

State of Minnesota

Labor and Industry



REQUEST FOR PROPOSAL

Medical Case Management

SWIFT Event # 2000018064

Date Posted: March 13, 2026

- Responses must be received not later than 3:30PM, Central Time, April 8, 2026
- Late responses will not be considered
- As of July 1, 2025, certain terms are unenforceable in state contracts. See Session Laws, 2025 Regular Session, [Chapter 39](#), Article 2, Sec. 45.

Minnesota's Commitment to Diversity and Inclusion

The State of Minnesota is committed to diversity and inclusion in its public procurement process. The goal is to ensure that those providing goods and services to the State are representative of our Minnesota communities and include businesses owned by minorities, women, veterans, and those with substantial physical disabilities. Creating broader opportunities for historically under-represented groups provides for additional options and greater competition in the marketplace, creates stronger relationships and engagement within our communities, and fosters economic development and equality.

To further this commitment, the Department of Administration operates a program for Minnesota-based small businesses owned by minorities, women, veterans, and those with substantial physical disabilities. For additional information on this program, or to determine eligibility, please call 651.201.2402 or go to the Office of Equity in Procurement home page, at <https://mn.gov/admin/business/vendor-info/oep/>.

SPECIAL NOTICE: This is a request for proposal. It does not obligate the State of Minnesota to award a contract or complete the proposed program, and the State reserves the right to cancel this solicitation if it is considered in its best interest.

This Solicitation requires proposals to be submitted through the SWIFT Supplier Portal. Please note the security changes below that may impact responders from submitting a timely response.

SWIFT SUPPLIER PORTAL SECURITY CHANGES

There are new security measures that the Minnesota Management and Budget implemented on October 16, 2022. It is a new multi-factor authentication (MFA) to enhance the security of the [State of Minnesota Supplier Portal](#). MFA is an authentication method that requires bidders and suppliers provide two verification factors to log into the SWIFT Supplier Portal. The goal of MFA is to create a layered defense that makes it more difficult for unauthorized system access to occur.

For information about these changes, please refer to the [SWIFT Supplier Portal Multi-Factor Authentication FAQ](#) document.

If you have not done so already, please make sure to log into the SWIFT Supplier Portal as soon as possible to get this authentication set up early so there are no issues when submitting a response to an RFP.

You are strongly encouraged to set your MFA during business hours of 8:00 A.M. to 4:00 P.M., Central Time, Monday through Friday. You may experience delay setting your MFA after hours.

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Solicitation Attachments

- Attachment A: Responder Declarations
- Attachment B: Exceptions to State's Terms and Conditions
- Attachment C: Cost Detail
- Attachment D: Responder Form
 - Workforce and Equal Pay Declaration Page
- Attachment E: Reference Form

Sample Contract

- Exhibit A: Contract Terms
- Exhibit B: Insurance Requirements
- Exhibit C: Specifications, Duties, and Scope of Work
- Exhibit D: Pricing

SECTION 1 – INSTRUCTIONS TO RESPONDERS

Steps for Completing Your Response	Follow the steps below to complete your response to this Solicitation: Step 1: Read the solicitation documents and ask questions, if any Step 2: Write your response Step 3: Submit your response
Incomplete Submittals	A response must be submitted along with any required additional documents. Incomplete responses that materially deviate from the required format and content may be rejected.

STEP 1 – READ THE SOLICITATION DOCUMENT & ASK QUESTIONS, IF ANY

How to Ask Questions	The contact person for questions is: Jeanne Vogel, Director, Special Compensation Fund Department of Labor & Industry jeanne.vogel@state.mn.us Questions should be emailed to the contact by March 23, 2026. Other personnel are not authorized to answer questions regarding this Solicitation.
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STEP 2 – WRITE YOUR RESPONSE

The Response Content section is in this link to [Section 4](#). Prepare a written response and supply all requested content. Responses should address the requested information and documents detailed in Section 4. **DO NOT INCLUDE** Non-Public/Trade Secret data (as defined in this link to [Minn. Stat. § 13.37](#)).

Review, sign, and include the Responder Declarations with your response.

STEP 3 –SUBMIT YOUR RESPONSE

Where to Send Your Response	All responses to this solicitation (termed an “Event” within SWIFT) must be submitted through SWIFT using the Supplier portal (https://mn.gov/supplier). Training and documentation on how to submit your response is available through the Supplier portal link above. Fax, e-mail, and printed responses will not be accepted or considered. All costs incurred in responding to this solicitation will be borne by the responder. Late responses will not be considered. Responses received after End Date above will not be considered, even if errors or delays were caused by issues outside of responders’ control. If you need assistance please contact the SWIFT Vendor Assistance Helpline at 651-201-8100, Option 1, and then Option 1. By submitting a response, your company is making a binding legal offer for the period of time set forth below in Section 6, Conditions of Offer.
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SECTION 2 – SUMMARY OF SCOPE

1. Procurement Overview and Goals.

1. Procurement Overview and Goals.

The Minnesota Department of Labor and Industry (DLI) Special Compensation Fund (SCF) administers uninsured employer and some bankrupt self-insured employer workers' compensation claims, pursuant to Minnesota Statutes §176.183. SCF is soliciting proposals from qualified vendors of medical case management services to provide medical case management and utilization review and payment of uninsured employer, and bankrupt self-insured employer claims in accordance with Minnesota Statutes §176 and Minn. Rules Chapter 5221.

SCF, within the Special Claims Unit, is currently administering approximately 200 litigated claims and 600 medical only claims. Currently, 300 files are assigned for medical review.

The SCF also administers the Second Injury program, providing reimbursement to qualified insurers. The second injury statute, Minn. Stat. §176.131, was repealed in 1992 for dates of injury after July 1, 1992. The SCF continues to reimburse insurers for dates of injury prior to July 1, 1992. Medical bill review is needed upon request based on complexity and other factors. Medical bill referrals will be submitted for consideration at the discretion of SCF staff.

A. Special Claims Unit Files

- Vendor will ensure SCF's medical ability to minimize costs while providing timely access to quality health care services for its claimants with work-related injuries.
- Provide timely and accurate processing and continuous review of medical care received by injured claimants to ensure reasonableness and medical necessity.
- Ensure that any type of functional abilities prescribed for injured claimants are consistent with the type of injury, the diagnosis, and the treatment plan.
- Review all medical decisions to ensure that they are appropriate and consistent with the treatment plan.
- Ensure that medical providers are reimbursed according to the fee schedule established by administrative rules and within mandated timeframes and to provide payment of hospital charges according to administrative rules, including calculation of Diagnostic Related Group (DRG) payment. Late payments may result in penalties at the vendor's expense. Vendor will be responsible for costs and legal fees associated with disputes where it seeks to establish future medical bill review and payment process standards.
- Meet with SCF staff and state agency personnel upon request, to plan the direction and disposition of the medical management of employees' claims.
- Accept medical service invoices and records via electronic transaction processing.
- Administer coordination of pharmacy services.
- Provide flat file associated with billing information on a monthly basis that would allow application of costs of bill processing fees to be allocated to individual claim file without manual manipulation of billing data.

- Provide monthly report of the breakdown of billing amounts by organization level for payment to vendor of monthly service fees
- Provide weekly aging report of outstanding medical payments that have not been processed for approval or denial.
- Provide monthly reports of bills received based on media format, i.e., electronic, paper, etc.

B. Second Injury Program

- Vendor will review medical services for pricing accuracy only for second injury program claims. No payments are to be issued.
- Review all medical treatment and services to ensure that they are appropriate and consistent with the treatment parameters.
- Review bills according to the fee schedule established by administrative rules and within mandated timeframes and to recommend reimbursement amount for specified hospital charges according to administrative rules, including calculation of Diagnostic Related Group (DRG) payment.
- Review pharmacy services if applicable or as requested.
- Provide SCF with Explanation of Benefits (EOB) for referred bills

2. Sample Task and Deliverables.

A. Special Claims Unit

- Reject medical billing statements related to non-compensable treatment charges.
- Review medical reports on each case to stay fully informed about progress on treatment plans.
- When requested by SCF, advise the SCF's claims staff in matters related to medical aspects of specific claims assigned to medical case management.
- Review of every medical bill.
- Notification by letter or EOB form of the reason for all adjustments to the medical bills.
- Issue payments to providers for valid medical claims.
- Prepare and issue IRS 1099 forms to payees and fulfill all related reporting requirements with the IRS.

B. Second Injury program

- Vendor will complete review of every referred medical bill.
- Provide EOB documenting recommended payment amounts showing all adjustments and reason for adjustments to the medical bills.

SECTION 3 – PROPOSAL INSTRUCTIONS AND ADDITIONAL INFORMATION

1. Anticipated Contract Term.

The term of this contract is anticipated to be from July 1, 2026, to June 30, 2028, with the option to extend up to an additional 3 years in increments determined by the State.

2. Question and Answer Instructions.

All questions should be submitted no later than the date and time listed in Section 1, Instructions to Responders. The State is not obligated to answer questions submitted after the question due date and time.

Only personnel listed above are authorized to discuss this solicitation with responders. Contact regarding this solicitation with any personnel not listed above could result in disqualification. This provision is not intended to prevent responders from seeking guidance from state procurement assistance programs regarding general procurement questions.

If a Responder discovers any significant ambiguity, error, conflict, discrepancy, omission, or other deficiency in the solicitation, please immediately notify the contact person detailed above in writing of such error and request modification or clarification of the document.

3. Additional Tasks or Activities.

Responders are encouraged to propose additional tasks, activities, or goods above and beyond the scope of what is requested in this solicitation if they will substantially improve the results of this procurement. Any costs associated with these additional tasks, activities, or goods should be clearly marked and separated from costs associated with the tasks, activities, or goods specifically requested under this solicitation. Because cost is a factor in the evaluation of responses to this solicitation, failure to separate costs for additional tasks, activities, or goods may result in those costs being included in a responder's cost proposal and result in a lower cost score for that proposal.

SECTION 4 – PROPOSAL CONTENT

Please submit the following information:

1. Work Plan. Responder should provide an outline of the vendor's medical bill payment process, with a reimbursement mechanism from DLI. Vendors must illustrate how they will ensure accuracy, non-duplicative payment, and timeliness in processing such medical bills. Provide a description of the deliverables to be provided by the responder along with a detailed work plan that identifies the major tasks to be accomplished and be used as a scheduling and managing tool, as well as the basis for invoicing. This document should NOT list cost detail. If cost detail is included in the document, the State may disqualify the proposal as non-responsive. Responder should provide a statement of the objectives, goals, and tasks to show or demonstrate the Responders' view and understanding of the nature of the contract. Provide a description of how the proposer intends to deliver the proposed services to meet the Minimum Service Contractor Responsibilities. Those services must, at a minimum, include the following:
 - 1.1 Mechanisms to ensure the availability of proper linkages and communication between the proposed services and other services provided to the claimant, including an explanation of how the proposer will coordinate with the SCF claims specialist, legal counsel (including availability for testimony at hearings and/or depositions), appropriate agency staff, and other health care professionals;
 - 1.2 Specific reports allowing the state to evaluate the services provided to the claimants with respect to quality, outcomes, timeliness, effectiveness, and cost, specifying mechanisms and capabilities to provide ad hoc summary and individual reports requested by the state, and specifying its capability to receive and transmit information electronically;
 - 1.3 Specific administrative mechanisms to ensure that injured employees, uninsured employers, providers of care, and all parties to the claim have access to the vendor in order to resolve conflicts or to get information, if applicable, on specific cases.
 - 1.4 Mechanisms to ensure that standards of quality, measurement of outcomes, timelines, and cost are met in the delivery of services including an internal quality assurance plan, and a description of performance standards and how they comply with all applicable laws
 - 1.5 Mechanisms to ensure that all written communication, including but not limited to, provider statements and explanation of benefit statements are accessible.

2. Compatibility. Responder will provide a description of the vendor's computer system and ability to electronically transfer required payment data to DLI systems (IT Field Requirements). Include a description of any methods by which SCF claims staff may access the vendor's system for monitoring case management activities. Responder will provide a sample Explanation of Benefits (EOB) form. Provide any other information that demonstrates special capabilities or services your company would bring to the project.
3. Qualifications and Experience. Responder should provide name and address of your company, a name and telephone number of the contact person for your proposal. How long your company has been in business providing medical case management services; (If your company is a subsidiary, please provide this information for both the entity that will actually provide the services, and the parent company; or vice versa). Provide the address and telephone number of the office from which you would provide the services to SCF. The number of staff members from your firm who will be providing services to SCF; (specify the number for each type of service listed in Item previous.) Identify the individuals who would be assigned to the SCF account, with relevant work histories, functions, and levels of responsibility in each job. Identify any subcontractors that would be used to provide services to SCF. Provide the same information for those subcontractors that you provided for your company. Provide at least three references of major accounts handled by the office that would provide services to SCF, with the name and telephone number of the contact person for each reference provided;(SCF may not be used as a reference. Provide an outline of background and experience with examples of similar work done by the Responder and a list of personnel who will conduct the project, detailing their training, and work experience. Resumes or other information about project personnel should not, if possible, contain personal telephone numbers, home addresses, or home email addresses. If it is necessary to include personal contact information, please clearly indicate in the response that personal contact information is being provided.
4. References. Responder should complete and submit "Attachment E: Reference Form" with their response. Responder should submit three completed reference forms with each reference's company name and contact information with their response. Once Responder's response is received, the Solicitation Administrator will send the same form to Responder's reference(s) for each reference to fill out and return to the Solicitation Administrator.

Responder must complete and submit "Attachment E: Reference Form" with their response. Responder should answer every question and provide all information requested on the reference form. Failure to meet this requirement may result in the rejection of the entire solicitation response as non-responsive.

The State reserves the right to verify the information submitted on Attachment E before an award is made. The State reserves the right to contact the references listed in Attachment E. The solicitation response will be rejected if the State, in its sole discretion, receives information that indicates the responder is non-responsible or non-responsive.

5. Diversity, Equity, and Inclusion.
 - Describe how responder's policies and practices promote diversity, equity, and inclusion in areas such as:
 - hiring practices,
 - supply chain management,
 - subcontracting, etc.
 - Detail the responder's demographic breakdown and any other information pertinent to efforts in this area.

6. Accessibility of Services or Products. The responder should complete, in an accessible format, a VPAT® 2.5 INT (November 2023) for all software, hardware, and websites (as applicable) as proposed in response to the solicitation. Vendors can use the VPAT form from the [ITIC VPAT site](#). Vendors should complete the Section 508 and WCAG 2.1A and AA sections. The EN 301 549 section can be left blank or deleted. For systems with multiple interfaces (such as an admin and user interface), report on each interface whether in the same or separate VPATs. These documents may be scored according to the solicitation evaluation.

Responders are encouraged to reference the “[Vendor VPAT Guidance](#)” in the “Products” tab on the [Accessible IT Procurement page](#) (<http://mn.gov/mnit/programs/accessibility/it-procurement.jsp>) for information and instructions on completing the VPATs. Respondents should also review the related guidance documents on the same site for solicitation reviewers to understand expectations. The responder is strongly encouraged to provide remarks and explanation that both support compliance and detail any deficiencies, as even if you claim “supports” unless there are remarks and explanations, you may score low.

7. Cost Detail. Complete and submit Attachment C, “Cost Detail,” attached to this solicitation.

Submit all requested documentation, including, but not limited to, the following documents:

1. Attachment A: Responder Declarations
2. Attachment B: Exceptions to State's Standard Terms and Conditions
3. Attachment C: Cost Proposal
4. Attachment D: Responder Forms
 - a. Workforce and Equal Pay Declaration Page
5. Attachment E: Reference Form

DO NOT INCLUDE Non-Public/Trade Secret data (as defined by Minn. Stat. § 13.37).

SECTION 5 – EVALUATION PROCEDURE AND CRITERIA

The State will conduct an evaluation of responses to this Solicitation. The evaluations will be conducted in three phases:

- Phase 1 - Review responses for responsiveness and pass/fail requirements
- Phase 2 - Evaluate responses
- Phase 3 - Select finalist(s)

1. Phase 1 – Responsiveness and Pass/Fail Requirements

The purpose of this phase is to determine if each response complies with mandatory requirements. The State will first review each proposal for responsiveness to determine if the Responder satisfies all mandatory requirements. The State will evaluate these requirements on a pass/fail basis.

Mandatory Requirements. The following will be considered on a pass/fail basis:

- Responses must be received by the due date and time specified in this RFP.
- References attached to response.

2. Phase 2 - Evaluate Responses

Only those responses found to have met Phase 1 criteria will be considered in Phase 2.

The factors and weighting on which responses will be evaluated are:

- | | |
|---|---|
| 1. Work Plan for Deliverables | 200 points |
| 2. Compatibility | 200 points |
| 3. Qualifications and Experience/References | 200 points |
| 4. Diversity, Equity & Inclusion | 50 points |
| 5. Accessibility | 50 points |
| 6. Cost Detail | <u>300 points</u> |
| | 1000 points |
| 7. Preference Points (if applicable) | 120 points (in addition to 1,000 available) |

Preference points are described under Solicitation Terms and will be applied to the total score after points have been awarded.

3. Phase 3 - Select Finalist(s)

Only those responses that have been evaluated under Phase 2 shall be eligible for Phase 3.

The State will make its selection based on best value, as determined by this evaluation process. The State reserves the right to pursue negotiations on any exception taken to the State's standard terms and conditions. In the event that negotiated terms cannot be reached, the State reserves the right to terminate negotiations and begin negotiating with the next highest scoring responder or take other actions as the State deems appropriate. If the State anticipates multiple awards, the State reserves the right to negotiate with more than one Responder.

It is anticipated that the evaluation and selection will be completed by April 20, 2026.

SECTION 6 – UNENFORCEABLE TERMS AND SOLICITATION TERMS

Unenforceable Terms

As of July 1, 2025, certain terms are unenforceable in state contracts. See Session Laws, 2025 Regular Session, [Chapter 39](#), Article 2, Section 45.

Unenforceable terms

- (a) A contract entered into by the state shall not contain a term that:
- (1) requires the state to defend, indemnify, or hold harmless another person or entity, unless specifically authorized by statute;
 - (2) binds a party by terms and conditions that may be unilaterally changed by the other party;
 - (3) requires mandatory arbitration;
 - (4) attempts to extend arbitration obligations to disputes unrelated to the original contract;
 - (5) construes the contract in accordance with the laws of a state other than Minnesota;
 - (6) obligates state funds in subsequent fiscal years in the form of automatic renewal as defined in section 325G.56; or
 - (7) is inconsistent with chapter 13, the Minnesota Government Data Practices Act.
- (b) If a contract is entered into that contains a term prohibited in paragraph (a), that term shall be void and the contract is enforceable as if it did not contain that term.

Solicitation Terms

1. Competition in Responding

The State desires open and fair competition. Questions from responders regarding any of the requirements of the Solicitation must be submitted in writing to the Solicitation Administrator listed in the Solicitation before the due date and time. If changes are made the State will issue an addendum.

Any evidence of collusion among responders in any form designed to defeat competitive responses will be reported to the Minnesota Attorney General for investigation and appropriate action.

2. Addenda to the Solicitation

Changes to the Solicitation will be made by addendum with notification and posted in the same manner as the original Solicitation. Any addenda issued will become part of the Solicitation.

3. Data Security - Foreign Outsourcing of Work is Prohibited

All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all levels.

4. Joint Ventures

The State allows joint ventures among groups of responders when responding to the solicitation. However, one responder must submit a response on behalf of all the others in the group. The responder that submits the response will be considered legally responsible for the response (and the contract, if awarded).

5. Withdrawing Response

A responder may withdraw its response prior to the due date and time of the Solicitation. For solicitations in the SWIFT Supplier Portal, a responder may withdraw its response from the SWIFT Supplier Portal. For solicitations done any other

way, a responder may withdraw its response by notifying the Solicitation Administrator in writing of the desire to withdraw.

After the due date and time of this Solicitation, a responder may withdraw a response only upon showing that an obvious error exists in the response. The showing and request for withdrawal must be made in writing to Solicitation Administrator within a reasonable time and prior to the State's detrimental reliance on the response.

6. Rights Reserved

The State reserves the right to:

- Reject any and all responses received;
- Waive or modify any informalities, irregularities, or inconsistencies in the responses received;
- Negotiate with the highest scoring Responder[s];
- Terminate negotiations and select the next response providing the best value for the State;
- Consider documented past performance resulting from a State contract may be considered in the evaluation process;
- Short list the highest scoring Responders;
- Require Responders to conduct presentations, demonstrations, or submit samples;
- Interview key personnel or references;
- Request a best and final offer from one or more Responders;
- The State reserves the right to request additional information ; and
- The State reserves the right to use estimated usage or scenarios for the purpose of conducting pricing evaluations. The State reserves the right to modify scenarios, and to request or add additional scenarios for the evaluation.

7. Samples and Demonstrations

Upon request, Responders are to provide samples to the State at no charge. Except for those destroyed or mutilated in testing, the State will return samples if requested and at the Responder's expense. All costs to conduct and associated with a demonstration will be the sole responsibility of the Responder.

8. Responses are Nonpublic during Evaluation Process

All materials submitted in response to this Solicitation will become property of the State. During the evaluation process, all information concerning the responses submitted will remain private or nonpublic and will not be disclosed to anyone whose official duties do not require such knowledge. Responses are private or nonpublic data until the completion of the evaluation process as defined by Minn. Stat. § 13.591. The completion of the evaluation process is defined as the State having completed negotiating a contract with the selected responder. The State will notify all responders in writing of the evaluation results.

9. Trade Secret Information

9.1 Responders must not submit as part of their response trade secret material, as defined by Minn. Stat. § 13.37.

9.2 In the event trade secret data are submitted, Responder must defend any action seeking release of data it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments awarded against the State in favor of the party requesting the data, and any and all costs connected with that defense.

9.3 The State does not consider cost or prices to be trade secret material, as defined by Minn. Stat. § 13.37.

9.4 A responder may present and discuss trade secret information during an interview or demonstration with the State, if applicable.

10. Conditions of Offer

Unless otherwise approved in writing by the State, Responder's cost proposal and all terms offered in its response that pertain to the completion of professional and technical services and general services will remain firm for 180 days, until they are accepted or rejected by the State, or they are changed by further negotiations with the State prior to contract execution.

11. Award

Any award that may result from this solicitation will be based upon the total accumulated points as established in the solicitation. The State reserves the right to award this solicitation to a single Responder, or to multiple Responders, whichever is in the best interest of the State, providing each Responder is in compliance with all terms and conditions of the solicitation. The State reserves the right to accept all or part of an offer, to reject all offers, to cancel the solicitation, or to re-issue the solicitation, whichever is in the best interest of the State.

12. Requirements Prior to Contract Execution

Prior to contract execution, a responder receiving a contract award must comply with any submittal requests. A submittal request may include, but is not limited to, a Certificate of Insurance.

13. Targeted Group, Economically Disadvantaged Business, Veteran-Owned and Individual Preference

Unless a greater preference is applicable and allowed by law, in accordance with Minn. Stat. § 16C.16, businesses that are eligible and certified by the State as targeted group (TG) businesses, economically disadvantaged (ED) businesses, and veteran-owned businesses will receive points equal to 12% percent of the total points available as preference.

For TG/ED/VO certification and eligibility information visit the Office of Equity in Procurement website at <https://mn.gov/admin/business/vendor-info/oep/> or call the Division's Helpline at 651.201.2402.

14. Reciprocity

State shall comply with Minn. Stat. § 16C.06, subd. 7, as that applies to a non-resident vendor. This paragraph does not apply for any project in which federal funds are expended.