

REQUEST FOR PROPOSALS

(RFP 13-1)

STATE OF WASHINGTON

JOINT LEGISLATIVE AUDIT AND REVIEW COMMITTEE

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Notice of Availability

The Washington State Joint Legislative Audit and Review Committee (JLARC), a joint, bipartisan committee of the Legislature, is seeking the submission of proposals from firms interested in conducting a review of the state's workers' compensation claims management system.

Based on its knowledge of workers' compensation claims management systems, the contractor shall assist JLARC in evaluating the claims management system in regard to:

1. Fairness and timeliness of decision-making;
2. Fairness, timeliness, and effectiveness of complaint and dispute resolution;
3. Timeliness, responsiveness, and accuracy of communication with employers and workers;
4. Efficiency of current claims management organization and service delivery models;
5. Differences in claims organization and service delivery for retrospective rating plan participants and non-retrospective accounts;
6. Differences in rating plan refunds based on the differences in organization and delivery for retrospective and non-retrospective accounts; and
7. Whether current initiatives improve service delivery, meet the needs of current and future workers and employers, improve public education and outreach, and are otherwise measurable.

The contract will run from the date of execution through June 30, 2015.

The majority of the work will be concluded by mid-April 2015 and within a total contract price of not more than \$600,000.

Letter of intent to bid due to JLARC by:

4:30 PM PDT, September 13, 2013 (electronic submittal acceptable)

Proposals Due to JLARC by:

4:30 PM PDT, October 11, 2013, 2013

The RFP can be obtained through our web site at:

<http://www.leg.wa.gov/jlarc/Pages/RequestsFor.aspx>.

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