

ASSESSMENT SUMMARY

(Total Cumulative scores from column J - Assessment & Price Summary)

FINAL RANKINGS		
Rank	Vendor	Score
1	Sedgwick	34.31
2	Carl Warren	33.83
3	George Hills	31.81
4	Intercare	28.68
5		4.69
6		4.57
7		
8		
9		
10		

PANEL QUESTIONS

1. Describe the process of integration of new client's records to your system. How are closed files integrated? What kind of QA is in place to ensure claim data quality?
2. Please explain the staffing model your agency is presenting to the City for consideration. Please include the location of the office the claims management will occur.
3. Please discuss your transition plan should you be awarded the business. Please ensure data conversion and timely notifications to all parties are included.
4. What type of performance measure and metrics do you utilize on Panel Counsel and Investigators?
5. What type of performance metrics or key performance metrics are expected of the adjusters?
6. How do you ensure files are moving forward? How long does it typically take to make an offer after you have settlement authority?
7. Supervisors are expected to provide continuous oversight during the life of the claim. How is this accomplished and on what schedule? Who monitors the supervisors to ensure they are conducting the oversight? What kind of QA is in place to ensure claim data quality?
8. What is your competitive edge?