



January 22, 2010

Circular 2010-02

To: All Members

**Servicing Carrier Bid Process**

The ICRB will be conducting a competitive bid process to select servicing carriers with a proposed three year term beginning January 1, 2011. The Request for Proposal (RFP) will again contain options specific to Indiana. For instance, in prior bids, a ten percent weighting factor is applied to a carrier with operations in Indiana.

The selection process generally rewards those carriers offering the most competitive pricing balanced with effective service to employers in the assigned risk market and their injured workers. Service is defined by the servicing carrier performance standards and includes:

- Underwriting the assigned risk market employer properly
- Adjusting claims fairly and timely
- Providing quality loss control/prevention services
- Collecting appropriate premium
- Providing “quality” customer service
- Managing and containing medical costs
- Identifying and deterring premium fraud, claims fraud, and third-party fraud

The ICRB will again utilize the NCCI Servicing Carrier Selection and Oversight System (SCSOSSM Service). The system automates basic bid processes including: distribution of the RFP, the carriers’ proposal submissions, scoring, and award communication. Numerous states have successfully utilized this method in recent years, including Indiana for our last four bids. We believe that it provides an objective method for the selection process. ICRB management will make the final selection of servicing carriers.

Please also refer to [NCCI Circular PLAN-2010-02](#) dated January 20, 2010 which provides more information. The circular notifies potential participants of a pre-certification requirement - an NCCI Assigned Carrier Preconference on February 10, 2010, and notice of interest to participate in the bid process received by February 20, 2010.

Sincerely,

Ronald W. Cooper, CWCP  
President

Attachment: [NCCI Circular PLAN-2010-02](#)