



REQUEST FOR PROPOSAL

**Kentucky Employers' Mutual Insurance
Request for Proposals (RFP) No. 2026-105
Purpose: Medical Canvassing Service**

The procurement by competitive negotiation is desired by Kentucky Employers' Mutual Insurance (hereinafter "KEMI") for Medical Canvassing Service.

Responses must be submitted electronically, in a single PDF document limited to 100MB, via KEMI's online procurement submission portal at: www.kemi.com/rfp

The online procurement submission portal utilizes a two-step process to upload responses. Vendors must complete the access request form by providing contact information and a valid email address. An access link will be sent to the email address provided. Vendors must then follow the access link to the proposal submission form.

Proposals must be submitted on or before: **12:00 PM Eastern Time on June 1, 2026**

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I. RFP SPECIFICATIONS

A. Purpose and Scope of Services

KEMI seeks proposals for medical canvassing services to determine where and when a claimant received medical services, including but not limited to pharmacies, hospitals, doctor offices, imaging facilities, urgent care centers, chiropractic offices, physical therapy clinics, pain management clinics, and others.

B. Scoring

A committee will evaluate all responses to ascertain which Offeror(s) best meets KEMI's business needs and requirements based on the selection criteria below:

	Maximum Points Possible
Company Overview	50
Computer Systems and Disaster Recovery	20
Cost	25
Business Continuity Form	5
MAXIMUM POINTS POSSIBLE	100
Interviews/Discussions, if selected	100
MAXIMUM POINTS POSSIBLE With Interviews/Discussions	200

C. Schedule of Events

The following schedule of events represents KEMI's best estimate of the schedule that shall be followed. KEMI, in its sole discretion, may alter and/or amend this schedule at any time, including not conducting virtual interviews/discussions. Any adjustments to the schedule of events will be emailed to the prospective offeror's contact on record with Sarah Kosin at rfp@kemi.com.

- RFP Publication Date – Monday, April 27, 2026
- Deadline for Inquiries – Monday, May 4, 2026
- KEMI Response to Inquiries – Monday, May 11, 2026
- Deadline for Submission of Proposals – Monday, June 1, 2026
- Virtual Interview/Discussions (Optional) – June 22 – June 26, 2026
- Estimated Contract Award – Following RFP conclusion



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II. PROPOSAL REQUIREMENTS

A. Company Overview

- a. Company name, address, any satellite office addresses, telephone number, facsimile number, and website address, and the number of years the company has been in business under the above name.
- b. The name, title, business address, telephone number, and email address of the individual who will be KEMI's principal contact for all aspects of this contract.
- c. Total number of years in existence.
- d. Description of your quality control program and how it will ensure KEMI receives the highest quality service from your organization.
- e. Detailed description of your process and plan for completion of the medical canvassing services described in the Scope of Services. This should include a detailed description of:
 1. The process for requesting and receiving reports.
 2. The type of reports available with regard to the use of your service.
 3. Available invoicing processes.
- f. Detailed description of what can be expected from the interaction between KEMI staff and your company, including the related communication associated with all medical canvassing services performed.
- g. A listing of any Personal Service Contracts with any agencies of the Commonwealth of Kentucky you currently have or have had at any time during the past three (3) years.
- h. Provide copies/examples of all the different types of medical services search reports.
- i. Provide copies of usage reports available to clients and describe how these reports are accessed by the client.
- j. Describe in detail your company's ability to provide the client online access to the following: requests in process, completed reports, invoicing information and other detailed information.
- k. Describe in detail what percentage of the company's work is performing medical canvassing/searches. Also detail the company's percentage of work in other areas that are not medical canvassing/searches.



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B. Computer Systems and Disaster Recovery

- a. Provide the physical location(s) of the computer systems(s) used to process client data.
- b. Describe in detail your processes and procedures for safeguarding client data from unauthorized access.
- c. Describe in detail your records retention policy and procedures.
- d. Describe in detail your disaster recovery process.
- e. Provide documentation of any SOC SSAE 16 compliance audits you may have received or in the process of having completed.
- f. Describe or provide documentation of your company's most recent security penetration testing by a third-party provider.
- g. Describe or provide details of internal systems utilize in the protection of client data. Provide the name and the function of each system.
- h. Who within your company is responsible for Cyber Security? How many employees support your Cyber Security efforts?

C. Cost

- a. The Offeror agrees that it will be compensated on a fee for services basis.
- b. Offeror should describe in detail the proposed pricing structure for each requested medical search, including the types and number of facilities included in the cost. Describe in detail volume discounts and the number of search requests associated with the discounts.

D. Business Continuity Form

1. Complete the Business Continuity Form which is attached to this RFP, and return it as a separate attachment with your response. You must utilize the Business Continuity form for your answers.

III. INSTRUCTIONS

**READ ALL INSTRUCTIONS CAREFULLY.
FAILURE TO DO SO WILL BE AT THE OFFEROR'S RISK.**

- A. Proposals must set forth full, accurate, and complete information as required by this RFP. Failure to



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follow these requirements may be cause for rejection of the proposal.

- B. KEMI is not liable for any expenses incurred in the preparation and presentation of the proposal.
- C. The Offeror Form located in the addendum must be signed by the person submitting the proposal and must include the signee's printed or typed name, business address, email address, company website, telephone number, and date. This form must be submitted with your proposal.
- D. The Sworn Statement Regarding Campaign Finance Laws Form located in the addendum must be signed, notarized, and submitted with your proposal.
- E. The Proposal Submission Checklist located in the addendum is included to ensure accurate and complete submissions.
- F. Proposals must be submitted electronically via KEMI's online submission portal as specified on the first page of this RFP. Unless stated otherwise in the RFP, it is **strongly preferred** that the entire proposal is submitted in a single PDF document. If separate attachments are also submitted, they must be clearly labeled and timely submitted. Please note that only a maximum of ten (10) attachments can be submitted through the online submission portal. The proposal must not contain hyperlinks; no material contained within a hyperlink will be considered. No other method of correspondence will be accepted.
- G. **The Proposal Deadline Date and Time are the date and time indicated on the first page of this RFP. The date and time that KEMI actually receives the proposal will determine whether the applicant has met the deadline for response.**
- H. All inquiries concerning the form and method or specific services/products as well as requests for copies of the RFP must be made in writing to:

Sarah Kosin
rfp@kemi.com

Responses to inquiries will be shared with all potential Offerors having received a copy of this RFP from KEMI. Therefore, distribution of this RFP must be handled directly by KEMI. Any unauthorized contact with any KEMI staff other than as specified above may disqualify the Offeror from further consideration.

IV. GENERAL INFORMATION

A. Background

KEMI was created in 1994 by the Kentucky General Assembly to provide workers' compensation insurance to Kentucky employers. KEMI is Kentucky's largest writer of workers' compensation insurance with its headquarters located in Lexington, Kentucky. For additional information about KEMI, please visit www.kemi.com.

B. Discussions with Offeror

Discussions may be conducted with all responsible Offerors who submit proposals and are determined to be reasonably qualified and susceptible of being selected for award. Discussions may be for the purpose of clarification to assure full understanding of, and conformance to, the proposal requirements; however, Offerors will not be permitted to change their original proposal. Offeror should clearly understand that



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any verbal representations made or assumed to be made during any oral discussion held between Offeror and KEMI are not binding.

KEMI may require Offerors among the top scoring proposals to participate in a virtual interview. See aforementioned Schedule of Events. The principal contact for KEMI will be required to participate in the interview.

C. Proposal Modifications

Any changes, amendments or modifications to a proposal after it has been submitted must be made prior to the deadline for receipt of proposals, must be in writing, and must be submitted in the same manner as the original proposal.

Proposals or modifications received by KEMI after the exact hour and date specified shall not be considered.

D. Confidentiality

Matters relating to this RFP and any resulting contracts shall not be discussed with anyone other than KEMI staff without the prior written consent of KEMI. No opinions, reports, summaries, letters, or other documents prepared with respect to the RFP shall be released without approval of KEMI, except as required by state or federal law.

Except as required by law, information furnished by any Offeror in response to this RFP will not be disclosed by KEMI without the prior written consent of the Offeror.

E. Reservation of Rights

KEMI reserves the right to:

- I. Reject any or all proposals and waive any requirement, informality, or condition of proposals.
- II. Cancel the RFP and not award the RFP.
- III. Prohibit sub-contractors of the Offeror from performing any of the Services outlined in this RFP without the prior written consent of KEMI.
- IV. Categorize Offeror as an independent contractor, denying any employee/employer relationship between KEMI and Offeror.
- V. Approve the time and format of payment for the Offeror(s). KEMI will audit fees for reasonableness and accuracy.
- VI. Add items or services within the scope of the resultant contract if mutually agreeable by both the Offeror and KEMI.
- VII. Amend this RFP. Any amendment or information provided to a prospective Offeror will be provided to all prospective Offerors. If necessary, an RFP based on revised specifications will be issued as promptly as possible.



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- VIII. Perform services in-house, or to contract with another company to perform like services.
- IX. Require a contract with the winning Offeror(s). Contract negotiations will commence at the conclusion of the RFP process.

F. Registration with the Kentucky Secretary of State

By responding to this RFP, the Offeror agrees and acknowledges that:

1. If the Offeror is a foreign entity as defined under Kentucky Revised Statute (KRS) 14A.1-070(10), and it is awarded a contract, it will ensure that it is properly registered with the Kentucky Secretary of State in accordance with KRS 14A.9-010 during the life of any contract awarded, or otherwise document the legal exemption which applies.
2. If the Offeror is a Kentucky entity as defined under KRS 14A.1-070(7), and it is awarded a contract, it will ensure that it is properly registered with the Kentucky Secretary of State in accordance with KRS Chapter 14A, or otherwise document the legal exemption which applies.

The aforementioned information shall be maintained during the life of any contract awarded and provided to KEMI upon request.

G. Protest

Any offeror who is aggrieved in connection with the solicitation or award of a contract may file a written protest to KEMI's Internal Auditor within fourteen (14) calendar days after such aggrieved offeror knows or should have known of the facts giving rise to the protest.

Patrick Simpson
psimpson@kemi.com



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OFFEROR INFORMATION:

IMPORTANT: SUBMISSION MUST CONTAIN ORIGINAL SIGNATURE

Signed by: _____
 Date: _____
 Type or Print Name: _____
 Company: _____
 Address: _____

 City: _____ State: _____ Zip: _____
 Phone No. _____ (Area Code) _____
 Fax No. _____ (Area Code) _____
 Email Address: _____
 Company Website: _____
 Federal ID or SSN # _____
 Type of ownership: _____ Individual _____ Sole Proprietorship
 _____ Corporation _____ Partnership

In addition to the principal contact listed above, please include below any additional contacts you would like to receive communication regarding the RFP. KEMI will only send communication regarding the RFP to the principal contact and the contact(s) listed below. The information includes, but is not limited to, KEMI's responses to inquiries, status updates about the RFP, any modifications to the RFP, requests for interview scheduling, etc.

Contact Name(s) for RFP Communication:

Contact Email(s) for RFP Communication:



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PROPOSAL SUBMISSION CHECKLIST

The vendor **MUST** include the following with the proposal submission.
If the items below are not submitted with the proposal submission,
KEMI will reject the proposal and the Offeror will be disqualified.

SIGNED OFFEROR INFORMATION FORM

SIGNED AND NOTARIZED SWORN STATEMENT REGARDING CAMPAIGN FINANCE LAWS

COMPLETED BUSINESS CONTINUITY FORM

ORIGINAL COPY OF THE PROPOSAL
(prepared in accordance with the Specifications and Requirements described in this RFP)