



## **Southeast Louisiana Flood Protection Authority -East**

# **Third-Party Claim Administration Services Request for Proposal**

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## I. INTRODUCTION

After Hurricane Katrina in 2005, the Southeast Louisiana Flood Protection Authority- East (“SLFPA-E”) was created in 2006 by the Louisiana State Legislature to coordinate plans, projects, and procedures to better protect the citizens in the event of future storms. SLFPA-E is governed by a nine-member Board of Commissioners appointed by the Governor. SLFPA-E sets policy and manages flood protection operations in Jefferson, Orleans, and St. Bernard Parishes on the east bank of the Mississippi River. Specifically, it is responsible for flood protection systems: the new Hurricane and Storm Damage Risk Reductions Systems; the Mississippi River and Tributaries Levee System; and the Interior Nonfederal Levee Systems. SLFPA-E is responsible for maintaining 192 miles of levees and floodwalls, 3,350 acres of turf, and 244 land-based floodgates in East Jefferson, Orleans, and St. Bernard Parishes.

SLFPA-E has approximately 225 professional employees including board members, senior and administrative staff including engineers, IT, human resources, governmental affairs, public information, and law enforcement, and employees who operate and maintain the flood protection structures, levees, floodgates and floodwalls.

SLFPA-E inspects, maintains, and regularly exercises all components of the flood risk reduction system. When a storm approaches, SLFPA-E systematically closes valves, flood gates, and sector gates. During a storm, all essential employees stay in safe houses while monitoring each flood protection component to make sure they are operating properly. After the storm has passed and the emergency is over, SLFPA-E inspects all of the flood protection components to determine if any damages occurred and immediately repairs them in preparation to reopen the floodgates.

SLFPA-E has engaged Arthur J. Gallagher to assist in the Request For Proposal (“RFP”) for the selection process of a Third Party Claims Administrator (“TPA”) to manage its general and automobile liability programs.

## II. TIMELINE

Following is the timetable for the TPA/RFP selection process. SLFPA-E and Arthur J. Gallagher reserve the right to alter the proposed schedule and to request additional information during the evaluation period as necessary.

<b>SCHEDULE</b>	<b>DATE</b>
<b>RFP Submission to Candidates</b>	<b>2/21/2025</b>
<b>Candidate E-mail Q&amp;A Period</b>	<b>2/24/2025 – 3/5/2025</b>
<b>RFP Response Due</b>	<b>3/14/2025</b>
<b>Invitations for Oral Presentations (If needed)</b>	<b>3/19/2025</b>
<b>Oral Presentations (If needed)</b>	<b>3/20/2025 – 3/25/2025</b>
<b>Anticipated Contract Award Date</b>	<b>3/27/2025</b>
<b>Program Inception</b>	<b>4/1/2025</b>

## III. SUBMISSION REQUIREMENTS

Please direct your electronic RFP response in PDF format to:

Arthur J Gallagher: Kevin Kleinpeter, Kevin\_Kleinpeter@ajg.com  
William Hughs, William\_Hughs@AJG.com

Please provide your most favorable solution, pricing, terms and conditions in response to this RFP to minimize the time required for negotiations. If anything is excluded from your pricing, please clearly identify same and specifically describe any exclusions, limitations, etc. We request that you provide no “boiler plate” marketing material in the information you offer in response to this invitation to present your proposal to SLFPA. **Please limit your RFP narrative response to ten (10) pages, not including any attached exhibits, sample reports, etc. However, please make every attempt to provide a narrative response to each question and please refrain from “see attached exhibit” responses.**

**All questions regarding this RFP must be submitted via e-mail to** Arthur J Gallagher, Kevin Kleinpeter, Kevin\_Kleinpeter@ajg.com, William Hughs, William\_Hughs@AJG.com

#### **IV. TERM**

The term of the contract will commence on April 1, 2025 for a period of three (3) years to end on April 1, 2028. The contract will include a penalty free cancellation clause of no more than 90 days written notice by SLFPA.

#### **V. SCOPE OF SERVICES REQUIRED**

Services required include claims administration for all general and automobile liability programs, claims for SLFPA-E with a range of large SIR’s and deductible programs (the current program retentions are \$100,000 - \$200,000). Responses should be provided with the understanding that SLFPA-E requires “best in class” claim services with qualified and experienced designated and/or dedicated adjusters, depending upon the location and line of coverage. SLFPA-E expects their TPA partner to facilitate and maintain a relationship with its Risk Management Department, Legal Department, HR contacts and local management to partner with them as a team in the claims management process.

#### **VI. EVALUATION CRITERIA**

SLFPA-E, in coordination with Arthur J. Gallagher, will objectively review each RFP response in detail. Responses will be reviewed and scored with an emphasis in the following areas:

- ✓ Overall capability of the TPA to provide “best in class” claim services as outlined in the TPA/RFP document
- ✓ Experience, capabilities and location of the proposed SLFPA-E claims service team and ability to handle SLFPA-E large SIR and deductible programs and provide experienced dedicated or designated adjusters based on SLFPA-E claim volumes
- ✓ RMIS / claims system capabilities and ability to provide standard and customized reports and user-friendly claims access
- ✓ Ability to provide innovate products and creative claim solutions
- ✓ Timeliness and professionalism of the RFP response document
- ✓ Current client references and feedback
- ✓ Competitive pricing commensurate to the level of services requested and/or proposed
- ✓ Ability to assume an inventory of existing claims at a competitive price

## **VII. CONFIDENTIALITY AND PROPRIETARY INFORMATION NON-DISCLOSURE**

The information in this RFP is considered strictly confidential business information. SLFPA-E operates in a highly competitive business environment and expects that you will treat all materials and data provided in this RFP or provided in any subsequent communications with SLFPA-E or Arthur J. Gallagher as confidential. The information contained herein may not be disclosed to any third party or used by you for any purpose other than preparing a response. The information in this RFP may be disseminated to persons within your organization only to the extent reasonably required to address the requirements of the RFP response.

Candidates are required to disclose any actual or potential conflicts of interest that may exist during the RFP process or during any subsequent service agreement.

## **VIII. REQUESTED INFORMATION**

Please provide the below requested information in your response. When appropriate, demonstrate your ability to meet the following criteria, detail how you would meet the requirement and any qualifications, stipulations or exceptions that apply to the requested information. Upon submission of your RFP response, please ensure all documents are submitted in PDF format.

### **A. TPA INFORMATION / BACKGROUND**

- A-1. Provide a brief summary of your company's experience and financial strength.
- A-2. Provide a list of your vendor partners which are wholly or partially owned by your company or in which your company has any type of revenue sharing relationship with.
- A-3. Provide a list of three (3) current, national clients and their contact information for reference purposes. Please only include references for clients in which you handle all the lines of coverage included in this TPA/RFP.
- A-4. Describe how you perceive your organization differs and sets you apart from your major competitors.
- A-5. Provide a summary of your business continuity, disaster recovery plans, and cyber security measures. (May be attached as an exhibit)
- A-6. Please provide a list of all carriers who have approved your organization to administer claims and specify lines of coverage you are approved for. (Please provide as an attached exhibit).

### **B. CLAIM REPORTING**

- B-1. Detail your capability and various options for 24/7 claims intake including after-hours and catastrophic claims intake? (Reporting via e-mail, web, phone, fax?) Is your claims intake function all in-house or is any portion of it outsourced? Where is your claims intake center located? Provide information regarding any lag time claim set up associated with the various reporting methods.
- B-2. Confirm your ability to provide auto generated e-mail claim acknowledgments and FNOL's to a designated e-mail recipient list.
- B-3. Describe your ability to customize the claim intake script and/or claim intake data fields per the client's request.

### **C. CLAIMS MANAGEMENT**

- C-1. Describe the processes you have in place for adjuster notification of Client Services Instruction changes and ensuring continuous adherence to updated Client Service Instructions.
- C-2. Describe any dedicated or designated Louisiana adjuster structure you would recommend for this account and for which lines of coverage assuming an adjuster caseload of not to exceed 125 open files.
- C-3. Confirm your ability to provide the client with tenured adjusters (10+ years of experience) for all lines of coverage. Do you have adjusters housed in Louisiana? If not, please provide location and experience handling Louisiana's jurisdiction.
- C-4. Provide a copy of your Best Claims Handling Practices for the lines of coverage (General and Automobile Liability) addressed in this RFP.
- C-5. Confirm the invoice amount allowed to be paid on a closed claim.
- C-6. Confirm your agreement to obtain client approval prior to setting initial and subsequent reserve increases of >\$20,000 and to provide the client with a clear and concise e-mail outlining the reserve increase rationale and attach a completed reserve increase worksheet along with any other documentation to support the reserve increase (i.e., defense attorney evaluation).
- C-7. Confirm your ability to provide the client with an e-mail settlement authority request on ALL settlements above \$20,000 to include a clear and concise summary of the claim and settlement authorization rationale along with any applicable documents to support the settlement authority being requested (i.e., defense attorney evaluations). The amount required for advance settlement authority requests is subject to change at the discretion of SLFPA-E.
- C-8. Please attach a copy of your reserve worksheet template.
- C-9. Confirm your agreement to allow SLFPA-E to use its vendors of choice for ancillary services including but not limited to, nurse case management, MSA's, surveillance and pharmacy benefit managers.
- C-10. Describe your subrogation process. Is it handled in-house or via an outside vendor? Do you have the ability to assign a designated subrogation adjuster per line of coverage to handle subrogation claims in-house? Describe any controls or processes you have in place to ensure subrogation is addressed on all claims and actively pursued, when applicable.
- C-11. Confirm your organization's ability to adjust claims in-house in all 50 states.
- C-12. Confirm your agreement to obtain client approval prior to issuing any claim denials to include an adjuster e-mail to the client outlining the rationale for the denial, suggested denial language and include any defense attorney consultation to support the denial (if applicable).
- C-13. Describe your process for monitoring reserves on open claims.

## **D. LITIGATION MANAGEMENT**

- D-1. Provide a copy or describe your Litigation Management Best Practices
- D-2. Describe your defense attorney referral process and flexibility of choice of counsel.
- D-3. Describe how your adjusters will manage defense counsel.
- D-4. Provide a sample of your Litigation Action Plan and Budget format required to be submitted by defense counsel,
- D-5. Describe your legal bill review process.

## **E. CLAIMS, RISK MANAGEMENT AND BANKING SYSTEMS**

- E-1. Describe your quality control process for ensuring initial and ongoing data integrity?
- E-2. Describe your system's ability to track litigation rates and calculate timeframes between the date of loss and first notification date of legal representation.
- E-3. Describe your organization's recent innovations and plans for future innovations (i.e. technology, data analytics, medical cost containment, etc.)

- E-4. Confirm if SLFPA-E will be provided with a designated IT point of contact.
- E-5. Confirm your client claims system data is “real time.” If not, please provide detail regarding the timing and availability of claims information relative to the timing of the data entry.
- E-6. Confirm that managed cared notes are included in the same system as adjuster notes.
- E-7. Confirm your client claims system access allows for entry, tracking and reporting of:
  - a. Claims data by client specific coding (company, location, department, division, etc.)
  - b. Policy information and whether that information can be attached to a claim
  - c. Exposures
  - d. Cause codes
- E-8. Describe standard system reporting capabilities and provide samples of standard reports.
- E-9. Describe your options, arrangements and all fees for banking and escrow loss funding, and/or ACH loss funding.

## **F. ACCOUNT MANAGEMENT**

- F-1. Provide a bio and credentials for a minimum of two (2) proposed Account Executive(s) (AE) and advise the number of other accounts the (AE) will be handling.
- F-2. Confirm your ability to provide the following Account Executive (AE) / Account Management services:
  - a. Semi-annual claim file reviews for SLFPA-E – AE to attend a minimum of one in-person claim review per year and the other telephonically
  - b. Each claim review will consist of a review of a minimum of all open indemnity claims unless otherwise requested by SLFPA-E.
  - c. Monthly AE “open items” calls with the client and the broker.
  - d. AE travel to the insured’s corporate office for program implementation, if requested.
  - e. Prompt notification to the client regarding any changes in the SLFPA-E claims team, processes, organizational structure, products or services.
- F-3. Confirm the AE will take the lead in coordinating and leading all claim reviews, taking notes of all action items discussed during the claim review, provide SLFPA-E with an Excel summary of the action items discussed and ensure adjuster follow up with all action items.

## **G. PRICING AND GENERAL ADMINISTRATION**

- G-1. Utilizing the 3-year loss run and the Excel pricing sheet attached, please provide pricing for the following:
  - a. Life of Claim pricing for all lines addressed in this RFP
  - b. Life of Claim pricing for takeover claims from incumbent TPA (if applicable). Please indicate if takeover claim fees are a one-time fee or reoccurring. Please indicate if any fees will be charged for takeover of closed claims and if there are any charges associated with paying “one off” bills on a closed takeover claim.
- G-2. Provide a detailed breakout of your RMIS system fees.
- G-3. Provide a complete listing of all charges that will appear as allocated expense in addition to the per claim pricing. If the actual fee for that allocated expense is known, please detail the fee.
- G-4. Provide a complete schedule of all services that you consider to be outside the flat rate claim handling charge.
- G-5. Confirm your agreement to establish caps on medical bill review savings fees including, but not limited to, PPO savings fees and out-of-network savings fees and provide the per bill cap amount you would be willing to agree to.
- G-6. Provide your agreement to enter into an “At Risk Fees” agreement as part of the TPA contract and agree to allow SLFPA-E to perform an annual claim file audit, performed either by SLFPA-E or an

- outside vendor, in which a portion of your fees will be at risk in the event the audit scores are below an agreed upon threshold. Confirm your willingness on a performance guarantee if it is requested
- G-7. Confirm your agreement to assume all contractual responsibility for reporting claims to the primary and excess carriers with their applicable reporting criteria.
- G-8. If applicable, outline your new client implementation / onboarding process and include a sample implementation checklist and proposed implementation timeline to include implementation of takeover claims, if applicable.

On behalf of SLFPA-E thank you for your interest in participating in this TPA/RFP and we look forward to receiving your responses!

## **IX. APPENDIX**

### **A. FIVE-YEAR LOSS RUN (Candidates will receive during Q&A Period)**