

PROCUREMENT SUMMARY

WORKERS' COMPENSATION UTILIZATION AND PEER REVIEW/PS73428000

1.	Contract Number: PS73428000	
2.	Recommended Vendor: Genex Services, LLC	
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: January 5, 2021	
	B. Advertised/Publicized: January 5, 2021	
	C. Pre-Proposal Conference: N/A	
	D. Proposals Due: February 4, 2021	
	E. Pre-Qualification Completed: In Process	
	F. Conflict of Interest Form Submitted to Ethics: February 9, 2021	
	G. Protest Period End Date: May 24, 2021	
5.	Solicitations Picked up/Downloaded: 45	Bids/Proposals Received: 6
6.	Contract Administrator: Greg Baker	Telephone Number: (213) 922-7577
7.	Project Manager: Cathy Yates	Telephone Number: (213) 922-4297

A. Procurement Background

This Board action is to approve the award of Contract No. PS73428000 to Genex Services, LLC to provide workers' compensation utilization review, peer review, physician consulting and expedited review services. Board approval of contract award is subject to resolution of any properly submitted protests.

On January 5, 2021, Request for Proposal (RFP) No. PS73428 was issued as a competitive negotiated procurement in accordance with Metro's Acquisition Policy and the contract type is a firm fixed unit rate. This RFP was issued with a DBE goal of 0%.

Metro did not issue any amendments and did not conduct a pre-proposal conference. Forty-five firms downloaded the RFP and were included in the planholders' list. Fifteen questions were received, and Metro provided responses prior to the proposal due date.

A total of six proposals were received on February 4, 2021 from firms listed below in alphabetical order:

1. Allied Managed Care, Inc.
2. Arissa Cost Strategies, LLC
3. Ascential Care Partners, LLC
4. Genex Services, LLC
5. Propeer Resources, LLC

6. Rising Medical Solutions, LLC

B. Evaluation of Proposals

A Proposal Evaluation Team (PET) consisting of staff from Metro’s Risk Management and Employee & Labor Relations departments was convened and conducted a comprehensive technical evaluation of the proposals received.

On February 5, 2021, the PET met to review the evaluation criteria package, process confidentiality and conflict of interest forms and take receipt of the six proposals to initiate the evaluation phase. Evaluations were conducted from February 5, 2021 through February 17, 2021.

The proposals were initially evaluated based on pass/fail minimum qualifications criteria to determine if proposals were “technically acceptable”. The pass/fail criteria included certification the firm is utilization review accreditation commission certified; years of experience conducting utilization review and peer review services within the State of California; firm’s medical provider network must be licensed and domiciled in the State of California; firm must have a diverse network of physicians that cover all subspecialties in the scope of services; and firm must have a web-based software that is accessible by claims staff for review of submissions, status, review and retrieval of contractor produced letters as prescribed by the State of California.

The PET determined that all six firms passed the minimum qualification requirements and proceeded to evaluate their proposals based on the following weighted evaluation criteria:

- Qualifications of the Contractor and Team 40 Percent
- Qualifications of Key Personnel 25 Percent
- Understanding of the Scope of Services and Management Plan and Approach 25 Percent
- Cost Proposal 10 Percent

The evaluation criteria are appropriate and consistent with criteria developed for similar worker’s compensation utilization and peer review services procurements. Several factors were considered in developing these weights, giving the greatest importance to the qualifications of the contractor and team.

On February 17, 2021, the PET reconvened and determined that of the six proposals received, four were outside the competitive range and were excluded from further consideration. The two firms within the competitive range are listed below in alphabetical order:

1. Allied Managed Care, Inc.
2. Genex Services, LLC

On March 4, 2021, oral presentations were held with the two proposers within the competitive range. The project managers and key team members from each were invited to present their firm’s respective qualifications and respond to the PET’s questions.

Each firm provided an overview of existing clientele, presented the industry experience of each team member, proposed commitment to the project and existing engagements that may impact work performance on this contract.

Qualifications Summary of Firms within the Competitive Range:

Allied Managed Care, Inc.

Allied Managed Care, Inc. established in 1995 and headquartered in Sacramento, CA is a medical management organization serving the workers’ compensation, auto and liability markets.

Genex Services, LLC

Genex Services, LLC, established in 1978, provides health care cost-containment and disability management services, mostly in the worker's compensation, occupational, non-occupational, auto, and group health care markets. Its clients include the City of Glendale, City of Los Angeles, and State Compensation Insurance Fund.

At the conclusion of the evaluation process, Genex Services, LLC was determined to be the top ranked firm.

A summary of the PET scores is provided below:

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	Genex Services, LLC				
3	Qualifications of the Contractor and Team	98.88	40.00%	39.55	
4	Qualifications of Key Personnel	97.36	25.00%	24.59	
5	Understanding of the Scope of Services and Management Plan and Approach	97.76	25.00%	24.44	
6	Cost Proposal	66.00	10.00%	6.60	
7	Total		100.00%	95.17	1

8	Allied Managed Care, Inc.				
9	Qualifications of the Contractor and Team	97.75	40.00%	39.10	
10	Qualifications of Key Personnel	98.36	25.00%	24.59	
11	Understanding of the Scope of Services and Management Plan and Approach	96.64	25.00%	24.16	
12	Cost Proposal	65.10	10.00%	6.51	
13	Total		100.00%	94.36	2

C. Cost/Price Analysis

The recommended firm fixed unit rates have been determined to be fair and reasonable based upon adequate price competition, price analysis, fact finding, negotiation and technical analysis.

D. Background on Recommended Contractor

The recommended firm, Genex Services, LLC is headquartered in Wayne, PA. It has been providing utilization and review services to Metro for the past ten years. Genex Services, LLC's performance has been satisfactory.

The proposed Executive Lead and Project Manager have over 40 years of combined experience in worker's compensation utilization and peer review services that is centered on public agencies, including the transportation industry.