FINANCE AND ADMINISTRATION DEPARTMENT

TO: Greg Pease, Chairman
Professional Services Evaluation Committee (PSEC)

FROM: Twane Duckworth, Chief of Risk Management
Barbara Holton, Workers' Compensation Claims Manager

DATE: October 31, 2016

RE: **P-48-16 Workers' Compensation Surveillance and Special Investigations Unit (SIU) Subcommittee Report**

The Finance and Administration Department's Division of Risk Management has negotiated with the number one ranked consultant that submitted a proposal and was selected to provide the **Workers' Compensation Surveillance and Special Investigations Unit** Services resulting in the attached Scope of Services, Exhibit A and Contract Fee Schedule, Exhibit B.

Accordingly, this letter is to recommend that the City of Jacksonville enter into a contract with Command Investigations to provide **Workers' Compensation Surveillance and Special Investigations Unit services** that incorporates the attached Scope of Services identified as Exhibit A and Fee Schedule identified as Exhibit B.

The initial contract period will be for one year from date of execution of contract to September 30, 2017 with four (4) one-year renewals at terms mutually agreeable. The maximum indebtedness is a not-to-exceed amount of $100,000.00. All other terms and conditions of the Contract are per the City's standard contract language and as provided in the Request for Proposals.

Attachments: Exhibit A - Scope of Service/Contract
Exhibit B - Fee Schedule

cc: Alex Baker, PSEC Specialist

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EXHIBIT A

Scope of Services

Contego Services Group will provide investigative and anti-fraud services for Workers' Compensation claims under the Risk Management's Division, Public Liability section.

Services will be commensurate with industry best-in-class surveillance techniques and protocols for documenting the veracity of injuries allegedly related to general and automotive claims against the City of Jacksonville. This service is a supplement to the investigative efforts of the internal public liability adjusters housed within the Workers' Compensation Section of the Risk Management Division.

Service shall **include at a minimum**:

- Detailed, well-written final reports specifying the facts of the investigation. Reports will contain proper names, addresses, times and will exclude opinion or supposition. If surveillance was an aspect of the investigation then Vendor will provide at least one DVD (or other electronic delivery) of the surveillance. The video provided by the investigator must have a time and date stamp of the subject's activities.

- At least once per quarter training on mutually agreed upon SIU topics.

- Mutually agreed upon periodic onsite audits and review of open public liability files for potential fraud indicators and surveillance needs.

EXHIBIT B

City of Jacksonville

FEE SCHEDULE

Surveillance:	$550 / Day 3 Days for $1500
NY/CA:	$650 / Day
Two Investigators:	$950 / Day
Two Investigators (NY/CA):	$1050 / Day
SwarmLink™: (Background/Criminal Check, Social Media/Internet Investigation, Geographical Mapping)	$300 *Complimentary with Surveillance
Activity Check:	$375.00 / location
AOE/COE/Statements:	$65 / hour
Background/Criminal Check:	$250
Medical Canvass (32 Facilities):	$350
SwarmNet™ : (Social Media/Internet Investigation)	$100 includes internet activity check, $50 for SwarmNet Cycle (recheck)
Incarceration Check:	$65 / hour
SSN/Match Verification Services:	$25 / SSN Match: additional investigation $65 / hour
LE Assist: Law Enforcement (send to S/A)	$65 / hour
Alive and Well Check:	$65 / hour
Dependency Check:	$65 / hour
Legal Searches & Investigative Support:	$65 / hour
Copy Service for Legal: (claims defense litigation)	$65 / hour (plus .50 per copy page)
DVD Copy Services:	$25 / copy First 2 copies are complimentary
Subrogation Case Development:	$65 / hour

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