COUNTY OF ALAMEDA

Questions & Answers

to

RFP No. 902141

### for

Workers’ Compensation Third Party Administration Services

**Networking/Bidders Conference Held on August 30, 2022**

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| **This County of Alameda, General Services Agency (GSA), RFP Questions & Answers (Q&A) has been electronically issued to potential bidders via email. Email addresses used are those in the County’s Small Local Emerging Business (SLEB) Vendor Database or other sources. If you have registered or are certified as a SLEB, please ensure that the complete and accurate email address is noted and kept updated in the SLEB Vendor Database. This RFP Q&A will also be posted on the GSA Contracting Opportunities website located at** [**Alameda County Current Contracting Opportunities**](https://gsa.acgov.org/do-business-with-us/contracting-opportunities/)**.**  |

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Thank you for your participation and interest in the County of Alameda Request for Proposal (RFP) for Workers’ Compensation Third Party Administration Services.

All the questions are taken verbatim from written questions emailed by potential Bidders. The County of Alameda shall be noted as “County” in the answers to these questions. The Questions and Answers are the final stances of the County. Please consider this document in preparation for your bid response.

**Questions and Answers:**

1. Whether companies from Outsides USA can apply for this?
	1. **Companies physically located outside of the USA can bid on this RFP as long as they are able to meet the Bidder Qualifications (Section D, pages 7-8 of the RFP), Specific Requirements (Section E, pages 8-25 of the RFP), and all other terms and conditions as required in the RFP.**
2. Whether we need to come over there for meetings?
	1. **Yes, awarded bidders may be required to be physically present for meetings.**
3. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)
	1. **The contractor can perform the tasks and fulfill the contract outside of the USA as long as they are able to meet the Bidder Qualifications (Section D, pages 7-8 of the RFP), Specific Requirements (Section E, pages 8-25 of the RFP), and all other terms and conditions as required in the RFP.**
4. Can we submit the proposals via email?
	1. **No. The County will not accept bids proposals via email. Per pages 40-41 of the RFP, Section T, (SUBMITTAL OF PROPOSALS), Item 1. a. Document Submittal states:**
5. All proposal documents must be completed, successfully uploaded, and submitted online through Alameda County [**EZSourcing Supplier Portal**](https://ezsourcing.acgov.org) BY 2:00 p.m. on the due date specified in the Calendar of Events. The County strongly recommends uploading early; technical difficulties in downloading/submitting documents through the Alameda County [**EZSourcing Supplier Portal**](https://ezsourcing.acgov.org) shall not extend the due date and time. No hardcopy, email (electronic), or facsimile proposals will be considered.
6. Bidders **must** submit an electronic version of their proposal in a PDF file, preferably a single file if 20MB or less.
7. The submitted proposal must conform to and include Exhibit A – Bid Response Packet, as amended or revised by Addendum, including additional required documentation. **A Bidder may be disqualified if the most current version of Exhibit A, as revised and published through Addenda, is not used.**
8. In whole or in part, proposal responses are NOT to be marked confidential or proprietary. The County may refuse to consider any proposal or part thereof so marked. Bid proposals submitted in response to this RFP may be subject to public disclosure, even if marked confidential or proprietary.  The County shall not be liable in any way for disclosure of any such records. Please refer to the County’s website at [**Alameda County Proprietary and Confidential Information Policies**](https://gsa.acgov.org/do-business-with-us/contracting-opportunities/policies-procedures/proprietary-confidential-information/) [<https://gsa.acgov.org/do-business-with-us/contracting-opportunities/policies-procedures/proprietary-confidential-information/>].
9. For the proposals to be considered complete, the Bidder **must** provide responses to all information requested in Exhibit A – Bid Response Packet, as revised by any Addenda.
10. Bidders **must** submit pricing on the Excel Spreadsheet – Bid Form(s) in [**EZSourcing Supplier Portal**](https://ezsourcing.acgov.org).

VENDOR BID LIST

 **RFP No. 902141 – Workers’ Compensation Third Party Administration Services**

This Vendor Bid List is being provided for informational purposes to assist bidders in contacting other businesses as needed to develop local small and emerging business subcontracting relationships to meet the [Small Local Emerging Business (SLEB) Program](https://gsa.acgov.org/do-business-with-us/vendor-support/small-local-and-emerging-businesses/) requirement.

This Q&A is being issued to all vendors on the Vendor Bid List; the following revised vendor bid list includes contact information for each vendor attendee at the Networking/Bidders Conferences.

| **RFP No 902141 - Workers' Compensation Third Party Administration Services** |
| --- |
| **Business Name** | **Contact Name** | **Contact Phone** | **Address** | **City** | **State/Zip** | **Email** |
| Accelerated Claims Services, Inc. |   | 877/939-2235 | P.O. Box 1419 | Irvine | CA | Info@accelclaims.com |
| Acclamation Insurance dba AIMS | Sandra Mowry | 916 563 1900 x260 | 10445 Old Placerville Road | Sacramento | 95827 | smowry@aims4claims.com |
| Acclamation Insurance Management Services | Dominic Russo | 916/563-1900 | P.O. Box 269120 | Sacramento | CA | drusso@aims4claims.com |
| Acclamation Insurance Management Services | Kathy Thomas | 916/563-1900 | P.O. Box 269120 | Sacramento | CA | kthomas@aims4claims.com |
| ACME Administrator |   | 951/676-3850 | 27475 Ynez Road, #322 | Temecula | CA | sales@acmetpa.com |
| Adminsure, Inc. | Alycia Anthony | 909/396-5814 | 1470 South Valley Vista Drive, Suite 230 | Diamond Bar | CA | Business@AdminSure.com |
| AdminSure Inc. | Alithia Vargas-Flores | 909.396.5814 | 1470 South Valley Vista Drive, Suite 230 | Diamond Bar | 91765 | avargas@adminsure.com |
| Allied Managed Care, Inc. dba AMC | Kathy Thomas | 909/596-9200 | 10445 Old Placerville Road | Sacramento | 95827 | kthomas@alliedmanagedcare.com |
| American Claims Management, Inc. |   | 866/671-5042 | P.O. Box 85251 | San Diego | CA | WCInfo@ACMclaims.com |
| Amtrust North America, Inc. | Kunal Gulati | 925/288-6601 | P.O. Box 4026 | Concord | CA | kunal.gulati@amtrustgroup.com |
| Athens Administrators | Kevin Cichurski | 925/826-1146 | P.O. Box 696 | Concord | CA | kcichurski@athensadmin.com |
| Athens Administrators | Michael Landa | 949/296-3951 | P.O Box 696 | Concord | CA | info@athensadmin.com |
| Athens Managed Care, INC | Leann Farlander | 949/233-5303 | 750 City Drive S, Suite 350 | Orange | 92868 | lfarlander@athensmci.com |
| BASIC | Kaitlin VanTuinen | 800/444-1922 x6010 | 9246 Portage Industrial Dr. | Portage | 49024-6176 | kvantuinen@basiconline.com |
| Benefit & Risk Management Services |   |   |   |   |   | Sales@brmsonline.com  |
| Broad spire Services, Inc. |   | 925/677-3400 | 1855 Gateway Boulevard, #320 | Concord | CA | customer\_relations@choosebroadspire.com |
| Cannon Cochran Management Services, Inc. | Anne Koval | 925/288-7072 | 1800 Sutter Street, Suite 200 | Concord | CA | akoval@ccmsi.com |
| Claim Quest, Inc. | John Johnson | 909/594-9400 | 675 Brea Canyon Road, Suite 4 | Walnut Creek | CA | jjohnson@claimquest.com |
| ConnectYourCare | Jim Curran | 760/846-1534 | 307 International Circle, Suite 200 | Hunt Valley | 21030 | jim.curran@connectyourcare.com |
| ConnectYourCare | Barb Boudreau | 410/891-1009 | 307 International Circle, Suite 200 | Hunt Valley | 21030 | barb.boudreau@connectyourcare.com |
| Constitution State Services LLC | Art Spada | 925/945-4318 | P.O. Box 8112 | Walnut Creek | CA | aspada@travelers.com |
| Corvel Enterprise Comp, Inc. |   | 916/605-3861 | 1180 Iron Point Way, #300 | Folsom | CA | marketing@corvel.com |
| Crawford and Company |   | 877/346-0300 | P.O. Box 5047 | Atlanta | GA | info@us.crawco.com |
| EK Health | Eunhee Kim | 877/861-1595 | 992 S. DeAnza Blvd, Suite 101 | San Jose | CA | ekim@ekhealth.com |
| ESIS Managed Claim Services |   |   | 39300 Civic Center Drive, Suite 290 | Fremont | CA | info@esis.com |
| ExamWorks |   | 404/952-2400 | 3280 Peachtree Road NE, Ste 2625 | Atlanta  | GA | info@examworks.com |
| Excel Managed Care |   | 888/464-0044 | 3840 Watt Avenue, Bldg C, Ste 200 | Sacramento | CA | EMCDS@excelmanagedcare.com |
| Excel Managed Care & Disability Services, Inc. | Steve Smetana | ( 760 ) 390-5553 | P.O. Box 409 | UNION CITY | 94587-9458 | ssmetana@we-excel.org |
| Genex Services | Jean Conners | 800/822-6099 | 888 S. Disneyland Drive, Suite 510 | Anaheim | CA | jean.conners@genexservices.com |
| George Hills Company | Alicia Smith | (916) 398-3382 | PO Box 278 | Rancho Cordova | 95741 | alicia.smith@georgehills.com |
| George Hills Company | Alicia Smith | (916) 398-3382 | PO Box 278 | Rancho Cordova | 95741 | alicia.smith@georgehills.com |
| Hazelrigg Claims Management Services | Diane Ogden | 510/817-0930 | 15345 Fairfield Ranch Rd. #250 | Chino Hills | 91709 | dogden@hazelriggclaims.com |
| Hazelrigg Claims Management Services | Arlene Hazelrigg | 510/817-0930 | 1000 Broadway, #405 | Oakland | CA | Arlene@hazelriggclaims.com  |
| Helsman Management Services | Mark Siciliano | 916/830-3534 | 6030 West Oaks Boulevard | Rocklin | CA | Mark.Siciliano@helmsmantpa.com |
| Innovative Claim Solutions | Gary Archibald | 925/327-8050 | P.O. Box 5128 | San Ramon | CA | garchibald@ics-claims.com |
| Innovative Claim Solutions | Laura Gannon | (916) 276-1822 |   |   |   | LGannon@ics-claims.com |
| Intercare Insurance Services, Inc. | Gabriella Hubbard | 800/771-5454 | 6020 West Oaks Boulevard, Suite 100 | Rocklin | CA | ghubbard@intercareins.com |
| Intercare Insurance Services, Inc. | Agnes Hoeberling | 800/771-5454 | 6020 West Oaks Blvd., Ste 100 | Rocklin | CA | ahoeberling@intercareins.com |
| Intercare Insurance Services, Inc. |   | 800/771-5454 | 6020 West Oaks Blvd., Ste 100 | Rocklin | CA | info@intercareins.com |
| Interflex Payments LLC dba Ameriflex | Ginger Lester | 206/741-5057 | 2508 Highlander Way, Suite 200 | Carrollton | 75006 | rfp@myameriflex.com |
| ISYS |   | 800/992-8100 |   |   |   | info@isyscm.com |
| JT2 Integrated Resources | Angela Sorrentino | 510/844-3103 | P.O. Box 70410 | Oakland | CA | Asorrentino@jt2.com |
| JT2 Integrated Resources | Carmen Angeles | 510/844-3103 | P.O. Box 70410 | Oakland | CA | cangeles@jt2.com |
| JT2 Integrated Resources | John Casas | 510/844-3100 | 333 Hegenberger Road, Suite 650 | Oakland | 94621 | marketing@jt2.com |
| JT2 Integrated Resources | John Casas | ( 510 ) 844-3101 | 333 Hegenberger Road, Suite 650 | OAKLAND | 94621- | jcasas@jt2.com |
| Keenan & Associates | Howard Mazzafro | 310.903.6273 | 2355 Crenshaw Blvd | Torrance | 90501 | hmazzafro@keenan.com |
| Keenan & Associates | Kevin Knopf | 310/212-0363 x3462 | 2355 Crenshaw Blvd | Torrance | 90501 | keenanbids@keenan.com |
| Keenan and Associates |   | 310/212-3344 | P.O. Box 4328 | Torrance | CA | info@keenan.com |
|   Keith A Hillegass Co | Keith A Hillegass | ( 510 ) 351-1600 | 151 Callan Ave # 307 | SAN LEANDRO | 94577-4536 | khillcompany@aol.com |
| LWP Claims Solutions, Inc. | Judy Adlam | 415/384-0370 | P.O. Box 349016 | Sacramento | CA | j\_adlam@lwpclaims.com |
| Marquee Managed Care Solutions | Viviane Ruiz | 619/881-5510 | P.O Box 85251 | San Diego | CA | vruiz@bbins.com |
| Medata | David Neubert | 714/918-1310 | 5 Peters Canyon, Suite 250 | Irvine | CA | dneubert@medata.com; sales@medata.com |
| Mitchell International | Monte Dalton | (858) 368-7131 | 9771 Clairemont Mesa Blvd, Ste. A | San Diego | 92124 | monte.dalton@enlyte.com |
| Mitchell International | Sean OBrien | 858.368.7402 | 9771 Clairemont Mesa Blvd, Ste. A | San Diego | 92124 | Sean.OBrien@enlyte.com |
|   NexBenefit Insurance Service LLC | Lloyd Lawrence | ( 800 ) 858-0355 | 25200 Carlos Bee Blvd, Suite 383 | HAYWARD | 94542- | lloyd.lawrence@nexbenefit.com |
| Northern Claims Management, LLC | Jim Bankson | 707/583-8245 | P.O. Box 6385 | Santa Rosa | CA | jim@norcm.com |
| Paradigm |   | 800/676-6777 | 1277 Treat Blvd, Ste 800 | Walnut Creek | CA | Case-management@paradigmcorp.com |
| Pegasus Risk Mgmt |   | 888/312-5246 | P.O. Box 5038 | Modesto | CA | info@simon-companies.com |
| RehabWest, Inc |   | 760/759-7500 | 277 Rancheros Drive, Suite 190 | San Marcos | CA | info@rehabwest.com |
| Republic Capital Claims Administrators, Inc. |   | 626/856-9438 | 2648 E. Workman Avenue, #223 | West Covina | CA | info@republicclaims.com |
| Sedgwick  |   | 888/627-7586 | P.O Box 1040 | Dublin | OH | Clientservices@sedgwickmco.com |
| Sedgwick  | Rhonda Hankey |   |   |   |   | Rhonda.Hankey@sedgwick.com |
| Sedgwick Claims Management Services, Inc. | Jay Ayala | 510/302-3000 | 2101 Webster Street, Suite 645 | Oakland | CA | jay.ayala@sedgwickcms.com |
| Southland Claims Service, Inc. |   | 714/772-1933 | P.O. Box 958 | Garden Grove | CA | info@southlandclaims.com |
| Spectrum Claims Management |   | 818/789-2273 | 13715 Burbank Boulevard | Sherman Oaks | CA | contact@spectrumadjusting.com |
|   Sterling Health Services Inc | Duarte Batista | ( 800 ) 617-4729 | 1000 Broadway, Suite 250 | OAKLAND | 94607- | duarte.batista@sterlingadministration.com |
| The Zenith Insurance Company |   | 877/581-8237 | P.O. Box 9055 | Van Nuys, | CA | claimscustomerservice@thezenith.com |
| Total Administrative Services Corporatio | Derrick Daniel  |   |   |   |   | derrick.daniel@tasconline.com |
| TriStar Risk Management |  Adrian Garcia | 916/631-0415 ext 3496 | 100 Oceangate, Suite 700 | Long Beach | CA | adrian.garcia@tristargroup.net  |
| TriStar Risk Management | Jim Kerr | 888/558-7478 | 100 Oceangate, Suite 700 | Long Beach | CA | jim.kerr@tristargroup.net |
|   Trust Administrators, Inc. | Royce Charney | ( 510 ) 451-2810 | 1970 Broadway Suite 1140 | OAKLAND | 94612- | royce@trustadmin.com |
| Zurich North America Insurance |   | 415/538-7432 | 525 Market Street, 29th Floor | San Francisco | CA | info.source@zurichna.com |