

# REQUEST FOR PROPOSAL INSURANCE CLAIMS ADMINISTRATION SERVICES

RFP # 18-02

CLOSING DATE: August 30, 2018

Central Arkansas Risk Management Association (**CARMA**) is seeking the professional services of an Third Party Administrator for assistance with receiving, establishing and administering Property and Liability claims for the Members of the **CARMA** Program.

Central Arkansas Risk Management Association (**CARMA**) will receive proposals and qualification information at 501 West Markham, Suite B, Little Rock, AR 72201, until 2:00 p.m., local time on Thursday, August 30, 2018.

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### 1. BACKGROUND INFORMATION

Central Arkansas Risk Management Association (**CARMA**) is a property and casualty self insurance program for the public section by which governmental members of the Central Arkansas Risk Management Association have chosen to address their various property, automobile and general liability exposures. Central Arkansas Risk Management Association has chosen to retain a level of protection for the benefit of its members and the success respondent will be responsible for handling claims with in that layer. Central Arkansas Risk Management Association also purchases commercial excess property insurance above its retention and the successful respondent would be expected to work with and coordinate with any excess property adjuster who may from time to time be involved with the Central Arkansas Risk Management Association Program should a property loss exceed the "**CARMA Layer**".

### 2. SCOPE OF SERVICES

The successful Respondent should have the knowledge, experience and capabilities to handle and administer property, automobile physical damage, automobile liability and

general liability claims in cooperation and conjunction with Central Arkansas Risk Management Association.

Respondents should have a demonstrated knowledge of claims handling laws within the state of Arkansas and the ability to manage those claims on behalf of Central Arkansas Risk Management Association.

The successful Respondent must have the technology capabilities of providing to **CARMA** a specifically defined CVS file on claims paid by week for the integration of payment activity into the **CARMA** accounting system. This file must be emailed to **CARMA** along with a PDF of each check as written. Monthly financial reports must be made to **CARMA** for the continuing integration of payment activity into the **CARMA** accounting system.

The successful Respondent will obtain the annual verification and certification of **TIN** or **EIN** and from all affected payees of the Central Arkansas Risk Management Association and will hold on file the appropriately submitted **W9** for each. The successful proposer will also be responsible for annually preparing for and on behalf of Central Arkansas Risk Management Association all **IRS Forms 1099**. A copy of each **1099** and the **1096** must be supplied to Central Arkansas Risk Management Association at the deadline and time of submittal to the **IRS**.

### **3. GENERAL TERMS & CONDITIONS**

#### **RFP Closing Date**

The Original Proposal and 4 complete copies (5 complete packages) must be received by Central Arkansas Risk Management Association (**CARMA**) at 501 West Markham, Suite B, Little Rock, AR 72201, no later than 2:00 pm CST, on Thursday, August 30, 2018. Proposals received after this time will not be considered.

#### **3.1 Proposed Schedule**

August 14, 2018

RFP Available

August 23, 2018

Pre Proposal / Questions

August 30, 2018, 2:00 p.m.

RFP Closing Date

#### **3.2 Delivery of Proposals**

All bids shall be sealed and delivered or mailed to (FAXs will not be accepted):

Central Arkansas Risk Management Association (CARMA)  
501 West Markham, Suite B  
Little Rock, AR 72201-1409

Mark Package(s)     **RFP #18-02, CARMA Claims Administration Services**

**Note:** All Proposals must be received and delivered by the Closing Date and Time

### 3.3 Public RFP Opening

Only the names of those firms submitting bids will be disclosed at the Bid Opening. A complete tabulation of the bids will be available after that phase is completed.

### 3.4 Proposal Form

- a. See Submittal Requirements for complete details
- b. Each Respondent must submit five (5) complete sets of the Proposal. One marked "ORIGINAL" and four marked "COPY".
- c. The Proposal Form must be signed by an official authorized to legally bind the respondent to its provisions.
- D Terms and Conditions differing from those in this RFP may be cause for disqualification of the Proposal.

### 3.5 Questions Concerning the RFP

Questions concerning any portion of the RFP should be directed in writing to the below named individual who shall be the official point of contact for this RFP. Questions should be submitted at least seven (&) days before the closing date.

Questions may be submitted via US Mail to the above address or emailed to:

[carma@metroplan.org](mailto:carma@metroplan.org)

### 3.6 Clarification and Addenda

It is incumbent upon each respondent to carefully examine these specifications, terms and conditions. Any inquires, suggestions, or requests concerning interpretation, clarification, or additional information shall be made in writing (facsimile transmission acceptable at 501-372-8060 through the person listed above. The issuance of a written addendum is the only official method by which interpretation, clarification or additional information can be given.

If it becomes necessary to revise or amend any part of this RFP, notice will be given to all prospective Bidders who were sent an Invitation to Bid. Receipts of amendments must be acknowledged by the Bidder in their Bid Proposal. Each Bidder should ensure that they have received all addenda and amendments to this RFP before submitting their Proposals.

### 3.7 Award

Central Arkansas Risk Management Association (**CARMA**) reserves the right to award the contract to the respondent that Central Arkansas Risk Management Association (**CARMA**) deems the best overall Proposal. Central Arkansas Risk Management Association (**CARMA**) is therefore not bound to accept a Proposal based on the lowest price. In addition, Central Arkansas Risk Management Association (**CARMA**) in its sole discretion, reserves the right to cancel this RFP, to

reject any and all Proposals, to waive any and all informalities and / or irregularities, or to re-advertise with either the identical or revised specifications, if it is deemed in the best interest of Central Arkansas Risk Management Association (**CARMA**) to do so.

### **3.8 Contract**

The contents of this RFP and all provisions of the successful Proposal deemed pertinent by Central Arkansas Risk Management Association (**CARMA**) may be incorporated into a contract and become legally binding. A separate contract document will be issued.

### **3.9 Disclosure of RFP Content**

All material submitted becomes the property of Central Arkansas Risk Management Association (**CARMA**) and may be returned at Bidder's expense. Central Arkansas Risk Management Association (**CARMA**) has the right to use any or all ideas presented in any reply to this RFP. Selection or rejections of any proposal does not affect this right.

Central Arkansas Risk Management Association (**CARMA**) and its Members are governmental entities and as such subject to the FOIA. Only trade secrets will be exempt from disclosure. If a respondent submits trade secret information or proprietary information, the information must be segregated and each pertinent page must be clearly marked. Central Arkansas Risk Management Association (**CARMA**) will endeavor to maintain the confidentiality of such trade secrets and proprietary information to the extent provided by law.

### **3.10 Respondent's Responsibility**

A respondent, by submitting a proposal represents that:

- a. The respondent has read and understands the RFP and the proposal is made in accordance therewith, and
- b. The respondent is familiar with the local conditions under which the awarded contractor must perform.

Central Arkansas Risk Management Association (**CARMA**) reserves the right to waive irregularities in proposals, providing such action is in the best interest of Central Arkansas Risk Management Association. Minor irregularities are defined as those that have no adverse effect on the Central Arkansas Risk Management Association's best interests, and will not affect the outcome of the selection process by giving the respondent an advantage or benefit not enjoyed by the other respondents.

The successful respondent shall be awarded a contract which Central Arkansas Risk Management Association envisions for a five year period with subsequent renewal as deemed in Central Arkansas Risk Management Association's best interest.

This RFP does not commit Central Arkansas Risk Management Association to award a contract. Nor shall Central Arkansas Risk Management Association be responsible for any cost or expense which may be incurred by the respondent in preparing and submitting the proposal called for in the RFP, or any cost or expense incurred by the respondent prior to the execution of a contractual agreement.

Central Arkansas Risk Management Association may ask individual respondents to make oral presentations or demonstrations without charge to Central Arkansas Risk Management Association.

Respondents are cautioned not to assume that they will be asked to make a presentation or demonstration and should include all pertinent and required information in their proposal package.

#### Notice of Nondiscrimination

Central Arkansas Risk Management Association (**CARMA**) complies with all civil right provisions of federal statutes and related authorities that prohibit discrimination in programs and activities receiving federal financial assistance. Therefore, **CARMA** does not discriminate on the basis of race, sex, color, age, national origin, religion or disability, in admission or access to and treatment in **CARMA's** programs and activities, as well as **CARMA's** hiring or employment practices.