



CITY OF WAUWATOSA

Human Resources Department

To: Financial Affairs Committee

From: Beth Mbow, HR Director; John Ruggini, Finance Director

Date: October 21, 2025

Subject: Selection of Worker's Compensation Third-Party Administration Services

Issue:

Request for approval to enter a contract with Cities and Villages Mutual Insurance Company (CVMIC) for third-party administration of worker's compensation claims.

Background:

In July 2025, the City began a process to review our worker's compensation services. A third-party administrator (TPA) manages our workers' compensation program on the City's behalf. They handle the day-to-day claims process to ensure injured employees receive proper care and benefits while helping the City control costs and comply with state laws. Since 2016, the City has utilized Aegis for these services. The current contract is set to expire on 12/31/2025. The goal of this RFP process is to ensure continuity of services and to evaluate opportunities for improved efficiency, service quality, and cost effectiveness.

We received a total of four vendor responses. Two of the responders did not have local and/or municipal experience. The remaining two vendors were our current provider, Aegis and CVMIC. From there, we conducted a robust analysis of the two potential proposals and an interview process with questions designed to target our specific needs.

We came to the consensus that CVMIC will provide improved focus on analyzing injury trends, better cost containment strategies, and a more positive customer service experience for our employees. CVMIC's contract is also the most affordable of the proposals. Furthermore, we utilize CVMIC for many of our insurance needs and have familiarity and trust in them as a provider.

Recommendation

Staff recommends approval to enter into a contract with CVMIC for worker's compensation third-party administration services beginning on 1/1/2026.