



## CLARK COUNTY

### RFP #932

#### INSURANCE BROKERAGE and THIRD-PARTY ADMINISTRATOR SERVICES

#### QUESTIONS and ANSWERS

UPDATED: AUGUST 22, 2025

	QUESTION	ANSWER
1.	<p>1. We ask the County for six years of detailed Workers' Compensation claims data &lt;01/01/2019 through 07/01/2025&gt; to provide accurate and competitive pricing. This <u>MS Excel</u> loss data should include, but not be limited to:</p> <ul style="list-style-type: none"><li>a. <u>Dates</u>: Loss Date, Report Date, Close Date, Coverage Year / Calendar Year</li><li>b. <u>Claim Status</u>: Open, Closed, Re-Opened</li><li>c. <u>Litigation</u>: Yes or No data</li><li>d. <u>Employee</u>: Job Description / Class Code / Department</li><li>e. <u>Claim Type</u>: Lost Time, Medical-Only, Incident/Report Only, or other</li><li>f. <u>Expenses to include</u>:<ul style="list-style-type: none"><li>i. [1] Reserves, [2] Paid, [3] Total Incurred for the following columns:<ul style="list-style-type: none"><li>o (a) Indemnity, (b) Medical, (c) Legal, (d) Other, and (e) Total Incurred</li></ul></li></ul></li></ul>	<p>6-year claim information – being provided as Addendum 1 to RFP 932</p> <p>(Workers' Compensation Clark County Loss Run)</p>
2.	Please provide the total number of open Workers Comp indemnity claims effective 07/01/2025.	44
3.	Please provide the number of open WC indemnity claims with occurrence dates before 01/01/2019.	0
4.	Please provide the number of open Permanent -Total claims with occurrence dates before 01/01/2019.	0
5.	How many open litigated cases, effective July 1, 2025?	2
6.	In addition to regularly scheduled quarterly claims review meetings, how many additional administrative meetings does the County typically have? How many in person?	Clark County has two bi-annual claims review meetings for both GL and WC. Meetings can also be scheduled as needed.
7.	Does the County have a preferred open indemnity caseload per examiner?	We currently have one adjuster assigned to indemnity claims with manager back-up.

8.	Does the County utilize the incumbent's Nurse Case Mgt. Services?	Yes
9.	Does the County utilize the incumbent's PBM services or a separate vendor? a. Can you provide detailed PBM statistics? i. Specifically, aggregated annual data for 01/01/2021 through 07/01/2025. 1. number of prescriptions filled, 2. gross annual expense, 3. gross savings, 4. net savings, 5. Any other related PBM expenses?	Yes except for item #5, this information has been requested and will be posted once received.  #5 - no
10.	Does the County utilize the incumbent's medical bill review or a different vendor? a. Can you provide detailed medical bill review statistics? i. Specifically, aggregated annual data for 01/01/2021 through 07/01/2025. 1. number of invoices/number of lines, 2. gross annual expense, 3. gross savings, 4. net savings, 5. all related bill review, administrator and vendor expenses	Please see RFP 932 Addendum 1  (Bill Review Savings Clark County)
11.	Does the County utilize the incumbent's 24-7 nurse triage or a separate vendor?	Incumbent
12.	Can the County provide detailed utilization review statistics, such as a savings report and UR volume for the past five years?	This information has been requested and will be posted once received.
13.	Does the County have an MPN? If yes, is it custom-proprietary?	Washington Labor & Industries manages approved medical care providers in Washington State
14.	Does the County utilize the incumbent TPA's Loss Prevention and risk Management consultation services, or does the County contract services from an outside vendor?	Yes, incumbent
15.	May we have a copy of the current TPA – Clark County service agreement / current through July 2025 addendum?	Provided – Exhibit 1
16.	Does the County have preferred defense law firms, and can we have a list of the preferred law firms/lawyer names?	Yes, Gress, Clark, Young & Schoepper of Portland, OR
17.	What is the most critical Clark County - WC program priority over the next 3 years?	With added staff, our goal is to have more efficient partnering with safety, review of data and be more proactive with early intervention to help reduce

		workers' compensation costs and improve workplace safety.
18.	What is the most critical Clark County – AL / GL program priority for 2026-2027?	Tort claims: work with departments to establish, when possible, procedures/policies/employee training to help mitigate or prevent losses. Lawsuits: review to see if there are any avenues within the County to prevent/mitigate future like lawsuits.
19.	What is the most critical Clark County – brokerage / market priority for 2026-2027?	We see this as a partnership and work closely with the incumbent and the most critical would-be insurance our renewals. Washington State is challenging, and we need a proactive partner to help guide us when it comes to coverage, what is going on in the market on a regular basis, communicate with both us and the carriers.
20.	Can we respond as a stand-alone TPA for the claim services?	No, these services are bundled together.
21.	If no, are we able to partner with a broker and respond as a joint venture?	Yes
22.	Program Structure Overview: Please outline the complete structure of your insurance program, including: <ul style="list-style-type: none"> <li>o Premium amounts</li> <li>o Insurance carriers involved</li> <li>o Coverage limits</li> </ul>	Please see RFP 932 Addendum 1  (Clark County Fall Renewal Program Structure and Clark County Spring Program Renewal Structure)
23.	Broker Compensation: Please specify how your current broker is compensated, including: <ul style="list-style-type: none"> <li>o Fee and/or commission arrangements</li> <li>o Total annual compensation</li> </ul>	Current compensation is a fee per contract.
24.	Proposal Format and Contracting: Are you amenable to a single proposal in response to the RFP that encompasses two distinct organizations—one providing broker services and the other providing TPA services? <ul style="list-style-type: none"> <li>o If so, are you agreeable to execute two separate contracts with the selected broker and TPA services provider?</li> </ul>	Yes, but we prefer to have one contract.
25.	Workers' Compensation & Liability Specifics: Under section #30: Corporate Claims Department. Can you please elaborate on what information is being requested here?	#30 – we are looking for a partner that has a central area/point of contact from which everything else flows out of and for reporting/resolving of any questions/issues/concerns.

26.	Workers' Compensation & Liability Specifics - Under section #33: Corporate Claims Department. Can you please elaborate on what information is being requested here?	#33 – We are looking to see how a partner handles internal quality assurance and review for claims.
27.	Workers' Compensation & Liability Specifics - Under section #57: Corporate Claims Department. Can you please elaborate on what information is being requested here?	#57 - We are looking for a partner that has a central area/point of contact from which everything else flows out of and for reporting/resolving of any questions/issues/concerns.
28.	Workers' Compensation & Liability Specifics - Under section #60: Corporate Claims Department. Can you please elaborate on what information is being requested here?	#60 - We are looking to see how a partner handles internal quality assurance and review for claims.

## EXHIBIT 1

**Amendment No. 7 to RFP 704 to  
Professional Services Contract  
Client Number: 003589**

Clark County, Washington, after this called "County," a political subdivision of the State of Washington and Gallagher Bassett Services, Inc., after this called "GB," entered into an agreement on April 14, 2016, for the management of all claims, including workers' compensation and general liability tort claims filed against Clark County (hereinafter "Original Contract").

**WITNESSETH**

WHEREAS the GB provided all the required services as outlined in the original scope of work and;

WHEREAS the contract commenced on April 1, 2016, for a term of five (5) years with five (5) automatic renewable one (1) year extensions, and allowed for extension when approved in writing and; WHEREAS the scope of work will remain as described in Exhibit B Clark County Cost of Terms of the General Liability Program of the Original Contract;

NOW, THEREFORE, THE COUNTY AND THE GB HEREBY AMEND THE ORIGINAL CONTRACT AS FOLLOWS:

1. Term of Contract:

- A. The parties agree to an automatic renewable one (1) year extension from April 1, 2025 to April 1, 2026, this Workers' Compensation and General Liability Service Level Amendment with the option to additional one (1) year renewals not to exceed the life of the original RFP #704 which will expire on or before March 31, 2026.

Except as provided herein, all remaining terms and conditions of the RFP 704 the Original Contract and all previous amendments will remain in full force and effect.

GALLAGHER BASSETT SERVICES, INC.

By: Steph Renguso  
PRINT NAME: Steph Renguso  
Title: Corporate Counsel

04/21/25  
Date: \_\_\_\_\_

CLARK COUNTY

By: Kathleen Otto  
Kathleen Otto, County Manager

Date: 04/17/25

APPROVED AS TO FORM ONLY  
ANTHONY F. GOLIK  
Clark County Prosecuting

Curtis Burns  
Curtis Burns Deputy Prosecuting Attorney

## Certificate Of Completion

Envelope Id: 2DFAC222-BBB7-407B-BCE1-6BFD95AB580B  
 Subject: Complete with Docusign: 2025 2026 GB Professional Services Contract Amendment\_.docx  
 Source Envelope:  
 Document Pages: 2  
 Certificate Pages: 5  
 AutoNav: Enabled  
 EnvelopeId Stamping: Enabled  
 Time Zone: (UTC-08:00) Pacific Time (US & Canada)

Status: Completed

Envelope Originator:  
 Jami Zoellner  
 1300 Franklin St  
 Vancouver, WA 98660  
 Jami.zoellner@clark.wa.gov  
 IP Address: 64.4.184.5

## Record Tracking

Status: Original  
 4/17/2025 5:56:02 AM

Holder: Jami Zoellner  
 Jami.zoellner@clark.wa.gov

Location: DocuSign

## Signer Events

Curtis Burns  
 curtis.burns@clark.wa.gov  
 DPA  
 Security Level: Email, Account Authentication  
 (None)

## Signature

*Curtis Burns*

Signature Adoption: Pre-selected Style  
 Using IP Address: 64.4.181.35

## Timestamp

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**Electronic Record and Signature Disclosure:**  
 Accepted: 10/1/2020 4:43:19 PM  
 ID: 3c200259-56b8-4ed4-b874-11c1db823135

Kathleen Otto  
 kathleen.otto@clark.wa.gov  
 County Manager  
 Clark County  
 Security Level: Email, Account Authentication  
 (None)

*Kathleen Otto*

Signature Adoption: Pre-selected Style  
 Using IP Address: 64.4.181.42

Sent: 4/17/2025 9:07:50 AM  
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**Electronic Record and Signature Disclosure:**  
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 ID: 014ec1e7-529b-43f7-b972-e1551539b19b

Steph Renguso  
 steph\_renguso@gbtpa.com  
 Corporate Counsel  
 Gallagher Bassett Services, Inc.  
 Security Level: Email, Account Authentication  
 (None)

*Steph Renguso*

Signature Adoption: Pre-selected Style  
 Using IP Address: 75.242.15.90

Sent: 4/17/2025 10:37:05 AM  
 Viewed: 4/21/2025 8:59:40 AM  
 Signed: 4/21/2025 9:08:55 AM

**Electronic Record and Signature Disclosure:**  
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## In Person Signer Events

## Signature

## Timestamp

## Editor Delivery Events

## Status

## Timestamp

## Agent Delivery Events

## Status

## Timestamp

## Intermediary Delivery Events

## Status

## Timestamp

## Certified Delivery Events

## Status

## Timestamp

**Carbon Copy Events**

Marc Goldsticker  
Marc\_Goldsticker@gbtpa.com  
Security Level: Email, Account Authentication  
(None)

**Electronic Record and Signature Disclosure:**  
Not Offered via DocuSign

**Status****COPIED****Timestamp**

Sent: 4/21/2025 9:08:56 AM  
Viewed: 4/21/2025 9:09:34 AM

Peter Barbara  
peter.barbara@clark.wa.gov  
Program Assistant  
Security Level: Email, Account Authentication  
(None)

**Electronic Record and Signature Disclosure:**  
Not Offered via DocuSign

**COPIED**

Sent: 4/21/2025 9:08:57 AM

**Witness Events****Signature****Timestamp****Notary Events****Signature****Timestamp****Envelope Summary Events****Status****Timestamps**

Envelope Sent	Hashed/Encrypted	4/17/2025 5:59:53 AM
Certified Delivered	Security Checked	4/21/2025 8:59:40 AM
Signing Complete	Security Checked	4/21/2025 9:08:55 AM
Completed	Security Checked	4/21/2025 9:08:57 AM

**Payment Events****Status****Timestamps****Electronic Record and Signature Disclosure**



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If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

### **Consequences of changing your mind**

If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. To indicate to us that you are changing your mind, you must withdraw your consent using the DocuSign "Withdraw Consent"™ form on the signing page of a DocuSign envelope instead of signing it. This will indicate to us that you have withdrawn your consent to receive required notices and disclosures electronically from us and you will no longer be able to use the DocuSign system to receive required notices and consents electronically from us or to sign electronically documents from us.

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Unless you tell us otherwise in accordance with the procedures described herein, we will provide electronically to you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you during the course of our relationship with you. To reduce the chance of you inadvertently not receiving any notice or disclosure, we prefer to provide all of the required notices and disclosures to you by the same method and to the same address that you have given us. Thus, you can receive all the disclosures and notices electronically or in paper format through the paper mail delivery system. If you do not agree with this process, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive delivery of the notices and disclosures

electronically from us.

**How to contact Clark County, WA:**

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

To contact us by email send messages to: [loann.vuu@clark.wa.gov](mailto:loann.vuu@clark.wa.gov)

**To advise Clark County, WA of your new e-mail address**

To let us know of a change in your e-mail address where we should send notices and disclosures electronically to you, you must send an email message to us at [loann.vuu@clark.wa.gov](mailto:loann.vuu@clark.wa.gov) and in the body of such request you must state: your previous e-mail address, your new e-mail address.

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- i. decline to sign a document from within your DocuSign session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may;
- ii. send us an e-mail to [loann.vuu@clark.wa.gov](mailto:loann.vuu@clark.wa.gov) and in the body of such request you must state your e-mail, full name, US Postal Address, and telephone number. We do not need any other information from you to withdraw consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process..

**Required hardware and software**

Operating Systems:	Windows® 2000, Windows® XP, Windows Vista®; Mac OS® X
Browsers:	Final release versions of Internet Explorer® 6.0 or above (Windows only); Mozilla Firefox 2.0 or above (Windows and Mac); Safari®, 3.0 or above (Mac only)
PDF Reader:	Acrobat® or similar software may be required to view and print PDF files
Screen Resolution:	800 x 600 minimum
Enabled Security Settings:	Allow per session cookies

\*\* These minimum requirements are subject to change. If these requirements change, you will be asked to re-accept the disclosure. Pre-release (e.g. beta) versions of operating systems and browsers are not supported.

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- Until or unless I notify Clark County, WA as described above, I consent to receive from exclusively through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to me by Clark County, WA during the course of my relationship with you.

