

PROCUREMENT SUMMARY

WORKERS' COMPENSATION MEDICAL BILL REVIEW SERVICES/PS61721000

1.	Contract Number: PS61721000	
2.	Recommended Vendor: Lien On Me, Inc.	
3.	Type of Procurement (check one): <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: May 7, 2019	
	B. Advertised/Publicized: May 7, 2019	
	C. Pre-Proposal Conference: N/A	
	D. Proposals Due: June 5, 2019	
	E. Pre-Qualification Completed: September 5, 2019	
	F. Conflict of Interest Form Submitted to Ethics: August 28, 2019	
	G. Protest Period End Date: October 22, 2019	
5.	Solicitations Picked up/Downloaded: 28	Bids/Proposals Received: 2
6.	Contract Administrator: Marc Margoni	Telephone Number: (213) 922-1304
7.	Project Manager: Cathy Yates	Telephone Number: (213) 922-4297

A. Procurement Background

This Board Action is to approve the award of Contract No. PS61721000 to Lien On Me, Inc. (LOM) to provide medical claims review services in support of Metro's Risk Management Workers' Compensation Claims unit.

Request for Proposal (RFP) No. PS61721 was issued as a competitive negotiated procurement in accordance with Metro's Acquisition Policy and the contract type is firm fixed unit rate. The RFP was issued as a Small Business Prime Set Aside.

No amendments were issued during the solicitation phase of the RFP.

A total of 28 firms downloaded the RFP and were included on the plan holders list. A total of two proposals were received by the due date of June 5, 2019 and are listed below in alphabetical order:

- Innovative Claims Strategies LLC
- Lien On Me, Inc.

B. Evaluation of Proposals

A Proposal Evaluation Team (PET) consisting of staff from the Risk Management Department convened and conducted a comprehensive technical evaluation of the proposals received.

The proposals were initially evaluated based on the pass/fail minimum qualifications criteria as outlined in the RFP. The pass/fail requirements included experience in reviewing and processing anticipated monthly volume of medical bills; possession of a web-based software application that can interface with Metro’s Ventiv/IVOS system, knowledge of current California Bill Review Regulations, including documentation of Bill Reviewers State Designation certification, and the ability to provide references to demonstrate the performance of similar required services.

Of the two proposals received, LOM passed the minimum qualifications and was further evaluated based on the following weighted evaluation criteria:

- Experience 30 percent
- Technical Capacity 30 percent
- Other Criteria (approach, and data transition plan) 20 Percent
- Cost 20 Percent

Several factors were considered when developing these weights, giving the greatest importance to the proposer’s experience and technical capacity of the firm.

On August 16, 2019, the PET met and conducted an independent technical evaluation of the proposals received and determined that LOM was responsive and met the technical requirements of the RFP.

Qualifications Summary of Firm:

Lien On Me, Inc.

Lien On Me, Inc. (LOM) was founded in 1991 and has been providing cost containment services for over 27 years. It has expertise in the fields of medical bill review, lien defense, claims administration and technology. Their client list includes City of Long Beach, City of Santa Ana, City of Glendale, Los Angeles Community College District (LACCD), and City of Monterey Park.

The following is a summary of the PET scores:

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	Lien on Me Inc.				
3	Experience	100.00	30.00%	30.00	
4	Technical Capacity	93.33	30.00%	28.00	
5	Other Criteria (approach and data transition plan)	86.65	20.00%	17.33	

6	Cost	100.00	20.00%	20.00	
7	Total		100.00%	95.33	1

C. Cost/Price Analysis

The recommended price has been determined to be fair and reasonable based on price analysis, technical analysis, an Independent Cost Estimate (ICE), fact finding, and negotiations.

	Proposer Name	Proposal Amount	Metro ICE	Negotiated or NTE amount
1.	Lien On Me, Inc.	\$8,566,704	\$5,195,863	\$5,231,958

D. Background on Recommended Contractor

The recommended firm, Lien On Me, Inc. (LOM) is located in Glendale, CA. It evaluates medical provider statements using state-adopted fee schedules, national Preferred Provider Organization (PPO) networks, experienced bill review analysis and its own proprietary database. Further, LOM has a lien defense process that enables it to handle any dispute, defend clients against liens and reduce claims portfolio, medical expenses and litigation costs.

LOM's Medical Bill Review and Lien Defense Manager has 14 years of experience in the workers compensation industry. Their medical bill reviewers are certified biennially with the Insurance Commissioner of the State of California. Their staff are required to complete continuing education classes to maintain and upgrade their skills related to coding new legislations and fee schedule changes.