



March 25, 2026

Addendum No. 2

RFP Number: 26-T020

Title: Subrogation Recovery Services

The purpose of this addendum is to answer questions submitted by proposers.
Answers are in red.

1. Can you share the incumbent vendor's fee rate and a brief overview of their services?
 - What is working now with the incumbent vendor? What do you want to see improved? Essentially, we don't want to step into the same holes as the current vendor.
There has been no incumbent. This is a new contract.
2. Is the claims process centralized or decentralized?
 - If decentralized, how many divisions, groups, or teams handle claims?
Currently all subrogations are handled in-house by the RISK department of Trinity Metro.
3. How are claims reported?
 - Are you confident all claims are being reported? Yes
 - If not, what percentage do you believe may be missing? Maybe 1%
Claims are reported directly in-house by our Operations Department.
4. How many claims occur per year? Please refer to Addendum 1.
 - Can you provide the total number and dollar amount of claims *invoiced* for 2023, 2024, and 2025 (individually)?
 - Can you provide the total number and dollar amount of claims *recovered* for 2023, 2024, and 2025 (individually)?
5. How will Trinity Metro measure and determine success in terms of this recovery project?
 - How do you measure program results? Our potential vendor being an expert in the subrogation field, we will measure your success against the success of our Risk Department history. I anticipate a 75% to 100% increase by our vendor/partner
 - What is the recovery rate for each of the past three years (23, 24, 25)?
6. What department will oversee the claims process? The Risk Department
7. Do you have a routine claim metrics report package? If yes, can we see a copy of the reports or an example report package? The company awarded this contract will have access to this data after the award.
8. Do you track cycle time? If so, what is the average for the following:
 - Date of damage to invoice.
 - Date of invoice to recovery.
We can, we do not currently. We will with the awarded vendor/partner
9. How are damage outages/claims reported to Trinity Metro? See #3 above
10. Will Trinity Metro provide CMR with system access? We are a SOC II Type II accredited organization. The awarded vendor/Partner will use their system on subrogation claims.

Trinity Metro will want visibility of those claim. No direct access into our system will be granted.

11. Please describe the current process for calculating and determining claim invoices. Does Trinity Metro wish to have its vendor handle the calculation and invoicing process? **The vendor/partner will be given a potential subrogation claim, all data and files pertaining to the claim. The vendor/partner will use their expert skills to bring as much value back to Trinity Metro.**
12. Please describe the current process for obtaining damage reports and police reports when claims occur. **When/if police are on the scene, we collect the police report directly from that agency and file it in the claim folder. Damage reports are worked up by our internal shop when possible (on Buses), or our vendor body shops (on autos)**

The questions deadline submission is now closed.

ALL TERMS OF THE REQUEST FOR PROPOSAL REMAIN THE SAME UNLESS CHANGED THROUGH A WRITTEN AMENDMENT TO THE REQUEST FOR PROPOSAL. NO ORAL CHANGES ARE BINDING. CHANGE REQUESTS MUST BE IN THE FORM OF A WRITTEN REQUEST TO BE ANSWERED IN A WRITTEN ADDENDUM.

RESPONDANTS MUST ACKNOWLEDGE RECEIPT OF THIS ADDENDUM IN THE FORM 1 IN THEIR PROPOSAL. FAILURE TO DO SO MAY INVALIDATE THE PROPOSAL.

End of Addendum No. 2