

# Village of Ossining

16 Croton Avenue

Ossining, NY 10562



---

Tel. (914) 941-3554

Fax (914) 941-5940

[www.villageofossining.org](http://www.villageofossining.org)

Rika Levin

Mayor

Omar Lopez

Manuel R. Quezada

Robert M. Fritsche

Dana White

**REQUEST FOR QUALIFICATIONS FOR WORKERS' COMPENSATION CLAIMS MANAGEMENT AND ADJUSTMENT SERVICES (Third-Party Administrator)** - The Village of Ossining seeks proposals from qualified claims management and adjustment firms to serve as Third-Party Administrator and to advise and consult with the Village on Workers' Compensation claim administration and management matters for the Village's self-funded liability program. At the present time the Village has a \$600,000 self-insured retention with insurance above that retention. Interested firms are required to respond by **March 28, 2024 at 4:30 p.m.** with the information requested herein.

The Village of Ossining is located approximately thirty-five miles north of New York City in Westchester County. The village, located on the Hudson River, has a population of approximately 27,000.

The Village seeks the services of a qualified claims management and adjustment firm with demonstrated experience acting on behalf of municipal clients.

## **SCOPE OF SERVICES REQUESTED**

The selected adjustment firm will be expected to provide a full range of adjustment and claims management services to support the Village of Ossining in its review of submitted workers' compensation claims. The Village has approximately 175 full-time employees; including 59 uniformed police officers. In addition, the Village has approximately 475 active volunteer fire fighters. The range of services may include, but is not limited to:

The Village of Ossining is an Equal Opportunity/ Affirmative Action Employer

- A. Review all claims reported by the Village and handle to conclusion in a timely manner. This shall include settlement of claims pursuant to section 32 of the Workers' Compensation Law.
- B. Establish claim files and assign claim numbers for all claims reported by or to the Village. The claim files will be the property of the Village and will be available to the Village for inspection upon reasonable notice.
- C. Provide prompt notification of claims to the Village's insurers in accord with the insurers' notification requirements.
- D. As needed, assign defense counsel to represent the Village at Workers' Compensation Board hearings and other related proceedings.
- E. Assign claimants to an independent medical consultation to determine disability, treatment, ability to return to work on full or modified duty and advise the Village on potential compensability of claims.
- F. As needed, perform investigation of reported claims or awards to protect the Village from fraud; represent the Village in the recovery proceedings.
- G. Provide weekly, monthly, quarterly and annual reports regarding new claims, claim activity, and voucher details. These reports shall provide statistical and accounting data to allow the Village, its auditor and actuary to perform fiscal reviews of the self-insured program.
- H. The selected firm shall be responsible for preparing checks for the Village Treasurer's signature for expense vouchers and settlements/judgments.
- I. Recommend claim reserves and provide a continuous review and updating of the reserves to the Village and assigned defense counsel to reflect changes of condition in the claim history.
- J. Maintain at its own expense an errors and omissions policy in the amount of no less than \$1,000,000 per occurrence and \$1,000,000 policy aggregate covering the selected firm in connection with its management and administration of the Village's self-insured workers' compensation insurance plan. Comprehensive General Liability insurance providing policy limits of no less than \$1,000,000 per occurrence and \$1,000,000 policy aggregate naming the Village of Ossining, its officers, elected officials, volunteers, employees as an additional insured on a primary and non-contributory basis. Both insurance policies shall provide waiver of subrogation endorsement clauses in favor of the Village. The Village

shall be provided no less than 30 days' written notice of cancellation or any material change in coverage. Prior to commencement of work, the selected firm shall provide to the Corporation Counsel certificates of insurance for review. Documentation confirming statutory Workers' Compensation and New York State disability coverage shall be provided.

- K. Selected firm shall agree to indemnify and hold harmless the Village, its officers, elected officials, volunteers and employees from and against any and all lawsuits, settlements, judgments, costs, penalties, and expenses, including reasonable attorneys' fees, and at its own cost and expense, defend any action against the Village arising from the selected firm's: i) willful misconduct, fraud or criminal conduct including the selected firm's directors, officers and employees or ii) any material breach of the selected firm's obligations under the agreement entered into with the Village.

#### REQUIRED SUBMITTALS

Responses to this Request for Qualifications must include, at a minimum, the following:

- A. Demonstration of previous experience with similar workers' compensation claims management and adjustment services including General Municipal Law section 207-c and Volunteer Firefighter Benefit Law claims.
- B. Identification of key personnel who are located in the region and will be assigned to this account. This should include personnel who will be reviewing claimants' medical records including reports of examining physicians.
- C. Description of the firm's practice areas that might be applicable to this engagement.
- D. Description of the firm's approach and methods for providing municipal claims management and adjustment services to the Village.
- E. Tabular history of municipal consulting experience in the past five years, and indicating in order of magnitude adjustment fees earned for each municipality.
- F. A list of municipal references for third-party workers' compensation claims management and administration services over the previous five years.
- G. Proposed Fee structure for services requested in this RFQ.

- H. Response to Vendor Due Diligence Questionnaire (document can be found under “Bid Information” on Village website).
- I. Confirmation that the proposer is licensed as a third-party administrator by the New York State Workers’ Compensation Board.
- J. Does the proposer utilize e-Forms when filing with the Workers’ Compensation Board?
- K. Identify outside counsel used by the proposer to handle appearance before the Workers’ Compensation Board, state and federal courts.
- L. Provide an organization chart indicating the names of the individuals who will handle the Village’s account along with names of all supervisors.
- M. Other information as the Proposer may wish to provide.

#### PROPOSAL SUBMISSION

An original, seven (7) copies, and one electronic copy in PDF format of the Proposal and other required documents must be submitted, sealed in an opaque envelope clearly marked with the name of the Proposal and the name and address of the firm. If the proposal is sent through the mail or other delivery system the sealed envelope shall be enclosed in a separate envelope with the notation "PROPOSAL ENCLOSED" on the face thereof. Firms mailing proposals shall allow sufficient time for delivery.

Proposals must be received no later than **4:30 PM on March 28, 2024** at the following address:

Village of Ossining  
16 Croton Avenue, 2<sup>nd</sup> Floor  
Ossining, New York 10562  
Attention: Karen D’Attore, Village Manager  
[KDattore@villageofossining.org](mailto:KDattore@villageofossining.org)



A claims management and adjustment firm will be selected as Third-Party Administrator through the evaluation process described herein. The evaluation of the firm's qualifications will be based primarily on the following:

1. Competency of the firm to perform the required services, as indicated by the technical training, education and experience of the firm's personnel who would be assigned to perform the services;
2. Ability in terms of workload and availability of qualified personnel to perform the required adjustment services competently and expeditiously;
3. Past performance as reflected by the evaluations and references of previous or current municipal clients with respect to factors such as control of costs, quality of work, and meeting of deadlines;
4. Demonstration of the knowledge and the process required to bring a claim to completion.

The selection of a firm shall be at the sole discretion of the Village. The Village Board of Trustees shall authorize the Village Manager to execute any contracts for the services specified herein and reserves the right to modify these services in accordance with changes in its requirements as they may occur.

#### DURATION OF PROPOSAL

Prices in the proposal shall remain effective for at least sixty (60) days from the date of the opening of Proposals.

#### COMPLETE PROPOSALS REQUIRED

Firms are required to provide all of the information requested in this RFQ as well as any additional information requested. It is the Firm's responsibility to address all requested information thoroughly and to articulate clearly the benefits of the proposed service in meeting the Village's needs and the evaluation criteria mentioned herein. While the Village may solicit additional information during the evaluation of the RFQs, the Village will not be responsible for any omissions on the part of the Proposer. Proposers are cautioned to read

the requirements carefully and follow the response format of this RFQ, as any deviation from the format and requirements listed may be cause for rejection. No Proposal will be accepted which contains any changes, additions, omissions or erasures, unless otherwise stated.

## ADDENDA AND INTERPRETATION

No interpretation of the meaning of the specifications or other RFQ documents will be made to the Proposer orally. Every request for such interpretations should be in writing to the Village Manager at [KDattore@villageofossining.org](mailto:KDattore@villageofossining.org). To be given consideration, such requests must be received at least five (5) days before the Proposals are due. Any and all such interpretations and any supplemental instructions will be in writing will be sent by email no later than three (3) days before the Proposals are due. Failure of any Proposer to receive any such addenda or interpretation shall not relieve the Proposer from any obligation under his proposal submitted. Any addenda shall become part of the RFQ.

## RIGHTS AND OPTIONS OF THE VILLAGE

The Village reserves the following rights and options to:

- [illegible]

Should the Village and the selected firm be unable to reach an agreement within fourteen (14) days of the Board of Trustees' resolution, the Village may select another Proposal, reissue the RFQ, or take any other actions as deemed appropriate by the Village.

The Village shall retain the right to reject any proposed personnel and to cause the selected firm to replace any personnel during the contract period, with or without cause.

If the selected firm fails to perform the duties/responsibilities/requirements under this RFQ and any subsequent agreement, the Village shall have the right to terminate the agreement upon 30 days written notice of the failure to perform.

#### CONTRACT TERM

The Village proposes a contract term of three years from the effective date of the Agreement between the selected firm and the Village. The agreement may include automatic one-year renewal periods. The contract may include a reasonable escalation clause as negotiated by the parties. The Village shall have the option of issuing a new Request for Qualifications for additional or replacement firms at any time the Village deems it necessary.

#### QUESTIONS

All questions are to be directed to the Village Manager, Karen D'Attore, in writing. Email to [KDattore@villageofossining.org](mailto:KDattore@villageofossining.org) and indicate in the subject line, Request for Qualifications for Workers Compensation Third Party Administrator.