

**UNIVERSITY OF HAWAII**  
**NOTICE OF AMENDMENT TO EXEMPTION FROM CHAPTER 103D, HRS**

Purchase Order No. / Contract No. C230099

Name of Contractor: TRISTAR Claims Management Services, Inc

Description of goods or services:

Third party administration services for the worker's compensation insurance coverage.

The scope of work for the purchase is revised as follows:

Renew the existing contract and encumber funds for the additional contracted years.

Original Purchase Price:  
\$ 15,410,000.00 (est.)

Amended Purchase Price:  
\$ 29,410,000.00 (est.)

**Direct any inquiries to:**

Department: Office of Risk Management

Contact Name/Title: Darren Suzuki, Director

Address: 1960 East-West Road, Biomed B-2024  
Honolulu, Hawaii 96822

Phone Number:

(808) 956-7243

Fax Number:

(808) 956-2304

Date Posted: March 12, 2026

Submit written objections to this notice of intent to amend a procurement exemption purchase within seven (7) calendar days from the date posted to:

Office of Procurement Management  
1400 Lower Campus Road, Room 15  
Honolulu, Hawaii 96822  
email: OPM@hawaii.edu

---

**UNIVERSITY OF HAWAII**  
**REQUEST FOR AMENDMENT TO EXEMPTION FROM CHAPTER 103D, HRS**

**To:** Luis P. Salaveria **Date:** \_\_\_\_\_  
Chief Procurement Officer, University of Hawai'i

**Via:** Office of Procurement Management

**From:** Office of Risk Management  
(Campus & Department/Program)

**Vendor/Contractor:** Tristar Claims Management Services, Inc.

**Contract No./Purchase Order No.:** C230099

**Original Purchase Price:** \$ 3,800,000.00 **Amended Purchase Price:** \$ 29,410,000.00 (est.)

---

Pursuant to University Administrative Procedure AP 8.220, and consistent with HRS §103D-102(b)(4) and HAR Chapter 3-120, the department requests an amendment to a contract or purchase order issued under a previously approved procurement exemption as follows (attach additional sheets if necessary):

1. Description of the goods or services:

Third party administrative services for the University's workers' compensation insurance coverage, as follows:

1. Claims management services for existing and new reports of injury and illness incurred.
2. Claims management services for existing and new injuries incurred but not reported (IBNR).

Claims management services include but are not limited to, claims adjusting services, medical billing auditing services, medical case management services, and financial management and general administration services.

2. Explain in detail what is being amended:

See attached

3. Explanation in detail the reasons that the amendment is necessary:

See attached

4. Direct questions to: Darren Suzuki Email Address: \_\_\_\_\_

**Certification:** I certify that the information provided herein is true and correct to the best of my knowledge.

Darren Suzuki  
Full Name of Principal Investigator, Department Head, or Administrator

*Darren Suzuki* 2/13/24  
Signature Date

Blanche Fountain  
Full Name of Fiscal Administrator

Blanche Fountain Digitally signed by Blanche Fountain  
Signature Date: 2026.03.05 19:26:02 -10'00' Date

APPROVED:

Sheri Ching  
Full Name of Vice President or Chancellor

*Sheri Ching* 3/9/2026  
Signature Date

**FOR OPM USE ONLY**

**OPM COMMENTS:**

The Office of Procurement Management (OPM) has reviewed the request for amendment to the exemption from Chapter 103D, HRS, for Contract No. C230099 with Tristar Claims Management Services, Inc., and concurs with the justification provided.

OPM finds the amendment necessary to ensure continuity of critical workers' compensation claims administration services. Extending the existing contract avoids significant operational risks associated with transitioning to a new provider, including potential service disruption, data integrity concerns, and loss of institutional knowledge.

The increase in contract value reflects projected claims costs on a pass-through basis and does not represent an increase in administrative fees, supporting price reasonableness.

Accordingly, OPM approves the amendment as compliant with University procedures and procurement requirements and supports execution to maintain uninterrupted service delivery.

XXXXX APPROVED \_\_\_\_\_ DENIED

Bonnie N. Anderson, Ph.D. Digitally signed by Bonnie N. Anderson, Ph.D.  
Date: 2026.03.23 14:09:53 -10'00'

CHIEF PROCUREMENT OFFICER, UNIVERSITY OF HAWAII

DATE

**REQUEST FOR AMENDMENT TO EXEMPTION FROM CHAPTER 103D, HRS  
THIRD PARTY ADMINISTRATION  
FOR THE UNIVERSITY OF HAWAII  
WORKERS' COMPENSATION INSURANCE COVERAGE**

**Purchase Order No. / Contract No.:** C230099

**Name of Contractor:** Tristar Claims Management Services, Inc.

**(1) Description of goods, services, or construction:**

Provide third party administration for the University's workers' compensation insurance coverage, as follows:

1. Claims management services for existing and new reports of injury and illness incurred.
2. Claims management services for existing and new injuries incurred but not reported (IBNR).

Claims management services include but are not limited to, claims adjusting services, medical billing auditing services, medical case management services, and financial management and general administration services.

**Original Purchase Price:** \$15,410,000.00

**Amended Purchase Price:** \$29,410,000.00 (est.) as follows:

	Workers Compensation		
	Claims Benefit Amount	Claims Administrative	
	<u>(Pass through basis)</u>	<u>Service Fee</u>	<u>Total Amount</u>
FY 2027	\$6,400,000.00	\$600,000.00	\$7,000,000.00
FY 2028	\$6,400,000.00	\$600,000.00	\$7,000,000.00

**(2) Explain in detail what is being amended:**

To add and encumber TWO (2) additional years to the existing contract C230099 which ends July 1, 2026.

The overall scope of work and the management fees paid to the Contractor remains the same. However, as a part of the Contractor, the Contractor is responsible for the payment of statutory workers' compensation claims benefits on behalf of the University on a pass-through basis. The total claims benefits to be paid in any given fiscal year is unknown and is contingent upon the number of claims filed and settled.

An increase is needed to also cover the estimated FY 2027 and FY 2028 statutory workers' compensation claims filed and the payments made/to be made by the Contactor on behalf of the University, and the claims administrative services fees for FY 2027 and FY 2028.

**(3) Explanation in detail the reasons that the amendment is necessary:**

Extension of the existing contract will ensure uninterrupted claims management and operational continuity. A transition to a new carrier triggers a massive, high-stakes data conversion process that far exceeds simple file transfers; it requires exhaustive mapping and rigorous testing of intricate data elements to ensure that claim histories remain accurate and accessible. Beyond the technical friction, switching providers risks the total erosion of institutional knowledge and the dissolution of established relationships with claims teams who intimately understand the nuances of the University's risk profile. When weighed against the profound uncertainty of a new provider's ability to maintain service responsiveness, the potential for system inoperability and data integrity failures makes the standard procurement process not only impractical but a threat to the stability of the compensation program.