

1 [Contract Agreement - Intercare Holdings Insurance Services, Inc. - Workers' Compensation
2 Claims Management Services - Not to Exceed \$29,357,361]

3 **Resolution authorizing the Department of Human Resources to execute an agreement**
4 **with Intercare Holdings Insurance Services, Inc. for Workers' Compensation Third**
5 **Party Administrator services for an amount not to exceed \$29,357,361 for a three-year**
6 **base term from November 1, 2022, through October 31, 2025, and two three-year**
7 **options to extend, with said options to be exercised by the Department of Human**
8 **Resources without further approval of the Board of Supervisors.**

9
10 WHEREAS, State law requires the City & County of San Francisco ("City"), as an
11 employer, to provide workers compensation benefits, comprising short-term and long-term
12 medical treatment, temporary and permanent disability, and other statutory benefits to injured
13 City employees; and

14 WHEREAS, The Department of Human Resources (DHR) and the San Francisco
15 Municipal Transportation Agency (SFMTA) issued a joint Request for Proposals on May 4,
16 2022, for separate contracts for workers' compensation claims administration services; and

17 WHEREAS, DHR and SFMTA received proposals from three proposers: Innovative
18 Claim Solutions; Tristar; and Intercare Holdings Insurance Services, Inc. (Intercare); and

19 WHEREAS, DHR and SFMTA determined that Innovative Claim Solutions' proposal
20 was not responsive to RFP requirements concerning account handling certifications and
21 documentation concerning the experience and qualifications of its claims management
22 personnel, and its proposal therefore was not evaluated; and

23 WHEREAS, A selection panel of persons with significant experience and expertise in
24 workers' compensation claims management evaluated the remaining two proposals and
25 ranked Intercare's proposal the highest; and

1 WHEREAS, On September 19, 2022, the Civil Service Commission authorized DHR to
2 contract out workers' compensation claims management services, Notice of Action for
3 Personal Service Contract Number 42796 - 21/22; and

4 WHEREAS, The contract amount exceeds \$10,000,000 therefore the contract is
5 subject to Board of Supervisors' approval, in accordance with Charter, Section 9.118(b); now,
6 therefore, be it

7 RESOLVED, That the Board of Supervisors approves Contract No. 1000026741 with
8 Intercare Holdings Insurance Services, Inc., to provide workers' compensation claims
9 administration services for a contract amount not to exceed \$29,357,361 for a three-year base
10 term from November 1, 2022, through October 31, 2025, and two three-year options to
11 extend, with said options to be exercised by the Department of Human Resources without
12 further approval of the Board of Supervisors; and be it

13 FURTHER RESOLVED, That within thirty (30) days of the agreement being fully
14 executed by all parties, the Department of Human Resources shall provide the final
15 agreement to the Clerk of the Board for inclusion into the official file.