

**Attachment A**  
**Bidder Response**  
**Request for Proposal Number 5949 Z1**

**Bidder Name:** \_\_\_\_\_

Bidders should provide a response to each of the following contractor Corporate Overview and Technical requirements on the following pages.

**A. Corporate Overview**

**B. Technical Requirements**

1. **General Capabilities**
2. **Attachment/Documents/Files**
3. **Section 111 of the Medicare, Medicaid, and SCHIP Extension Act of 2007 (MMSEA)**
4. **Reporting**
5. **Diary/Taskers**
6. **Policies**
7. **Implementation**
8. **Payments**
9. **Loss Control**
10. **Security**
11. **Other Requirements**
12. **Documentation Requirements**

<b>CORPORATE OVERVIEW</b>	
A.1	<p><b>BIDDER IDENTIFICATION AND INFORMATION</b>            The bidder should provide the full company or corporate name, address of the company's headquarters, entity organization (corporation, partnership, proprietorship), state in which the bidder is incorporated or otherwise organized to do business, year in which the bidder first organized to do business and whether the name and form of organization has changed since first organized.</p> <p>Bidder Response:</p>
A.2	<p><b>FINANCIAL STATEMENTS</b>            The bidder should provide financial statements applicable to the firm. If publicly held, the bidder should provide a copy of the corporation's most recent audited financial reports and statements, and the name, address, and telephone number of the fiscally responsible representative of the bidder's financial or banking organization.</p> <p>If the bidder is not a publicly held corporation, either the reports and statements required of a publicly held corporation, or a description of the organization, including size, longevity, client base, areas of specialization and expertise, and any other pertinent information, should be submitted in such a manner that proposal evaluators may reasonably formulate a determination about the stability and financial strength of the organization. Additionally, a non-publicly held firm should provide a banking reference.</p> <p>The bidder must disclose any and all judgments, pending or expected litigation, or other real or potential financial reversals, which might materially affect the viability or stability of the organization, or state that no such condition is known to exist.</p> <p>The State may elect to use a third party to conduct credit checks as part of the corporate overview evaluation.</p> <p>Bidder Response:</p>
A.3	<p><b>CHANGE OF OWNERSHIP</b>            If any change in ownership or control of the company is anticipated during the twelve (12) months following the proposal due date, the bidder should describe the circumstances of such change and indicate when the change will likely occur. Any change of ownership to an awarded vendor(s) will require notification to the State.</p> <p>Bidder Response:</p>
A.4	<p><b>OFFICE LOCATION</b>            The bidder's office location responsible for performance pursuant to an award of a contract with the State of Nebraska should be identified.</p> <p>Bidder Response:</p>
A.5	<p><b>RELATIONSHIPS WITH THE STATE</b>            The bidder should describe any dealings with the State over the previous five (5) years. If the organization, its predecessor, or any Party named in the bidder's proposal response has contracted with the State, the bidder should identify the contract number(s) and/or any other information available to identify such contract(s). If no such contracts exist, so declare.</p> <p>Bidder Response:</p>

A.6	<p><b>BIDDER'S EMPLOYEE RELATIONS TO STATE</b>          If any Party named in the bidder's proposal response is or was an employee of the State within the past five (5) months, identify the individual(s) by name, State agency with whom employed, job title or position held with the State, and separation date. If no such relationship exists or has existed, so declare.</p> <p>If any employee of any agency of the State of Nebraska is employed by the bidder or is a Subcontractor to the bidder, as of the due date for proposal submission, identify all such persons by name, position held with the bidder, and position held with the State (including job title and agency). Describe the responsibilities of such persons within the proposing organization. If, after review of this information by the State, it is determined that a conflict of interest exists or may exist, the bidder may be disqualified from further consideration in this proposal. If no such relationship exists, so declare.</p> <p>Bidder Response:</p>
A.7	<p><b>CONTRACT PERFORMANCE</b>          If the bidder or any proposed Subcontractor has had a contract terminated for default during the past ten (10) years, all such instances must be described as required below. Termination for default is defined as a notice to stop performance delivery due to the bidder's non-performance or poor performance, and the issue was either not litigated due to inaction on the part of the bidder or litigated and such litigation determined the bidder to be in default.</p> <p>It is mandatory that the bidder submit full details of all termination for default experienced during the past ten (10) years, including the other Party's name, address, and telephone number. The response to this section must present the bidder's position on the matter. The State will evaluate the facts and will score the bidder's proposal accordingly. If no such termination for default has been experienced by the bidder in the past ten (10) years, so declare.</p> <p>If at any time during the past ten (10) years, the bidder has had a contract terminated for convenience, non-performance, non-allocation of funds, or any other reason, describe fully all circumstances surrounding such termination, including the name and address of the other contracting Party.</p> <p>Bidder Response:</p>
A.8	<p><b>SUMMARY OF BIDDER'S CORPORATE EXPERIENCE</b>          The bidder should provide a summary matrix listing the bidder's previous projects similar to this RFP in size, scope, and complexity. The State will use no more than three (3) narrative project descriptions submitted by the bidder during its evaluation of the proposal.</p> <p>The bidder should address the following:</p> <ul style="list-style-type: none"> <li>i. Provide narrative descriptions to highlight the similarities between the bidder's experience and this RFP. These descriptions should include:             <ul style="list-style-type: none"> <li>a) The time period of the project;</li> <li>b) The scheduled and actual completion dates;</li> <li>c) The Contractor's responsibilities;</li> </ul> </li> </ul>

	<p>d) For reference purposes, a customer name (including the name of a contact person, a current telephone number, a facsimile number, and e-mail address); and</p> <p>e) Each project description should identify whether the work was performed as the prime Contractor or as a Subcontractor. If a bidder performed as the prime Contractor, the description should provide the originally scheduled completion date and budget, as well as the actual (or currently planned) completion date and actual (or currently planned) budget.</p> <p>ii. Contractor and Subcontractor(s) experience should be listed separately. Narrative descriptions submitted for Subcontractors should be specifically identified as Subcontractor projects.</p> <p>iii. If the work was performed as a Subcontractor, the narrative description should identify the same information as requested for the Contractors above. In addition, Subcontractors should identify what share of contract costs, project responsibilities, and time period were performed as a Subcontractor.</p>
	<p>Bidder Response:</p>
<p>A.9</p>	<p><b>SUMMARY OF BIDDER'S PROPOSED PERSONNEL/MANAGEMENT APPROACH</b>  The bidder should present a detailed description of its proposed approach to the management of the project.</p> <p>The bidder should identify the specific professionals who will work on the State's project if their company is awarded the contract resulting from this RFP. The names and titles of the team proposed for assignment to the State project should be identified in full, with a description of the team leadership, interface and support functions, and reporting relationships. The primary work assigned to each person should also be identified.</p> <p>The bidder should provide resumes for all personnel proposed by the bidder to work on the project. The State will consider the resumes as a key indicator of the bidder's understanding of the skill mixes required to carry out the requirements of the RFP in addition to assessing the experience of specific individuals.</p> <p>Resumes should not be longer than three (3) pages. Resumes should include, at a minimum, academic background and degrees, professional certifications, understanding of the process, and at least three (3) references (name, address, and telephone number) who can attest to the competence and skill level of the individual. Any changes in proposed personnel shall only be implemented after written approval from the State.</p>
	<p>Bidder Response:</p>
<p>A.10</p>	<p><b>SUBCONTRACTORS</b>  If the bidder intends to Subcontract any part of its performance hereunder, the bidder should provide:</p> <p>i. name, address, and telephone number of the Subcontractor(s);  ii. specific tasks for each Subcontractor(s);  iii. percentage of performance hours intended for each Subcontract; and  iv. total percentage of Subcontractor(s) performance hours.</p>
	<p>Bidder Response:</p>

<b>GENERAL CAPABILITIES</b>	
1.1	The solution shall provide a method of allowing auto filtering on document type based on the user's active screen within the solution. Bidder Response:
1.2	The solution shall provide a method to track entities of different types. Types include, but are not limited to, employees, vendors, hospitals, attorneys, attorney firms, MMSEA claim party, insurers, adjusters, drivers, insurance companies, volunteers, etc. Bidder Response:
1.3	The solution shall allow for the tracking of multiple addresses and phone numbers for a single entity. Bidder Response:
1.4	The solution shall include a tool to maintain entities, including, but not limited to updating, merging duplicate entities, adding new, and inactivating entities. Bidder Response:
1.5	The solution shall provide a method of restricting which users have the ability to view social security numbers and make changes. Bidder Response:
1.6	The solution shall track personal information about claimants including, but not limited to, social security numbers, tax ID, firm name, contact information, etc. Bidder Response:
1.7	The solution shall allow for the creation of new entity types. Bidder Response:
1.8	The solution shall have the ability to be modified by adding or removing fields, updating codes, modifying the location of the field on the screen, restricting who can edit/view/update individual fields. Bidder Response:
1.9	The solution shall provide a method of associating multiple claims to a single event across different agencies. Bidder Response:
1.10	The solution shall provide a unique numbering/naming system. Each event shall automatically receive a unique number/name upon creation. Bidder Response:
1.11	The solution shall provide the ability to log and track an event type. Bidder Response:
1.12	The solution shall provide the ability to create, maintain and select event categories/types. Bidder Response:
1.13	The solution shall provide the ability to record who reported an event. Bidder Response:
1.14	The solution shall provide a field to briefly describe the event. Bidder Response:
1.15	The solution shall provide the ability to record the location of the event including physical address and location types.

	Bidder Response:
1.16	The solution shall provide the ability to close the event when the conclusion is reached.
	Bidder Response:
1.17	The solution shall provide the ability to record the results of an investigation into an event, including any statements by witnesses, claimants, staff, etc.
	Bidder Response:
1.18	The solution shall provide a method to assign an adjuster to a claim.
	Bidder Response:
1.19	The solution shall provide a method of noting if the claim is litigated.
	Bidder Response:
1.20	The solution shall provide a method of tracking reserves and payments made in relation to the claim.
	Bidder Response:
1.21	The solution shall allow for the tracking of more than one claimant per claim as well as a method to determine which claimant is the primary claimant.
	Bidder Response:
1.22	The solution shall provide a way of setting a fiscal year that can be utilized throughout the system.
	Bidder Response:
1.23	The solution shall provide the ability to log events with a date and time stamp.
	Bidder Response:
1.24	The solution shall provide end user definable data validation to safeguard against the entry of incorrect data.
	Bidder Response:
1.25	The solution shall provide a way to make certain fields required before saving.
	Bidder Response:
1.26	The solution shall warn the user if they are about to lose data if they do not save.
	Bidder Response:
1.27	The solution shall have a time-out feature that shall be configurable and shall warn the end users before time-out occurs.
	Bidder Response:
1.28	The solution shall provide a method of email notes to other users.
	Bidder Response:
1.29	The solution shall provide be able to export all data fields.
	Bidder Response:
1.30	The solution shall provide a method of importing data into the appropriate fields in the database.
	Bidder Response:
1.31	The solution shall provide a way to schedule imports and exports.
	Bidder Response:
1.32	The solution should provide a method of creating mail merge documents from any field within the solution.
	Bidder Response:

1.33	The solution shall provide a method of sorting the mail merge documents and restricting which users can see which mail merge documents.
	Bidder Response:
1.34	The solution shall provide a method of scheduling the system to automatically create the mail merge documents.
	Bidder Response:
1.35	The solution shall provide the ability to email documents, notes, attachment, and other items from the system.
	Bidder Response:
1.36	The solution should have the ability for merge created documents to attach to claims as an attachment.
	Bidder Response:
1.37	The solution shall provide a way to create an organizational hierarchy.
	Bidder Response:
1.38	The solution shall provide a way to update the organizational hierarchy.
	Bidder Response:
1.39	The solution shall provide a way to limit what users have access based on the organizational hierarchy.
	Bidder Response:
1.40	The solution shall provide a way to merge departments and divisions.
	Bidder Response:
1.41	The solution shall provide a way to update, add, and delete divisions and departments within the organization.
	Bidder Response:
1.42	The solution shall have the ability to be modified by adding or removing fields, updating codes, modifying the location of the field on the screen, restricting who can edit/view/update individual fields.
	Bidder Response:
1.43	The solution should be able to operate in all common browsers such as Internet Explorer, Chrome, and Firefox.
	Bidder Response:
1.44	The solution shall provide a method of recording reserves.
	Bidder Response:
1.45	The solution shall provide a method of relating reserves to a particular claim.
	Bidder Response:
1.46	The solution shall allow reserve lines to be created. These lines shall include, but not be limited to, expense, indemnity, 1st party damages, bodily injury, property damage, medical, etc.
	Bidder Response:
1.47	Each line of reserves shall relate to transaction types that can be used to record payments made.
	Bidder Response:
1.48	The solution shall track all changes to reserves including the amount changed, who made the change, the date of the change.
	Bidder Response:

1.49	The solution shall show a current reserve balance, the amount paid, any amount collected, and then an incurred balance.
	Bidder Response:
1.50	The solution shall provide a method of tracking the history of the reserves and have the ability to do "as of" reports showing what the reserves were at a particular point in time.
	Bidder Response:
1.51	The solution shall allow for the customization of reserve limits.
	Bidder Response:
1.52	The solution shall provide a method of configuration access via groups.
	Bidder Response:
1.53	The solution shall provide a method of creating, deactivating, and/or deleting unique users.
	Bidder Response:
1.54	The solution shall provide a method of reporting on users privileges.
	Bidder Response:
1.55	The solution shall have a time out period where users are logged out after a specified length of time inactive.
	Bidder Response:
1.56	The solution shall provide a method of restricting access based on a role or group.
	Bidder Response:
1.57	The solution shall be capable of logging unsuccessful logon attempts and automatically disabling unique user identifiers or system accounts based on a determined number of unsuccessful attempts.
	Bidder Response:
1.58	The solution shall support data storage using encryption algorithms that meet or exceed the strength of 128-bit advanced encryption standard.
	Bidder Response:
1.59	The solution should be capable of supporting password strings of at least 15 characters during password authentication.
	Bidder Response:
1.60	The solution shall be capable of expiring passwords and requiring unique user identifiers to change their password after a preset period of time.
	Bidder Response:
1.61	The solution shall be capable of encrypting data in transit to protect it from unauthorized disclosure.
	Bidder Response:
1.62	The solution shall be capable of terminating communications when sessions are completed.
	Bidder Response:
1.63	The solution shall provide the ability for an administrative user and/or end-user to change passwords.
	Bidder Response:
1.64	The solution shall provide electronic alerts to any user who password is about to expire.
	Bidder Response:



1.65	The solution should provide the ability for an administrative user to add, change, or inactivate user logon accounts. Bidder Response:
1.66	The solution shall provide the ability for an administrative user to change a user's name. Bidder Response:
1.67	The solution shall provide the ability for an administrative user to manage business process-specific roles. Bidder Response:
1.68	The solution shall provide the ability for an administrative user to manage role-based access control. Bidder Response:
1.69	The solution shall provide the ability for an administrative user to manage the manual role assignment to a user. Bidder Response:
1.70	The solution shall provide the ability for an administrative user to manage access to the system and individual claims based on selections within the organizational hierarchy. Bidder Response:
1.71	The solution shall provide the ability for an administrative user to define roles within the application. Bidder Response:
1.72	The solution shall provide the ability for an administrative user to assign users to one or multiple roles. Bidder Response:
1.73	The solution shall provide the ability for an administrative user to restrict access to specific transaction(s) using the user roles and authentication process. Bidder Response:
1.74	The solution shall provide the ability for an administrative user to manage access controls through a group profile. Bidder Response:
1.75	The solution shall provide the ability for an administrative user to manage user privileges through a group profile. Bidder Response:
1.76	The solution shall provide the ability for an administrative user to manage group security profile. Bidder Response:
1.77	The solution shall provide a method to have an audit trail of all activity in the solution. The audit trail shall include adds, changes, or deletes and which users performed them. Bidder Response:
1.78	The solution shall provide the ability to generate/print the audit trail of all solution transactions based on User ID/personnel information. Bidder Response:
1.79	The solution shall provide the ability to log date, time, and user ID associated with file maintenance transactions. Bidder Response:
1.80	The solution shall have a 'wild card' search function, enabling users to search on partial information.

	Bidder Response:
1.81	The solution shall allow for the identification of multiple types of claims.
	Bidder Response:
1.82	Please describe the solution's ability to tag mail merge documents with electronic signatures and/or the overall ability to maintain and use electron signatures within the solution.
	Bidder Response:
1.83	Please describe the solution's ability for Optical Character Recognition (OCR) functionality for the purpose of mapping specified data from scanned documents to data fields.
	Bidder Response:
1.84	Solution shall provide for the ability for secure email functionality from the solution.
	Bidder Response:
1.85	The solution shall allow for the generation of letters that can be reviewed and edited before being sent.
	Bidder Response:
1.86	The solution shall provide for a mechanism for users to send documents to the solution for attachment into specific claims.
	Bidder Response:
1.87	The solution shall provide for the creation of letter templates that are able to merge claim data. Templates must be able to be created or uploaded to the solution without having to access a legacy site.
	Bidder Response:
1.88	Please describe the solutions ability to warn for the possibly of duplicate claim information.
	Bidder Response:
<b>ATTACHMENTS/DOCUMENTS/FILES</b>	
2.1	The solution shall provide the ability for a user to attach documents/files, manage related documents/files and export documents/files. Documents shall include Word, PDF, Excel, JPEG, PNG, MP4, emails, other digital documents and video/audio files, etc.
	Bidder Response:
2.2	The solution shall provide the ability for administrators to restrict access to documents from either a single user or group of users.
	Bidder Response:
2.3	The solution shall provide the ability to print selected attached documents.
	Bidder Response:
2.4	The solution shall provide the ability to email from the solution, selected attached documents.
	Bidder Response:
2.5	The solution shall provide the ability to sort and filter attached documents by, but not limited to, name, date attached, and document type.
	Bidder Response:
2.6	The solution should retain the sort order after viewing an attached document and shall only revert to default when the users exit the attachment screen.

	Bidder Response:
2.7	The solution shall provide a restricted or other similar setting that can be applied to documents to restrict who is allowed to view the document.
	Bidder Response:
2.8	The solution should provide a method to purge documents when a retention date is reached. This retention date is based on the type of claim and date the claim or event closed.
	Bidder Response:
2.9	The solution should allow for the retention date to be changed by user with specific administrative rights.
	Bidder Response:
2.10	The solution should provide a method printing selected attachments related to a claim or policy without opening the attachment.
	Bidder Response:
2.11	The solution should provide a way to sort and bookmark or mark attachments as reviewed.
	Bidder Response:
2.12	The solution should provide a method of bulk importing multiple documents at a time and associating them with the appropriate claim or record.
	Bidder Response:
2.13	Describe the solutions limitation on attachment size.
	Bidder Response:
<b>SECTION 111 OF THE MEDICARE, MEDICAID AND SCHIP EXTENSION ACT OF 2007 (MMSEA)</b>	
3.1	The solution shall provide a method of validating the imported data.
	Bidder Response:
3.2	The solution shall provide a method of creating the MMSEA Monthly Query File in the method prescribed by CMS and exporting it to be converted using CMS' translator.
	Bidder Response:
3.3	The solution shall provide a method of creating the MMESA Quarterly Claim File and TIN file in the method prescribed by CMS and provide a method for exporting them.
	Bidder Response:
3.4	The solution shall allow for the recording of all necessary information to comply with MMSEA.
	Bidder Response:
3.5	The solution shall provide a method of importing all CMS response files and applying these responses to the appropriate records.
	Bidder Response:
3.6	The solution shall provide a method of notifying the adjustors and administrators of claims and claimants whose incomplete or inaccurate data prevents them from being submitted to CMS.
	Bidder Response:
3.7	The solution shall provide a method of notifying the adjustors and administrators of which claimants have had a response from CMS imported into the system.
	Bidder Response:

3.8	The solution shall provide a method or creating reports to view, verify, and quality check all MMSEA data that has been entered into the system.
	Bidder Response:
3.9	The solution shall keep a history of all MMSEA reports created by the system.
	Bidder Response:
3.10	The solution shall provide a way to track all information and perform all reporting required to comply with MMSEA.
	Bidder Response:
3.11	Describe the solution's ability to upload and download data to and from CMS automatically.
	Bidder Response:
<b>REPORTING</b>	
4.1	Contractor shall provide a Service Organization Control 1 Report with an independent American Institute of Certified Public Accountants (AICPA) Service auditor's reporting including tests performed and results thereof (SSAE 16 SOC1 Report). The report shall be provided to the State no later than September 1 of each year.
	Bidder Response:
4.2	Yearly, Contractor shall provide a stewardship report in conjunction with an annual stewardship meeting to discuss overall performance. There shall be no additional charges or fees associated with Contractor's attendance at the annual stewardship meeting.
	Bidder Response:
4.3	The solution should allow the scheduling of reports to be automatically run at set days and times as determined by administrative users.
	Bidder Response:
4.4	The solution should control access to standard reports based on the solutions security access rules.
	Bidder Response:
4.5	The solution should control the creation of end-user reports based on solution security access rules.
	Bidder Response:
4.6	The solution should provide the ability to produce cost modeling analysis and statistical reports.
	Bidder Response:
4.7	The solution should provide the ability to create custom end-user "ad-hoc" reports utilizing any/all data fields stored in the solution.
	Bidder Response:
4.8	The solution should provide the capability to create an audit report from the solution history logs containing information regarding what information was last opened or edited within the solution.
	Bidder Response:
4.9	The solution should produce reports that can be saved to multiple formats (e.g. PDF, Excel, etc.).
	Bidder Response:
4.10	The solution should provide the capability to schedule specific reporting jobs.

	Bidder Response:
4.11	The solution should be capable of producing graphical summaries (pie charts, line graphs) for statistical reports.
	Bidder Response:
4.12	The solution should provide standard date range filters for all reports (daily, weekly, monthly, yearly, from/to range).
	Bidder Response:
4.13	The solution should provide the ability to create dashboards with metrics of interests to the Risk Management Staff.
	Bidder Response:
4.14	The solution should provide for report group notifications and electronic mailing to specific users.
	Bidder Response:
4.15	The solution should provide the user control over layout decisions such as field arrangement, column width, label text, font size, line spacing etc.
	Bidder Response:
4.16	The solution should provide the ability for data on reports to be grouped or sorted by any data element.
	Bidder Response:
4.17	The solution should allow for statistical analysis and comparison of data over time periods between demographic groups, etc.
	Bidder Response:
4.18	The solution shall provide the ability to select a specific record from the list to drill down to successively greater levels of detail.
	Bidder Response:
<b>DIARY/TASKERS</b>	
5.1	The solution shall have a diary or task calendar type function to remind users of tasks that must be completed.
	Bidder Response:
5.2	The diary/task calendar function should have a method of creating diaries/tasks based on administrative users defined business rules.
	Bidder Response:
5.3	The solution should have a method of auto creating diaries based on a records success or failure in the creation of the MMSEA Query or quarterly claims file export and CMS response file imports.
	Bidder Response:
5.4	The solution should have a method of notifying supervisors if their staff do not complete diary items within a specified number of days.
	Bidder Response:
5.5	The solution should have a method of marking a diary item as complete.
	Bidder Response:
5.6	The solution should have a method of bulk reassigning diaries.
	Bidder Response:
5.7	The solution should have a method to reassign a single diary.

	Bidder Response:
5.8	The diary entry should provide a link to the claim file or the record it references.
	Bidder Response:
5.9	The solution should allow for filtering/sorting diaries based on, but not limited to, due date, completion status, related claim, etc.
	Bidder Response:
5.10	The solution should provide a method for managers to review their subordinate's diaries.
	Bidder Response:
5.11	The solution should provide a method of bulk deleting diaries for a particular user or group of users.
	Bidder Response:
5.12	The solution should provide a method of bulk deleting diaries for a particular day or range of tasks.
	Bidder Response:
5.13	The solution should provide a method of emailing diaries.
	Bidder Response:
<b>POLICIES</b>	
6.1	The solution should determine based on funds expended and/or organizational division and/or claim type and event date, which insurance policy is in force for a given claim.
	Bidder Response:
6.2	The solution shall allow for layers of coverage and shall have a method of relating layers of coverage to each other.
	Bidder Response:
6.3	The solution shall have the ability to track the following, but not limited to: a. Policy name; b. Issue date; c. Policy number; d. Review date; f. Policy status; g. Renewal date; h. Premium; i. Company name, address, phone number; j. Effective date; k. Claims payment; l. Expiration date; m. Primary policy; n. Cancel date; o. Claims made coverage; p. Recoveries; q. Broker name and contact information.
	Bidder Response:
6.4	The solution shall provide a method for showing how many claims and how much funds were applied to a particular policy.
	Bidder Response:

6.5	The solution should provide the ability to store digital files related to the policy. This includes, but not limited to, the ability to save the text of emails, digital documents, digital photos, and video/audio files. Bidder Response:
6.6	The solution shall provide a way to search the policies based on, but not limited to, policy name, policy number, policy status, effective date, expiration date. Bidder Response:
6.7	The solution should provide a method of restricting which users can view policies. Bidder Response:
6.8	The solution should provide the ability to clone existing policies and then modify them for ease of policy setup. Bidder Response:
6.9	The solution should identify and alert Risk Management to approaching expiry of policies with reports, dashboards or automated email notifications. Bidder Response:
<b>IMPLEMENTATION</b>	
7.1	Contractor shall manage the overall implementation process, including scheduling and leading meetings, communicating with the team, follow up documentation, and maintaining the project schedule through the Go-Live date (July 1, 2019). Bidder Response:
7.2	At a minimum, the following system configurations must be complete on the Go-Live date (July 1, 2019): a. Configure up to 8 default dashboards using standard dashboard widgets of the solution. b. Insert State of Nebraska's organization pyramid. c. Configure twenty (20) policy form layouts for each fiscal year dating back to 2010 through present. d. Configure State of Nebraska Certificate of Insurance template. e. All existing claims, associated notes and attachments must be uploaded into solution and reviewed for accuracy. f. Claims administration workflow must be fully functional, including the ability to open and manage new and existing claims. g. All required specification of this RFP must be functional by the Go-Live date. Bidder Response:
7.3	Contractor shall receive all run in information and upload such data into the solution from Risk Management's current claims management system (RiskConsole), workers' compensation data from Risx-Facs and state insurance claim data from Origami. Bidder Response:
7.4	Contractor shall ensure the accuracy and completeness of the run-in data. Bidder Response:
7.5	The solution shall be tested prior to the Go-Live data to ensure it is operational and functional. Testing shall be done within two (2) weeks of the Go-Live date to allow sufficient time for problem resolution, changes, and refinements. Testing shall include, at a minimum, system functionality, workflow, load testing, interfaces and import/export capabilities, and internal and external security. Bidder Response:

7.6	Contractor shall provide onsite training of internal users prior to the system implementation.
	Bidder Response:
7.7	Provide a complete implementation plan and schedule that includes consideration for a phased approach, review of system and data, data mapping and conversion, development and testing, training and final implementation for a Go-Live date of July 1, 2019.
	Bidder Response:
7.8	Contractor shall assist Risk Management with creating necessary workflows in the solution for the Tort/Miscellaneous/Contract Claims Processes.
	Bidder Response:
7.9	Describe additional support that will be provided to Risk Management after implementation.
	Bidder Response:
7.10	Is there additional training available for system administrator(s) / users after implementation?
	Bidder Response:
7.11	Contractor must perform data migration and conversion on all historical data and financial elements from Risk Management's claims management system, RiskConsole, and the TPAs claims systems into the solution.
	Bidder Response:
7.12	Contractor must restructure old data into new formats, as required by Risk Management, without losing data integrity.
	Bidder Response:
7.13	Contractor must transfer historical claims associated financial data, claimant information, attachments, adjuster notes, as required by Risk Management, from the existing claim systems into the new solution.
	Bidder Response:
7.14	There may be attachments in Risk Management's current claims system that it does not want in the new solution. Please describe your ability to sort through claim attachments and only upload those attachments that are desired by Risk Management. Please also describe any limitations and/or additional requirement that would be necessary to fulfill such request.
	Bidder Response:
<b>PAYMENTS</b>	
8.1	The solution shall have the ability to download payment and reserve data in an Excel compatible format.
	Bidder Response:
8.2	The solution shall provide for the ability to upload batch payments into the system via an Excel data file.
	Bidder Response:
8.3	The solution shall track all users, date and time that any payment information is changed.
	Bidder Response:
8.4	The solution shall be able to classify payments into various categories, such as loss, legal, 1st party, bodily injury, etc.



	Bidder Response:
8.5	The solution does not need the ability to issue payments. The solution is only required all to maintain and received all imputed payment information.
	Bidder Response:
<b>LOSS CONTROL</b>	
9.1	The solution should have a mechanism to document unsafe conditions with specific fields.
	Bidder Response:
9.2	The solution should have the ability to attach documents to unsafe conditions.
	Bidder Response:
9.3	The solution should have the ability to enter recommendation and to track follow-up on recommendations and record status.
	Bidder Response:
9.4	Describe the solutions ability to read a PDF document for appropriate information/data to be automatically uploaded into the solution.
	Bidder Response:
<b>SECURITY</b>	
10.1	Describe in detail, and provide policies as applicable, the technical and administrative security controls regarding access to personally identifiable information.
	Bidder Response:
10.2	Describe the security controls or environment where claimant data will be stored.
	Bidder Response:
10.3	Specify the mechanisms in place to ensure the confidentiality of the data. How will that data be stored? What type and strength of data encryption will be utilized?
	Bidder Response:
10.4	Describe the method or mechanism used to ensure the secure transfer of data.
	Bidder Response:
<b>OTHER REQUIREMENTS</b>	
11.1	The solution shall be able to display a claim summary that gives an overview of a claim along with easy navigation to key claim components such as notes, diaries, documents, payments, or reserves.
	Bidder Response:
11.2	Please describe the solution's ability to drag and drop attachments.
	Bidder Response:
11.3	The solution should provide for automated business rules that can be created by system administrator(s) for specific business functions.
	Bidder Response:
11.4	The solution shall be able to drill down into claim specifics from reports.
	Bidder Response:
11.5	Describe any required hardware and software system requirements needed for the solution to be fully functional.
	Bidder Response:
11.6	Is there a dedicated client services representative or a team assigned to each client?

	Bidder Response:
11.7	Is customer support unlimited or handled through purchasing blocks of time?
	Bidder Response:
11.8	If a reported problem is a customer/user problem and not an application software problem, please described how this problem is addressed and must be included in standard fee.
	Bidder Response:
11.9	What services are provided under the standard software maintenance contract?
	Bidder Response:
11.10	The solution must be available 99.99% of the time. Risk Management must be advised of scheduled maintenance and unavailability of the system at least 3 business days in advance.
	Bidder Response:
11.11	Contractor is required to perform quarterly on-site visits (for the first year of the contract) and bi-annual on-site support visits (for the remaining years on the contract) to support Risk Management staff and provide technical training, assist in developing customer-requested system enhancements, and other technical support as needed. In addition, this periodic training shall ensure that the analysts and oversight personnel are able to use the system's inquiry and reporting capabilities.
	Bidder Response:
11.12	All travel and expense incurred due to training during the term of the contract will be at the Contractor's expense.
	Bidder Response:
11.13	Contractor shall provide training videos, softcopies of any standard FAQs, help desk materials, and other available end-user reference materials.
	Bidder Response:
11.14	Contractor shall provide ongoing 'on-call' support to end-users as needed.
	Bidder Response:
11.15	The solution shall have a mechanism to administer, manage and track subrogation and recovery claims.
	Bidder Response:
11.16	The solution shall have the ability to create custom workflows for Risk Management's various business models, including being able to manage which claims shall appear before the State Claims Board, Legislature, and/or are on appeal.
	Bidder Response:
11.17	Please describe other modules and functionalities available within the solution that were not discussed in this RFP, but that may be beneficial to the State's Risk Management Program.
	Bidder Response:
<b>DOCUMENTATION REQUIREMENTS</b>	
12.1	Copy of most recent SAAE-16
	Bidder Response:
12.2	Copy of Quality Control Program.
	Bidder Response:
12.3	Copy of Privacy Policy.

	Bidder Response:
12.4	Copy of "Best Practices".
	Bidder Response:
12.5	Copy of Technology Security Standards.
	Bidder Response: