

State of Nebraska
REQUEST FOR INFORMATION FORM

RETURN TO:
 Department of Administrative
 Services, Risk Management Division,
 1526 K Street, Suite 220, Lincoln, NE
 68509
 Phone: (402) 471-2551
 Fax: (402) 471-2800

SOLICITATION NUMBER	RELEASE DATE
RFI DASRM2015	December 7, 2015
OPENING DATE AND TIME	PROCUREMENT CONTACT
January 8, 2016 2:00 p.m. Central Time	Shereece Dendy

This form is part of the specification package and must be signed in ink and returned, along with information documents, by the opening date and time specified.

PLEASE READ CAREFULLY!

SCOPE OF SERVICE

The State of Nebraska, Department of Administrative Services, Risk Management Division is issuing this Request for Information, RFI (DASRM2015) for the purpose of gathering information to obtain a RMIS (Risk Management Information System) and Claims Management System.

Written questions are due no later than December 16, 2015, and should be submitted via e-mail to as.riskmanagement@nebraska.gov. Written questions may also be sent by facsimile to (402) 471-2800.

Sealed information must be received in the Department of Administrative Services, Risk Management Division on or before January 7, 2016 4:00 p.m. Central Time.

Bidder should submit one (1) original and two (2) copies of the entire RFI response. RFI responses must be submitted by the information due date and time.

RFI RESPONSE MUST MEET THE FOLLOWING REQUIREMENTS TO BE CONSIDERED VALID. RFI RESPONSE WILL BE REJECTED IF NOT IN COMPLIANCE WITH THESE REQUIREMENTS.

1. Sealed RFI response must be received by the date and time indicated above. No late information will be accepted. No electronic, e-mail, fax, voice, or telephone information will be accepted.
2. RFI response must meet all specifications of the RFI
3. This form "REQUEST FOR INFORMATION" MUST be manually signed, in ink, and returned by the information opening date and time along with your information and any other requirements as specified in the RFI.
4. It is understood by the parties that in the State of Nebraska's opinion, any limitation on the contractor's liability is unconstitutional under the Nebraska State Constitution, Article XIII, Section 3, and that any limitation of liability shall not be binding on the State of Nebraska despite inclusion of such language in documents supplied with the contractor's bid or in the final contract.

BIDDER MUST COMPLETE THE FOLLOWING

By signing this Request For Information form, the bidder guarantees compliance with the provisions stated in this Request for Information.

FIRM: _____

COMPLETE ADDRESS: _____

TELEPHONE NUMBER: _____ FAX NUMBER: _____

SIGNATURE: _____ DATE: _____

TYPED NAME & TITLE OF SIGNER: _____

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I. SCOPE OF THE REQUEST FOR INFORMATION

The State of Nebraska, Department of Administrative Services, Risk Management Division, is issuing this Request for Information, RFI (DASRM2015) for the purpose of gathering information to obtain a RMIS (Risk Management Information System) / Claims Management System.

ALL INFORMATION PERTINENT TO THIS REQUEST FOR INFORMATION CAN BE FOUND ON THE INTERNET AT: (If using the State Purchasing Bureau website, the web address is as follows: [http://das.nebraska.gov/materiel/purchasing/.](http://das.nebraska.gov/materiel/purchasing/))

A. SCHEDULE OF EVENTS

The State expects to adhere to the tentative procurement schedule shown below. It should be noted, however, that some dates are approximate and subject to change.

	ACTIVITY	DATE/TIME
1	Release Request for Information	December 7, 2015
2	Last day to submit written questions	December 16, 2015
3	State responds to written questions through Request for Information "Addendum" and/or "Amendment" to be posted to the internet at:	December 21, 2015
4	RFI Due Date	January 7, 2015 by 4:00 p.m. CST
5	RFI Opening Location: Department of Administrative Services Risk Management Division 1526 K Street, 2 nd Floor, Conference Rm. B Lincoln, NE 68509	January 8, 2016 2:00 P.m. Central Time
6	Conduct oral interviews/presentations and/or demonstrations	January 14, 2016

II. RFI RESPONSE PROCEDURES

A. OFFICE AND CONTACT PERSON

Responsibilities related to this Request for Information reside with the Department of Administrative Services, Risk Management Division. The point of contact for the procurement is as follows:

Name: Shereece Dendy, State Risk Manager
Agency: Department of Administrative Services, Risk Management Division
Address: 1526 K Street, Suite 220
Lincoln, NE 68509
Telephone: 402-471-2551
Facsimile: 402-471-2800
E-Mail: as.riskmanagement@nebraska.gov

B. GENERAL INFORMATION

A subsequent Request for Proposal (RFP) may not be issued as a result of this RFI. There will not be a contract as a result of this RFI and the State is not liable for any cost incurred by vendors in replying to this RFI. If an RFP is issued, the information provided will assist the State of Nebraska in developing the Request for Proposal. This RFI does not obligate the State to reply to the RFI responses, to issue an RFP, or to include any RFI provisions or responses provided by vendors in any RFP.

C. COMMUNICATION WITH STATE STAFF

From the date the Request for Information is issued and until RFI opening (as shown in the Schedule of Events), contact regarding this RFI between potential vendors and individuals employed by the State is restricted to written communication with the staff designated above as the point of contact for this Request for Information.

The following exceptions to these restrictions are permitted:

1. Written communication with the person(s) designated as the point(s) of contact for this Request for Information;
2. Contacts made pursuant to any pre-existing contracts or obligations; and
3. State-requested presentations, key personnel interviews, clarification sessions or discussions.

Violations of these conditions may be considered sufficient cause to reject a vendor's response to the RFI. No individual member of the State, employee of the State, or member of the Interview Committee is empowered to make binding statements regarding this RFI. The State of Nebraska will issue any clarifications or opinions regarding this RFI in writing.

D. WRITTEN QUESTIONS AND ANSWERS

Any explanation desired by a vendor regarding the meaning or interpretation of any Request for Information provision must be submitted in writing to the "Agency" and clearly marked "RFI Number (DASRM2015); RMIS Questions". It is preferred that questions be sent via e-mail to as.riskmanagement@nebraska.gov. Questions may also be sent by facsimile to 402-471-2800, but must include a cover sheet clearly indicating that the transmission is to the attention of Shereece Dendy, State Risk Manager, showing the total number of pages transmitted, and clearly marked "RFI Number (DASRM2015); RMIS Questions".

It is recommended that Bidders submit questions sequentially numbered, include the RFI reference and page number using the following format.

<u>Question Number</u>	<u>RFP Section Reference</u>	<u>RFP Page Number</u>	<u>Question</u>

Written answers will be provided through an addendum to be posted on the Internet at on or before the date shown in the Schedule of Events.

E. ORAL INTERVIEWS/PRESENTATIONS AND/OR DEMONSTRATIONS

The Review Committee(s) may conclude that oral interviews/presentations and/or demonstrations are required. All vendors will have an opportunity to interview/present and/or give demonstrations. The presentation process will allow the vendors to demonstrate their RFI offering, explaining and/or clarifying any unusual or significant elements related to their response.

Any cost incidental to the oral interviews/presentations and/or demonstrations shall be borne entirely by the vendor and will not be compensated by the State

F. SUBMISSION OF RESPONSE

The following describes the requirements related to the RFI submission, handling and review by the State.

To facilitate the response review process, one (1) original and two (2) copies of the entire RFI response should be submitted. RFI responses must be submitted by the RFI due date and time.

A separate sheet must be provided that clearly states which sections have been submitted as proprietary or have copyrighted materials. RFI responses should reference the request for information number and be sent to the specified address. Please note that the address label should appear as specified on the face of each container. Rejected late responses will be returned to the bidder unopened, if requested, at vendor's expense. If a recipient phone number is required for delivery purposes, 402-471-2551 should be used. The Request for Information number must be included in all correspondence.

G. PROPRIETARY INFORMATION

Data contained in the response and all documentation provided therein, become the property of the State of Nebraska and the data become public information upon opening the response. If the vendor wishes to have any information withheld from the public, such information must fall within the definition of proprietary information contained within Nebraska's public record statutes. All proprietary information the vendor wishes the state to withhold must be submitted in a sealed package, which is separate from the remainder of the response. The separate package must be clearly marked PROPRIETARY on the outside of the package. Vendor may not mark their entire Request for Information as proprietary. Failure of the vendor to follow the instructions for submitting proprietary and copyrighted information may result in the information being viewed by other vendors and the public. Proprietary information is defined as trade secrets, academic and scientific research work which is in progress and unpublished, and other information which if released would give advantage to business competitors and serve no public purpose (see Neb. Rev. Stat. §84-712.05(3)). In accordance with Attorney General Opinions 92068 and 97033, vendors submitting information as proprietary may be required to prove specific, named competitor(s) who would be advantaged by release of the information

and the specific advantage the competitor(s) would receive. Although every effort will be made to withhold information that is properly submitted as proprietary and meets the State's definition of proprietary information, the State is under no obligation to maintain the confidentiality of proprietary information and accepts no liability for the release of such information.

H. REQUEST FOR INFORMATION OPENING

The sealed responses will be publicly opened and the responding entities announced on the date, time, and location shown in the Schedule of Events. Responses will be available for viewing by those present after the opening. Vendors may also contact the state to schedule an appointment for viewing RFI responses.

I. LATE REQUEST FOR INFORMATION RESPONSES

RFI responses received after the time and date of the RFI opening will be considered late responses. Rejected late responses will be returned to the bidder unopened, if requested, at bidder's expense. The State is not responsible for responses that are late or lost due to mail service inadequacies, traffic, or any other reason(s).

III. PROJECT DESCRIPTION AND SCOPE OF WORK

The Department of Administrative Services, Risk Management Division (RM) is soliciting submissions from qualified vendors with regard to a Risk Management Information System (RMIS) / Claims Management System to meet its insurance related needs. The State of Nebraska is self-insured for a portion of any loss and purchases excess insurance policies for property, automobile and crime. The State is fully self-insured for Workers' Compensation. RM utilizes the expertise of third-party administrators (TPAs) to assist with the administration of general liability and Workers' Compensation claims.

The bidder should provide the following information in response to this Request for Information. Bidder should identify if the requests can be achieved and submit any input such as suggested additions, changes, etc. to these requirements.

A. CURRENT BUSINESS PRACTICES

Please provide, in detail, company's history and experience with RIMS / Claims Management software. Including, but not limited to:

- Features for claims administration, property/locations management including COPE Data tracking and reporting.
- Explanation of company's unique skills, expertise, tools, data conversion expertise, and implementation approaches.
- List of other public companies or municipalities using company's system.

B. SYSTEM OVERVIEW

1. For budgetary purposes, please provide a projected annual cost of the base model program.
2. For budgetary purposes, please provide a projected cost associated with conversion of State's current data to company's software/system.
3. For budgetary purposes, please provide a projected cost associated with implementation of company's software/system.
4. For budgetary purposes, please provide a projected cost associated with software troubleshooting and/or technical difficulties that may arise after implementation.
5. For budgetary purposes, please provide any additional costs associated with company's software/system that may not be addressed in this section.
6. Describe how data uploads are done. I.e. Upload from file, drag and drop capabilities, etc.
7. Describe software/system's ability to interface with Oracle based software.
8. Describe software/system's ability to provide secure access through a web user interface for RM staff to report and track claims and generate reports. Including, but not limited to:
 - a. Remote claim reporting;
 - b. Pre-created templates;
 - c. Loss runs reports;
 - d. Generate specific reports, i.e. by agency, date, employee name, location, etc.;
 - e. Mobile device access;
 - f. Current industry technology; and
 - g. Data cleansing capability.
9. Explain software/system's capability for automated integration with third party data systems for the following activities:
 - a. Workers' Compensation claims import;

- b. Property, automobile, and crime claims;
 - c. Access database import; and
 - d. Other database imports.
10. Describe software/system's ability to track key insurance policy data. Including, but not limited to:
- a. Coverages;
 - b. Limits;
 - c. Self-Insured Retention;
 - d. Premiums;
 - e. Sub-Limits;
 - f. Deductibles;
 - g. Expiration dates; and
 - h. Other data.
11. Explain the software/system's ability for Claims Self-Administration: For example, the general functionality for General Liability, Auto Liability, Crime, Property Damage, etc. may include:
- a. User-defined information;
 - b. Workflow diary;
 - c. Adjuster Notes;
 - d. Claims/Reserve processing including electronic approval;
 - e. Medical information;
 - f. Payments/Checks/Drafts;
 - g. Attachment capability;
 - h. Forms and Letters templates with retention capability; and
 - i. Document generation.
12. Security – The software/system must provide secure, encrypted web access as well as internal security controls to limit access to functions and information based on user role. Describe software/system's security features.
13. Explain software/system's ability to provide a centralized inventory management data system with the ability to track:
- a. Organization structure;
 - b. Building information and values;
 - c. Business personal property information and values;
 - d. Aircraft information and values;
 - e. Vehicle information and values including heavy equipment;
 - f. Vehicle mileage; and
 - g. Geographic Information System (GIS) data.
14. Provide information relating to the software/system's platform, to include:
- a. Programming languages;
 - b. Operating systems;
 - c. Database systems;
 - d. Report writers; and
 - e. Other software, hardware, related services required to implement the company's software/system.
15. Describe the software/system's ability to conduct a comprehensive audit history on system data by user and date, and any other audit features.

C. SCOPE OF WORK

1. Provide detailed documentation of company's proposed implementation plan for new clients. Please be sure to include average length of time for full implementation, and any key variable or obstacles that may affect implementation schedule.

2. Describe the training that will be offered to RM upon implementation of company's software/system.
3. Provide an overview of the proposed software/system.
4. Would company's software/system be a stock product or a custom product for the State of Nebraska's RM office? If custom:
 - a. Would company be able to provide resume(s) of the Project Manager(s) assigned to the account from implementation stage to final implementation? Including information relating to the employees' length of time with company, experience as a Project Manager, and number of successful implementations completed.
5. Discuss company's ability to provide a demonstration on February 14, 2016. Including if the demonstration would be online or in person at the State of Nebraska's Risk Management Office.
6. If company were to successfully obtain a RMIS / Claims Management contract with RM, would company be able to provide a resume of the Account Manager? Including information relating to the employee's length of time with company, experience as an Account Manager, and knowledge of how to maneuver/operate company's software/system.

Form A

Vendor Contact Sheet

Request for Information Number (DASRM2015)

Form A should be completed and submitted with each response to this solicitation document. This is intended to provide the State with information on the vendor's name and address, and the specific persons who are responsible for preparation of the vendor's response.

Preparation of Response Contact Information	
Vendor Name:	
Vendor Address:	
Contact Person & Title:	
E-mail Address:	
Telephone Number (Office):	
Telephone Number (Cellular):	
Fax Number:	

Each vendor shall also designate a specific contact person who will be responsible for responding to the State if any clarifications of the vendor's response should become necessary. This will also be the person who the State contacts to set up a presentation/demonstration, if required.

Communication with the State Contact Information	
Vendor Name:	
Vendor Address:	
Contact Person & Title:	
E-mail Address:	
Telephone Number (Office):	
Telephone Number (Cellular):	
Fax Number:	