ICRMA

Administration Services RFP – Inquiry Responses

1. Are the accounting duties for ICRMA separately contracted? (not included in the program administration fee)

   Yes – ICRMA contracts with Eide Bailly separately for financial services. Brent Mason serves as Finance Director.

2. Is RPA responsible for administering financial reports such as a retrospectively rated program? Please provide a list of reports managed by RPA.

   ICRMA does not retrospectively rate its programs. The following financial reports are managed by RPA:
   - **Actuarial**
   - **Claims audits**
   - **Various: MRL study, Appraisal Reports, Quarterly and Annual Loss Runs**

3. Are loss control duties separately contracted? (not included in the program administration fee)

   Yes – ICRMA contracts with Mainstream Unlimited separately for loss control services. Bob May serves as Loss Control Director.

4. Are the Member TPAs the same as ICRMA's litigation manager? Or is there a separation of duties between ICRMA and Members?

   ICRMA program managers serve separate positions, as follows:

   - **Liability Program Manager: Carl Warren dba OneSource**
     - Liability TPAs: AdminSure & Carl Warren
   - **Workers' Compensation Program Manager: AdminSure**
     - WC TPAs: AdminSure & CorVel
   - **Property & APD Program Manager: AdminSure**
     - Property/APD TPA: AdminSure

5. Who reports claims to excess insurance carriers?

   ICRMA's program managers reports claims to our excess carriers. We expect the TPAs to report to our Program Managers.

6. What is the current annual compensation for RPA for Program Administration? Are there any additional amounts paid to RPA by ICRMA? If so, please provide explanation of services.

   2004-25 total: $1,002,081

   RPA bills 90% monthly (subtotal: $901,873) over 12 months ($75,156). Final 10% to be paid upon Board approval at the end of each program year.

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7. Please provide the most recent independent financial audit. If an independent audit of the 2023-2024 program year is not available, please provide a draft balance sheet and profit and loss report.

   Link to requested financial information: https://ajg.sharefile.com/d-sbcb342132bd7462dbd18c03250e04544

8. Please provide contract expiration dates for the following service providers:

   a. Financial Management: Eide Bailly

      6/30/2025 *(contract up for consideration at 12/4/2024 Board meeting)*

   b. Safety and Loss Control: Mainstream Unlimited/Bob May

      6/30/2026

   c. Program Management: Once Source and AdminSure

      Carl Warren dba OneSource (GL) – 6/30/2026

      AdminSure (WC) – 6/30/2027

   d. Claims Administration: AdminSure and Carl Warren

      AdminSure (GL) – 6/30/2028

      Carl Warren (GL) – 6/30/2028

      AdminSure (WC) – 6/30/2027

      CorVel (WC) – 11/30/2024 *(LOI in place pending signing of longer term contract)*

   e. Brokerage: Gallagher

      10/31/2028

   f. JPA Administration: RPA

      1/31/2025 *(month to month as needed until 3/31/2025)*

9. Is Lan Wan Enterprise IT Solutions a JPA vendor, if so, what services are provided?

   No

10. Will RPA handle data collection for the 2025/26 renewal, or will the new Administrator be expected to handle that after the contract commences?

    Renewal will be initiated by the current Administrator in January, in coordination with the Broker team who will finalize and bring in the new Administration team as available.

Administration Services RFP – Inquiry Responses

11. Who is expected to be on the selection panel?

   The Board has appointed an Ad Hoc Committee consisting of five members. This Committee will review submissions, conduct interviews and bring their recommendations to the full Board.

12. Please provide primary tasks for each current assigned staff and identify any other staff roles engaged in JPA administration.

   a. Danielle Rogacki, Executive Director
   b. Amber Anderson, Assistant Executive Director
   c. Nilsa Quandt, Program Administrator
   d. Tyler LaMantia, Executive Sponsor

Title	FTE	Summary of Role
Executive Director	1.0	Executes ICRMA vision, Board policy & strategic plan; manages Board, constituents, service provider relationships & service delivery; oversees program managers & claims software; oversees broker services and insurance placements; meets with members and city councils; ensures regulatory compliance, records & data management
Assistant Executive Director	1.0	Supports Executive Director in managing ICRMA; oversees property, APD, appraisal programs, leads procurement processes; reviews and analyzes actuarial work; consults on special projects such as coverage, actuarial, premium allocations, MOC reviews and member services; assists in overseeing services; consults with ICRMA staff on services, trends and best practices
Program Administrator	0.75	Arranges Board and Claims Committee meetings including meeting minutes and all preparatory material; responds to member service requests; coordinates pool activities (loss control, training, finance, actuarial, etc.); underwriting and data collection programs; maintains website
RPA Sr Managing Director/Executive Sponsor	.15	Manages ICRMA/RPA contract; oversees all services and staff; connects ICRMA to company resources; consults with ICRMA staff on services, trends and best practices
Project Staff	As needed	As deemed reasonable and agreed to but at no additional charge unless agreed to by both parties.

13. Are any of the current members on notice of potential withdrawal for withdrawal as of July 1, 2025?

   Yes: Adelanto and Hawthorne have submitted notice but may rescind by 12/1/2024.

14. Do members have access to an online learning platform through ICRMA?

   Yes, see following list:

   - **Zywave for HR & EPL resources including state-specific handbook/policy builders, training courses including harassment, discrimination and HIPAA compliance, job description builder, ADA compliance checklists and more**
   - **Enviance for online ergonomic self-assessments**
   - **Safety National's LMS (free as a benefit of participation via excess coverage)**
   - **Hanover Safety Advantage Training (free as a benefit of participation via excess coverage)**

15. What, if any, Ancillary Risk Management Service Offerings were requested during the April 2024 survey?

   Benchmark Analytics for PDs – pilot program approved

16. Will March 2025 agenda/meeting be handled by RPA or the new Pool Administrator?

   RPA seeks to transition to the new Pool Administrator starting February 2025, with staff available to assist with transition services until March. Staff have arranged for meeting locations up to the end of the program year and anticipate assisting with logistics/preparation for the meeting, but attendance is not anticipated unless specifically requested by the Board.

17. Please provide full agenda packets (closed session excluded) for the last 12 months.

   Please use this ShareFile link to access: https://ajg.sharefile.com/d-s5b799b8c9aa642499fe208324bbc4c2b

18. Section III. of the RFP document:

   - Item 8 regarding the preparation for, and staffing of, board and committee meetings:

     o What is the estimated number of annual board and committee meetings?

       Claims Committee – 4

       Board of Directors – 5

       Ad Hoc and Special Board meetings as needed.

     o What is the estimated breakdown of live and virtual meetings?

       All Claims Committee meetings are held virtually, in addition to most Ad Hoc and Special Board meetings. All regular Board meetings are held in person in Downey, California.

   - Item 15 regarding the compilation and communication of loss data:

Administration Services RFP – Inquiry Responses

○ Does this scope item apply to each of the property, liability, and workers' compensation programs?

Liability and Workers' Compensation claims are compiled in Origami. Property and APD claims are communicated monthly via TPA reports provided directly. The Administration team provides quarterly reports to excess carriers for Liability only, and the Workers' Compensation and Property/APD programs on an annual basis.

○ What is the approximate total volume of open claims? If possible, by line of coverage would be appreciated.

Liability – 1,080*

Workers' Compensation – 2,764*

Property – 4

APD – 20

*Claim count totals are based on ALL open claims from the ground up.

○ Is the member reporting structured to meet a certain format or is the administration team responsible for formatting data to fit ICRMA needs?

Most member reports are generated by the TPA. Origami is used for reporting to carriers.

○ Is there an automated import for claims data into Origami or does the administration team enter this information manually?

Claims data is automatically imported on a monthly basis from the TPAs. The Administration team reviews and accepts and works with former/current TPAs to ensure accuracy of the data.