

ADDENDUM ONE, QUESTIONS and ANSWERS

Date: November 8, 2018

To: All Bidders

From: Teresa Fleming, Buyer
AS Materiel State Purchasing

RE: Addendum for Request for Proposal Number 5949 Z1 to be opened ~~November 20, 2018~~
December 4, 2018 at 2:00 p.m. Central Time

Questions and Answers

Following are the questions submitted and answers provided for the above mentioned Request for Proposal. The questions and answers are to be considered as part of the Request for Proposal. It is the Bidder's responsibility to check the State Purchasing Bureau website for all addenda or amendments.

<u>Question Number</u>	<u>RFP Section Reference</u>	<u>RFP Page Number</u>	<u>Question</u>	<u>State Response</u>
1.			We wanted to know if the Proposal Opening is mandatory for potential vendors who are submitting?	The Proposal Opening is not mandatory to attend.
2.			Does the State prefer a State-Hosted or Vendor-Hosted Solution?	The State requires a vendor-hosted solution.
3.			Capabilities 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. a. Can you provide a bit more detail of what functionality is desired? Are you referring to data search capabilities?	The State would like to perform searches based upon various data fields that are available. The search results should populate the claim/data information queried.
4.			Capabilities 1.2: The solution shall provide a method to track entities of different types. Types include,	The tracking required is not applicable to only the claimants. All data fields must be searchable.

			<p>but are not limited to, employees, vendors, hospitals, attorneys, attorney firms, MMSEA claim party, insurers, adjusters, drivers, insurance companies, volunteers, etc.</p> <p>a. Can we assume the tracking desired is specific to these individuals involvement on Claims?</p>	
5.			<p>Capabilities 1.31 The solution shall provide a way to schedule imports and exports.</p> <p>a. Can you provide details regarding what data imports and exports are needed?</p>	<p>The solution shall be able to receive data imports from its third-party administrators. All data fields must be available to export for reporting purposes.</p>
6.			<p>Can you provide details on any data interfaces that need to be developed to exchange data?</p> <p>a. HR Employee Interface?</p> <p>b. Financial System Interface?</p> <p>c. Medical Bill Review?</p> <p>d. Loss Control?</p> <p>e. Others?</p>	<p>The State does not currently require any data interfaces.</p>
7.			<p>Capabilities 1.8: 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.</p> <p>a. Can you provide more details regarding the types of documents that</p>	<p>The State is interested in the solutions ability to read a claim form and to automatically transcribe that information into the solution, such as claimant name, address, description of the claim, etc. The State is also interested in the solutions ability to read and transcript any other documentation.</p>

			you desired to be mapped into the system?	
8.			<p>Capabilities 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.</p> <p>a. Can you provide more details regarding Risk Management's Claim System (operating platform, data export layout/format options)?</p> <p>b. Can you identify the two TPAs and will these data interfaces be bilateral (NE RMIS exports 1st Report Data to TPA and imports TPA Claim data)?</p>	<p>The solution does not need to support bilateral interfaces.</p> <p>The solution only needs to be able to receive data from the State's TPAs.</p>
9.			<p>Capabilities 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</p>	<p>The attachments are not flagged. Please describe your ability to sort through claim attachments and upload all attachments required by Risk Management.</p>

			that would be necessary to fulfill such request. a. How are attachments flagged in your current system that will help you and us identify these unwanted documents?	
10.			General Question: What is the process for State Operations to report Claims to Risk Management?	Claimants must complete a claim form and file it with the Office of Risk Management. Claims may be submitted via mail, fax, or email. See http://das.nebraska.gov/risk/claims.html
11.	5949 Z1 Attachment A, Item 4.1	Page 12	Is the State able to sign an NDA so we can provide our SOC report and security documents?	No.
12.	5949 Z1 Attachment A, Item 4.2	Page 12	Can one of the ongoing bi-annual on-site meetings be used for the required stewardship meeting?	Yes.
13.	5949 Z1 Attachment A, Section 8	Page 16	Please confirm there is no automation of the claims payment process with a data exchange in the current RMIS and the future RMIS will continue to be used to track payments only.	The solution does not need the capability to produce payments. The solution shall only have the ability to track payments entered into the solution.
14.	5949 Z1 RFP Final, Section V	Page 24	Are the 5 users the ones setting reserves and entering payments on claims managed in the current RMIS?	Yes.
15.	5949 Z1 RFP Final, Section V	Page 25	How frequently is the State looking to get claims set from their TPAs (monthly, weekly, daily)? Is the expectation that the adjuster notes and transactions will also be sent from the TPAs?	The State requires receiving the claim information from its State Insurance TPA on a weekly basis and from its Workers' Compensation TPA on a monthly basis. Adjuster notes will not be needed. Transactions are needed as it relates to payments and reserves.
16.	5949 Z1 RFP Final, Section V	Page 24	How are miscellaneous, tort,	Claimants must complete a claim form and filed it with the Office of Risk

			and contract claims reported to the State in the current RMIS? Is there a need for online forms to report these claims?	Management. Claims may be submitted via mail, fax, or email. See http://das.nebraska.gov/risk/claims.html Claim information is currently entered manually by staff. The State is interested in online forms to report these claims.
17.	5949 Z1 RFP Final, Section V	Page 26	Is the plan to load all 25,662 incident only records to the new RMIS? What is the average new volume of claims and incident-only records for all lines of coverage per year?	Yes, the plan is to load the data for all 25,662 incident only records. Approximately 1526 new workers compensation claims are filed a year. Approximately 790 new state insurance claims are filed a year. Approximately 1000 tort, miscellaneous, and contract claims are filed each year.
18.	5949 Z1 Attachment A, Section 3	Page 11	Does that State have 1 RRE ID for CMS-111 reporting? If more than one, how many?	The State has two.
19.	5949 Z1 Attachment A, Item 7.2	Page 15	Are you able to provide any examples of the 8 default dashboards?	No. The Contractor will create the dashboards based on discussions of the State's needs.
20.	5949 Z1 Attachment A, Item 7.2	Page 15	Are you able to provide an example of the State's Certificate of Insurance and a description of the workflow for requesting it (i.e. who is making the request, is there an approval process, etc)?	See http://das.nebraska.gov/risk/information-for-agencies.html for a description of the process for requesting a certificate. Once the request is received by Risk Management, staff manually create a COI based upon the needs of the agency. See Attachment B for a copy of an agency specific COI and generic COI are attached.
21.	5949 Z1 Attachment A, Item 7.2	Page 15	Are you able to provide examples of the 20 policy form layouts? Are these 20 lines of business/coverages that would be set up?	No. The Contractor will create the policy form layouts based discussions of the State's needs. See Attachment C for a copy of the State's program structure for reference.
22.	5949 Z1 Attachment A, Item 11.11	Page 18	As part of the required quarterly on-site meetings in year 1, can one of these meetings be used for the on-site training prior to go-live?	No. The training will take place prior to the go-live date and therefore will not count towards the quarterly on-site visit requirement.
23.	5949 Z1 Attachment A, Section 9	Page 17	For the Loss Control requirements, is there a need for online and/or mobile forms	Yes, the State is interested in the solutions ability for online or mobile forms to allow employees to submit data into the RMIS.

			to allow employees to submit this data to the RMIS?	
24.	5949 Z1 Attachment A, Section 9	Page 17	Is there a need to have an interface with the State's HR system to simplify the entry of Loss Control events (faster documentation of which employees were involved, etc)?	No.
25.	5949 Z1 Attachment A, Item 8.2	Page 16	Are you able to provide more details on where the batch payment upload is coming from? Will this data always be in the same Excel format?	If a batch payment upload is utilized, the State will gather that information from its financial system E1. The financial system is currently being moved to Fusion. However, it is likely that the data will be in the form of an Excel spreadsheet.
26.	5949 Z1 Attachment A, Item 4.6	Page 12	Can you provide any additional details or examples of the reports?	This question seeks to inquire if the solution has a mechanism for calculating known outcomes based on current data by applying those calculations to new data to predict future outcomes. Please describe the solution's ability to produce cost modeling analysis and/or statistical reports based upon the information/data that Risk Management will have in the solution.
27.	5949 Z1 Attachment A, Item 7.13	Page 16	Can you provide the current size of all attachments currently stored in your RiskConsole system?	See Attachment D Data Storage.
28.	5949 Z1 Attachment A, Item 12.4	Page 19	Can you please clarify the best practices that are to be provided with the proposal?	Bidders are required to provide its company's best practices for success.
29.	5949 Z1 RFP Final, Section I	Page 4, Letter O	Please confirm that the expected response to Sections V and VI of the RFP document would be the completed Attachment A along with any deviations to the instructions and requirements contained, if applicable.	Confirmed.
30.	5949 Z1 RFP Final, Section I	Page 1, Letter C	What is the significance of the July 1, 2019 go-live date? Is this based on	The current contract ends June 30, 2019. The solution must be available on July 1, 2019 to ensure that there is no interruption in claims administration.

			the current RMIS contract? As best practice, we would recommend 4 to 9 months from contract execution for a project of this scale.	
31.	General System and Licensing Requirements (no reference)	N/A	Number of concurrent internal users?	5.
32.	"	"	Number of concurrent external users?	15.
33.	"	"	External hosting required? Shared or Dedicated?	See the response to Question 2.
34.	"	"	Current database type? i.e. Oracle, SQL	The current claims management system is RiskConsole.
35.	"	"	Encryption for Data at Rest required?	The State is unsure of the question being asked. Please resubmit the question in more detail in Round 2 Q&A.
36.	"	"	FedRAMP level requirement? Low, Moderate or High?	The State is unsure of the question being asked. Please resubmit the question in more detail in Round 2 Q&A.
37.	"	"	Authentication Method?	The State is unsure of the question being asked. Please resubmit the question in more detail in Round 2 Q&A.
38.	"	"	Data size requirement?	The State is unsure of the question being asked. Please resubmit the question in more detail in Round 2 Q&A.
39.	Procurement Procedure Schedule of Events	Page 1	Is there any possibility of an extension to the RFP due date?	See Addendum Two, Revised Schedule of Events.
40.	RFP Final: V(D)	24	Can you describe in detail the approval process for claims? Would this simply be a report of those claims that have not been approved meeting certain thresholds? Is there workflow involved to send data to anyone outside the risk management department?	See Attachment E for the Standard Operating Procedure for Opening Tort Claims and Processing Risk Manager Recommendations. After receiving the Risk Manger Recommendation, staff sends out the appropriate approval or denial letter. If applicable, schedules it for the State Claims Board Hearing or to be heard before the Legislature. The workflow to send data to agencies outside of Risk Management is a manual process and is done through email.
41.	RFP Final: V(D)	25	The referenced contract for TPA services (not WC) is with Nebraska Risk Management Association, Inc. with	Yes.

			the acronym NRMA. Is this referring to Nebraska Intergovernmental Risk Management Association (NIRMA)? Website: www.nirma.info.	
42.	Attachment A: 1.1	5	Can you provide more information on this requirement? Is the screen a specific claim screen or a general search screen? Any information on the purpose of this requirement would be helpful.	The State is requiring the ability to filter data available on any active screen.
43.	Attachment A: 1.17	5	Who would be performing the investigation? Someone from the department/division where the event occurred? Would this be limited to Tort, Miscellaneous or Contract Claims? Can you describe the process further? Would there be follow up if the initial investigation was not sufficient? Further follow up after that?	State agencies perform all investigations and provide the results to Risk Management. Yes, the agencies for which the claim arose completes the investigation. Yes, this is limited to Tort, Miscellaneous and Contract claims. The agencies complete an investigation and provide Risk Management with a written response of the results of the investigation. If there are additional questions, Risk Management may require further information or investigation.
44.	Attachment A: 1.83	10	Can you describe the types of documents you would like to scan in and the type of data you are converting, e.g. Policy, Certificate, Claim? Are they generally the same format, i.e. the field you are searching for is in the same place on the document consistently? How often do you plan on using this functionality?	Risk Management would like to scan claim forms and, possibly, any other documentation associated with a claim such as emails, letters, agency recommendations, etc. Yes, all claims forms are in the same format. Risk Management would utilize this functionality on a regular basis and possibly every day.
45.	Attachment A: 4.6	12	Can you give more	This question seeks to inquire if the

			<p>details on “cost modeling analysis”? Is this in relation to claims costs? Premium? Retentions?</p>	<p>solution has a mechanism for calculating known outcomes based on current data by applying those calculations to new data to predict future outcomes. Please describe the solutions ability to produce cost modeling analysis and/or statistical reports based upon the information/data that Risk Management will have in the solution.</p>
46.	Attachment A: 7.2 (c)	15	<p>Does this refer to actually entering the data or simply setting up a screen to hold the policy data?</p>	<p>The policy data must be entered into the solution, as well as link the appropriate claims.</p>
47.	Attachment A: 7.2 (d)	15	<p>Is this for incoming or outgoing certificates? Is this a report that needs to be run? An input screen? A form letter? Please provide more information.</p>	<p>Risk Management is seeking a template that it can complete with necessary information and automatically forward on to agency representatives.</p> <p>See the response to Question 20.</p>
48.	Attachment A: 9.1-9.3	17	<p>Who will be entering Loss Control (unsafe conditions, recommendations, etc.) into the system? Will they be part of the user group mentioned in the RFP: 1 admin, 4 full, 15 lite users? Do you require a web form to enter this information, i.e. will the data be entered by field users who will not have access to the full system?</p>	<p>Risk Management staff will be entering loss control information into the solution. Yes, staff has already been included in the numbers outlined for the user groups in the RFP.</p> <p>Risk Management is interested in the ability to have a web form to enter loss control information by users who do not have access to the full system.</p>
49.	N/A - General Question	N/A	<p>Can you provide an example risk that would get submitted?</p>	<p>The State is unsure of the question being asked. Please resubmit the question in more detail in Round 2 Q&A.</p>
50.	N/A - General Question	N/A	<p>Do the risks go through any type of investigation process?</p>	<p>All claims filed against the State of Nebraska are investigated.</p>
51.	N/A - General Question	N/A	<p>Can you provide an example of the standardized templates housed within RiskConsole?</p>	<p>See Attachment F for sample templates.</p>
52.	N/A - General Question	N/A	<p>What are the current pain points with RiskConsole that you’re seeking to resolve with an</p>	<p>The State will not respond to this question as it is out of the scope of the RFP.</p>

			alternative product?	
53.	L. PERFORMANCE BOND	Page 10	Since this is not a construction project, is a "Performance Bond" really required ?	Yes.
54.	N/A - General Question	N/A	Is this RFP a renewal for the RiskConsole solution or a RFP for a new solution ?	The contract for RiskConsole expires on June 30, 2019. This RFP seeks to obtain a new contract through the bidding process.
55.	Policy	14	Is the Vehicle Underwriting handled by Risk?	No.
56.	Policy	14	How many times per year are auto "owners" billed for insurance Premiums?	Once.
57.	Policy	14	How many time per year can auto insurance coverage be changed for a particular vehicle?	Once.
58.	Policy	14	How are the rates set for the various insurance type?	Risk Management completes an actuarial and cost allocation studies to determine the rates.
59.			Is the Property underwriting handled by Risk? (billing and collection of premiums)	No.
60.	Policy	14	How many times per year property "owners" billed for insurance premiums?	Once.
61.	Policy	14	How are the rates set for the various property types?	Risk Management completes an actuarial and cost allocation studies to determine the rates.
62.	Implementation	16	Can we get the file formats for the exports from the TPA's?	Both TPAs have reported that file formats will be sent over in Excel.
63.	Implementation	15	How much storage space do you require?	Risk Management is unable to answer this question. The solution must be able to store all documents and files uploaded into the system as described in this RFP.
64.			Is the NRMA willing to send claim notes in the weekly export to the new RIMS?	Risk Management does not need claim notes as part of the weekly export.
65.			Can we get the data elements and format of the shipments act to be imported?	The State is unsure of the question being asked. Please resubmit the question in more detail in Round 2 Q&A.
66.	General Capabilities	7	Does NE desire a fully mobile system that	A fully mobile system is not required.

			functions on smartphones and tablets? (iPhone, Android, iPad, Surface, etc.)	
67.	Attachments/Documents/Files	10	Can you give us the maximum size of attachments that you will be entering in to the system? (Word, PDF, Excel, JPEG, PNG, MP4, Video/audio etc.)	Risk Management is unable to answer this question. The solution must be able to store all documents and files uploaded into the system as described in this RFP. See Attachment D Data Storage.
68.			Would NE like to have unlimited number of users at no charge?	Yes.
69.			Is proposal opening mandatory for potential vendors who are submitting?	See the response to Question 1.
70.	Attachment A	11	What kind of file type and where is the MMSEA data coming from?	The MMSEA data would come from the processed tort, miscellaneous and contract claims. Risk Management has not previously utilized an electronic system to provide MMSEA data. Risk Management is open to the file type to be used, but would assume that excel or some other commonly known file would be used.
71.			Looking at the Cost Proposal sheet, are you expecting a separate/individual license for the new system per year for each employee/user?	See REVISED Cost Proposal.
72.			Would we need to import all of the WC claim data from NE's TPA?	See Section D. Current Program pages 24-26 of the RFP.
73.	D. Current Program As of August 30, 2018, 28,823 claims are maintained within RiskConsole. All of these claims fall under the Tort, Miscellaneous or Contract Claims Acts. Some of the files also includes Notice of Lawsuits and Indemnification Claims	Page 24	Please identify desired initial incident\claim reporting process for Self Administered Claims: How many individuals should have access to enter a new incident\claim record? Do you wish to track incidents as a separate record than	The reporting process for self-administered claims will be determined once a solution is selected. Risk Management is seeking a reporting process to have workflows that create more efficient processing and an online claim form that uploads automatically into the system. Yes, incidents will be tracked and reviewed prior to categorizing. The number of users have been identified

			claim. Incident triage\review prior to categorizing as claim? How many system users in total do you wish to have access the RMIS system? Is single-sign on access requested	is the Cost Proposal. Yes, single-sign on is preferred.
74.	<p>D. Current Program</p> <p>For majority of the claims, the amount of a claim is an important part of the process.</p> <p>Claims under \$5,000 may be approved or denied by the Risk Manager.</p> <p>Claims \$5,001 to \$50,000 must be heard by the State Claims Board and claims over \$50,001 must be approved by the Legislature. Currently, staff manages the different levels of approval manually with an excel spreadsheet. It is the expectation of Risk Management that this process will be able to be tracked via the RMIS.</p>	Page 24	<p>Post approval; what is the desired payment request process?</p> <p>Ongoing Feed to Accounts Payable system?</p> <p>Manual submission outside of RMIS?</p> <p>Other</p>	<p>The solution does not need to have a mechanism for payments. Risk Management staff will manually enter the data and/or upload payment information via a spreadsheet.</p> <p>No ongoing feed to Account Payable is needed.</p>
75.	<p>D. Current Program</p> <p>The State is self-insured for General Liability, State Insurance and Workers' Compensation. The State has contracts with third-party administrators for insured claims and workers' compensation claims.</p> <p>Although, Risk Management does not administer state-insurance or workers' compensation claims in-house, it is required to receive a run-in reports of these claims, as needed but not more than weekly, from the State's TPAs. The State's TPAs both use Origami as its RMIS of choice.</p>	Page 25	<p>Please confirm name of two TPA's (Originating from Origami).</p> <p>- Weekly inbound feeds</p> <p>NRMA</p> <p>Other Source?</p> <p>Please confirm lines of coverage for each individual source:</p>	<p>Gallagher Basset and NRMA.</p> <p>Feeds from Gallagher Bassett will be monthly. Feeds from NRMA will be weekly.</p> <p>See Section D. Current Program on pages 24-26 of the RFP. Specifically, the lines of business listed in the State Insurance and Workers' Compensation Claims Data charts.</p>
76.	<p>D. Current Program</p> <p>The State purchases excess insurance coverage as follows:</p> <ol style="list-style-type: none"> 1. Automobiles 2. Real Property 3. Contents/Inland 	Page 25	<p>Please provide detail related to your Insurance Policy Tracking needs?</p>	<p>Risk Management is interested in tracking, at a minimum, the following:</p> <ul style="list-style-type: none"> - Policy date, coverage, carrier, carrier ratings, broker, aggregate & occurrence limits, and deductibles.

	<p>Marine</p> <p>4. Foster Care Coverage</p> <p>5. Employee Dishonesty</p>			<ul style="list-style-type: none"> - Policy renewal data reminders. - Claims linked to policies. - Reports and dashboards - Attach documentation such as policies or premium invoices.
77.	D. Current Program Automobiles: The State insured 7,190 vehicles	Page 25	Does the State wish to track individual vehicle records in Riskconnect? Is this information currently stored in RiskConsole?	No, not necessarily. This information is not in RiskConsole.
78.	D. Current Program Real Property: The State insured 2717 facilities	Page 25	Does the State wish to track individual property COPE/Values records in Riskconnect? Is this information currently stored in RiskConsole?	No, not necessarily. This information is not in RiskConsole.
79.	<p>D. Current Program</p> <p>There is also a template known as the “docket sheet.”</p> <p>The docket sheet summarizes the claim and all action that has been taken.</p> <p>This document is used to present claims before the State Claims Board so that Board members may have a high-level overview of the claim.</p>	Page 25	Please provide a sample of the “docket sheet” if possible. Please identify any additional analysis/reporting needs.	<p>See Attachment F for a sample of the docket sheet.</p> <p>Bidder should describe the solution’s analysis and reporting capabilities.</p>
80.	Inbound\Outbound Data Sources		<p>Please identify/confirm current/desired ongoing inbound and outbound feeds; and frequency of feed:</p> <ol style="list-style-type: none"> 1. WC TPA #1 - Weekly inbound? 2. WC TPA #2 - Weekly inbound? 3. Accounts Payable Outbound? 4. Accounts Payable Inbound? 5. Employee HR 	See responses to Questions 8, 74 and 75.

			Feed (since WC handled via TPA we assume no HR feed necessary) 6. Other	
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This addendum will become part of the proposal and should be acknowledged with the Request for Proposal response.