



December 11, 2013

Martha L. Salazar, CPPB, Purchasing Agent  
Hidalgo County Purchasing Department  
2812 S. Business Highway 281  
Edinburg, Texas 78539

Re: BEST AND FINAL OFFER FOR RFP NO: 13-154-11-06-YSI  
"Quality Claims Administration Services for Workers' Compensation"

Dear Ms. Salazar,

Thank you for the opportunity to submit this Best and Final Offer to continue to provide Workers' Compensation Claims Administration services for Hidalgo County. We want to continue working in partnership with the County to provide a workers' compensation claims administration program, personalized to meet and exceed the needs and vision of the County, where all claims that should be paid are handled promptly and efficiently while at the same time those claims or services that should not be paid are resisted.

It is our sincere desire to be given the opportunity to meet with the members of the selection committee to tell them more about TRISTAR and our vision for Hidalgo County.

Sincerely,

A handwritten signature in black ink, appearing to read "Jimmy Dyer", with a long, sweeping horizontal line extending to the right.


Jimmy Dyer  
Director, Sales & Client Solutions



PURCHASING DEPARTMENT  
County Of Hidalgo

**MEMORANDUM**  
**(IMMEDIATE REVIEW AND RESPONSE REQUIRED)**

To: Jimmy Dyer, Director, Sales & Client Solutions Via email: [jimmy.dyer@tristargroup.net](mailto:jimmy.dyer@tristargroup.net)  
Tristar Risk Management

From: Yvette Salinas, Buyer III   
Hidalgo County Purchasing Department

Date: December 10, 2013

Re: Best and Final Offer for -"Quality Claims Administration Services for Workers' Compensation"  
RFP NO: 13-154-11-06-YSI

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Pursuant to action taken by Hidalgo County Commissioner's Court on Tuesday, December 10, 2013, please be advised that it has been approved by Hidalgo County Commissioner's Court to accept the response submitted by your organization as "qualified" and to enter into negotiations with County Of Hidalgo for the above referenced project with you.

Hidalgo County is requesting for consideration for a "Best and Final Offer" for the proposed scope of work and services for the mentioned project above.

We request that you submit a proposed "Best And Final Offer" by Friday, December 13, 2013, by 1:00 P.M., or sooner, in order to proceed in placing on the agenda for the following Commissioner's Court date of Friday, December 20, 2013, for approval of the "Best And Final Offer" and approval of purchase of "Quality Claims Administration Services for Workers' Compensation."

**Please submit Fee Schedule**

We ask that you approve by signing below acknowledgment of receipt of this memo and via email to [yvette.salinas@co.hidalgo.tx.us](mailto:yvette.salinas@co.hidalgo.tx.us), with your "Best and Final Offer" response.

Signed:   
\_\_\_\_\_

Title: Director, Sales & Client Solutions  
\_\_\_\_\_

Printed Name: Jimmy Dyer  
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## FEE SCHEDULE

Must be completed and returned during the Negotiation Phase **only**. Failure to complete could result in rejection of RFP.

Services					
Claims Administration	Fee per Claim				
Workers Compensation	Life of Contract				
-Report Only	\$ 30				
- Medical Only	\$ 140				
- Indemnity	\$ 850				
<b>Administration Fee</b>	\$ 3,500 Annual Admin Fee				
<b>Other</b>	TRISTAR is proposing alternative Fixed Flat Annual fee schedule under Explain section below.				
<b>Annual Fixed Fee</b>	<b>Fee per Claim</b>	<b>Flat Fee</b>	<b>Fee per Hour</b>	<b>No Charge</b>	<b>Mileage</b>
Life of File or Life of Contract Pricing					
Field Services/Investigation	At cost				
Medical Case Management	At costs				
Utilization Review*	At costs				
Medical Bill Audits*	At costs				
Use of PPO Networks*	-PPO Networks no longer available in Texas				
Use Of Rx Discount Program*	At costs				
Attorney Services**	At costs				
Attending Hearings	\$ 500 per BRC				
Legal/File Review	At costs				
Rehabilitation Services	At costs				
Vocational Case Management	At costs				





On-Line Computer Services	Included in fees				
Non-legal Personnel attending TWCC Hearings	Included in fees				
Run-Off Costs W/Comp	Life of Contract				
RMIS System and Services- Annual Administration Fee	Included in fees				
Subrogation Costs	Included in fees				

\*NOTE 1: Provide the Contracted/Sub-Contracted firms proposed as providers for these services.

Injury Management Organization (IMO)

\*\*NOTE 2: Provide list of at least three (3) Attorney Services firms for selection of firm.

Thornton Law Firm  
 Law Offices of Ricky Green  
 Dean Pappas & Associates

Are fees included in your proposed fee schedule include handling of the claim after suit is filed?

YES       NO

Are the fees proposed in fee schedule for life of this claim or for life of Contract pricing?

Life of the Claim            Life of Contract Pricing     

Explain:

Flat Annual Fee: Fixed for 3 year period effective January 1, 2014  
\$ 150,000 per year – Dedicated "Exclusive" Lost Time Adjuster  
\$ 132,500 per year – Designated Adjuster with caseload not to exceed 125 claims

