cannot be determined based on circumstances and plan usage.

The results of the evaluation are as follows:

		Methods of	Experience,	Staff Assigned	Qual & Avail.	Final
Average						
Respondent	Pricing	Performance	Qual, Ref.	to Contract	of	
Services	Score					
Cowell Insurance Services, Inc.	25	24.67	14.67	14.67	19.67	98.67
PMA Management Corporation	21.33	24.33	13.67	14.00	19.33	92.67

Pursuant to Section 1054.6 of the Jackson County Code, 1984, the Director of Human Resources and the Director of Finance and Purchasing recommends the award for the furnishing of Administrative Services for Self-Funded Workers' Compensation program to Cowell Insurance Services of Overland Park, KS as

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the best bid received.

Contact Information

Department:	Human Resources	Submitted Date:	11/20/2023
Name:	Michelle K. Chrisman	Email:	MChrisman@jacksongov.org
Title:	Director of Human Resources	Phone:	816-881-1204

Budget Information

Amount authorized by this legislation this fiscal year:			\$ 0
Amount previously authorized this fiscal year:			\$ 0
Total amount authorized after this legislative action:			\$
Is it transferring fund?			No
Single Source Funding:			
Fund:	Department:	Line Item Account:	Amount:
			!Unexpected End of Formula

Prior Legislation

Prior Ordinances

Ordinance:	Ordinance date:

Prior Resolution

Resolution:	Resolution date:
19592	October 2, 1997
18610	September 15, 2014

Purchasing

Does this RLA include the purchase or lease of supplies, materials, equipment or services?	Yes
Chapter 10 Justification:	Formal Bid
Core 4 Tax Clearance Completed:	Not Applicable
Certificate of Foreign Corporation Received:	Yes
Have all required attachments been included in this RLA?	Yes

Compliance

Certificate of Compliance

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In Compliance	
Minority, Women and Veteran Owned Business Program	
Goals are waived - insufficient MBE or WBE firms available	
MBE:	.00%
WBE:	.00%
VBE:	.00%
Prevailing Wage	
Not Applicable	

Fiscal Information	
This award is made on a need basis and does not obligate Jackson County to pay any specific amount. The availability of funds for specific purchases will, of necessity, be determined as each using agency places its order.	

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History

Submitted by Human Resources requestor: Michelle K. Chrisman on 11/20/2023. Comments:

Returned for more information by Department Approver Gina M. Campbell on 11/21/2023 6:59:44 AM. Comments: One additional scoring category to be added.

Submitted by Requestor Michelle K. Chrisman on 11/21/2023 7:20:27 AM. Comments: Added Staff Assigned to Contract in paragraph 3.

Approved by Department Approver Gina M. Campbell on 11/21/2023 7:23:42 AM. Comments:

Returned for more information by Purchasing Office Approver Barbara J. Casamento on 11/21/2023 9:07:26 AM. Comments: Please change all references to the Request for Proposal to 23-069

Submitted by Requestor Michelle K. Chrisman on 11/21/2023 9:13:32 AM. Comments: Updated to 23-069

Approved by Department Approver Gina M. Campbell on 11/21/2023 9:25:47 AM. Comments:

Approved by Purchasing Office Approver Barbara J. Casamento on 11/21/2023 9:59:29 AM. Comments:

Approved by Compliance Office Approver Ikeela Alford on 11/21/2023 10:06:37 AM. Comments:

Approved by Budget Office Approver Mark Lang on 11/21/2023 11:34:31 AM. Comments:

Approved by Executive Office Approver Sylva Stevenson on 11/21/2023 1:42:35 PM. Comments:

Approved by Counselor's Office Approver Jamesia Manning on 11/30/2023 12:08:03 PM. Comments:

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Cowell Insurance Services, Inc.

Scoring Summary

Evaluation Group 1 - Responsiveness

Reviewer	C - / 0 pts	C-1 - Responsiveness Pass/Fail
Craig Reich	-	-
Average:	-	-
Calculated:	-	-

Evaluation Group 2 - Review Proposals

Reviewer	Total / 75 pts	B - / 75 pts	B-1 - Method of Performance / 25 pts	B-2 - Experience, Qualifications, References / 15 pts	B-3 - Staff Assigned to Contract / 15 pts	B-4 - Quality & Availability of Services / 20 pts
Evaluator #1	71	71	24	14	14	19
Evaluator #2	75	75	25	15	15	20
Evaluator #3	75	75	25	15	15	20
Average:			24.67	14.67	14.67	19.67
Calculated:	73.67	73.67	24.67	14.67	14.67	19.67

Evaluation Group 3 - Pricing

Reviewer	Total / 25 pts	Pricing / 25 pts
Evaluator #1	25	25
Evaluator #2	25	25

Evaluator #3	25	25
Average:		25
Calculated:	25	25

Scoring Comments

Pricing - Reviewer Scores

Reviewer	Score	Reason	Comments
Evaluator #1	25	Meets or exceeds my expectations	Pricing was lowest submitted and covers services provided.
Evaluator #2	25	Strongly fits desired attribute(s)	The pricing looks comprehensive and without a lot of ala carte charges.
Evaluator #3	25	Meets or exceeds my expectations	Bid on all categories and fees are listed.

B-1 - Method of Performance - Reviewer Scores

Reviewer	Score	Reason	Comments
Evaluator #1	24	Meets or exceeds my expectations	The bid details the level of performance needed in a Work Comp Administrator. They provide claims management, claims handling, cost containment, payment of claims, reporting and additional services that would benefit the County.
Evaluator #2	25	Meets or exceeds my expectations	Sounds good
Evaluator #3	25	High level of detail in response	Very detailed in what they would do.

B-2 - Experience, Qualifications, References - Reviewer Scores

Reviewer	Score	Reason	Comments
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Evaluator #1	14	High level of detail in response	CIS has 35 years of WC experience, has four dedicated adjusters and Account Administrator with average 15 years for adjusters. Qualifications and experience are solid.
Evaluator #2	15	Meets or exceeds my expectations	Sounds good
Evaluator #3	15	Well-supported claim(s)	Great customer retention.

B-3 - Staff Assigned to Contract - Reviewer Scores

Reviewer	Score	Reason	Comments
Evaluator #1	14	High level of detail in response	Per the bid, a Senior Claims Adjuster, Senior Lost Time Claims Adjuster, Medical Only Adjuster and Account Administrator will be assigned to thoroughly review and manage all WC claims. Caseload for Medical Only -120, Lost Time -100.
Evaluator #2	15	Meets or exceeds my expectations	Sounds good
Evaluator #3	15	Meets or exceeds my expectations	Meets expectations

B-4 - Quality & Availability of Services - Reviewer Scores

Reviewer	Score	Reason	Comments
Evaluator #1	19	Meets or exceeds my expectations	Based on the bid, I believe CIS can provide Jackson County with a quality review and administration of our WC claims.
Evaluator #2	20	Meets or exceeds my expectations	Sounds good.
Evaluator #3	20	Strongly fits desired attribute(s)	Software able to enter or review claims 24/7.

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PMA Management Corp.

Scoring Summary

Evaluation Group 1 - Responsiveness

Reviewer	C - / 0 pts	C-1 - Responsiveness Pass/Fail
Craig Reich	-	-
Average:		-
Calculated:		-

Evaluation Group 2 - Review Proposals

Reviewer	Total / 75 pts	B - / 75 pts	B-1 - Method of Performance / 25 pts	B-2 - Experience, Qualifications, References / 15 pts	B-3 - Staff Assigned to Contract / 15 pts	B-4 - Quality & Availability of Services / 20 pts
Evaluator #1	69	69	24	13	13	19
Gina Campbell	71	71	24	14	14	19
Evaluator #3	74	74	25	14	15	20
Average:			24.33	13.67	14	19.33
Calculated:			24.33	13.67	14	19.33

Evaluation Group 3 - Pricing

Reviewer	Total / 25 pts	Pricing / 25 pts
Evaluator #1	20	20

Gina Campbell	22	22
Evaluator #3	22	22
Average:		21.33
Calculated:	21.33	↓ 21.33

Scoring Comments

Pricing - Reviewer Scores

Reviewer	Score	Reason	Comments
Evaluator #1	20	Meets or exceeds my expectations	Unit pricing for Lost Control Fees and Medical Case Mgmt would be additional charges per event. Would increase overall cost for County.
Evaluator #2	22	Other	The pricing for this company appears very ala carte and my concern is that our incidents, through no fault of our own, could cause higher than budgeted invoices.
Evaluator #3	22	Well-supported claim(s)	Looks a little like we could end up spending more money with all the add-ons. And they didn't bid n some of the categories.

B-1 - Method of Performance - Reviewer Scores

Reviewer	Score	Reason	Comments
Evaluator #1	24	Strongly fits desired attribute(s)	The bid clearly outlines the duties and performance that a WC Administrator would have to monitor, manage and complete while working WC claims from start to finish.
Evaluator #2	24	Other	Sounds okay
Evaluator #3	25	Meets or exceeds my expectations	Very similar between both bids

B-2 - Experience, Qualifications, References - Reviewer Scores

Reviewer	Score	Reason	Comments
Evaluator #1	13	Strongly fits desired attribute(s)	PMA has a long history of experience in WC administration in 13 states. Their qualifications and references were good.
Evaluator #2	14	Other	Sounds okay
Evaluator #3	14	Other	I thought it was strange that we were asked to contact Peter Masucci at least two days before contacting their listed references.

B-3 - Staff Assigned to Contract - Reviewer Scores

Reviewer	Score	Reason	Comments
Evaluator #1	13	Strongly fits desired attribute(s)	PMA proposed a Sr. Account Claims Representative, Account Claims Representative and Client Service Manager with years of experience. Caseload for lost time approximately 140, medical only 200 files.
Evaluator #2	14	Other	Sounds okay
Evaluator #3	15	Meets or exceeds my expectations	Defined positions we would work with.

B-4 - Quality & Availability of Services - Reviewer Scores

Reviewer	Score	Reason	Comments
Evaluator #1	19	High level of detail in response	PMA can provide claims administration, reporting, claims management system, customer service center, settlement, billing and additional WC services.
Evaluator #2	19	Other	Sounds okay
Evaluator #3	20	Meets or exceeds my expectations	meets expectations

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Scoring Summary

Active Submissions

Supplier	Total / 100 pts	Pricing / 25 pts	B - / 75 pts	B-1 - Method of Performance / 25 pts	B-2 - Experience, Qualifications, References / 15 pts	B-3 - Staff Assigned to Contract / 15 pts	B-4 - Quality & Availability of Services / 20 pts	C - / 0 pts	C-1 - Responsiveness Pass/Fail
Cowell Insurance Services, Inc.	98.67	25	73.67	24.67	14.67	14.67	19.67	-	-
PMA Management Corp.	92.67	21.33	71.33	24.33	13.67	14	19.33	-	-