



ORIGINAL



FORM A

Form A
Bidder Contact Sheet
Request for Proposal Number 5949 Z1

Form A should be completed and submitted with each response to this RFP. This is intended to provide the State with information on the bidder's name and address, and the specific person(s) who are responsible for preparation of the bidder's response.

Preparation of Response Contact Information	
Bidder Name:	Emerson Software Solutions, Inc.
Bidder Address:	PO Box 1839 Carolina Beach, NC, 28428-1939
Contact Person & Title:	President Richard E. Wilkins
E-mail Address:	RWilkins@emersonsolutions.com
Telephone Number (Office):	(800) 975-2279
Telephone Number (Cellular):	(910) 264-1516
Fax Number:	

Each bidder should also designate a specific contact person who will be responsible for responding to the State if any clarifications of the bidder'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	
Bidder Name:	Emerson Software Solutions, Inc.
Bidder Address:	PO Box 1839 Carolina Beach, NC, 28428-1939
Contact Person & Title:	Birendra Thapa
E-mail Address:	BThapa@emersonsolutions.com
Telephone Number (Office):	(612) 876-6830
Telephone Number (Cellular):	(612) 876-6830
Fax Number:	

REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES FORM

BIDDER MUST COMPLETE THE FOLLOWING

By signing this Request for Proposal for Contractual Services form, the bidder guarantees compliance with the procedures stated in this Request for Proposal, and agrees to the terms and conditions unless otherwise indicated in writing and certifies that bidder maintains a drug free work place.

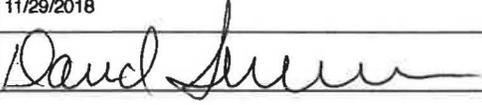
Per Nebraska's Transparency in Government Procurement Act, Neb. Rev Stat § 73-603 DAS is required to collect statistical information regarding the number of contracts awarded to Nebraska Contractors. This information is for statistical purposes only and will not be considered for contract award purposes.

_____ NEBRASKA CONTRACTOR AFFIDAVIT: Bidder hereby attests that bidder is a Nebraska Contractor. "Nebraska Contractor" shall mean any bidder who has maintained a bona fide place of business and at least one employee within this state for at least the six (6) months immediately preceding the posting date of this RFP.

_____ I hereby certify that I am a Resident disabled veteran or business located in a designated enterprise zone in accordance with Neb. Rev. Stat. § 73-107 and wish to have preference, if applicable, considered in the award of this contract.

_____ I hereby certify that I am a blind person licensed by the Commission for the Blind & Visually Impaired in accordance with Neb. Rev. Stat. §71-8611 and wish to have preference considered in the award of this contract.

FORM MUST BE SIGNED USING AN INDELIBLE METHOD (NOT ELECTRONICALLY)

FIRM:	Emerson Software Solutions, Inc.
COMPLETE ADDRESS:	PO Box 1839 Carolina Beach, NC 28428-1939
TELEPHONE NUMBER:	(800) 975-2279
FAX NUMBER:	
DATE:	11/29/2018
SIGNATURE:	
TYPED NAME & TITLE OF SIGNER:	David Sumner, CEO

Who We Are?

For 15 years Emerson Solutions has partnered with TatvaSoft, a major international software development company. TatvaSoft is comprised of over 750 qualified developers that have expertise in numerous types of technologies ranging from Java, PHP, Android, and iOS, just to name a few. TatvaSoft has a handful of offices around the globe with locations stationed in New York and Toronto that ensures that communication between the Emerson and TatvaSoft teams are seamless. Over the years of our partnership, Emerson has worked with a specialized team of developers specific to our project that has resulted in a trusted and long-standing relationship with the members of the TatvaSoft team, which in turn has paid dividends in company and project productivity.





ORIGINAL



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Emerson Software Solutions



A. CORPORATE OVERVIEW

A.1 BIDDER IDENTIFICATION AND INFORMATION

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.

Emerson Software Solutions Inc., founded by Richard E. Wilkins some 27 years ago in Wilmington, NC, has proven and maintained itself as a small, yet efficient provider of Risk Management Insurance Software systems. Having never changed ownership, nor organizational title, Emerson has continued to remain competitive within the RMIS system market by providing customers with innovative, flexible, and fully tailored systems to help navigate their Risk Management needs.

Company Information:

Emerson Software Solutions, Inc.
President Richard E. Wilkins
PO Box 1839
Carolina Beach, NC, 28428-1939
FEIN: 56-2014849

Contact Information:

President Richard E. Wilkins
rwilkins@emersonsolutions.com
Office #: 800-975-2279
Cell #: 910-264-1516



A.2 FINANCIAL STATEMENTS



Emerson Software Solutions
Customized. Innovative. Adaptive.

Richard E. Wilkins
President
6708 River Road
Wilmington, NC 28412
P 800-975-2279
F 910 794 1614
rwilkins@emersonsolutions.com

Teresa Fleming
State Purchasing Bureau 1526 K Street, Suite 130
Lincoln, NE 68508
|
RE: RFP# 5949 Z1
Risk Management Information System

November 28, 2018

Dear Madame:

We are pleased to submit a bid for the aforementioned, RFP, Emerson's FEIN is 56-2014849.

Emerson Software Solutions accepts the terms and conditions of the RFP. With regard to our financial strength, I have attached our current financial holdings, letter of credit, and accountant's compilation correspondence. Our D&B number is 066425509. If you have any questions please do not hesitate to call me.

As you can see we have over \$3,783,000 in cash and line of credit for \$720,000. Emerson has never borrowed or leveraged any funds in the 27 years we've been in business.

Sincerely,

Richard E. Wilkins
President

Customized, Innovative, Adaptive
emersonsolutions.com



March 15, 2018

Richard E Wilkins
6708 River Rd
Wilmington, NC 28412

To Whom it May Concern,

Richard Wilkins has been a customer of South State Bank since September 11, 2007. He has a personal and business (Emerson Software Solutions) relationship with the bank including deposit accounts and a personal line of credit in the amount of \$733,000.

His business, Emerson Software Solutions, has always maintained a deposit relationship with the bank but has never borrowed money. All of his accounts are in excellent standing.

Please feel free to contact me if I can be of further assistance.

Thank you,

A handwritten signature in blue ink that reads 'Cindy Townsend'.

Cindy Townsend
AVP/Branch Manager
South State Bank
3702 South College Rd
Wilmington, NC 28412
(910) 509-3923



RAYMOND JAMES®

March 14, 2018

RE: Richard E. Wilkins

To Whom It May Concern:

Please accept this letter as confirmation that Richard E. Wilkins has \$ 3,783,700.00 in his Raymond James & Associates accounts.

Please contact me if I can be of further assistance.

Sincerely,

J. David Thomas, Jr.
First Vice President Investments/Financial Advisor

1105 Military Cutoff Rd, Suite 202 | Wilmington, NC 28405
910.256.2406
Raymond James & Associates, Inc. member New York Stock Exchange/SIPC



A.3 CHANGE OF OWNERSHIP

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.

There will not be any ownership changes during the twelve months following the proposal due date.

A.4 OFFICE LOCATION

The bidder's office location responsible for performance pursuant to an award of a contract with the State of Nebraska should be identified.

Emerson Software Solutions
PO Box 1839
Carolina Beach, NC, 28428-1939

A.5 RELATIONSHIPS WITH THE STATE

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.

Emerson Software Solutions has not had any relationship nor dealings with Nebraska's state government within a five year frame.

A.6 BIDDER'S EMPLOYEE RELATIONS TO STATE

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.

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.



Emerson Software Solutions has not had any relationship nor dealings with Nebraska's state government within a five month frame

A.7 CONTRACT PERFORMANCE

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.

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.

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

Emerson Software Solutions has not had any contract terminated for default during the past ten (10) years

A.8 SUMMARY OF BIDDER'S CORPORATE EXPERIENCE

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.

The bidder should address the following:

- 1.1.1. Provide narrative descriptions to highlight the similarities between the bidder's experience and this RFP. These descriptions should include:
 - 1.1.1.1. The time period of the project;
 - 1.1.1.2. The scheduled and actual completion dates;
 - 1.1.1.3. The Contractor's responsibilities;
 - 1.1.1.4. 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



1.1.1.5. 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.

1.1.2. Contractor and Subcontractor(s) experience should be listed separately. Narrative descriptions submitted for Subcontractors should be specifically identified as Subcontractor projects.

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.

Emerson has not called on, nor required the work from any subcontractors with respect to state contract work.

Past Projects

This section of the proposal also contains a list and description of past projects completed, their location, project manager, type of project, project goals, objectives and how they were met.

Project	Location	Project Manager	Project Type	Project Goals and Objectives
ACI	Columbus, OH	Rich Paglieri 740-368-4177	Risk Information Management System	Capture, store, and manage security breach event data and pictures. The project goals and objectives were met by ESS by developing an application that specifically captures the ACI event data and event pictures.
CBIZ	Chicago, Il	Kory Dogs 800-253-4453 x222	Risk Information Management System	Capture, store, and transmit building assessment data on tablet devices. The project goals and objectives were met by ESS by developing an iPad application to facilitate collection of building assessment



				data in the field and transmitting it to a web server database.
CCS	Concord, NC	Doug Doreen 704-786-9624	Risk Information Management System	Capture, store, and manage claims for multiple clients for a TPA. The project goals and objectives were met by ESS by developing a claims management system with separate client logins so that the TPA could provide claims data and associated reports to its clients.
Golden Corral	Raleigh, NC	Charlotte Peedin 919-881-4606	Risk Information Management System	Capture, store, manage, and report Certificate of Insurance information. The project goals and objectives were met by ESS by developing an application where Golden Corral could input policy information from each of its franchises and assess coverage based on risk profile
Kentucky	Frankfort, KY	Al Perkins 502-782-5444	Risk Information Management System	Capture, store, manage, and report claims information for the State of Kentucky. The project goals and objectives were met by ESS by developing a specific application to meet all of Kentucky's claims management business needs, including data interfaces, reports and calculation of cost and premium allocations by entity.
Landstar	Jacksonville, FL	Mike Geary 904-306-1720	Risk Information Management System	Capture, store, manage, and report data for cargo, auto loss and work's compensation claims as well as generate checks for insurance payments based on the company hierarchy. Replace the STARS system. The project goals and objectives were met by ESS by designing and developing an application to meet Landstar's specific needs for claims management and



				<p>check writing. Reports were developed to manage Landstar's claims management needs and the STARS system was successfully replaced. Reports that took STARS all weekend to generate are now generated in minutes.</p>
<p>Mecklenburg County Sheriff's Office</p>	<p>Charlotte, NC</p>	<p>Jeff Maner 704-366-7212</p>	<p>Risk Information Management System</p>	<p>Capture, store, manage, and report on employee, equipment, incidents, recognitions, and provide a full training registration and grading system, complete with on-line testing, built in.</p> <p>The project goals and objectives were met by ESS assessing MCSO's needs and building the system that met all of their data needs and replaced 2 older, off-the-shelf systems in the process. The system is used by several thousand employees for training, recognitions and incident reporting as well as tracking every piece of equipment that is owned by MCSO is at any given time.</p>
<p>North Carolina State University</p>	<p>Raleigh, NC</p>	<p>Jim Semple 919-515-6122</p>	<p>Risk Information Management System</p>	<p>Capture, store, report, and calculate premiums for all University owned vehicles, and track all University owned buildings and their contents and values.</p> <p>The project goals and objectives were met by ESS by developing a system to replace an older, antiquated system to apply a set of algorithms to vehicles owned by the University based on age, purchase date, sell date, value to calculate vehicle premiums. ESS also developed a module for</p>



				managing all property data so that NCSU risk managers could quickly assess NCSU's buildings' total values.
Port of Charleston	Charleston, SC	Ken Kromer 843-577-8135	Risk Information Management System	<p>Capture, store, manage, and report event and claim information as well as manage certificates of insurance.</p> <p>The project goals and objectives were met by ESS by developing an event and claims system specific to Port of Charleston's business needs for maritime specific claims management. An iPad application was implemented to facilitate the risk manager being able to walk around the Port and document events directly into the database, eliminating cumbersome forms and paperwork.</p>
Regions Bank	Birmingham, AL	Kelly Dowdy 205-261-7441	Risk Information Management System	<p>Capture, store, manage, and report on over 50 types of bank fraud incidents.</p> <p>The project goals and objectives were met by ESS working closely with corporate bank security personnel and developing a system to</p>
Seaboard	Miami, FL	Steve Irick 305-863-4351	Risk Information Management System	<p>Capture, store, manage, and report on cargo and general incidents and claims as well as provide reports based on the company hierarchy.</p> <p>The project goals and objectives were met by ESS by developing a tailored eRIMS2 solution that managed the incidents and claims specifically for Seaboard Marine.</p>
Sonic Automotive	Charlotte, NC	Tim Hallice 704-566-2414	Risk Information	Capture, store, manage, import, and report and claims providing



			Management System	<p>reports based on the company hierarchy. Also manage COIs, Exposure data such as Building Information, Equipment, Environmental Data, Asset Management, Security Cameras, Leased Property, Customer Relations Management and Facilities Construction Management.</p> <p>The project goals and objectives were met by ESS by developing a tailored eRIMS2 solution that managed and claims specifically for Sonic Automotive and its over 150 nationwide dealerships.</p>
Snyder's-Lance	Charlotte, NC	Angela Matherly 704-557-8953	Risk Information Management System	<p>Capture, store, manage, import, and report and claims providing reports based on the company hierarchy.</p> <p>The project goals and objectives were met by ESS by developing a tailored eRIMS2 solution that managed and claims specifically for Snyder's-Lance.</p>
Vidant Health	Greenville, NC	Vicki Haddock 252-847-5591	Risk Information Management System	<p>Capture, store, manage, import, and report and claims providing reports based on the company hierarchy.</p> <p>The project goals and objectives were met by ESS by developing an eRIMS2 solution that managed and claims specifically for 35 Vidant Health Care Hospitals.</p>



A.9 SUMMARY OF BIDDER'S PROPOSED PERSONNEL/MANAGEMENT APPROACH

The bidder should present a detailed description of its proposed approach to the management of the project.

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.

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.

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.

Resumes

David Sumner CEO, Emerson Software Solutions

Mr. Sumner has over thirty years of progressive experience performing analysis, design, data modeling, programming, application development, software implementation, user training and systems support, and database administration. He has over ten years of experience as a project manager and technical lead, and ten years of experience as a supervisor. Mr. Sumner has spent more than twenty years providing solutions to governments at the national, state, county and municipal levels as a member of the armed forces as well as vendors in several industries.

As Systems Architect, and now CEO for Emerson Solutions Mr. Sumner has designed and implemented more than ten systems in nine years. He is responsible for design and development of company software products and data conversion efforts. Mr. Sumner participates through the entire product life cycle including requirements, design, review, development, stabilizations, beta, release, and service packs. He is accountable to deliver and support software with a high quality end customer experience while achieving compliance to business and technical requirements and standards.

Before his position at Emerson Solutions, Mr. Sumner held the position Director of Software Development for Emergency Technologies, Inc. Mr. Sumner was responsible for design and



development of all company software products and supervision of software development personnel. Mr. Sumner regularly collaborated as a member of the Senior Management Team on strategic planning. Prior to becoming Director of Software Development, Mr. Sumner was a Senior Developer for ETI. He was responsible for design, development, and customer support of Visual Fire. He also trained customers in using Visual Fire.

Before his tenure at ETI, Mr. Sumner was a Systems Analyst/Programmer for Pacific Environmental Services, Inc., in the Research Triangle Park in North Carolina, and was a Senior Programmer/Analyst for Lockheed Martin in RTP, North Carolina. Mr. Sumner has also held positions as a Senior Developer for DB Basics in Raleigh, North Carolina, and as a Manager for Cardiac Clinical Trials Information Services and a Data Manager for Economics and quality of Life Trials at Duke University Medical Center in Durham, North Carolina.

Before his work in North Carolina, Mr. Sumner held multiple positions within the United States Air Force. As Captain he was Chief of Personnel Analysis Branch, within the Strategic Air Command in Omaha Nebraska. As First Lieutenant at the Air Force Institute of Technology, Mr. Sumner designed and coded a Life Cycle Cost Model simulation system for the US Air Force including a statistical modeling and nonlinear regression package. As a Second Lieutenant Scientific Analyst for the 28th Air Division, Mr. Sumner wrote data collection tools and provided analysis of flight systems availability, rewrote AWACS aircraft scheduling software, monitored and facilitated defense contractor operations as contract officer for several hardware and software development and implementation projects, and developed databases and applications for budgeting and tracking travel expenses.

Mr. Sumner has also been a Trigonometry Instructor at the University of Nebraska at Omaha. Mr. Sumner's technical expertise includes: C, C#, ASP.NET, SQL Server, SQL Server Merge Replication, Oracle, Visual FoxPro, Delphi, Satellite Forms for the Palm OS, DataEase, Crystal Reports, dBase II-IV, FoxPro, Pascal, , MS Access, Visual Basic, EasyCase (ER), Visio ER , PC-SAS, SLAMM, HTML, and XML.

Mr. Sumner has a B.S. in Operations Research from the United States Air Force Academy, and a M.S. Operations Research and Multivariate Statistics from the Air Force Institute of Technology.

John Paudel **Senior Project Engineer, Emerson Software Solutions**

Mr. Paudel has over ten years of progressive experience performing analysis, design, data modeling, programming, application development, software implementation, user training and systems support, and database administration. He has held several position in his IT career that includes Data Analyst, Business Analyst, Database Architect, Project Manager, and Database Administrator. Mr. Paudel has spent more than ten years providing SSAS (Software Service as Solution) to a number of companies.

As Project Engineer for Emerson Solutions Mr. Paudel has designed and enhanced custom systems in twelve years. He is responsible for design and development of company software products and data



conversion efforts. Mr. Paudel participates through the entire product life cycle including requirements, design, review, development, stabilizations, beta, release, and service packs. He is accountable to deliver and support software with a high quality end customer experience while achieving compliance to business and technical requirements and standards.

Before his position at Emerson Solutions as Project Engineer, Mr. Paudel held the position Database Architect for Mphasis Wide, Inc. where he traveled around the globe to meet and deliver business solution for clients. Mr. Paudel was responsible for design and development of reporting solution for the Application. Mr. Paudel developed the reporting solution from scratch involving different ETL tools, technology and reporting tools. He has also traveled to client sites to educate application business domain as well as reporting solution.

Technical Skills

Server: Windows Server 2003 and 2008, UNIX
Database: SQL server 2000/2005/2008/2012 & MS-Access, Oracle 9i, Oracle 11
Data modeling Tools: Visio, Erwin & Datanamic
Data Analysis Tools: SPSS, MS-Access, MS-Excel, Ultra Edit-32, and SQL Server Management Studio,
ETL Tools: DTS and SSIS for SQL server 2000/2005/2012, Pervasive
Programming Language: VB, Vbscript, ActiveX script, Java, HTM, ASP, VB.net, GOLD, C#
Source control Tools: Visual Source Safe and Team Foundation server, Surround SCM, Tortoise
Reporting tools: SQL server reporting services, MS- Access reports, Cognos and Hyperion Essbase,
Project Management Tools: MS-project, MS-Excel
Industries: Health insurance, Retail, Medical Device, Collection Agency, Dental Device Supplier
Seminar/Technical Class: SQL server 2005-System Administrator, Database Marketing seminar

Education

- Master of Science Degree (2005)
- Major: Software Systems
- University of St. Thomas, St. Paul, MN
- Bachelor of Science Degree in Computer Information Science (2001)
- Minor: Mathematics
- Minnesota State University, Mankato, MN

Birendra Thapa Testing Engineer

Before his position at Emerson Solutions Mr. Thapa worked at Wells Fargo, a nationwide, diversified financial services company with \$1.8 trillion in assets. It was founded in 1852 and headquarter is located in San Francisco. It has more than 265,000 employee in 36 countries. It provides banking insurance, investments, mortgage, and consumer and commercial financial services through 8,700 locations, 12,800 ATMS, online and mobile devices.



Responsibilities:

- Work with multiple internal and external systems with a variety of complexity
- Verifying loan accounts number created or not for incoming documents.
- Generate different type report (Excel or SSIS) for internal Research.
- File receiving and reviewing for incoming work, contacting appropriate resources as needed.
- resolving customer requests using multiple resources and records
- Preparing, distributing, validating and/or correcting specialized and/or complex loan documents.
- Acts as escalation point for junior processors for complex issues or transactions, and help them as needed

Technical Skills:

Operating Systems	Windows-Win 2000/NT/XP/7/8 and MS-DOS,
Programming	T-SQL, VB.NET, Java
Web Technologies	HTML, VBScript, and XML
Tools	MS-Word, MS Excel, MS Outlook, Windows Messenger, Clear Quest, Selenium web driver, Selenium RC
Databases	SQL Server 2005/2008/2012, MS-SQL Server, SSIS, MS-Access, My SQL
Status in USA	Permanent Resident

Certifications:

- Database Administrator Certificate MCTC, Minneapolis, MN May 2011
- VB.Net Developer Certification MCTC, Minneapolis, MN May 2011
- Database Specialist Certificate MCTC, Minneapolis, MN May 2010

Elliott Holmes

Project Engineer, Emerson Software Solutions

Previously an intern for Emerson Software Solutions from 2015-2016 while attending NC State University, Elliott was offered a full time position as a Project Engineer upon graduating and has quickly become a productive member of the Emerson team. Elliott has quickly gained experience in not only the technical side of database management and software design, but also in the support side for client/customer interaction(s) and software usability.

He has already begun taking on tasks that require design and implementation of new and existing systems than span across numerous customers that ultimately has led him to taking on more responsibility between projects.



Education

- North Carolina State University:
Bachelor's Degree of Environmental Science
Minor: Journalism, Political Science
- Microsoft SQL Server 98-364 Certification
- Microsoft SQL Server 70-461 Certification
- Proficiencies in MS Excel, Word, PowerPoint, and various social media platforms.

Meghan Webley

Training Coordinator, Emerson Software Solutions

Mrs. Webley's primary focus at Emerson Software Solutions has been developing resources for training which includes user manuals and training videos. She creates a user manual for each module within each client's eRIMS3 application. She utilizes screenshots of every screen with step by step instructions. Another training resource Mrs. Webley develops are training videos. The training videos walk through every screen and feature. This allows the customer to become familiar quickly with the software. Training videos are created for each module and are then available for the individuals to view at their convenience through their eRIMS3 application.

Mrs. Webley conducts webinars to go through the complete system and answer any questions. Lastly, Ms. Webley also has have experience in training in a classroom setting which includes groups and individuals. These sessions allow for more interactive, in-depth, and hands on training.

A.10 SUBCONTRACTORS

If the bidder intends to Subcontract any part of its performance hereunder, the bidder should provide:

- 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.

This section does not apply to Emerson Software Solutions, for there is no use of subcontractors for the purpose of our offered services.



B. TECHNICAL REQUIREMENTS

1. GENERAL 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.

Documents are stored with the claim to which they are attached. In storing documents in this manner, the documents associated with a claim are always readily available. Only documents relevant to the current claim screen will be visible. Further filtering by document type can be used with eRIMS attachment folders, which will hold separate document types in separate virtual folders with configurable user security on each folder.

The screenshot displays the eRIMS2 Risk Insurance Management System interface. At the top, the logo 'eRIMS2 Risk Insurance Management System' is visible, along with a user greeting 'Welcome Emerson Solutions' and links for 'Dashboard | Logoff | Help'. A navigation menu includes 'Claims', 'Exposures', 'Policies', 'Contacts', 'Reports', 'Administration', 'Change Password', and 'Help'. Below this, a search bar is present with tabs for 'Search', 'Claim', 'Contacts', 'Diary', 'Financials', 'Adj. Notes', and 'Adjuster'. A table with columns 'Internal Claim Number', 'Date Of Loss', 'Status', 'License', 'Make', 'Year', 'VIN', 'Department', and 'COKY Number' is shown, with 'Active' listed under 'Status'. The 'Auto Claim Information' section features a sidebar with categories: 'Claim Identification', 'Insurance', 'Excess', 'Abstract and Custom Letters', 'Legal', and 'Attachments'. The main area shows a 'Folders' table with columns for folder names and 'Document Count'. The 'Auto Claims' folder has a count of 1, which is highlighted with a red box. Other folders, 'Deleted Autos' and 'Photos', have counts of 0. Below the table are 'View Selections' and 'Add Document' buttons. At the bottom of the interface are 'Previous Step', 'Save', 'Next Step', and 'View Audit Trail' buttons.

Internal Claim Number	Date Of Loss	Status	License	Make	Year	VIN	Department	COKY Number
		Active						

Folders	Document Count
<input type="checkbox"/> Auto Claims	1
<input type="checkbox"/> Deleted Autos	0
<input type="checkbox"/> Photos	0



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.

eRIMS provides a method to track entities of different types.

The screenshot displays the eRIMS2 Risk Insurance Management System interface. At the top, there is a navigation bar with the following menu items: Claims, Exposures, Policies, Contacts, Reports, Administration, Change Password, and Help. The main header area includes the eRIMS2 logo and the text "Risk Insurance Management System". On the right side of the header, it says "Welcome Emerson Solutions" with links for "Dashboard", "Logoff", and "Help".

Below the navigation bar, there is a search section with a "Search" button and a dropdown menu currently set to "Customer".

The main content area is divided into two columns. The left column is labeled "Customer" and "Agent Fields". The right column contains a form for entering customer information. The form fields are as follows:

Customer Name *	<input type="text"/>	Name2	<input type="text"/>
Customer Type *	-- Select --	Customer Number *	<input type="text"/>
Address	-- Select --	Address Line 2	<input type="text"/>
City	RM	State	-- Select --
ZIP Code	VF	Rate Class *	-- Select --
Contact	SB	Contact Title	<input type="text"/>
Telephone	MS	Fax	<input type="text"/>
Email Address	QR	FEDN	<input type="text"/>
Customer Code	<input type="text"/>	Customer Type *	-- Select --
Agency Number	<input type="text"/>	Agency Suboffice	<input type="text"/>
County Number	-- Select --	Account Number	<input type="text"/>
Customer Status	Active		

Below the form fields, there is a "Comments" section. At the bottom of the form area, it says "No Records Found" and has an "Add New" button. At the very bottom of the page, there are "Save" and "Return to Search" buttons. The footer of the page contains the copyright notice: "© 2018, Emerson Software Solutions Inc. All Rights Reserved".



1.3 The solution shall allow for the tracking of multiple addresses and phone numbers for a single entity.

Administrative user able to add employee's information including previous address and current address via Employee screen and save them in eRIMS system.

Welcome admin admin
DashBoard | Logoff | Docs

eRIMS2[®] Risk Insurance Management System

Claims Diary SLT COI Policies Exposures ACI Reports Administrator

Employee

Employee ID	:	<input type="text"/>	Driver's License Issued	:	<input type="text"/>	<input type="button" value="?"/>
First Name *	:	<input type="text" value="inez"/>	Driver's License Restrictions	:	<input type="text"/>	
Middle Initial	:	<input type="text"/>	Job Code *	:	<input type="text" value="SVPORT"/>	
Gender	:	<input checked="" type="radio"/> Male <input type="radio"/> Female	Last Name *	:	<input type="text" value="reveles"/>	
Number of Dependents	:	<input type="text"/>	Date of Birth	:	<input type="text"/>	<input type="button" value="?"/>
Current Address:			Marital Status	:	<input type="text" value="-- Select --"/>	
Address 1	:	<input type="text"/>	Date of Death	:	<input type="text"/>	<input type="button" value="?"/>
Address 2	:	<input type="text"/>	Social Security Number *	:	<input type="text" value="XXX-XXX-XXXX"/>	
City	:	<input type="text"/>	Date of Hire	:	<input type="text"/>	<input type="button" value="?"/>
Zip Code	:	<input type="text"/>	State	:	<input type="text" value="-- Select --"/>	
Previous Address			Home Telephone (XXX-XXX-XXXX)	:	<input type="text"/>	
Address 1	:	<input type="text"/>	Work Phone (XXX-XXX-XXXX)	:	<input type="text"/>	
Address 2	:	<input type="text"/>	In Active	:	<input type="text"/>	
City	:	<input type="text"/>	Department *	:	<input type="text" value="Service"/>	
Zip Code	:	<input type="text"/>	Salary Frequency	:	<input type="text"/>	
Cell Phone (XXX-XXX-XXXX)	:	<input type="text"/>	Active Inactive Leave *	:	<input type="text" value="Terminated"/>	
Email Address *	:	<input type="text" value="bthapa@emersonsolutions.c"/>	Job Classification	:	<input type="text" value="--- Select ---"/>	
Cost Center *	:	<input type="text" value="4020"/>	Supervisor Name	:	<input type="text"/>	
Salary	:	<input type="text"/>	Driver's License Number	:	<input type="text"/>	
Wages YTD	:	<input type="text"/>	Driver's License Class	:	<input type="text"/>	
Job Title	:	<input type="text" value="Porter"/>	Driver's License Endorsements	:	<input type="text"/>	
Job Description	:	<input type="text"/>	Driver's License Expires	:	<input type="text"/>	<input type="button" value="?"/>
Driver's License State	:	<input type="text" value="--- Select ---"/>	Last Date of Hire *	:	<input type="text" value="08/14/2017"/>	<input type="button" value="?"/>
Driver's License Type	:	<input type="text"/>				

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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.

eRIMS has a contact “rolodex” for storing people and entities that supports adding, editing contact information. This rolodex is integrated in all modules of eRIMS. A contact merge facility is available for merging multiple copies of a personal or entity details.

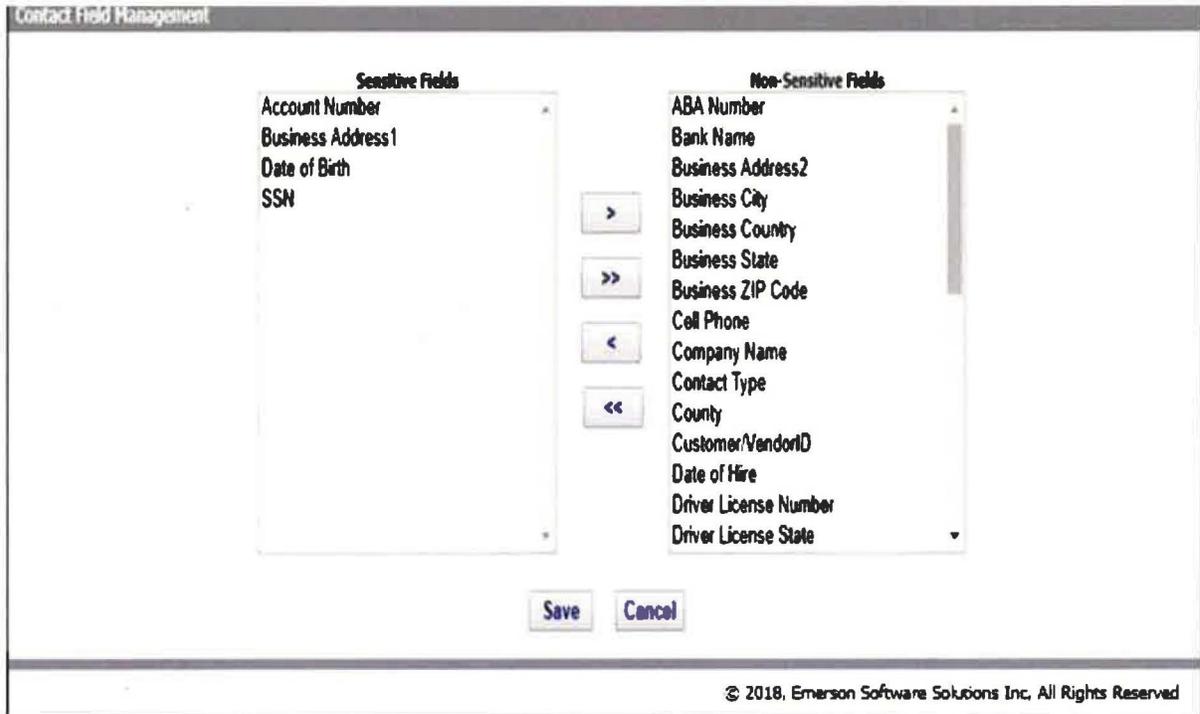
The screenshot displays the eRIMS2 Risk Insurance Management System interface. At the top, the logo 'eRIMS2' is followed by 'Risk Insurance Management System'. A navigation bar includes links for Claims, Incidents, COI, Policies, Contacts, Reports, Check Printing, Administration, and Help. The main content area shows 'Contact Merge Search Results' with '4 Contact Found'. A table lists three entries for 'ALUMINUM EXTRUSIONS' with the address '140 MATTHEWS SENATOBIA Mississippi 38668'. Each entry has a 'Master' checkbox (checked) and a 'Duplicate' checkbox (unchecked). Below the table are 'Search' and 'Merge Contacts' buttons. The footer contains the copyright notice: '© 2018, Emerson Software Solutions Inc, All Rights Reserved'.

Master	Duplicate	Company	Name	Address	Cell Phone/Work Phone/Home Phone	SSN/TIN	Email Address
<input checked="" type="checkbox"/>	<input type="checkbox"/>	ALUMINUM EXTRUSIONS		140 MATTHEWS SENATOBIA Mississippi 38668			
<input type="checkbox"/>	<input checked="" type="checkbox"/>	ALUMINUM EXTRUSIONS		140 MATTHEWS SENATOBIA Mississippi 38668			
<input type="checkbox"/>	<input checked="" type="checkbox"/>	ALUMINUM EXTRUSIONS					



1.5 The solution shall provide a method of restricting which users have the ability to view social security numbers and make changes.

Only Administrative user can view and edit Social Security Number using the Employee or Contact screen(s) by utilizing the Contact Field Management functionality. This screen allows Admin users to determine what fields are deemed Sensitive, so that the Admin is in control of what standard users can and cannot see.





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.

eRIMS stores and track all personal information about claimants including social security numbers, tax ID, firm name, contact information, etc.

Contact Detail

Contact *

Additional Contact Details

Company Name	:	<input type="text"/>	Tax ID	:	<input type="text"/>
Parent Company	:	<input type="text"/>	Vendor ID	:	<input type="text"/>
Our Employee?	:	--Select--	Status	:	--Select--
Name (First, Middle, Last)	:	<input type="text"/>		:	<input type="text"/>
Prefix	:	<input type="text"/>	Suffix	:	<input type="text"/>
Address 1	:	<input type="text"/>	Address 2	:	<input type="text"/>
City	:	<input type="text"/>	State	:	-- Select --
ZIP Code	:	<input type="text"/>	Country	:	<input type="text"/>
County	:	-- Select --	Home Phone	:	<input type="text"/>
Email Address	:	<input type="text"/>	Work Ext.	:	<input type="text"/>
Work Phone	:	<input type="text"/>	Cell Phone	:	<input type="text"/>
Pager	:	<input type="text"/>	Fax	:	<input type="text"/>
Pager PIN	:	<input type="text"/>		:	
Title	:	<input type="text"/>		:	
Gender	:	<input type="radio"/> Female <input type="radio"/> Male		:	
Date of Birth	:	<input type="text"/>	Date of Hire	:	<input type="text"/>
Employee Number	:	<input type="text"/>	Driver License State	:	-- Select --
Driver License Number	:	<input type="text"/>	License Type	:	-- Select --
Jurisdiction	:	<input type="text"/>	Division Type	:	-- Select --
Produce 1099?	:	--Select--		:	
Contractor Number	:	<input type="text"/>		:	
Pay Rate	:	<input type="text"/>		:	
Supervisor Name (First, Middle, Last)	:	<input type="text"/>		:	<input type="text"/>
Notes	:	<div style="border: 1px solid black; padding: 5px;"><p>Font: <input type="text"/> Size: <input type="text"/> B <i>I</i> <u>U</u> </p></div>			



1.7 The solution shall allow for the creation of new entity types.

eRIMS allow administrative users to create contacts of any types and the Admin users may create new contact types.

eRIMS2[®] Risk Insurance Management System

Welcome test user
Wall | Dashboard | Logout | Help

Claims | COI | Exposures | Policies | **Contacts** | Reports | Administration | Change Password | Help

Search | Claim | Legal | **Contacts** | Diary | Financials | Adjusters | Investigations | AdjNotes

Location Region	Claim Number	Internal Accident Number	Driver Name	Claimant Name	Date Of Loss	Status	Entry Adjuster
Central 404		2832	Gaudin Michael		02/05/2014	Closed	Shelley Dougherty

Auto Claim - Contacts Information

Contact Type	Company	Name	Phone	Email	Remove From Claim
Insured Driver		Gaudin Michael	8005351212	daurner@emersonsolutions.com	Remove

Type to Add -- Select --

- Adjuster
- After Hours Contact
- Alcohol Test
- Broker Carrier
- Broker Carrier Insurance
- Cargo Distress
- Cargo Re-consignment
- Cargo Re-consignment Authorization
- Claim Adjuster 2
- Claimant
- Claimant Driver
- Cleanup
- Co Mfg
- Complainant/Plaintiff
- Consultant
- Defendant
- Defendant Counsel
- Defense Attorney
- Diary Assigned
- Disaster Recovery Company
- District Sales Manager
- Driver
- Drug Test
- Emergency Contact
- Employee
- Equipment Repair
- Facilities/MTC Primary

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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.

Emerson offers a Lookup Table Maintenance module that allows the user to manually modify the lookup field choices that will be found in eRIMS.

Administration :: Visitation Log :: Tracking Log Type

Description	Code	Active	Edit	Delete
Boiler & Machinery	1	Active	Edit	Delete
Property & Casualty	2	Active	Edit	Delete
LC Consultation	3	Active	Edit	Delete

[Add New](#) [Cancel](#)

Description * :

Code * :

Active : Yes No

[Add](#)

Tracking Log Type :

- Select --
- Boiler & Machinery
- Property & Casualty
- LC Consultation



1.9 The solution shall provide a method of associating multiple claims to a single event across different agencies.

eRIMS handles multiple claims per event by grouping claims for an occurrence. The same base claim number is used with a symbol suffix to indicate the separate claimants such as A1004-001, A1004-002. Additionally, the eRIMS financial tabs allow for viewing by claim or grouped by occurrence (event).

The screenshot displays the eRIMS2 Risk Insurance Management interface. At the top, there is a navigation bar with tabs for Claims, Incidents, COI, Policies, Contacts, and Reports. Below this, the page title "Auto Claim Search Results" is shown, along with "9 Claims Found" and a "No. of Records per page" dropdown set to 25. The main content is a table with columns for Disposition, Claim Number, Claim Adjuster, and Operator Name (Last). Each row contains links for View, Edit, Delete, and Add To, followed by the Claim Number. The "Add To" link for the second row (A10011-02) is highlighted with a red box.

Disposition	Claim Number	Claim Adjuster	Operator Name (Last)
View Edit Delete Add To	A10011-01		
View Edit Delete Add To	A10011-02		
View Edit Delete Add To	A10011-03		
View Edit Delete Add To	A10011-04		
View Edit Delete Add To	A10011-05		
View Edit Delete Add To	A10011-06		
View Edit Delete Add To	A10011-07		
View Edit Delete Add To	A10011-08		



1.10 The solution shall provide a unique numbering/naming system. Each event shall automatically receive a unique number/name upon creation.

eRIMS2 automatically generates a unique number for any claim or event as needed. Nebraska's format for claim and event numbers will be configured.

The screenshot displays the eRIMS2 Risk Insurance Management System interface. At the top, there is a navigation menu with options: Claims, Exposures, Policies, Contacts, Reports, Administration, Change Password, and Help. The main content area shows 'Property Claim Search Results' with 12486 claims found. A table lists several claims with columns for Internal Claim #, TPA Claim, Claim Status, Date of Loss, Customer, Claimant, and Disposition. Below the table are buttons for 'Search Again', 'Add New', 'Return', and 'Export to Excel'. The footer indicates '© 2018, Emerson Software Solutions Inc, All Rights Reserved'.

Internal Claim #	TPA Claim	Claim Status	Date of Loss	Customer	Claimant	Disposition
197806001	197806001	CLOSED	05/09/1978			Delete
197806076	197806076	CLOSED	04/01/1978			Delete
197807617	197807617	CLOSED	05/09/1978			Delete
197904001	197904001	CLOSED	07/03/1978			Delete
197904002	197904002	CLOSED	07/29/1978			Delete
197904004	197904004	CLOSED	09/03/1978			Delete

1.11 The solution shall provide the ability to log and track an event type.

Emerson provides the capabilities to track and log any event or visit type that the customer may need.

The screenshot shows the eRIMS2 Risk Insurance Management System interface with the 'Incidents' menu open. The menu options are 'Add' and 'Search'. The 'Add' option is further expanded to show 'Safety (Auto)' and 'Security (Cargo)'. The navigation menu at the top includes: Claims, Incidents, COI, Policies, Contacts, Reports, Check Printing, Administration, and Help.



1.12 The solution shall provide the ability to create, maintain and select event categories/types.

Emerson provides for different incident (event) types.

Incident

Date of Incident * : 04/05/2018 ? Date Reported : 04/05/2018 ?

Time of Incident (HH:MM) : AM Incident Number : 1009760

Reported By * : V Catastrophe : -- Select --

Operating Company * :

Description of Incident * :
Test

Types of Conditions Present :
Conditions Present :
-- Select --
Cargo - 01
Injury - 02
Property - 03
Equipment Damage - 04
Undeclared Hazmat - 06
Vessel Failure - 05

nt Conditions
Delete



1.13 The solution shall provide the ability to record who reported an event.

eRIMS comes equipped with the necessary fields to track and record who and when an event was reported across all claims or incidents involved.

Reported by	:	GEORGE/558871
Cause	:	7 - Theft
Date Of Loss *	:	01/20/2002
Date Reported	:	01/21/2002

1.14 The solution shall provide a field to briefly describe the event.

Within eRIMS, the user will find Description or Notes boxes on any module where it is needed.

Claim Description :  

THEFT OF TRL AND TRACTOR IN POMONA, CA/STOLEN SUNDAYTRL EMPTY/SEE ADJ FILE



1.15 The solution shall provide the ability to record the location of the event including physical address and location types.

eRIMS can be equipped with whatever fields are necessary for the user to track and record the location address or types of any kind. The claim screen below includes both a location selector and a physical address.

The screenshot displays the eRIMS2 Risk Insurance Management System interface. The header includes the system name and user information: "eRIMS2 Risk Insurance Management System" and "Welcome test user | Wall | DashBoard | Logoff | Help". A navigation menu contains tabs for Claims, COI, Exposures, Policies, Contacts, Reports, Administration, Change Password, and Help. Below this is a secondary menu with buttons for Search, Claim (selected), Legal, Contacts, Diary, Financials, Adjusters, Investigations, and AdjNotes.

The main content area is titled "WC Claim Information" and features a sidebar with navigation links: Location/Contact, Employee Information, Incident Information, Medical, Comments, Abstract and Letters, and Attachments. The primary form is divided into two sections:

- Location/Contact:** Fields include Property, Building, Address 1, Address 2, City, State (dropdown menu), Zip Code, and County. Each field has a small 'v' icon for validation.
- Company Claim Coordinator Information:** Fields include Name, Title, Telephone Number 1 (with format xxx-xxx-xxxx), Telephone Number 2 (with format xxx-xxx-xxxx), Fax Number (with format xxx-xxx-xxxx), and Email Address. The Name field also includes a 'v' icon.

At the bottom of the form, there are "Save" and "Next Step" buttons. The footer of the page reads "© 2018, Emerson Software Solutions Inc, All Rights Reserved".



1.16 The solution shall provide the ability to close the event when the conclusion is reached.

eRIMS has the functionality to close an event whenever a conclusion is reached by the customer. We offer multiple different ways to do this, it is up to the customer to decide what works best for them.

Claim Status : **CLOSED - C** ▼

- Select --
- CLOSED - C**
- CLOSED NO PAYMENT - X
- INACTIVE - V
- INSURANCE COMPANY RE - I
- New - Z
- NO INS. COVERAGE - N
- OPEN - O
- REFERRED TO ADJUSTING - A

City of Delivery : Extension of Suit : ?

Claim Status : **Open - O** ▼ Closed Type : -- Select -- ▼

Date Claim Closed : Date Claim Reopened : ?

Settlement Date : ?

Responsible Party : V Cause Known : -- Select -- ▼

[Previous Step](#) [Save & Continue Editing](#) [Next Step](#) [View Audit Trail](#) **[Close Claim](#)** [Save & Unlock Claim](#)

[Save](#) [Return to Search](#)

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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.

eRIMS has a general investigation section for the claim module along with detailed questions that are configurable by the system administrator to track investigation elements. Comments by witnesses, claimants and staff can be tracked as well.

Location Region	Claim Number	Driver Name	Date Of Loss	Date Reported	Status	Entry Adjuster
	04381000005WC01		10/06/2011	10/07/2011	Closed	

WC Claim Investigation

Causes

Investigation Date * : ?

What was the associate doing at the time of incident? *

+

What could the associate have done differently to avoid the incident? *

+

What is your Conclusion/Impression of how the situation occurred? *

+

The administrator configurable detailed questions are arranged by Focus Area, so questions can easily be organized logically. Change the focus area drop down value exposes questions for that focus area.

Location Region	Claim Number	Driver Name	Date Of Loss	Date Reported	Status	Entry Adjuster
	04381000005WC01		10/06/2011	10/07/2011	Closed	

WC Claim Investigation

Detailed Questions

Focus Area	Question	Deficiency
✓ Equipment	1 Was employee wearing regulation gear? + Guidance	<input type="radio"/> Yes <input checked="" type="radio"/> No
	2 Was the employee following safety procedures? + Guidance	<input type="radio"/> Yes <input checked="" type="radio"/> No

Save

[Previous Step](#) [Save](#) [Next Step](#) [Back](#)

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Comments from any contact in the rolodex facility or new contacts can be tracked in the witness section.

eRIMS2[®] Risk Insurance Management System

Welcome test user
Wall | Dashboard | Logout | Help

Claims | COI | Exposures | Policies | Contacts | Reports | Administration | Change Password | Help

Search | **Claim** | Legal | Contacts | Diary | Financials | Adjusters | Investigations | Adj. Notes

Location Region	Claim Number	Internal Accident Number	Driver Name	Claimant Name	Date Of Loss	Status	Entry Adjuster
NORTHEAST		2811	Banks James		11/21/2013	Closed	Shelley Dougherty

Auto Claim Information Last Modified Date/Time : 04/17/2014 12:23:21 PM

Master *

Insured Driver/Vehicle *

Police Information

Witness Information

Other Vehicles/Damages

Accident Conditions *

Comments *

Abstracts & Letters

Attachments

Witness Information

Witness Grid : No witness record exists

[--Add--](#)

[Previous Step](#) [Save](#) [Next Step](#) [View Audit Trail](#)

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1.18 The solution shall provide a method to assign an adjuster to a claim.

eRIMS allows users to assign claims to the claim adjuster.

Claim Information			
Claim Number	: <input type="text"/>	Date of Claim	: 05/17/2018 ?
High Priority	: --Select--	Service Contract Number	: <input type="text"/>
Date Claim Reported	: <input type="text"/> ?	Claim Adjuster *	: Elliott Holmes V
Claimant *	: U.S. Dept of Labor (OSHA) V	Claimant Type	: -- Select --
Claimant Contact	: <input type="text"/>	<input type="text"/>	V
Claimant Contact Company	: <input type="text"/>	Operating Company *	: <input type="text"/>
Address 1	: <input type="text"/>	Address 2	: <input type="text"/>
City	: <input type="text"/>	State	: <input type="text"/>
Zip	: <input type="text"/>	Telephone	: <input type="text"/>
E-mail	: <input type="text"/>	Customer Reference Number	: <input type="text"/>

Risk Insurance Management System - Google Chrome

Find Contact Name

First Name : Elliott
 Last Name :
 Company :
 SSN :
 City :
 State : -- Select --
 Zip Code :
 Customer / Vendor ID :
 Country : -- Select --
 Employee Number :

Still Didn't Find What You Are Looking For ?

3 Contact(s) Found No. of Records per page : 25 Page 1 of 1 Go to page : 1

	Our Employee	Company	Name	Employee Number
Select Edit	No	PRICESMART INC.PRICESMART INC.PRICESMART INC.PRICESMART	Elliott G Holmes	
Select Edit	No	Emerson Solutions	Elliott Griffin Holmes	
Select Edit	No	Emerson Solutions	Elliott H Smith	12345



1.19 The solution shall provide a method of noting if the claim is litigated.

eRIMS2 system allow to save information on Legal module for litigated claims

The screenshot displays the eRIMS2 Risk Insurance Management System interface. At the top, the logo "eRIMS2 Risk Insurance Management System" is visible, along with a user greeting "Welcome Emerson Solutions" and navigation links for "DashBoard", "Logoff", and "Help". A main navigation bar includes "Claims", "Exposures", "Policies", "Contacts", "Reports", "Administration", "Change Password", and "Help". Below this, a secondary navigation bar features buttons for "Search", "Claim" (selected), "Contacts", "Diary", "Financials", "Adj. Notes", and "Adjuster".

The main content area shows a table with the following data:

Internal Claim Number	TPA Claim Number	Date Of Loss	Status	Customer	Claimant Name
	410-902656-001	09/03/1987	CLOSED	HEALTH, DIVISION OF PUBLIC STATE OF WEST VIRGINIA	PITTS, NINE

Below the table is the "Auto Claim Information" section, which is divided into a left sidebar and a main form area. The sidebar includes "Claim Identification", "Claimant", "Excess", "Abstract and Custom Letters", "Legal" (highlighted), and "Attachments". The main form area is titled "Legal" and contains the following fields:

- In Litigation Code: Yes (dropdown)
- Case Name: [Empty text box]
- Court Name: Bankruptcy Court (dropdown)
- Demand: \$ 100,000.00
- Estimated Cost: \$ 10,000.00
- Painoff Attorney: [Empty text box]
- Painoff Firm: [Empty text box with 'V' icon]
- Defendant Attorney: [Empty text box]
- Defendant Firm: [Empty text box with 'V' icon]
- Description: [Empty text area with a rich text editor toolbar]
- Suit Date: [Empty text box with '?' icon]
- Date Suit Served: 11/06/2018 (with '?' icon)
- Case Number: [Empty text box]
- Offer: \$ 35,000.00
- Settled Date: [Empty text box with '?' icon]

At the bottom of the form, there are four buttons: "Previous Step", "Save", "Next Step", and "View Audit Trail". The footer of the page reads "© 2018, Emerson Software Solutions Inc. All Rights Reserved".



1.20 The solution shall provide a method of tracking reserves and payments made in relation to the claim.

eRIMS has built-in Financial screens attached to every claim screen where it is deemed necessary for users with the proper Security rights to track reserves, payments, and transactions.

Search	Claim	Legal	Contacts	Diary	Financials	Adjusters	Investigations	Adj. Notes
Location Region	Claim Number	Internal Accident Number	Driver Name	Claimant Name	Date Of Loss	Status	Entry Adjuster	
MISC. SALES - EAST DIV.		2878	Gooden James		03/26/2014	Closed	Shelley Dougherty	
Auto Claim - Financials								
Financials Transactions *	Financials							
	Payment ID	Recovery \$	Incurred \$	Paid \$	Outstanding \$			
	BI	0.00	0.00	0.00	0.00			
	Expense	0.00	0.00	0.00	0.00			
	Legal	0.00	0.00	0.00	0.00			
	PD	989.28	113.94	1,103.22	0.00			
	Current Total	989.28	113.94	1,103.22	0.00			
<input type="checkbox"/> Show Financials by Occurrence					Prior Valuation Date : <input type="text"/> ? Go			
Previous Step Next Step								
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- 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.

eRIMS handles multiple claims per event by grouping claims for an occurrence. The same base claim number is used with a symbol suffix to indicate the separate claimants such as A1004-001, A1004-002.

eRIMS2 Risk Insurance Management

Claims Incidents COI Policies Contacts Reports

Auto Claim Search Results No. of Records per page : 25

9 Claims Found

Disposition	Claim Number	Claim Adjuster	Operator Name (Last)
View Edit Delete Add To	A10011-01		
View Edit Delete Add To	A10011-02		
View Edit Delete Add To	A10011-03		
View Edit Delete Add To	A10011-04		
View Edit Delete Add To	A10011-05		
View Edit Delete Add To	A10011-06		
View Edit Delete Add To	A10011-07		
View Edit Delete Add To	A10011-08		

- 1.22 The solution shall provide a way of setting a fiscal year that can be utilized throughout the system.

The Fiscal Year beginning and end dates are table driven although they are not adjustable through the user interface.



1.23 The solution shall provide the ability to log events with a date and time stamp.

Emerson provides numerous ways the customer can log and track date and times associated with an event.

Occurrence

Cause : 49 - Rear-ended by OV ▾

Date Of Loss * : 03/26/2014 ? Day of Week : Wednesday ▾

Loss Time : 08:45 AM ▾

Claim Information	Claim Information	
Chain of Custody	Claim Number : <input type="text"/>	Date of Claim : 05/17/2018 ?
Claim Communication	High Priority : --Select-- ▾	Service Contract Number : <input type="text"/>
Settlement	Date Claim Reported : <input type="text"/> ?	Claim Adjuster * : Elliott Holmes ▾
Letters and Abstracts	Claimant * : U.S. Dept of Labor (OSHA) ▾	Claimant Type : -- Select -- ▾

Date of Loss : 07/19/1977 ?

Report Date : ?

AIG Received Date : ?



1.24 The solution shall provide end user definable data validation to safeguard against the entry of incorrect data.

Administrator user able to turned on or turn off specific column using lookup table maintenance.

eRIMS2[®] Risk Insurance Management System Welcome admin admin
DashBoard | Logoff | Docs

Claims | Diary | SLT | COI | Policies | Exposures | ACI | Reports | Administrator

COI Compliance Text

Compliance Screen Descriptor Text	Turned On	Edit
named as additional Insured?	Yes	Edit
Mortgagee clause not required?	Yes	Edit
Landlord named as additional insured?	Yes	Edit
Loss payee not required?	Yes	Edit
Waiver of subrogation present	Yes	Edit
Compliance_05xx	No	Edit
Compliance_07	No	Edit
Compliance_08	No	Edit
Compliance_09	No	Edit
Compliance_10	No	Edit

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1.25 The solution shall provide a way to make certain fields required before saving.

We can denote fields as required so that users cannot move forward until they are populated and saved.

Auto Claim Information Last Modified Date/Time : 08/13/2014 10:42:42 AM

Master * Insured Driver/Vehicle * Police Information	Insured Driver/Vehicle		
	Driver		
	Name(First, Middle, Last) *	James	Gooden
	Date of Hire	01/01/2012	

Coverage * : 30 - Auto Liability In Litigation? * : No

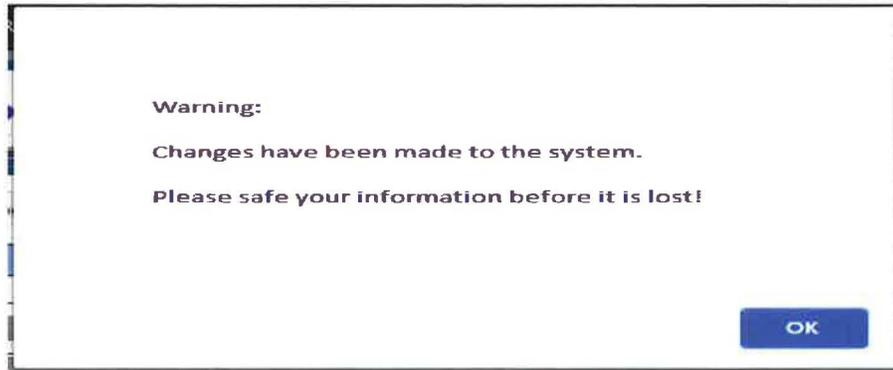
Verify the following fields:

- Please Select [Master]/Coverage
- Please Select [Master]/In Litigation?
- Please Select [Comments]/Internal/TPA Claim



1.26 The solution shall warn the user if they are about to lose data if they do not save.

eRIMS can provide the necessary popup notifications to warn users that their information will be lost if they do not save.



1.27 The solution shall have a time-out feature that shall be configurable and shall warn the end users before time-out occurs.

eRIMS' configurable time-out warns the end users before time-out occurs





1.28 The solution shall provide a method of email notes to other users.

eRIMS can provide multiple different functionality for emailing notes that the users could utilize.

Diary Data *

Diary Information

Date of Note Entry : 11/08/2018 Diary Date * : [?]

Note : [Rich Text Editor]

Clear? : Yes No Assigned To * : [V]

Clear Date : [?]

[Save] [Cancel]

Diary Data *

Total No. of Diary Records : 3 No. of Records per page : 25 Page 1 of 1 Go to page : 1 [Go] [Delete] [Add New]

<input type="checkbox"/>	Date Of Note Entry	Assigned To	Clear Date	Cleared	Diary Date	[Edit]	[View]
<input type="checkbox"/>	07/20/2017	Erika		No	07/20/2017	[Edit]	[View]
<input type="checkbox"/>	07/20/2017	durham		No	07/20/2017	[Edit]	[View]
<input type="checkbox"/>	06/07/2017		06/07/2017	No	06/07/2017	[Edit]	[View]

Diary

Assigned To	Diary Date	Claim Number	Note
nc, durham	07/20/2017	CA1705149	This is a test.
nc, durham	07/20/2017	1009596	This is a test.

Enrms Mail - Mozilla Firefox

Mail

Email From User? : Yes No

To Email Address : eholmes@emersonsolutions.com You can add multiple email address separated by semi-colon(;).

Attachment : Questionnaire.pdf

Subject : eRIMS: Test email

Body : This is a test email.

[Send]



1.29 The solution shall provide be able to export all data fields.

The eRIMS Ad hoc report writer will allow the user to export all fields.

The screenshot displays the eRIMS2 Risk Insurance Management System interface. At the top, there is a navigation bar with the following menu items: Claims, COI, Exposures, Policies, Contacts, Reports, Administration, Change Password, and Help. The user is logged in as 'test user' and is on the 'Ad Hoc Report Writer' page. The page includes a 'Coverage Type' section with checkboxes for Auto Liability, Executive Risk, General Liability, Property Damage, and Worker's Compensation. Below this is the 'Output Fields' section, which contains a list of fields: Accident Year, Claim Number, Coverage, Creation Date, Date Closed, Date of Loss, Department/Zone, Entry Adjuster, Group/Division, and Ind/PD/Coll Incurred. There are also sections for 'Group By' (First Level Group By to Fifth Level Group By) and 'Sort By' (First Level Sorting, Second Level Sorting) with dropdown menus and radio buttons for Ascending and Descending order.

1.30 The solution shall provide a method of importing data into the appropriate fields in the database.

eRIMS has the ability to import spreadsheets, text files, delimited files from TPA's, vendors, customers as required. Imports must be defined to be included in the system cost.

1.31 The solution shall provide a way to schedule imports and exports.

Imports can be scheduled to run automatically at any frequency after they are built.



- 1.32 The solution should provide a method of creating mail merge documents from any field within the solution.

The Ad hoc report writer exports data to the Excel format for use by MS-Word or other mail-merge documents.

- 1.33 The solution shall provide a method of sorting the mail merge documents and restricting which users can see which mail merge documents.

Documents that are attached to claims or other eRIMS modules are stored in virtual folders. The security for viewing documents is settable by user for these virtual folders, allowing the system administrator to control sensitive document viewing.

- 1.34 The solution shall provide a method of scheduling the system to automatically create the mail merge documents.

eRIMS can schedule the production of abstracts and customer letters, as well as Excel data files for MS-Word mail merge documents.



1.35 The solution shall provide the ability to email documents, notes, attachment, and other items from the system.

eRIMS2 allow user to email documents, notes, and attachments using attachment details screen.

The screenshot displays the eRIMS2 Risk Insurance Management System interface. At the top, it says "eRIMS2® Risk Insurance Management System" and "Welcome admin admin" with links for "Dashboard", "Logoff", and "Docs". Below this is a navigation menu with tabs for "Claims", "Diary", "SLT", "COI", "Policies", "Exposures", "ACI", "Reports", and "Administrator". A sub-menu is open under "Diary" with options for "WC", "AL", "DPD", "Property", and "PL".

Claim Number	SONIC Location d/b/a	Name	Date of Incident	Associated First Report	Investigation	Companion Claim(s)
YZK C 14209	Lexus of Rockville	RIO MANUEL	06/20/2011	WC-1692	1441	YZK C 14209

The main content area is titled "Attachment" and includes an "Attachment Description" field, an "Attachment File Name(s)" section with five "Choose File" buttons, and an "Add Attachment" button. Below this is an "Attachment Details" table:

Attachment Description	File Name	View
<input type="checkbox"/> doctors note and w/c claim letter from SRS	20110706170340302.pdf	
<input type="checkbox"/> Hearing Notice Feb 2012	MANUEL RIOS hearing noticec 22912.pdf	

At the bottom of the attachment details section, there are "Remove" and "Mail" buttons. The "Mail" button is highlighted with a red box. A "Previous" button is also visible below the attachment details.

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The screenshot shows the "Mail" composition screen. It has fields for "To Email Address *", "Attachment", "Subject", and "Body". The "Attachment" field contains two entries: "MANUEL RIOS hearing noticec 22912.pdf;manuel nos of 20110706170340302.pdf". A "Send" button is located at the bottom right of the form.



1.36 The solution should have the ability for merge created documents to attach to claims as an attachment.

Any generated documents can be attached as an attachment.

eRIMS2® Risk Insurance Management System Welcome admin admin
DashBoard | Logoff | Docs

Claims | Diary | SLT | COI | Policies | Exposures | ACI | Reports | Administrator

WC | AL | DPD | Property | PL

Claim Number	SONIC Location d/b/a	Name	Date of Incident	Associated First Report	Investigation	Companion Claim(s)
YZK C 14209	Lexus of Rockville	RIO MANUEL	06/20/2011	WC-1692	1441	YZK C 14209

Attachment

Attachment Description :

Attachment File Name(s) : No file chosen
 No file chosen
 No file chosen
 No file chosen
 No file chosen

Attachment Details

Attachment Description	File Name	View
<input type="checkbox"/> doctors note and w/c claim letter from SRS	20110706170340302.pdf	
<input type="checkbox"/> Hearing Notice Feb 2012	MANUEL RIOS hearing notice: 22912.pdf	

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1.37 The solution shall provide a way to create an organizational hierarchy.

Depending on the complexity of the organizational hierarchy eRIMS can represent this through cascading drop down fields, or a tree view.

Group/Division*	:	SALES - 6	Location/Region	:	400-North Central 402
Department/Zone	:	300-NORTHEAST	Product Line/District	:	000-NA
Job Type	:	-- Select --			

Entity Hierarchy

Entity Hierarchy Date : 11/08/2018 ? Go Entity Search :

Go

- Company1
 - A Company
 - Mrunal's Organization
 - RBajania

Pick Cancel



1.38 The solution shall provide a way to update the organizational hierarchy.

The organizational hierarchy can be edited by a system administrator regardless of which type is used, drop down boxes or the tree view control.

1.39 The solution shall provide a way to limit what users have access based on the organizational hierarchy.

Users can be restricted by the system administrator to only see data for allowed entities in the hierarchy

1.40 The solution shall provide a way to merge departments and divisions.

Entities can be moved within the hierarchy by privileged users in eRIMS using the user interface. The merging of data by two entities at the same level is handled by Emerson as a support task.



1.41 The solution shall provide a way to update, add, and delete divisions and departments within the organization.

Entities can be created, edited and made inactive. Deletion is not allowed through the user interface for preservation of historical data.

Department

Search By Department Name No. of Records per page : 50 Page 1 of 8 Go to page : 1

Search By Department #

Department Name	Department Number
<input type="checkbox"/> (UI/SA only)	757
<input type="checkbox"/> Appropriation Budget Reserve (UI/SA only)	490
<input type="checkbox"/> Athletic Comm	330
<input type="checkbox"/> Board Of Speech Pathology & Audiology	295
<input type="checkbox"/> Board Of Tax Appeals	300

Department Details

Department Name * Agency Name

Department Number * Active

General Contact County

Address 1 Address 2

City State

Zip Code Department Prefix

Notes

Summary Bills

Division Number No record found

[Add](#)

Folders	Document Count
<input type="checkbox"/> Invoices and Payments	0
<input type="checkbox"/> Photos	0



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.

Emerson offers a Lookup Table Maintenance module that allows the user to manually modify the lookup fields that will be found in eRIMS.

Description	Code	Active	Edit	Delete
Boiler & Machinery	1	Active	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
Property & Casualty	2	Active	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
LC Consultation	3	Active	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>

[Add New](#) [Cancel](#)

Description :

Code* :

Active : Yes No

Tracking Log Type :

- Select --
- Boiler & Machinery
- Property & Casualty
- LC Consultation

1.43 The solution should be able to operate in all common browsers such as Internet Explorer, Chrome, and Firefox.

Since eRIMS is built and maintained in ASP.NET as web-based software. It can run on any major web browser.



1.44 The solution shall provide a method of recording reserves.

eRIMS has built-in Financial screens attached to every claim screen where it is deemed necessary for users with the proper Security rights to track reserves, payments, and transactions.

Claim Number	Amount Claimed	FB #	State	Contractor Name	Date Of Loss	Date Received	City of Loss	High Value Coverage
C2136			Tennessee		11/04/2017			

Cargo Claim - Financials							
Financials Transactions * Recovery Summary Recovery Transactions	Financials						
	Payment ID	Recovery Reserve \$	Recovery \$	Reserve \$	Incurred \$	Paid \$	Outstanding \$
	Claim	0.00	0.00	0.00	0.00	0.00	0.00
	Expense	0.00	0.00	505.00	505.00	505.00	0.00
	Legal	0.00	0.00	0.00	0.00	0.00	0.00
	Current Total	0.00	0.00	505.00	505.00	505.00	0.00
<input type="checkbox"/> Show Financials by Occurrence		Ground Up Claim Amount : \$ <input type="text"/>		Prior Valuation Date : <input type="text"/>		<input type="button" value="Go"/>	
<input type="button" value="Previous Step"/> <input type="button" value="Save"/> <input type="button" value="Next Step"/> <input type="button" value="View Claim Popup"/>							



1.45 The solution shall provide a method of relating reserves to a particular claim.

Reserves and any financial information is tracked and assigned at the claim level, so the financial information for one claim will not relate to a separate one.

Claim Number	Amount Claimed	FB #	State	Contractor Name	Date Of Loss	Date Received	City of Loss	High Value Coverage
2136			Tennessee		11/04/2017			

Cargo Claim - Financials

Financials Transactions * Recovery Summary Recovery Transactions	Financials						
	Payment ID	Recovery Reserve \$	Recovery \$	Reserve \$	Incurred \$	Paid \$	Outstanding \$
Claim		0.00	0.00	0.00	0.00	0.00	0.00
Expense		0.00	0.00	505.00	505.00	505.00	0.00
Legal		0.00	0.00	0.00	0.00	0.00	0.00
Current Total		0.00	0.00	505.00	505.00	505.00	0.00

Show Financials by Occurrence
 Ground Up Claim Amount : \$
 Prior Valuation Date : ?



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.

eRIMS has the ability to allow reserve lines to be created as well as track the Payment ID needed by the customer.

Reserves			
	Incurred	Paid	Outstanding
Claim	\$0.00	\$0.00	\$0.00
Expense	\$505.00	\$505.00	\$0.00
Legal	\$0.00	\$0.00	\$0.00

Payment Information			
Input Date *	: 11/15/2017	Claim Status	: Closed
Transaction Date *	: 11/15/2017	Payee	: <input type="radio"/> Claimant <input checked="" type="radio"/> Vendor
Payment Id *	: Expense	Pay To The Order of *	: <input type="text"/> V
Payee TIN	: -- Select --	Payee SSN	: <input type="text"/>
Paycode *	: Expense	Reviewed By *	: <input type="text"/>
Amount *	: \$ 130.00		
Supporting Document Type	: Invoice		
Document Number	: 10569	Document Date	: <input type="text"/> ?
Payment Narrative	: -- Select --		
Final Payment	: <input type="checkbox"/>		
Payee	:		
Payee Address 1	:	Payee Address 2	:
Payee City	:	Payee State	:
Payee Zip Code	:		

Disposition	
Comment	: <input type="text"/>



1.47 Each line of reserves shall relate to transaction types that can be used to record payments made. eRIMS relates each line of reserves to the transaction types.

Financials

Transactions *

Recovery Summary

Recovery Transactions

Transactions

Reserve
 Check

Disposition	Payee	Check #	Date	Type	Amount	Status	Entered	Payment ID	Invoice #	Serv. from	Serv. to
Edit View Delete			11/15/2017	Payment	\$130.00		11/15/2017	Expense	10569		
Edit View Delete			11/13/2017	Payment	\$375.00		11/13/2017	Expense	W 63504		
Edit View Delete			11/08/2017	Reserve	\$130.00		11/08/2017	Expense			
Edit View Delete			11/08/2017	Reserve	\$375.00		11/08/2017	Expense			

Display

Show All

Reserves Payments Pending Check Transactions

Show Financials by Occurrence Date

Start Date : ? End Date : ?

Payment IDs

Show All

Claim Expense Legal

1.48 The solution shall track all changes to reserves including the amount changed, who made the change, the date of the change.

User changes for reserves and any other financial data are tracked and audited at the database level.



1.49 The solution shall show a current reserve balance, the amount paid, any amount collected, and then an incurred balance.

eRIMS show a current reserve balance, the amount paid, any amount collected, and incurred balance.

Claim Number	Amount Claimed	FB #	State	Contractor Name	Date Of Loss	Date Received	City of Loss	High Value Coverage
C2186			Tennessee		11/04/2017			

Cargo Claim - Financials							
Financials	Financials						
	Payment ID	Recovery Reserve \$	Recovery \$	Reserve \$	Incurred \$	Paid \$	Outstanding \$
Transactions *	Claim	0.00	0.00	0.00	0.00	0.00	0.00
Recovery Summary	Expense	0.00	0.00	505.00	505.00	505.00	0.00
Recovery Transactions	Legal	0.00	0.00	0.00	0.00	0.00	0.00
	Current Total	0.00	0.00	505.00	505.00	505.00	0.00

Show Financials by Occurrence
 Ground Up Claim Amount : \$
 Prior Valuation Date : ?



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.

eRIMS offers a Prior Valuation Date through for reserves and other transactions to provide financials as of any date needed.

Cargo Claim - Financials						
Financials						
Payment ID	Recovery Reserve \$	Recovery \$	Reserve \$	Incurred \$	Paid \$	Outstanding \$
Claim	0.00	0.00	0.00	0.00	0.00	0.00
Expense	0.00	0.00	505.00	505.00	505.00	0.00
Legal	0.00	0.00	0.00	0.00	0.00	0.00
Current Total	0.00	0.00	505.00	505.00	505.00	0.00

Show Financials by Occurrence Ground Up Claim Amount : \$ Prior Valuation Date : ?

1.51 The solution shall allow for the customization of reserve limits.

eRIMS allows users to customize reserve limits, including work flow rules for approval based on reserve size.

1.52 The solution shall provide a method of configuration access via groups.

Yes, eRIMS2 provide a method of configuration access via groups.



1.53 The solution shall provide a method of creating, deactivating, and/or deleting unique users.

Administrative user can view, edit and delete unique users.

eRIMS2[®] Risk Insurance Management System

Welcome admin admin
Dashboard | Logout | Dots

Claims | Diary | SLT | COI | Policies | Exposures | ACI | Reports | Administrator

Security

Search by User Name: **Search**

No. of Records per page: Page 1 of 78 **Go to page:** **Go**

Delete **Add New**

User Name	First Name	Last Name	Admin Access	
Jsmith	John	Smith	No	Edit View
Jdoe	James	Doe	No	Edit View
Pmcdonald	Peter	McDonald	No	Edit View

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1.54 The solution shall provide a method of reporting on users privileges.

eRIMS provides a method of reporting on user privileges.

The screenshot displays the eRIMS2 Risk Insurance Management System interface. At the top, there is a navigation menu with options: Claims, Incidents, COI, Policies, Contacts, Reports, Check Printing, Administration, and Help. The main content area is titled "User Security Rights Report" and includes a "Select Recipients" dropdown menu set to "-- Select --" and a "Send Email" button. There are also links for "Export To PDF", "Export To Excel", and "Back". Below this is a table titled "Security Rights Report By User" with a "Date Run: 11/08/2018". The table has columns for First Name, Last Name, Username, Group, and Right. The data row shows a user named "User" with last name "Test" and username "Utest". The user has several rights listed under the "Group" column, including "Auto Claims View", "COI View", "Contacts View", "Individual Right", "PD Claims View", "Policy View", and "Safety Incidents View". A "Back" button is located below the table. At the bottom right of the page, there is a copyright notice: "© 2018, Emerson Software Solutions Inc. All Rights Reserved."

First Name	Last Name	Username	Group	Right
User	Test	Utest	Auto Claims View	Auto Claims View
			COI View	COI View
			Contacts View	Contact View
			Individual Right	
			PD Claims View	PD Claims View
			Policy View	Policy View
			Safety Incidents View	Safety Incidents View

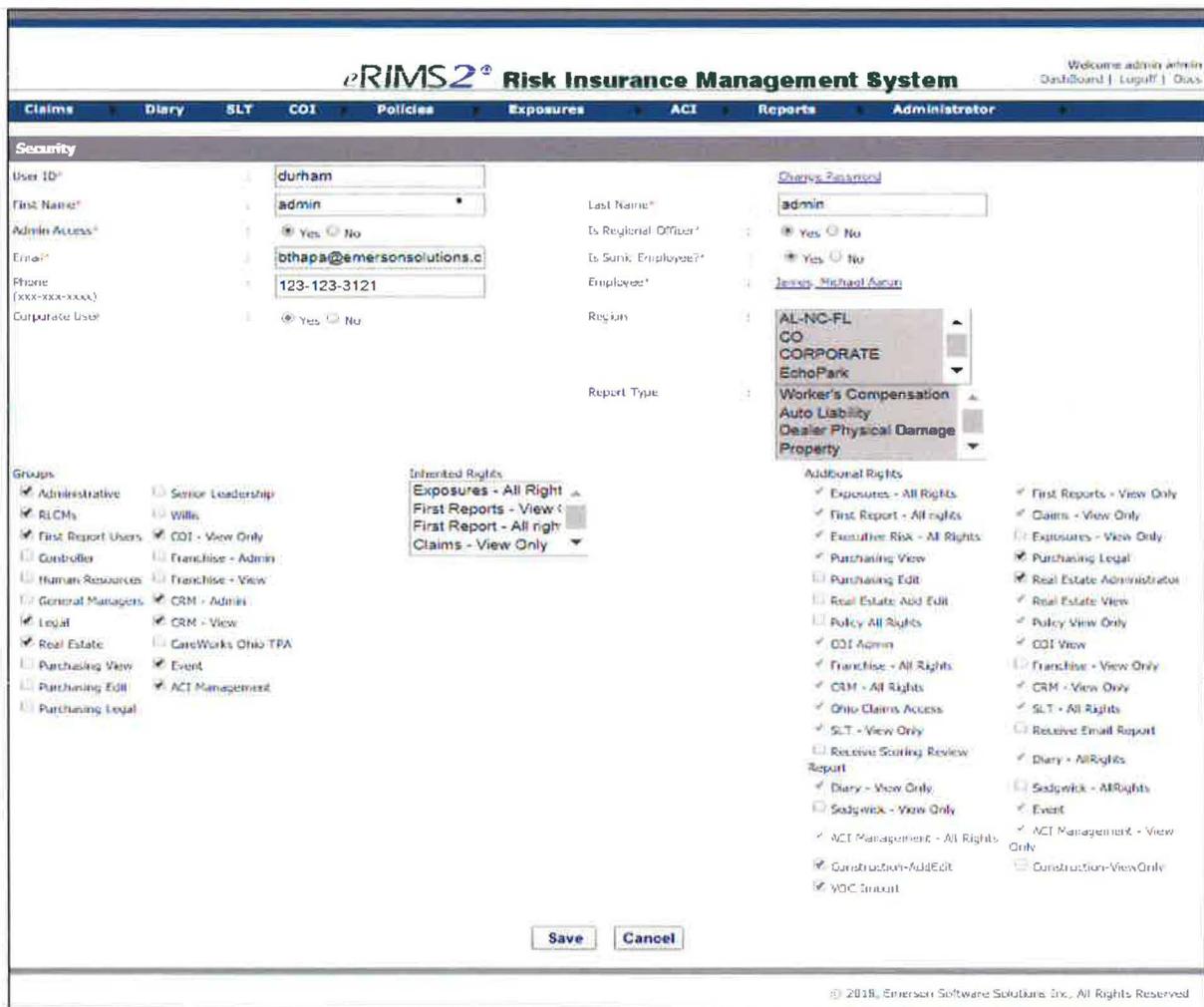
1.55 The solution shall have a time out period where users are logged out after a specified length of time inactive.

The eRIMS system enforces a time out period where users are logged out after a specified length of time



1.56 The solution shall provide a method of restricting access based on a role or group.

eRIMS provides a method of restricting access based on a role or group.





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.

eRIMS offers functionality that can track unsuccessful logon attempts for a configurable number, locking user's logon system for a configurable amount of time.

1.58 The solution shall support data storage using encryption algorithms that meet or exceed the strength of 128-bit advanced encryption standard.

eRIMS will encrypt the data at rest, meeting all necessary standards.

1.59 The solution should be capable of supporting password strings of at least 15 characters during password authentication.

eRIMS will handle 15-character or greater passwords.

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.

eRIMS supports password expiration configurable to your number of days.

1.61 The solution shall be capable of encrypting data in transit to protect it from unauthorized disclosure.

All data in transit is encrypted, between servers and workstations, and between eRIMS and TPA's, vendors, etc.

1.62 The solution shall be capable of terminating communications when sessions are completed.

eRIMS will terminate communications when communicating with other systems. User sessions will be terminated by the user or by a timeout feature monitored by eRIMS.

1.63 The solution shall provide the ability for an administrative user and/or end-user to change passwords.

eRIMS provides users a way to change their own passwords, or administrators to change a user's password. eRIMS does not allow administrators to see another user's password.

1.64 The solution shall provide electronic alerts to any user whose password is about to expire.

eRIMS can warn a user of an expiring password in X days on login.



1.65 The solution should provide the ability for an administrative user to add, change, or inactivate user logon accounts.

Administrative users may add, change, inactivate or delete user accounts.

1.66 The solution shall provide the ability for an administrative user to change a user's name.

This functionality can be managed by the Admin user through the Security module.

Security			
User ID *	durham	Change Password	
First Name *	Emerson	Last Name *	Solutions
Admin Access *	<input checked="" type="radio"/> Yes <input type="radio"/> No	Phone (XXX-XXX-XXXX)	555-123-1234
Email *	jpaudel@emersonsolutions.c	DropDown Bind Order	Description - Code
No. of Results per Page	50	Claim Adjuster	<input checked="" type="checkbox"/>
Adjuster Code	1234	Entry Adjuster	<input checked="" type="checkbox"/>
Inactive (login disabled)	<input type="checkbox"/>	Worker Injury Only	<input type="checkbox"/>
Account Type	Risk Team		

1.67 The solution shall provide the ability for an administrative user to manage business process-specific roles.

This functionality can be managed by the Admin user through the Security module once put in place and agreed upon by Emerson and the customer.

Security			
User ID *	durham	Change Password	
First Name *	Emerson	Last Name *	Solutions
Admin Access *	<input checked="" type="radio"/> Yes <input type="radio"/> No	Phone (XXX-XXX-XXXX)	555-123-1234
Email *	jpaudel@emersonsolutions.c	DropDown Bind Order	Description - Code
No. of Results per Page	50	Claim Adjuster	<input checked="" type="checkbox"/>
Adjuster Code	1234	Entry Adjuster	<input checked="" type="checkbox"/>
Inactive (login disabled)	<input type="checkbox"/>	Worker Injury Only	<input type="checkbox"/>
Account Type	<ul style="list-style-type: none">Risk TeamRisk TeamFiltered CustomerMS Insurance Company		



1.68 The solution shall provide the ability for an administrative user to manage role-based access control.

This functionality can be managed by the Admin user through the Security module.

Groups

<input checked="" type="checkbox"/> Administrator	<input checked="" type="checkbox"/> Auto Delete
<input type="checkbox"/> Auto Claims Delete	<input checked="" type="checkbox"/> PD Claims Add
<input checked="" type="checkbox"/> Auto Claims Edit	<input type="checkbox"/> Commercial Policy Bond Claim Add
<input checked="" type="checkbox"/> Auto Claims View	<input type="checkbox"/> Auto Claims Add
<input checked="" type="checkbox"/> PD Claims Delete	<input type="checkbox"/> Claim Investigation View
<input checked="" type="checkbox"/> PD Claims Edit	<input type="checkbox"/> Claim Investigation Edit
<input checked="" type="checkbox"/> PD Claims View	<input type="checkbox"/> Claim Investigation Delete
<input type="checkbox"/> Policy Delete	<input type="checkbox"/> Property View
<input type="checkbox"/> Policy Edit	<input type="checkbox"/> Property Add
<input checked="" type="checkbox"/> Policy View	<input type="checkbox"/> Property Edit
<input checked="" type="checkbox"/> Contacts View	<input type="checkbox"/> Property Delete
<input checked="" type="checkbox"/> ...	<input type="checkbox"/> ...



1.69 The solution shall provide the ability for an administrative user to manage the manual role assignment to a user.

This functionality can be managed by the Admin user through the Security module.

The screenshot displays a security management interface with three main sections: Groups, Inherited Rights, and Additional Rights. Each section contains a list of permissions with checkboxes.

Groups	Inherited Rights	Additional Rights
<input checked="" type="checkbox"/> Administrator	Administrator	<input type="checkbox"/> Auto Claims Delete
<input type="checkbox"/> Auto Claims Delete	Auto Claims Add	<input checked="" type="checkbox"/> Auto Claims Add
<input checked="" type="checkbox"/> Auto Claims Edit	Auto Claims Edit	<input checked="" type="checkbox"/> Auto Claims View
<input checked="" type="checkbox"/> Auto Claims View	Auto Claims View	<input checked="" type="checkbox"/> PD Claims Delete
<input checked="" type="checkbox"/> PD Claims Delete	PD Claims Delete	<input checked="" type="checkbox"/> PD Claims Add
<input checked="" type="checkbox"/> PD Claims Edit	PD Claims Add	<input checked="" type="checkbox"/> PD Claims View
<input checked="" type="checkbox"/> PD Claims View	PD Claims Edit	<input type="checkbox"/> Policy Delete
<input type="checkbox"/> Policy Delete	PD Claims View	<input type="checkbox"/> Policy Edit
<input type="checkbox"/> Policy Edit	Policy View	<input checked="" type="checkbox"/> Contacts Add
<input checked="" type="checkbox"/> Policy View	Contacts View	<input checked="" type="checkbox"/> Contacts Delete
<input checked="" type="checkbox"/> Contacts View	Contacts Add	<input checked="" type="checkbox"/> Contacts View
	Contacts Edit	<input type="checkbox"/> Claim Transactions View
	Contacts Delete	<input type="checkbox"/> Claim Transactions Edit
	Vehicle Premium Edit	<input type="checkbox"/> Claim Transactions Add
	Exposure Vehicle Delete	<input type="checkbox"/> Exposures Add
	Exposure Vehicle Add	<input type="checkbox"/> Exposures View
	Exposure Vehicle Edit	<input type="checkbox"/> Exposures Delete
	Exposure Vehicle View	<input type="checkbox"/> Claim Investigation Edit



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.

eRIMS provides the functionality for Admin users to manage access to the system and individual claims based on selections within the organizational hierarchy.

Security

User ID * : [Change Password](#)

First Name * : Last Name * :

Admin Access * : Yes No Phone (XXX-XXX-XXXX) :

Email * : DropDown Bind Order :

No. of Results per Page : Claim Adjuster :

Adjuster Code : Entry Adjuster :

Inactive (login disabled) : Worker Injury Only :

Account Type :

Customer Name : [--Add--](#)

List of Customer

Customer Number	
ADJUTANT GENERAL'S OFFICE (RM-1)	Remove
ADMINISTRATIVE HEARINGS, OFFICE OF (RM-177)	Remove
GENERAL SERVICES DIVISION (RM-163)	Remove
JOINT COMMITTEE ON GOVERNMENT & FINANCE (RM-31)	Remove
PARKS, WEST VIRGINIA STATE (RM-17)	Remove
WEST VIRGINIA UNIVERSITY DENTAL (RM-9003)	Remove
WV COUNCIL FOR COMMUNITY & TECH. COLLEGE (RM-127)	Remove
YMCA OF KANAWHA VALLEY (SB-3322)	Remove
YOUTH OPPORTUNITY UNLIMITED INC. (SB-3281)	Remove
YOUTH SERVICES SYSTEM INC (SB-3255)	Remove



1.71 The solution shall provide the ability for an administrative user to define roles within the application.

This functionality can be managed by the Admin user through the Security module.

The screenshot displays the eRIMS2 Risk Insurance Management System interface. At the top, the logo 'eRIMS2 Risk Insurance Management System' is visible, along with user information 'Welcome test user' and navigation links 'Wall | DashBoard | Logoff | Help'. A navigation bar contains links for 'Claims', 'COI', 'Exposures', 'Policies', 'Contacts', 'Reports', 'Administration', 'Change Password', and 'Help'. The main content area is titled 'Administrator :: Groups' and features a table of user groups. Each group has an 'Edit' and a 'Remove' button. A 'Click To View Details' link is present above the table, and an 'Add New' link is at the bottom of the list.

Group Name	Edit	Remove
Administrator	<input type="button" value="Edit"/>	<input type="button" value="Remove"/>
Auto Claims Delete	<input type="button" value="Edit"/>	<input type="button" value="Remove"/>
Auto Claims Edit	<input type="button" value="Edit"/>	<input type="button" value="Remove"/>
Auto Claims View	<input type="button" value="Edit"/>	<input type="button" value="Remove"/>
PD Claims Delete	<input type="button" value="Edit"/>	<input type="button" value="Remove"/>
PD Claims Edit	<input type="button" value="Edit"/>	<input type="button" value="Remove"/>
PD Claims View	<input type="button" value="Edit"/>	<input type="button" value="Remove"/>
GL Claims Delete	<input type="button" value="Edit"/>	<input type="button" value="Remove"/>
GL Claims Edit	<input type="button" value="Edit"/>	<input type="button" value="Remove"/>
GL Claims View	<input type="button" value="Edit"/>	<input type="button" value="Remove"/>
WC Claims Delete	<input type="button" value="Edit"/>	<input type="button" value="Remove"/>

[Add New](#)

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1.72 The solution shall provide the ability for an administrative user to assign users to one or multiple roles.

Group/role membership can be managed by the Admin user through the Security module.

The screenshot displays the Security module interface for the Administrator role. It is divided into three main sections: Groups, Inherited Rights, and Additional Rights.

- Groups:** A list of roles with checkboxes. The Administrator role is checked. Other roles include Auto Claims Delete, Auto Claims Edit, Auto Claims View, PD Claims Delete, PD Claims Edit, PD Claims View, Policy Delete, Policy Edit, Policy View, and Contacts View.
- Inherited Rights:** A list of permissions inherited from the Administrator role. The list includes: Auto Claims Add, Auto Claims Edit, Auto Claims View, PD Claims Delete, PD Claims Add, PD Claims Edit, PD Claims View, Policy View, Contacts View, Contacts Add, Contacts Edit, Claim Transactions View, Contacts Delete, Vehicle Premium Edit, Exposure Vehicle Delete, Exposure Vehicle Add, Exposure Vehicle Edit, and Exposure Vehicle View.
- Additional Rights:** A list of permissions that can be added to the role. The Administrator role is checked. Other permissions include: Auto Claims Delete, Auto Claims Add, Auto Claims Edit, Auto Claims View, PD Claims Delete, PD Claims Add, PD Claims Edit, PD Claims View, Policy Delete, Policy Add, Policy Edit, Policy View, Contacts Add, Contacts Delete, Contacts Edit, Contacts View, Claim Transactions View, Claim Transactions Edit, Claim Transactions Delete, Claim Transactions Add, Exposures Add, Exposures Edit, Exposures View, Exposures Delete, and Claim Investigation Edit.



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.

This functionality can be managed by the Admin user through the Security module.

The screenshot displays a security configuration interface with three main sections: Groups, Inherited Rights, and Additional Rights.

- Groups:** A list of roles with checkboxes for various permissions. Visible roles include Administrator, Auto Claims Delete, Auto Claims Edit, Auto Claims View, PD Claims Delete, PD Claims Edit, PD Claims View, Policy Delete, Policy Edit, Policy View, and Contacts View.
- Inherited Rights:** A scrollable list of permissions for the selected role. The 'Administrator' role is selected, showing a comprehensive set of permissions including Auto Claims, PD Claims, Policy, Contacts, Claim Transactions, Vehicle Premium, and Exposure Vehicle actions (Delete, Add, Edit, View).
- Additional Rights:** A second list of permissions, many of which are checked. Visible permissions include Auto Claims Delete, Auto Claims Edit, PD Claims Delete, PD Claims Edit, Policy Delete, Policy Edit, Contacts Add, Contacts Edit, Claim Transactions View, Claim Transactions Delete, Administrator, Exposures Edit, and Exposures Delete.



1.74 The solution shall provide the ability for an administrative user to manage access controls through a group profile.

This functionality can be managed by the Admin user through the Security module.

The screenshot displays the Security module interface with three main sections: Groups, Inherited Rights, and Additional Rights. Each section contains a list of permissions with checkboxes for selection.

Groups	Inherited Rights	Additional Rights
<input checked="" type="checkbox"/> Administrator	<input checked="" type="checkbox"/> Administrator	<input type="checkbox"/> Auto Claims Delete
<input type="checkbox"/> Auto Claims Delete	<input checked="" type="checkbox"/> Auto Claims Add	<input checked="" type="checkbox"/> Auto Claims Add
<input checked="" type="checkbox"/> Auto Claims Edit	<input checked="" type="checkbox"/> Auto Claims Edit	<input checked="" type="checkbox"/> Auto Claims View
<input checked="" type="checkbox"/> Auto Claims View	<input checked="" type="checkbox"/> Auto Claims View	<input checked="" type="checkbox"/> PD Claims Delete
<input checked="" type="checkbox"/> PD Claims Delete	<input checked="" type="checkbox"/> PD Claims Delete	<input checked="" type="checkbox"/> PD Claims Add
<input checked="" type="checkbox"/> PD Claims Edit	<input checked="" type="checkbox"/> PD Claims Add	<input checked="" type="checkbox"/> PD Claims View
<input checked="" type="checkbox"/> PD Claims View	<input checked="" type="checkbox"/> PD Claims Edit	<input type="checkbox"/> Policy Add
<input type="checkbox"/> Policy Delete	<input checked="" type="checkbox"/> PD Claims View	<input type="checkbox"/> Policy Delete
<input type="checkbox"/> Policy Edit	<input type="checkbox"/> Policy View	<input type="checkbox"/> Policy Edit
<input checked="" type="checkbox"/> Policy View	<input checked="" type="checkbox"/> Contacts View	<input checked="" type="checkbox"/> Policy View
<input checked="" type="checkbox"/> Contacts View	<input checked="" type="checkbox"/> Contacts Add	<input checked="" type="checkbox"/> Contacts Delete
	<input checked="" type="checkbox"/> Contacts Edit	<input checked="" type="checkbox"/> Contacts View
	<input type="checkbox"/> Contacts Delete	<input type="checkbox"/> Claim Transactions Edit
	<input type="checkbox"/> Vehicle Premium Edit	<input type="checkbox"/> Claim Transactions Add
	<input checked="" type="checkbox"/> Exposure Vehicle Delete	<input type="checkbox"/> Claim Transactions View
	<input checked="" type="checkbox"/> Exposure Vehicle Add	<input checked="" type="checkbox"/> Claim Transactions Delete
	<input checked="" type="checkbox"/> Exposure Vehicle Edit	<input checked="" type="checkbox"/> Administrator
	<input type="checkbox"/> Exposure Vehicle View	<input type="checkbox"/> Exposures Edit
		<input type="checkbox"/> Exposures Delete
		<input type="checkbox"/> Claim Investigation Edit



1.75 The solution shall provide the ability for an administrative user to manage user privileges through a group profile.

This functionality can be managed by the Admin user through the Security module.

Groups	Inherited Rights	Additional Rights
<input checked="" type="checkbox"/> Administrator	Administrator	<input type="checkbox"/> Auto Claims Delete
<input type="checkbox"/> Auto Claims Delete	Auto Claims Add	<input checked="" type="checkbox"/> Auto Claims Add
<input checked="" type="checkbox"/> Auto Claims Edit	Auto Claims Edit	<input checked="" type="checkbox"/> Auto Claims View
<input checked="" type="checkbox"/> Auto Claims View	Auto Claims View	<input checked="" type="checkbox"/> PD Claims Delete
<input checked="" type="checkbox"/> PD Claims Delete	PD Claims Delete	<input checked="" type="checkbox"/> PD Claims Add
<input checked="" type="checkbox"/> PD Claims Edit	PD Claims Add	<input checked="" type="checkbox"/> PD Claims View
<input checked="" type="checkbox"/> PD Claims View	PD Claims Edit	<input type="checkbox"/> Policy Delete
<input type="checkbox"/> Policy Delete	PD Claims View	<input type="checkbox"/> Policy Add
<input type="checkbox"/> Policy Edit	Policy View	<input type="checkbox"/> Policy Edit
<input checked="" type="checkbox"/> Policy View	Contacts View	<input checked="" type="checkbox"/> Contacts Add
<input checked="" type="checkbox"/> Contacts View	Contacts Add	<input checked="" type="checkbox"/> Contacts Delete
<input checked="" type="checkbox"/> Contacts Edit	Contacts Edit	<input checked="" type="checkbox"/> Contacts View
<input type="checkbox"/> Auto Delete	Contacts Delete	<input type="checkbox"/> Claim Transactions View
<input checked="" type="checkbox"/> PD Claims Add	Contacts Add	<input type="checkbox"/> Claim Transactions Edit
<input type="checkbox"/> Commercial Policy Bond Claim Add	Contacts Delete	<input type="checkbox"/> Claim Transactions Delete
<input type="checkbox"/> Auto Claims Add	Vehicle Premium Edit	<input type="checkbox"/> Claim Transactions Add
<input type="checkbox"/> Claim Investigation View	Exposure Vehicle Delete	<input checked="" type="checkbox"/> Administrator
<input type="checkbox"/> Claim Investigation Edit	Exposure Vehicle Add	<input type="checkbox"/> Exposures Add
<input type="checkbox"/> Claim Investigation Delete	Exposure Vehicle Edit	<input type="checkbox"/> Exposures Edit
<input type="checkbox"/> Property View	Exposure Vehicle View	<input type="checkbox"/> Exposures Delete
<input type="checkbox"/> Property Add		<input type="checkbox"/> Claim Investigation Edit
<input type="checkbox"/> Property Edit		
<input type="checkbox"/> Property Delete		



1.76 The solution shall provide the ability for an administrative user to manage group security profile.

This functionality can be managed by the Admin user through the Security module.



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.

Data changes in eRIMS are audited at the database level, storing the author, content and time of edit.

1.78 The solution shall provide the ability to generate/print the audit trail of all solution transactions based on User ID/personnel information.

The solution will select and print user audits for an account.

1.79 The solution shall provide the ability to log date, time, and user ID associated with file maintenance transactions.

Data changes in eRIMS are audited at the database level in SQL Server. There are no file maintenance transactions.

1.80 The solution shall have a 'wild card' search function, enabling users to search on partial information.

eRIMS will have wildcard functionality in claim and contact searches.

1.81 The solution shall allow for the identification of multiple types of claims.

eRIMS allows the management of multiple major coverages, as well as many minor coverages.



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.

eRIMS can implement functionality from DocuSign so that users can utilize legal electronic signatures within the solution.

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.

eRIMS can be configured to read and OCR specific areas on a page. Specific details for this requirement will be needed for the configuration.

1.84 Solution shall provide for the ability for secure email functionality from the solution.

eRIMS will provide the functionality for secure email from the system.



1.85 The solution shall allow for the generation of letters that can be reviewed and edited before being sent.

eRIMS comes equipped with an Abstracts & Customs letters feature that will generate letters for users to review and edit prior to being sent to recipients.

The screenshot displays the eRIMS2 Risk Insurance Management System interface. At the top, the system name and a navigation menu are visible. Below the menu, a search bar and a list of tabs are present. The main content area shows a table with claim details and a section for 'Abstracts & Letters' containing a list of documents with a 'View' column highlighted by a red box.

Internal Claim Number	TPA Claim Number	Date Of Loss	Status	Customer	Claimant Name
	410-940751-001	09/11/1988	CLOSED	CONCORD UNIVERSITY	JIMINEZ,ANN

Document Description	Document Type	View
<input type="checkbox"/> Claim Settlement Authority Request APR 11	Document	
<input type="checkbox"/> CSR Report Template APR 11	Document	
<input type="checkbox"/> MineSub ACK 2018_APR 11	Document	
<input type="checkbox"/> MineSub RPT 2018 APR 11	Document	
<input type="checkbox"/> non-waiver APR 11	Document	
<input type="checkbox"/> PAY NOV 2007 - APR 12 version	Document	
<input type="checkbox"/> Property acknowledgement to insured APR 11	Document	
<input type="checkbox"/> Property report of claim APR 11	Document	
<input type="checkbox"/> RELEASED APR 11	Document	
<input type="checkbox"/> Suit ACK APR 11	Document	
<input type="checkbox"/> Sworn Statement in Proof of Loss APR 11	Document	
<input type="checkbox"/> Trial Notice eRIMS APR 11	Document	



1.86 The solution shall provide for a mechanism for users to send documents to the solution for attachment into specific claims.

Emerson provide a functionality to attach documents for specific claims.

The screenshot displays the EchoPark eRIMS2 Risk Insurance Management System interface. The top navigation bar includes 'Claims', 'Diary', 'SLT', 'COI', 'Policies', 'Exposures', 'ACI', 'Reports', and 'Administrator'. The user is logged in as 'admin admin' with options for 'Dashboard', 'Logoff', and 'Docs'. The main content area shows a claim summary table with columns: Claim Number, SONIC Location d/b/a, Name, Date of Incident, Associated First Report, Investigation, and Companion Claim(s). The selected claim is YZK C 14209, located at Lexus of Rockville, involving RIO MANUEL on 06/20/2011, with an associated report of WC-1692 and investigation number 1441. The 'Attachment' section is active, showing an 'Attachment Description' field, an 'Attachment File Name(s)' list with five 'Choose File' buttons, and an 'Add Attachment' button. Below this, the 'Attachment Details' table lists two files: 'doctors note and w/c claim letter from SRS' (20110706170340302.pdf) and 'Hearing Notice Feb 2012' (MANUEL RIOS hearing noticec 22912.pdf). A 'Previous' button is visible at the bottom of the attachment section.

Claim Number	SONIC Location d/b/a	Name	Date of Incident	Associated First Report	Investigation	Companion Claim(s)
YZK C 14209	Lexus of Rockville	RIO MANUEL	06/20/2011	WC-1692	1441	YZK C 14209

Attachment Description	File Name	View
<input type="checkbox"/> doctors note and w/c claim letter from SRS	20110706170340302.pdf	
<input type="checkbox"/> Hearing Notice Feb 2012	MANUEL RIOS hearing noticec 22912.pdf	

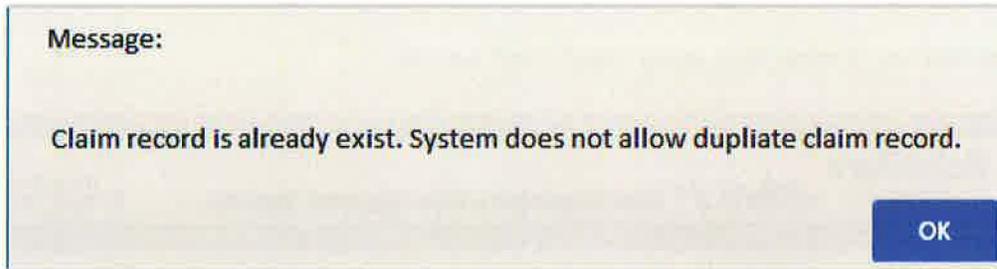
1.87 The solution shall provide for the creation of letter templates that are able to merge claim data. Templates must be able to be created or uploaded to the solution without having to access a legacy site.

Custom letters may be designed for eRIMS according to Nebraska's requirements. Data extracts from the Ad hoc report writer may be sent to mail merge documents created by users.



1.88 Please describe the solutions ability to warn for the possibly of duplicate claim information.

eRIMS generates unique claim numbers for all claim records. eRIMS will prevent inserting duplicate records in the eRIMS system and notify user about duplicate claim record, depending on Nebraska's key fields that identify duplicates.





2. ATTACHMENTS/DOCUMENTS/FILES

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.

User can attached any format files using attachment screen.

The screenshot displays the EchoPark eRIMS2 Risk Insurance Management System interface. At the top, the logo and system name are visible, along with user information: "Welcome admin admin" and links for "DashBoard | Logoff | Docs". A navigation bar includes "Claims", "Diary", "SLT", "COI", "Policies", "Exposures", "ACI", "Reports", and "Administrator". Below this, a sub-menu shows "WC" selected, with other options like "AL", "BPD", "Property", "PL", and "Diary".

A table lists claim details:

Claim Number	SONIC Location d/b/a	Name	Date of Incident	Associated First Report	Investigation	Companion Claim(s)
YZK C 14209	Lexus of Rockville	RIO MANUEL	06/20/2011	WC-1692	1491	YZK C 14209

The main content area is titled "Attachment" and includes a sidebar with navigation options: "Claim Identification", "Financial", "Transactions", "Return To Work", "Notes", "Risk Management Worksheet *", and "Attachment". The "Attachment" section contains:

- An "Attachment Description" field with a plus sign icon.
- An "Attachment File Name(s)" section with five "Choose File" buttons, each followed by "No file chosen".
- An "Add Attachment" button highlighted with a red box.
- An "Attachment Details" table:

Attachment Description	File Name	View
<input type="checkbox"/> doctors note and w/c claim letter from SRS	20110706170340302.pdf	
<input type="checkbox"/> Hearing Notice Feb 2012	MANUEL RIOS hearing noticec 22912.pdf	

Below the table are "Remove" and "Mail" buttons. At the bottom of the attachment section is a "Previous" button. The footer of the page reads "© 2018, Emerson Software Solutions Inc, All Rights Reserved".



2.2 The solution shall provide the ability for administrators to restrict access to documents from either a single user or group of users.

Emerson provides Admin users the ability to restrict access to particular documents through the Security module's Document Folder Security feature.



2.3 The solution shall provide the ability to print selected attached documents.

User can print any attached document by opening it.

EchoPark AUTOMOTIVE **eRIMS2** Risk Insurance Management System

Welcome admin admin
DashBoard | Logoff | Docs

Claims | Diary | SLT | COI | Policies | Exposures | ACI | Reports | Administrator

WC | AL | DPD | Property | PL | **Diary**

Claim Number	SONIC Location d/b/a	Name	Date of Incident	Associated First Report	Investigation	Companion Claim(s)
YZK C 14209	Lexus of Rockville	RIO MANUEL	06/20/2011	WC-1692	1441	YZK C 14209

Claim Identification
Financial
Transactions
Return To Work
Notes
Risk Management Worksheet *
Attachment

Attachment
Attachment Description : +

Attachment File Name(s) : No file chosen
 No file chosen
 No file chosen
 No file chosen
 No file chosen

Attachment Details

Attachment Description	File Name	View
<input type="checkbox"/> doctors note and w/c claim letter from SRS	20110706170340302.pdf	
<input type="checkbox"/> Hearing Notice Feb 2012	MANUEL RIOS hearing notice: 22912.pdf	

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2.4 The solution shall provide the ability to email from the solution, selected attached documents.

User can select single or multiple attachment and email it by clicking Send button on Mail popup screen.

The screenshot shows the EchoPark eRIMS2 Risk Insurance Management System interface. The header includes the EchoPark logo and the text "eRIMS2® Risk Insurance Management System". The user is logged in as "admin admin". The navigation menu includes Claims, Diary, SLT, COI, Policies, Exposures, ACT, Reports, and Administrator. The current view is "Diary" for claim "YZK C 14209".

Claim Number	SONIC Location d/b/a	Name	Date of Incident	Associated First Report	Investigation	Companion Claim(s)
YZK C 14209	Lexus of Rockville	RIO MANUEL	06/20/2011	WC-1692	1441	YZK C 14209

The main content area shows the "Attachment" section for this claim. It includes a list of attachments with checkboxes, a "Remove" button, and a "Mail" button (highlighted with a red box). The "Mail" button is used to email the selected attachments.

Attachment Details:

Attachment Description	File Name	View
<input type="checkbox"/> doctors note and w/c claim letter from SRS	20110706170340302.pdf	
<input type="checkbox"/> Hearing Notice Feb 2012	MANUEL RIOS hearing noticec 22912.pdf	

The screenshot shows the "Mail" popup screen. It contains the following fields:

- To Email Address * : [Redacted]
- Attachment : manuel rios.tif,20110706170340302.pdf
- Subject : [Redacted]
- Body : [Redacted]

A "Send" button is located at the bottom of the form, highlighted with a red box.



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.

User will be able to sort and filter attached documents by name, data attached, and document type by clicking on column header.

The screenshot displays the eRIMS2 Risk Insurance Management System interface. At the top, the system name "eRIMS2 Risk Insurance Management System" is visible, along with a user greeting "Welcome admin admin" and navigation links for "DashBoard", "Logoff", and "Docs". A navigation menu includes "Claims", "Diary", "SLT", "COI", "Policies", "Exposures", "ACT", "Reports", and "Administrator". Below this, a sub-menu shows "WC", "AD", "DFD", "Property", "PL", and "Diary".

The main content area shows a claim record for "Claim Number YZK C 14209" with "SONIC Location d/b/a Lexus of Rockville", "Name RIOS MANUEL", "Date of Incident 06/20/2011", "Associated First Report WC-1692", "Investigation 1441", and "Companion Claim(s) YZK C 14209".

On the left, a sidebar menu lists "Claim Identification", "Financial", "Transactions", "Return To Work", "Notes", "Risk Management Worksheet *", and "Attachment".

The "Attachment" section features a form for adding new attachments, including an "Attachment Description" field and a "Choose File" button. Below this, a table lists existing attachments:

Attachment Description	File Name	Attached Date	Attachment type	View
<input type="checkbox"/> doctors note and w/c claim letter from SRS	2011.0706170340302.pdf	11-15-2018	Type A	
<input type="checkbox"/>	manuel_rios.tif	10-12-2017	Type B	
<input type="checkbox"/> Hearing Notice Feb 2012	MANUEL_RIOS hearing notica: 22912.pdf	08-09-2011	Type A	

Buttons for "Remove" and "Mail" are located below the table. A "Previous" button is at the bottom of the attachment section.

At the bottom right of the page, the copyright notice reads: "© 2018, Emerson Software Solutions Inc. All Rights Reserved".

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.

Yes, eRIMS will retain the sort order after viewing an attached document only revert to default when the user exits the attachment screen



- 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.

Documents are stored with the claim in which they are attached. In storing documents in this manner, the documents associated with a claim are always readily available. Only documents relevant to the current claim screen will be visible. Further filtering by document type can be used with eRIMS attachment folders, which will hold separate document types in separate virtual folders with configurable user security on each folder.

- 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.

eRIMS will provide method to purge documents based on the retention date as need, and this job will run periodically on the database server.

- 2.9 The solution should allow for the retention date to be changed by user with specific administrative rights.

Yes, Administrator or user with specific administrative right will be able to change the retention date.

- 2.10 The solution should provide a method printing selected attachments related to a claim or policy without opening the attachment.

eRIMS can combine all selected document into single PDF for printing as a single print job without the user opening each attachment.

- 2.11 The solution should provide a way to sort and bookmark or mark attachments as reviewed.

Emerson allows for a “reviewed” tag to be applied to an attachment.

- 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.

Yes, eRIMS allows importing multiple documents at a time and associating them with an appropriate claim or record.

- 2.13 Describe the solutions limitation on attachment size.

Emerson can provide the client any requirements necessary with regards to attachment size as long as the customer realizes, and agrees on the concept that the larger the document, the longer it will take to download in to the system. Some clients have attachments as large as 100 to 200 megabytes.



3. SECTION 111 OF THE MEDICARE, MEDICAID AND SCHIP EXTENSION ACT OF 2007 (MMSEA)

3.1 The solution shall provide a method of validating the imported data.

The MMSEA data will be validated when it is added to eRIMS. The MMSEA reporting and related services will be handled by the registered agent, Medicare Consul Services.

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.

The Medicare required data will be exported to Medicare Consul Services as needed and Medicare Consul Services will handle file preparation and interaction with CMS.

3.3 The solution shall provide a method of creating the MMSEA Quarterly Claim File and TIN file in the method prescribed by CMS and provide a method for exporting them.

The MMSEA file conversion and handling and related services will be handled by Medicare Consul Services.

3.4 The solution shall allow for the recording of all necessary information to comply with MMSEA.

eRIMS will allow for recording all information necessary to comply with MMSEA.

3.5 The solution shall provide a method of importing all CMS response files and applying these responses to the appropriate records.

CMS responses will be imported to the appropriate records in eRIMS.

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.

eRIMS or the register agent will provide notices to the adjustors and administrators of incomplete or inaccurate data preventing submission to CMS.

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.

eRIMS will provide notices to the adjustors and administrators of CMS responses.



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.

eRIMS will provide notices to the adjustors and administrators of incomplete or inaccurate data preventing submission to CMS. These items will be stored in eRIMS as diary actions required

3.9 The solution shall keep a history of all MMSEA reports created by the system.

eRIMS will keep a history of all MMSEA reports created by the system.

3.10 The solution shall provide a way to track all information and perform all reporting required to comply with MMSEA.

eRIMS and the registered agent will track all information and perform all reporting to comply with MMSEA.

3.11 Describe the solution's ability to upload and download data to and from CMS automatically.

The CMS module will upload and download CMS data to the registered agent automatically during off-peak hours. The registered agent will upload and download files from CMS.



4. REPORTING

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.

Emerson is ready to provide the customer with any level of SOC reporting that is required.

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. Emerson is ready to provide the customer with a stewardship report to discuss overall performance.

4.3 The solution should allow the scheduling of reports to be automatically run at set days and times as determined by administrative users.

The eRIMS2 system has implemented specific modules for Scheduling and running reports that are imperative to Risk Management. The scheduled reports automatically run at prescribed days and times as determined by administrative users.

Reports can be scheduled to Admin selected recipients and/or recipient groups.

eRIMS2 comes with over 170 existing reports.

eRIMS2 [®] Risk Insurance Management System		Welcome emerson solution DashBoard Logoff Help
Report Name	Report Description	
Financial Summary Report	Report provides claim financial summary information, as selected and grouped by user.	Schedule
Point In Time Detail Report	This report provides detailed claim financial data at two points in time, as defined by the user.	Schedule
Financial Pay Type Summary Report	This report gives a financial summary, showing claim count, Medical/BI, Indemnity/PD and Expense Payments as filtered and sorted by the user	Schedule
Three Line Claim Detail Report	This report provides a detailed listing of claims and claim financials.	Schedule
Transaction Detail Report	This report provides claim transaction detail information, as selected and grouped by user	Schedule
Grouped Analysis Report	This report replaces the Cause Analysis and Frequency Analysis reports.	Schedule
Point in Time Summary Report	This report provides detailed claim financial data at two points in time, as defined by the user.	Schedule
Three Points-in-Time Summary Report	This report provides detailed claim financial data at three points in time, as defined by the user.	Schedule
Loss Stratification Report	: A summary of claim counts, percentages and financials within predefined ranges of incurred claim costs.	Schedule
Lag Summary Report	This report gives a summary of claims by the lag period between specified dates.	Schedule
Loss Limitation Report	This report allows the user to enter loss limits for up to five date ranges, and then compares those limits to selected claims.	Schedule

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4.4 The solution should control access to standard reports based on the solutions security access rules.

Admin users have the ability in eRIMS to limit user's ability to generate standard reports based on security access rules.

4.5 The solution should control the creation of end-user reports based on solution security access rules.

Admin users have the ability in eRIMS to limit user's ability to generate standard reports based on security access rules.

4.6 The solution should provide the ability to produce cost modeling analysis and statistical reports.

Though the custom and ad hoc reports eRIMS can provide financial reports for cost modeling analysis and statistical reporting.



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.

Reports such as the Financial Summary Report provides claim financial summary information that can be selected, grouped, or filtered by the user, in a similar fashion to that of the Ad Hoc Report Writer.

Once the user selects the appropriate link, they navigate to the Financial Summary Ad Hoc Report screen. From here the user can generate the necessary Report.

All reports can be scheduled to Admin selected recipients and/or recipient groups.

eRIMS2 comes with over 170 existing reports.

The screenshot displays the eRIMS2 Risk Insurance Management System interface for configuring a Financial Summary Report. The top navigation bar includes links for Claims, Mapper, Exposures, Policies, Contacts, Reports, Administration, Change Password, and Help. The main content area is titled "Financial Summary Report" and features several configuration sections:

- Group By/Sort By:** Four dropdown menus for grouping and sorting. The first is set to "Coverage", the second to "Status", and the third to "Accident Year". Each has a "Sorting" section with radio buttons for "Ascending" and "Descending".
- Filter By:** A section for applying filters. It includes:
 - Major Coverage:** A dropdown menu with options: "Auto Liability", "Commercial Policy Bond Cla", and "Property Damage".
 - Accident Year:** A dropdown menu with options: "2016", "2015", "2014", and "2013".
 - Prior Valuation Date:** A text input field containing "07/14/2016".
 - Run By Occurrence:** A radio button option.
 - Filter 1:** A dropdown menu set to "Accident Preventable" with a "Not" checkbox.
 - Filter 2:** A dropdown menu set to "Alcohol Test" with a "Not" checkbox.
 - Filters 3-10:** Ten additional dropdown menus, all currently set to "--Select--".

At the bottom of the configuration area, there are two buttons: "Generate Report" (highlighted with a red box) and "Clear Criteria".



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.

Each module within eRIMS is equipped with an Audit Trail feature so that users can view previously saved data.

Auto Claim Information Last Modified Date/Time : 04/17/2014 12:23:21 PM

Master *

Insured Driver/Vehicle *

Police Information

Witness Information

Other Vehicles/Damages

Accident Conditions *

Comments *

Abstracts & Letters

Attachments

Master

Internal Accident Number : 2811	Claim Number : <input type="text"/>
CCM Claim Number : 286701	Occurrence Number : <input type="text"/>
Coverage * : 30 - Auto Liability	In Litigation? * : No
Sub-Coverage : Physical Damage	Reported By : <input type="text"/>
Status : F - Closed	Policy Date : <input type="text"/>
Insurance Policy (automatic) : <input type="text"/> V	Report Time : <input type="text"/> AM
Report Date : <input type="text"/> ?	Photo ? : -- Select --
Creation Date : 01/13/2014	Date Closed : 04/17/2014
Entry Adjuster : Shelley Dougherty	Day of Week : Thursday
Occurrence	
Cause : 16 - Hit by Bird/Animal	
Date Of Loss * : 11/21/2013 ?	
Loss Time : 12:45 PM	
Hours Driven : <input type="text"/>	
Claim Description : <div style="border: 1px solid black; padding: 5px; min-height: 50px;">IV struck a deer.</div>	
Location of Loss : 9806 Front ST	City of Loss : Elmira
State : NY - New York	

Risk Insurance Management System - Auto Claim - Google Chrome

Auto Claim Audit Close Window

Audit Date/Time	Claim Number	Internal Accident Number	Coverage	In Litigation?	Sub-Coverage	Status	Group/Division	Location/Region	Department/Line
2018-11-09 09:59		2811	Auto Liability	No	Physical Damage	Closed	SALES	NORTHEAST	WESTERN NEW YORK BUS
2018-03-08 14:55		2811	Auto Liability	No	Physical Damage	Closed	SALES	NORTHEAST	WESTERN NEW YORK BUS
2018-03-08 14:49		2811	Auto Liability	No	Physical Damage	Closed	SALES	NORTHEAST	WESTERN NEW YORK BUS
2018-03-08 14:48		2811	Auto Liability	No	Physical Damage	Closed	SALES	NORTHEAST	WESTERN NEW YORK BUS
2018-03-08 14:47		2811	Auto Liability	No	Physical Damage	Closed	SALES	NORTHEAST	WESTERN NEW YORK BUS



4.9 The solution should produce reports that can be saved to multiple formats (e.g. PDF, Excel, etc.).

After reports are generated within eRIMS, the user is given the ability to export reports into formats such as PDF or Excel.

Select Recipients : -- Select -- [Send Email](#) [Export To PDF](#) [Export To Excel](#) [Distribution Folder](#) [Back](#)

Report Title : Financial Summary Report

First Group By : Coverage **Sorting :** Descending
Second Group By : Status **Sorting :** Ascending
Third Group By : AccidentYear **Sorting :** Ascending
Fourth Group By : **Sorting :** Ascending
Major Coverage : 'Auto'
Accident Year : 2017
Prior Valuation Date : 11/09/2018
Run By Occurrence : No

Financial Summary Report				Date Run: 11/09/2018 10:02 AM	
				Valued as of: 11/09/2018	
	Total Incurred Amount	Total Paid Amount	Total Outstanding Amount	Number Of Claims	Percent Paid/Inc.
Coverage :					
Status : CLOSED					
2017	\$0.00	\$0.00	\$0.00	1,658	0.00
Sub Total For Status :	\$0.00	\$0.00	\$0.00	1,658	0.00
Status : NO INS. COVERAGE					
2017	\$0.00	\$0.00	\$0.00	150	0.00
Sub Total For Status :	\$0.00	\$0.00	\$0.00	150	0.00
Status : OPEN					
2017	\$0.00	\$0.00	\$0.00	681	0.00
Sub Total For Status :	\$0.00	\$0.00	\$0.00	681	0.00
Sub Total For Coverage :	\$0.00	\$0.00	\$0.00	2,489	0.00
Grand Totals	\$0.00	\$0.00	\$0.00	2,489	0.00

[Back](#)

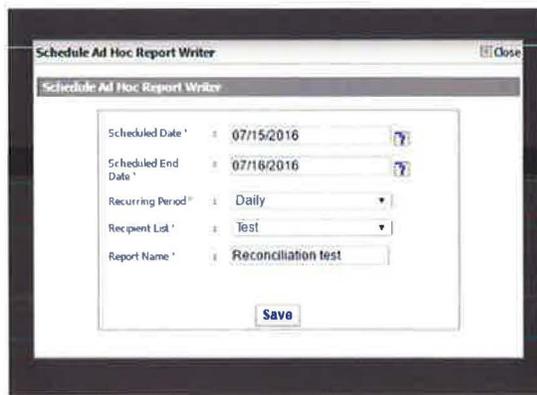
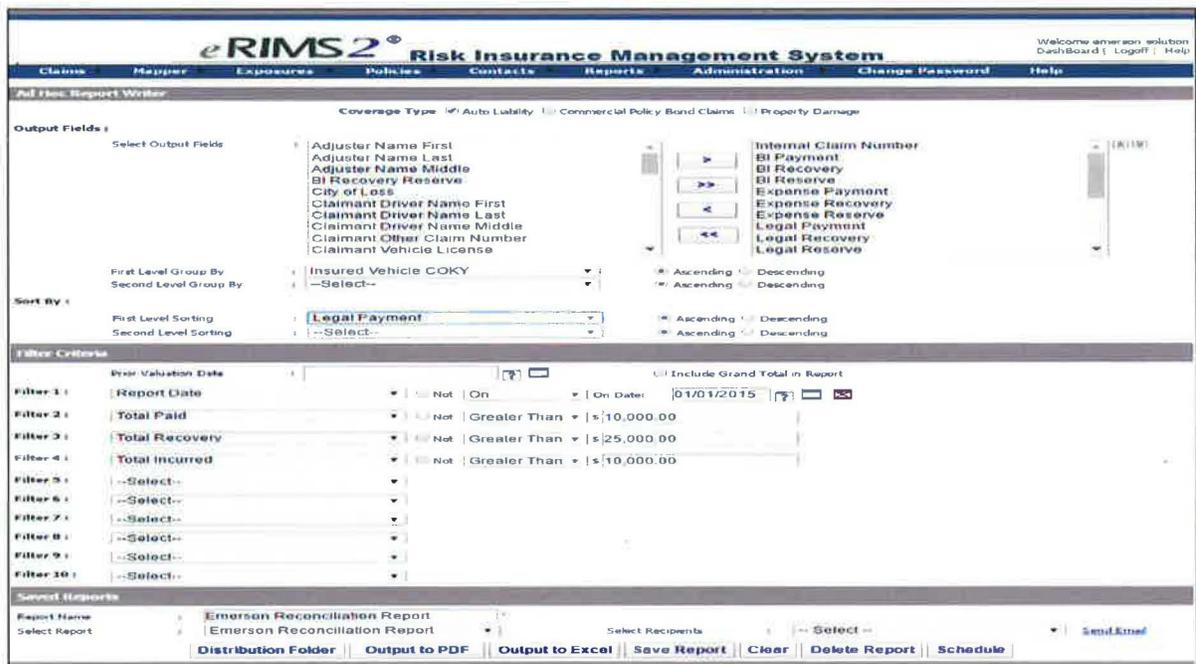


4.10 The solution should provide the capability to schedule specific reporting jobs.

The eRIMS2 system provides the user with the tools necessary to group specific data together so that the report can be generated with ease and efficiency. With advanced scheduling features, reports can be generated within a range of specified dates and specified jobs so that the user can determine:

- Daily Scheduling
- Weekly Scheduling
- Monthly Scheduling
- Quarterly Scheduling

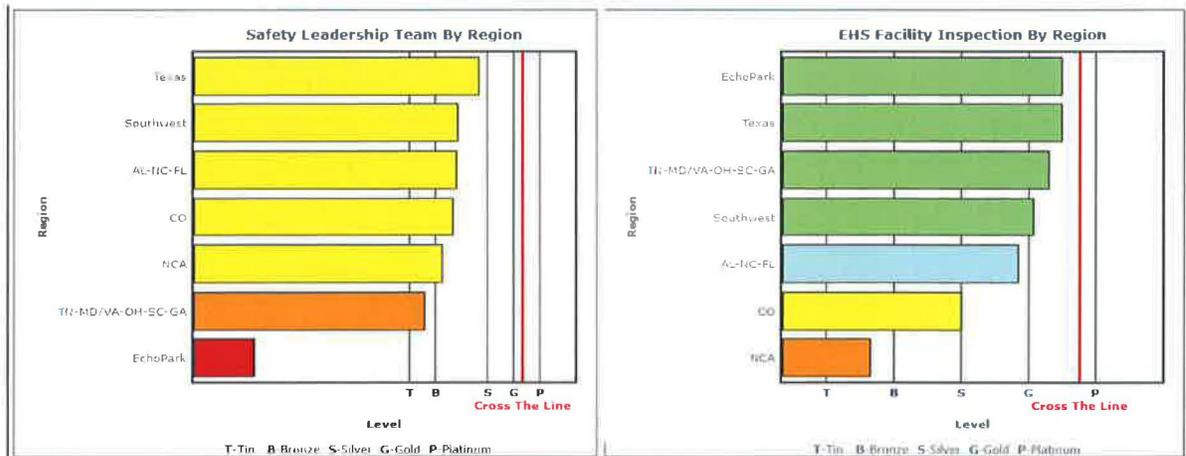
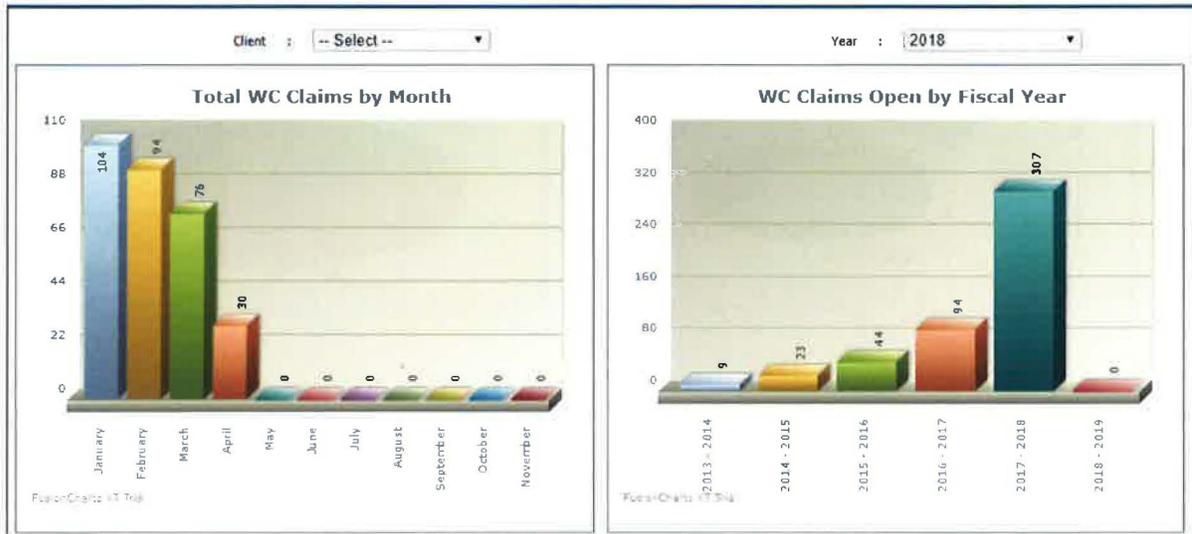
All reports can be scheduled to Admin selected recipients and/or recipient groups.

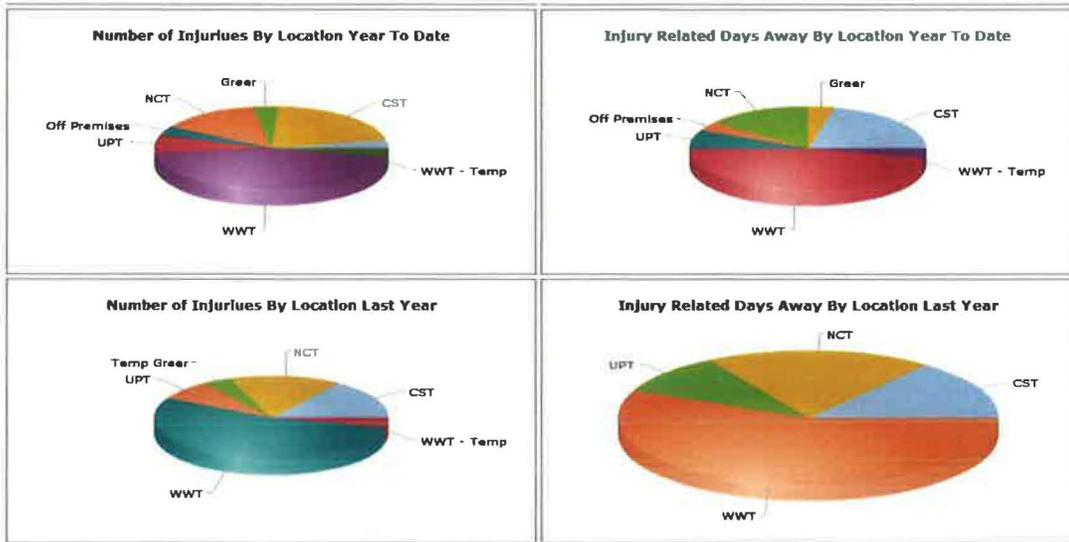




4.11 The solution should be capable of producing graphical summaries (pie charts, line graphs) for statistical reports.

Emerson has the capabilities to provide users with numerous graphical summaries for statistical reporting.







4.12 The solution should provide standard date range filters for all reports (daily, weekly, monthly, yearly, from/to range).

eRIMS offers the capabilities to provide standard date range filters for all reports.

A screenshot of a 'Relative Date' dialog box. The dialog has a title bar 'Relative Date' and a list of radio button options. The first option, 'First Day of Previous Month', is selected. At the bottom, there are 'Select' and 'Cancel' buttons.

Relative Date	
<input checked="" type="radio"/> First Day of Previous Month	<input type="radio"/> Last Day of Previous Month
<input type="radio"/> First Day of Current Month	<input type="radio"/> Last Day of Current Month
<input type="radio"/> First Day of Previous Year	<input type="radio"/> Last Day of Previous Year
<input type="radio"/> First Day of Current Year	<input type="radio"/> Last Day of Current Year
<input type="radio"/> First Day of Previous Week	<input type="radio"/> Last Day of Previous Week
<input type="radio"/> First Day of Current Fiscal Year	<input type="radio"/> Last Day of Current Fiscal Year
<input type="radio"/> Current Date	
<input type="button" value="Select"/> <input type="button" value="Cancel"/>	

4.13 The solution should provide the ability to create dashboards with metrics of interests to the Risk Management Staff.

Emerson will discuss and work alongside the customer regarding the dashboards feature during the process of implementing eRIMS



4.14 The solution should provide for report group notifications and electronic mailing to specific users.

All reports can be scheduled to Admin selected recipients and/or recipient groups. The recipients and/or recipient groups receive an email with report attached.

Saved Reports

Report Name :

Select Report :

Select Recipients : [Send Email](#)

Erims Mail - Mozilla Firefox

Mail

Email From User? : Yes No

To Email Address : You can add multiple email address separated by semi-colon(;).

Attachment :

Subject :

Body :

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.

Emerson will work with the customer so that the layout of reports is deemed more than satisfactory.



4.16 The solution should provide the ability for data on reports to be grouped or sorted by any data element.

eRIMS robust Ad Hoc reporting system allows users to group and sort by any data element necessary.

The screenshot displays the 'Auto Ad Hoc Report Writer' interface within the eRIMS2 Risk Insurance Management System. The interface is organized into several sections:

- Output Fields:** A list of fields on the left (Accounting Template, Accounting Template Description, Added BY, Agency Owned, Annual Mileage, Class, COKY Comments, COKY Description, County Garaged, Date Added) and a list on the right (COKY, Billing Cycle, Active or Surplus). Navigation buttons (>, >>, <<, <) allow moving fields between the lists.
- Sort By:** Three rows for sorting. Row 1: First Level Group By (Active or Surplus), Second Level Group By (Billing Cycle). Row 2: First Level Sorting (Billing Cycle), Second Level Sorting (COKY). Row 3: Third Level Sorting (Active or Surplus). Each row includes radio buttons for 'Ascending' and 'Descending'.
- Filter Criteria:** A list of filters. Filter 1: Accounting Template (Text, Contains). Filter 2: Department (Text, dropdown menu with options like (UISA only), Appropriation Budget Reserve (UISA only), Athletic Comm, Auditor Of Public Accounts). Filter 3: Date Added (Text, On, On Date). Filter 4: COKY (Text, dropdown menu with options 000, 002, 002A, 002B, 002C). Filters 5-10 are currently set to '--Select--'.
- Save Report:** A section at the bottom with fields for 'Report Name' and 'Select Report', a 'Select Recipients' dropdown, and a 'Send Email' link. Below these are buttons for 'Output to PDF', 'Output to Excel', 'Save Report', 'Clear', 'Delete Report', and 'Schedule'.



4.17 The solution should allow for statistical analysis and comparison of data over time periods between demographic groups, etc.

eRIMS provides numerous reports that portray financial and other necessary data over points in time set by the user.

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.

eRIMS dashboards allow for drilling down from charts and graphs into greater claim or event detail.



5. DIARY/TASKERS

5.1 The solution shall have a diary or task calendar type function to remind users of tasks that must be completed.

eRIMS provides functionality to assign diaries for events and tasks that need to be completed in a timely manner

Diary			
Assigned To	Diary Date	Claim Number	Note
nc, durham	07/20/2017	CA1705149	This is a test.
nc, durham	07/20/2017	1009596	This is a test

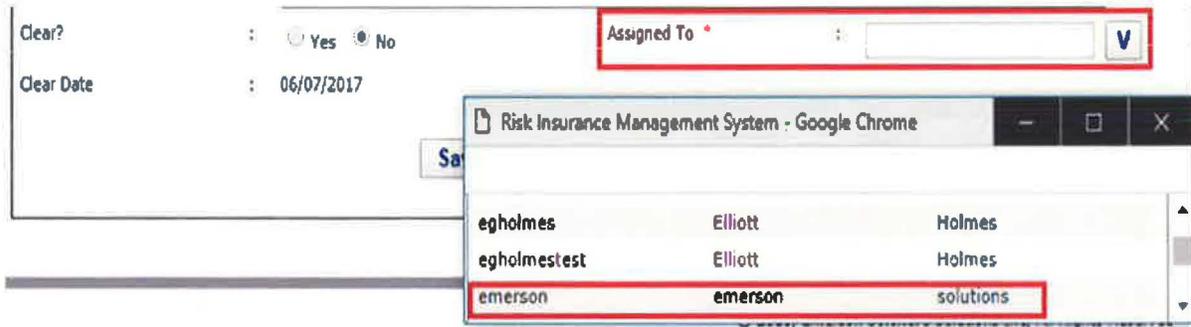
Diary Data *	Total No. of Diary Records : 3		No. of Records per page : 25	Page 1 of 1	Go to page : 1	Go	Delete	Add New
	<input type="checkbox"/> Date Of Note Entry	Assigned To	Clear Date	Cleared	Diary Date	Edit	View	
	<input type="checkbox"/> 07/20/2017	Erika		No	07/20/2017	Edit	View	
	<input type="checkbox"/> 07/20/2017	durham		No	07/20/2017	Edit	View	
<input type="checkbox"/> 06/07/2017		06/07/2017	No	06/07/2017	Edit	View		

Diary Data *	Diary Information	
	Date of Note Entry : 06/07/2017	Diary Date : 06/07/2017
	Note : <div style="border: 1px solid gray; padding: 5px;">You have been assigned as the adjuster on this claim</div>	
	Clear? : <input type="radio"/> Yes <input checked="" type="radio"/> No	Assigned To : <input type="text"/>
Clear Date : 06/07/2017	<input type="button" value="Save"/> <input type="button" value="Cancel"/> <input type="button" value="View Audit Trail"/>	



5.2 The diary/task calendar function should have a method of creating diaries/tasks based on administrative users defined business rules.

Diary assignments can be limited or restricted to the defined business rules. When assigning diaries for particular claims, users limited by the Admin user will not be able to be assigned unless given such rights.



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.

Emerson agrees to fulfill the requirement to create diary records from the MMSEA queries.



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.

eRIMS offers functionality to notify supervisors if assigned staff have not completed diary items within a specified number of days.

Security

User ID * : [Change Password](#)

First Name * : Last Name * :

Admin Access * : None Super User Administrator Phone :

Email * : DropDown Bind Order :

No. of Results per Page :

Inactive (login disabled) : Email From User : Yes No

Adjuster Contact Record :

Approved By : No file chosen Dashboard Type :

eRIMS Supervisor :

Last Claim Activity Exceeds 30 Days

Claim Number	Date of Claim	Claimant Company	Adjuster Last Name	Vessel	Voyage	Total Reserve	Reserve Outstanding
AL1200043	07/08/2016		Holmes				
CA1805172	02/13/2018	PRICESMART INC.PRICESMART INC.PRICESMART INC.PRICESMART INC.PRICESMART	Holmes	ACAPULCO			
EQ1805171	02/04/2018		Holmes				
WC1805164			Holmes				
WC1805165			Holmes				
WC1805168			Holmes				
WC1805169			Holmes				
WC1805198			Holmes				
WC1805199			Holmes				

[View All](#)



5.5 The solution should have a method of marking a diary item as complete.

The screenshot shows a software interface for managing diary information. On the left, there is a sidebar labeled "Diary Data *". The main area is titled "Diary Information" and contains the following elements:

- Date of Note Entry**: 06/07/2017
- Diary Date**: 06/07/2017
- Note**: A rich text editor with a toolbar and the text "You have been assigned as the adjuster on this claim."
- Clear?**: Radio buttons for "Yes" and "No".
- Clear Date**: 06/07/2017
- Assigned To**: A dropdown menu with a "V" icon.
- Buttons**: "Save", "Cancel", and "View Audit Trail".

5.6 The solution should have a method of bulk reassigning diaries.

eRIMS will provide bulk reassigning diaries functionality



5.7 The solution should have a method to reassign a single diary.

Users will have functionality to either re-assign a diary in bulk or individually by either the Re-Assign button on the Diary Data screen, or the user can go into the Diary and re-assign it there.

Diary Data *

Total No. of Diary Records : 3 No. of Records per page : 25 Page 1 of 1 Go to page : 1 Go

Re-Assign Delete Add New

<input checked="" type="checkbox"/>	Date Of Note Entry	Assigned To	Clear Date	Cleared	Diary Date	Edit	View
<input checked="" type="checkbox"/>	07/20/2017	Erika		No	07/20/2017	Edit	View
<input checked="" type="checkbox"/>	07/20/2017	durham		No	07/20/2017	Edit	View
<input checked="" type="checkbox"/>	06/07/2017				06/07/2017	Edit	View

Risk Insurance Management System - Google Chrome

egholmes	Elliott	Holmes
egholmestest	Elliott	Holmes
emerson	emerson	solutions

Clear? : Yes No

Clear Date : 06/07/2017

Assigned To * : V

Risk Insurance Management System - Google Chrome

egholmes	Elliott	Holmes
egholmestest	Elliott	Holmes
emerson	emerson	solutions



5.8 The diary entry should provide a link to the claim file or the record it references.

eRIMS provides a direct link from a Diary to the Claim screen so that users can navigate the system with ease.

Claim Information	
Claim Number	CA1705149
Date of Claim	06/07/2017
High Priority	No
Service Contract Number	
Date Claim Reported	06/07/2017
Claim Adjuster	
Claimant	Vendor Test 3
Claimant Type	Anonymous-8
Claimant Contact	Seaboard Marine Ltd
Operating Company	
Claimant Contact Company	
Address 1	
Address 2	
City	
State	
Zip	
Telephone	
E-mail	
Customer Reference Number	

5.9 The solution should allow for filtering/sorting diaries based on, but not limited to, due date, completion status, related claim, etc.

eRIMS provides filtering/sorting functionality based on due date, completion status and related claim.

Incidents					Claims					Policies					Contacts					Reports					Administration					Change Password					Help				
Add					Search					Diary					Assign					Search by Assigned To:					Search														
Diary Search Results					540 Records Found					No. of Records per page: 25					Page 1 of 22					Go to page: Go																			
Assigned To	Diary Date	Claim Number	Note	Clear																																			
nc, durham	01/31/2017	CA1605059																																					
nc, durham	01/31/2017	LG1605112	Testing Diary Data.																																				
Holmes, Elliott	07/20/2017	CA1705149	This is a test.																																				
Holmes, Elliott	07/20/2017	1009596	This is a test																																				
solutions, emerson	03/08/2018	WC1605116	This is a test.																																				
solutions, emerson	01/03/2018	WC1805169	This is a test Diary.																																				
solutions, emerson	07/07/2016	WC1605109	Test																																				
solutions, emerson	12/19/2017	WC1705154	This is a test.																																				
nc, durham	01/22/2015	1008945	2nd email requesting pending documentation from Chile, Cargo arrival inspection																																				
Clear																																							



5.10 The solution should provide a method for managers to review their subordinate's diaries.

eRIMS has a robust Diary module that allows those with access to view any employees' active diaries.

Diary Search Results
540 Records Found

Assigned To	Diary Date	Claim Number	Note	Clear
nc, durham	04/31/2017	CA1605059		<input type="radio"/>
nc, durham	01/31/2017	LG1605112	Testing Diary Data.	<input type="radio"/>
Holmes, Elliott	07/20/2017	CA1705149	This is a test.	<input type="radio"/>
Holmes, Elliott	07/20/2017	1009596	This is a test	<input type="radio"/>
solutions, emerson	03/08/2018	WC1605116	This is a test.	<input type="radio"/>
solutions, emerson	01/03/2018	WC1805169	This is a test Diary.	<input type="radio"/>
solutions, emerson	07/07/2016	WC1605109	Test	<input type="radio"/>
solutions, emerson	12/19/2017	WC1705154	This is a test.	<input type="radio"/>
nc, durham	01/22/2015	1008945	2nd email requesting pending documentation from Chile, Cargo arrival inspection.	<input type="radio"/>

Clear



5.11 The solution should provide a method of bulk deleting diaries for a particular user or group of users.

Through eRIMS diary module, diaries can be cleared in bulk without having to go through each individually.

The screenshot shows the 'Diary Search Results' page in the eRIMS system. The page title is 'Diary Search Results' with '540 Records Found'. The navigation menu includes Incidents, Claims, Policies, Contacts, Reports, Administration, Change Password, and Help. The 'Claims' menu is open, showing 'Add', 'Search', 'Diary', and 'Assign' options. The 'Diary' option is selected. The search criteria is 'Search by Assigned To:'. The results table has columns: Assigned To, Diary Date, Claim Number, Note, and Clear. The 'Clear' column contains radio buttons for each record. A 'Clear' button is highlighted at the bottom of the table.

Assigned To	Diary Date	Claim Number	Note	Clear
nc, durham	01/31/2017	CA1605059		<input type="radio"/>
nc, durham	01/31/2017	LG1605112	Testing Diary Data.	<input type="radio"/>
Holmes, Elliott	07/20/2017	CA1705149	This is a test.	<input type="radio"/>
Holmes, Elliott	07/20/2017	I009596	This is a test	<input type="radio"/>
solutions, emerson	03/08/2018	WC1605116	This is a test.	<input type="radio"/>
solutions, emerson	01/03/2018	WC1805169	This is a test Diary.	<input type="radio"/>
solutions, emerson	07/07/2016	WC1605109	Test	<input type="radio"/>
solutions, emerson	12/19/2017	WC1705154	This is a test.	<input type="radio"/>
nc, durham	01/22/2015	I008945	2nd email requesting pending documentation from Chile, Cargo arrival inspection	<input type="radio"/>

5.12 The solution should provide a method of bulk deleting diaries for a particular day or range of tasks.

The diary module provided will give the user the ability to search by date the Diary was created so that the results can be filtered properly.

The screenshot shows the 'Diary Search Results' page in the eRIMS system, similar to the previous one. The 'Diary Date' column in the results table is highlighted with a red box. The 'Clear' button at the bottom of the table is also highlighted with a red box.

Assigned To	Diary Date	Claim Number	Note	Clear
nc, durham	01/31/2017	CA1605059		<input type="radio"/>
nc, durham	01/31/2017	LG1605112	Testing Diary Data.	<input type="radio"/>
Holmes, Elliott	07/20/2017	CA1705149	This is a test.	<input type="radio"/>
Holmes, Elliott	07/20/2017	I009596	This is a test	<input type="radio"/>
solutions, emerson	03/08/2018	WC1605116	This is a test.	<input type="radio"/>
solutions, emerson	01/03/2018	WC1805169	This is a test Diary.	<input type="radio"/>
solutions, emerson	07/07/2016	WC1605109	Test	<input type="radio"/>
solutions, emerson	12/19/2017	WC1705154	This is a test.	<input type="radio"/>
nc, durham	01/22/2015	I008945	2nd email requesting pending documentation from Chile, Cargo arrival inspection	<input type="radio"/>



5.13 The solution should provide a method of emailing diaries.

Users can be assigned diaries via the Assign Diary screen. eRIMS will not only assign the claim to them, but email that user with the email set in the Security screen.

Assign Diary Search Results
274 Diary Found

No. of Records per page : 25 < Page 11 of 11 > Go to page : 11 Go

Claim Number	Claim Type	Date Of Loss
PD1604941	PD	
PD1604937	PD	01/06/2016
PD1504735	PD	09/24/2015
PD1504469	PD	08/27/2015

Assign Diary

Risk Insurance Management System [Close]

Assign Claim

Notes :

You are being assigned a diary.

First Name	Last Name
emerson	solutions



6. POLICIES

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.

eRIMS will determine the policy based on coverage (claim type) and date of loss, and additionally by organization provided policies are assigned by organization. The layer will be determined by the total funds expended.

6.2 The solution shall allow for layers of coverage and shall have a method of relating layers of coverage to each other.

The layer will be determined by the total funds expended.



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, and 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.

eRIMS will contain all the data elements above. The Policies and the policy attributes are in the Policy module in eRIMS. The reserves, recoveries and claims are stored in the claims module, and related to the policies.

The screenshot displays the 'Policy' form in the eRIMS system. The form is organized into two columns of fields. The left column includes: Coverage (10 - Worker's Compensation), Primary Insured, SIR (--Select--), Large Deductible (--Select--), Retro (--Select--), Carrier (Travelers), Policy Effective Date (08/01/1997), Annual Premium (\$ 0.00), Policy Type (Occurrence selected, Claims Made), Per Occurrence Limit (\$ 0.00), Layered Program? (No selected), If Layered, Layer Number (-- Select --), Quota Share? (No selected), Share Percentage (\$ 0.00), and Retroactive Date. The right column includes: Policy Number, Broker (Y - Yes), Excess Policy (Yes/No radio buttons), TPA, Policy Expiration Date (08/01/1998), Surplus Lines Fees (\$ 0.00), Deductible Amount (\$ 0.00), Aggregate Limit (\$ 0.00), Underlying Limit (\$ 0.00), Share Limit (\$ 0.00), and Payment Terms (-- Select --). The form has a search bar at the top and a 'Policies' button.



Policy Features		
Policy Features		No Record found.
Notes		
Notes	THIS IS FOR NJ.	
Attachment		
Attachment Description	File Name	View
	NJ WC.pdf	
Edit View Audit Trail		
© 2018, Emerson Software Solutions Inc, All Rights Reserved		



6.4 The solution shall provide a method for showing how many claims and how much funds were applied to a particular policy.

The Ad hoc report is able to produce reports of claims and financial information filtered by policy. A count can be added to the policy screen.

The screenshot shows the 'Ad Hoc Report Writer' interface. At the top, there is a 'Coverage Type' section with checkboxes for 'Auto Liability', 'Executive Risk', 'General Liability', 'Property Damage', and 'Worker's Compensation' (which is checked). Below this is the 'Output Fields' section. It features a 'Select Output Fields' list on the left containing: Accident Year, Admitted To Hospital, Associate Injured in Regular Job, Body Part, Body Part Affected, Building, Cause of Injury, Chargeable, City of Loss, and Claim Description. In the center are navigation arrows (>, >>, <<, <). On the right is a box containing: Policy Number, Coverage, Claim Number, and Total Incurred. Below the field selection are five 'Group By' levels, each with a dropdown menu and radio buttons for 'Ascending' and 'Descending' sorting. The first level is set to 'Policy Number' with 'Ascending' selected. The other four levels are set to '--Select--'. At the bottom left, there is a 'Sort By:' label.



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.

Using policies module user can attach and save various type digital files related to policy such as the text of emails, digital documents, digital photos, and video/audio files.

Policy Features		
Policy Features	:	No Record found.
Notes		
Notes	:	THIS IS FOR NJ.
Attachment		
Attachment Description	File Name	View
	NJ WC.pdf	
Edit View Audit Trail		
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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.

Policy Search screen allow user to search policy using various elements such as Policy Name, Policy Number, Policy status, effective date, expiration date and so on.

eRIMS2[®] Risk Insurance Management System

Welcome Emerson Solutions
DashBoard | Logoff | Help

Claims | Exposures | Policies | Contacts | Reports | Administration | Change Password | Help

Policy Search

Coverage : INSURANCE REIMBURSMEN ▾ Auto Insurance Type : -- Select -- ▾
State Agency/Insured : ▾ Insurer : -- Select -- ▾
Agent : ▾
Policy Effective Date Between : ? and : ?
Expiring in (Days) : Class of Insurance : -- Select -- ▾
Policy Number : 546892 Agency : -- Select -- ▾

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6.7 The solution should provide a method of restricting which users can view policies.

Administrative user can restrict the user's right for policy module using Security screen.

The screenshot displays the eRIMS2 Risk Insurance Management System interface. The top navigation bar includes 'Claims', 'Exposures', 'Policies', 'Contacts', 'Reports', 'Administration', 'Change Password', and 'Help'. The 'Security' section is active, showing user details for '001_TEST_1' (001_State_Tech) with email 'jpaudel@emersonsolutions.c'. The 'Groups' section on the left lists various permissions, with 'Policy View' highlighted in a red box. The 'Inherited Rights' and 'Additional Rights' sections show lists of permissions with checkboxes. A 'Signature Graphic' button is visible at the bottom right, and 'Save' and 'Cancel' buttons are at the bottom center. The footer contains the copyright notice: '© 2016, Emerson Software Solutions Inc. All Rights Reserved'.



6.8 The solution should provide the ability to clone existing policies and then modify them for ease of policy setup.

eRIMS will provide the ability to clone policies for ease of setup.

6.9 The solution should identify and alert Risk Management to approaching expiry of policies with reports, dashboards or automated email notifications.

eRIMS can schedule a report for policies expiring in any number of days, 90, 60, 30, etc.



7. IMPLEMENTATION

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).

Yes, Emerson will implement by July 1, 2019.

Nebraska Risk Management System Project Schedule							
ID	TASK	START DAY	START DATE	FINISH DAY	FINISH DATE	WORK DAYS	TASK GROUP
1	eRIMS2 Implementation – Nebraska Sample Plan	Fri	02/01/19	Mon	07/01/19	106	
2	Receive Signed Contract	Fri	02/01/19	Fri	02/01/19	1	
3	Conduct Internal Kickoff, review SOW and deliverables	Fri	02/01/19	Fri	02/01/19	1	ESS PM
4	Kickoff Meeting	Mon	02/04/19	Thu	02/07/19	4	ESS PM, NE PM
5	Schedule Kickoff Meeting	Mon	02/04/19	Mon	02/04/19	1	ESS PM
6	Develop Kickoff Binders, Meeting Agenda, etc....	Mon	02/04/19	Tue	02/05/19	2	ESS PM
7	*Conduct Kickoff Meeting – with NE Risk Team	Tue	02/05/19	Tue	02/05/19	1	ESS PM, All Stakeholders
8	Project Begins, Send Minutes	Tue	02/05/19	Thu	02/07/19	3	ESS PM
9	Working Meeting(s)	Fri	02/08/19	Wed	02/13/19	4	
10	Schedule meeting(s) with NE Risk Team	Fri	02/08/19	Fri	02/08/19	1	ESS PM, NE PM
11	Prepare attendees list	Fri	02/08/19	Fri	02/08/19	1	ESS PM, NE PM
12	*Conduct Working Meetings, screen design, technical requirements	Mon	02/11/19	Tue	02/12/19	2	Working Mtg Participants
13	Emerson PM sends working meeting minutes	Wed	02/13/19	Wed	02/13/19	1	ESS PM
14	eRIMS2 System Functional Design	Thu	02/14/19	Tue	02/19/19	4	
15	Prepare system deliverable priorities	Wed	02/20/19	Wed	02/20/19	1	ESS IT, ESS PM
16	System Administration	Thu	02/21/19	Wed	02/27/19	5	
17	Define User Security and System Administration Functionality	Thu	02/21/19	Thu	02/21/19	1	Working Mtg Participants
18	Prepare System Administration Configuration Document	Thu	02/21/19	Thu	02/21/19	1	ESS IT, ESS PM
19	Review System Administration Configuration Document	Fri	02/22/19	Mon	02/25/19	2	ESS PM, ESS IT, NE
20	Develop System Administration Functions	Fri	02/22/19	Wed	02/27/19	4	ESS IT
21	Perform Testing	Mon	02/25/19	Wed	02/27/19	3	ESS PM, NE PM
22	Client Approval of System Administration	Tue	02/26/19	Wed	02/27/19	2	NE PM
23	Compile Data Dictionary	Tue	02/26/19	Wed	02/27/19	2	
24	Employee/Customer/User Management Module	Thu	02/28/19	Mon	03/11/19	8	ESS PM, ESS IT
25	Prepare database and screen design specifications	Thu	02/28/19	Thu	02/28/19	1	ESS PM, NE PM
26	Review Employee/Customer/User Management Module Design Specifications	Fri	03/01/19	Fri	03/01/19	1	ESS IT
27	Develop Employee/Customer/User Management Modules and Data Imports/Exports	Mon	03/04/19	Wed	03/06/19	3	ESS PM



Nebraska Risk Management System Project Schedule

ID	TASK	START DAY	START DATE	FINISH DAY	FINISH DATE	WORK DAYS	TASK GROUP
28	Employee/Customer/User Management Modules QA Testing	Tue	03/05/19	Fri	03/08/19	4	ESS PM, NE PM
29	Plan Unit Testing	Fri	03/08/19	Fri	03/08/19	1	NE PM
30	Perform Unit Testing	Mon	03/11/19	Mon	03/11/19	1	NE PM
31	Diary/Taskers Management Module	Tue	03/12/19	Mon	03/18/19	5	
32	Prepare database and screen design specifications	Tue	03/12/19	Tue	03/12/19	1	ESS PM, ESS IT
33	Review Diary/Taskers Management Module Design Specifications	Wed	03/13/19	Wed	03/13/19	1	ESS PM, NE PM
34	Develop Diary/Taskers Management Modules and Data Imports/Exports	Thu	03/14/19	Fri	03/15/19	2	ESS IT
35	Diary/Taskers Management Modules QA Testing	Fri	03/15/19	Fri	03/15/19	1	ESS PM
36	Plan Unit Testing	Fri	03/15/19	Fri	03/15/19	1	ESS PM, NE PM
37	Perform Unit Testing	Mon	03/18/19	Mon	03/18/19	1	NE PM
38	Diary/Taskers Management Module Approval of Unit Testing	Mon	08/18/19	Mon	03/18/19	1	NE PM
39	Policy Management Module	Tue	03/19/19	Tue	03/26/19	6	
40	Prepare database and screen design specifications	Tue	03/19/19	Tue	03/26/19	6	ESS PM, ESS IT
41	Review Policy Management Module Design Specifications	Tue	03/19/19	Tue	03/26/19	6	ESS PM, NE PM
42	Develop Policy Management Module and Data Imports/Exports	Tue	03/19/19	Tue	03/26/19	6	ESS IT
43	Policy Management QA Testing	Thu	03/21/19	Tue	03/26/19	4	ESS PM
44	Plan Unit Testing	Mon	03/25/19	Tue	03/26/19	2	ESS PM, NE PM
45	Perform Unit Testing	Tue	03/26/19	Tue	03/26/19	1	NE PM
46	Policy Management Approval of Unit Testing	Tue	03/26/19	Tue	03/26/19	1	NE PM
47	Payment Management Module	Wed	03/27/19	Wed	04/03/19	6	
48	Prepare database and screen design specifications	Wed	03/27/19	Wed	03/27/19	6	ESS PM, ESS IT
49	Review Payment Management Module Design Specifications	Thu	03/28/19	Thu	03/28/19	1	ESS PM, NE PM
50	Develop Payment Management Module and Data Imports/Exports	Fri	03/29/19	Tue	04/02/19	3	ESS IT
51	Payment Management Module QA Testing	Mon	04/01/19	Tue	04/02/19	2	ESS PM
52	Plan Unit Testing	Tue	04/02/19	Tue	04/02/19	1	ESS PM, NE PM
53	Perform Unit Testing	Wed	04/03/19	Wed	04/03/19	1	NE PM
54	Payment Management Approval of Unit Testing	Wed	04/03/19	Wed	04/03/19	1	NE PM
55	Loss Control Management Modules	Thu	04/04/19	Fri	04/12/19	7	
56	Prepare database and screen design specifications	Thu	04/04/19	Fri	04/05/19	2	ESS PM, ESS IT
57	Review Loss Control Management Module Design Specifications	Mon	04/08/19	Mon	04/08/19	1	ESS PM, NE PM
58	Develop Loss Control Management Modules and Data Imports/Exports	Tue	04/09/19	Wed	04/10/19	2	ESS IT
59	Loss Control Management Modules QA Testing	Wed	04/10/19	Thu	04/11/19	2	ESS PM
60	Plan Unit Testing	Thu	04/11/19	Thu	04/11/19	1	ESS PM, NE PM
61	Perform Unit Testing	Fri	04/12/19	Fri	04/12/19	1	NE PM
62	Loss Control Management Approval of Unit Testing	Fri	04/12/19	Fri	04/12/19	1	NE PM



Nebraska Risk Management System Project Schedule

ID	TASK	START DAY	START DATE	FINISH DAY	FINISH DATE	WORK DAYS	TASK GROUP
63	Claim Management Modules	Mon	04/15/19	Tue	04/23/19	7	
64	Prepare database and screen design specifications	Mon	04/15/19	Tue	04/16/19	2	ESS PM, ESS IT
65	Review Claim Management Module Design Specifications	Wed	04/17/19	Wed	04/17/19	1	ESS PM, NE PM
66	Develop Claim Management Modules and Data Imports/Exports	Thu	04/18/19	Fri	04/19/19	2	ESS IT
67	Claim Management Modules QA Testing	Fri	04/19/19	Mon	04/22/19	2	ESS PM
68	Plan Unit Testing	Mon	04/22/19	Mon	04/22/19	4	ESS PM, NE PM
69	Perform Unit Testing	Tue	04/23/19	Tue	04/23/19	1	NE PM
70	Claim Management Approval of Unit Testing	Tue	04/23/19	Tue	04/23/19	1	NE PM
71	Data Conversions, Legacy Data Loads	Wed	04/24/19	Fri	05/03/19	8	
72	Prepare database and import design specifications	Wed	04/24/19	Fri	05/03/19	8	ESS PM, ESS IT
73	Review Data Conversion, Legacy Data Load Design Specifications	Wed	04/24/19	Fri	05/03/19	8	ESS PM, NE PM
74	Develop Data Conversion, Legacy Data Load	Fri	04/26/19	Fri	05/03/19	6	ESS IT
75	Data Conversion, Legacy Data Load QA Testing	Fri	04/26/19	Fri	05/03/19	6	ESS PM
76	Plan Unit Testing	Mon	04/29/19	Fri	05/03/19	7	ESS PM, NE PM
77	Perform Unit Testing	Tue	04/30/19	Fri	05/03/19	5	NE PM
78	Risk Approval of Unit Testing	Fri	05/03/19	Fri	05/03/19	1	NE PM
79	Report Set-Up and Design	Mon	05/06/19	Tue	05/14/19	7	
80	Determine Report Requirements and Priorities	Mon	05/06/19	Mon	05/06/19	1	Working Mtg Participants
81	Create Report Specifications Documents for Custom Reports	Mon	05/06/19	Mon	05/06/19	1	ESS PM, NE PM, ESS IT
82	Create Report Filter Configuration Document for Standard Reports	Tue	05/07/19	Tue	05/07/19	1	ESS PM
83	Create Ad-hoc Report Writer Configuration Document	Tue	05/07/19	Tue	05/07/19	1	ESS OM
84	Review/Approve Report Specifications and Design Documents	Wed	05/08/19	Wed	05/08/19	1	ESS PM, NE PM
85	Develop Standard, Custom and Ad-Hoc Reports	Thu	05/09/19	Fri	05/10/19	2	ESS IT
86	Plan Unit Testing	Mon	05/13/19	Mon	05/13/19	1	NE PM
87	Perform Unit Testing	Tue	05/14/19	Tue	05/14/19	1	NE PM
88	Client Approval of Unit Testing	Tue	05/14/19	Tue	05/14/19	1	NE PM
89	Dashboard and Additional Report Setup and Design	Wed	05/15/19	Fri	05/24/19	8	
90	Determine Dashboard Requirements and Priorities	Wed	05/15/19	Fri	05/17/19	3	Working Mtg Participants
91	Create Dashboard Configuration Document for Standard Reports	Wed	05/15/19	Fri	05/17/19	3	ESS PM, ESS IT
92	Review/Approve Dashboard Specifications and Design Documents	Mon	05/20/19	Mon	05/20/19	1	ESS PM, NE PM
93	Develop Dashboards	Tue	05/21/19	Wed	05/22/19	2	ESS IT
94	Plan Unit Testing	Thu	05/23/19	Thu	05/23/19	1	NE PM
95	Perform Unit Testing	Fri	05/24/19	Fri	05/24/19	1	NE PM
96	Client Approval of Unit Testing	Fri	05/24/19	Fri	05/24/19	1	NE PM



Nebraska Risk Management System Project Schedule

ID	TASK	START DAY	START DATE	FINISH DAY	FINISH DATE	WORK DAYS	TASK GROUP
97	Training	Tue	05/28/19	Fri	05/31/19	4	
98	Determine Training needs and create high-level training plan	Fri	05/28/19	Tue	05/28/19	1	Working Mtg Participants
99	Schedule Training	Tue	05/28/19	Tue	05/28/19	1	NE PM
100	Prepare Training Materials	Tue	05/28/19	Tue	05/28/19	1	ESS PM, NE PM
101	*Perform Training – Client Site	Wed	05/29/19	Thu	05/30/19	2	ESS PM
102	Review Training with NE and discuss possible further training needs	Fri	05/31/19	Fri	05/31/19	1	ESS PM, NE PM
103	NE confirmation Training is complete	Fri	05/31/19	Fri	05/31/19	1	NE PM
104	User Acceptance Testing	Mon	06/03/19	Tue	06/11/19	7	NE PM
105	Perform UAT	Mon	06/03/19	Tue	06/11/19	5	
106	Parallel Production	Wed	06/05/19	Tue	06/11/19	5	NE IT, NE PM, ESS PM
107	Validate Data Views	Wed	06/05/19	Tue	06/11/19	5	NE PM
108	First Pass UAT	Thu	06/06/19	Tue	06/11/19	4	NE PM
109	Address UAT Feedback Issues	Thu	06/06/19	Tue	06/11/19	4	NE PM
110	Validate Reports	Thu	06/06/19	Tue	06/11/19	4	NE PM
111	Ensure final revisions/changes made	Fri	06/07/19	Tue	06/11/19	3	NE PM, ESS PM
112	NE UAT Sign-Off	Mon	06/10/19	Tue	06/11/19	2	NE PM
113	Production Database Installation	Wed	06/12/19	Thu	06/13/19	2	
114	Move Test application and database to production	Fri	06/14/19	Tue	06/18/19	3	ESS IT
115	Second Pass UAT	Wed	06/19/19	Tue	06/25/19	5	
116	Run Network Performance Testing	Fri	06/21/19	Fri	06/28/19	6	NE IT, NE PM



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.

Yes, Emerson will do it.

- b. Insert State of Nebraska's organization pyramid.

Yes, Emerson will do it.

- c. Configure twenty (20) policy form layouts for each fiscal year dating back to 2010 through present.

Yes, Emerson will do it.

- d. Configure State of Nebraska Certificate of Insurance template.

Yes, Emerson will do it.

- e. All existing claims, associated notes and attachments must be uploaded into solution and reviewed for accuracy.

Yes, Emerson will do it.

- f. Claims administration workflow must be fully functional, including the ability to open and manage new and existing claims.

Yes, Emerson will do it.

- g. All required specifications of this RFP must be functional by the Go-Live date.

Emerson will provide its full capabilities by the Go-Live date.

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.

Yes, Emerson will complete the uploads.



7.4 Contractor shall ensure the accuracy and completeness of the run-in data.

Yes, Emerson will run queries and reports to ensure completeness.

7.5 The solution shall be tested prior to the Go-Live date 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.

Yes, Emerson will complete testing within two weeks of Go-Live.

7.6 Contractor shall provide onsite training of internal users prior to the system implementation.

Yes, Emerson will provide training.

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.

Yes, Emerson will do it.

7.8 Contractor shall assist Risk Management with creating necessary workflows in the solution for the Tort/Miscellaneous/Contract Claims Processes.

Yes, Emerson will do it.



7.9 Describe additional support that will be provided to Risk Management after implementation.

- **Testing Levels for the program**

This includes the Emerson team actively and thoroughly testing the software such that the customer receives the best possible product.

- **Problem Escalation procedures**

The primary purpose of an escalation system is to provide guidelines to support the adherence to customer expectations, to ensure that actions are taken accordingly, and agree to the handling of potential breaches of agreed service levels.

- **“Service Desk” Operations**

The Service Desk owns the life cycle of the incident. The Service Desk is responsible for invoking escalation procedures when the resolution of an incident fails to progress satisfactorily. The Service Desk will perform the important task of ensuring that the immediate need of the customer/user is addressed and focus on the resolution.

- **Incident Management**

Emerson makes use of an on-line support tracking system for clients to register issues and system enhancements. Any issues communicated via phone or e-mail are entered into the on-line system to create the audit trail of events and date tracking. Once issues are entered, the system automatically e-mails the Emerson support staff so they can assess and rate it according to the severity level of the issue. All issues are tracked throughout their lifecycle via the on-line support system.

7.10 Is there additional training available for system administrator(s) / users after implementation?

Emerson Software Solutions provides training to all users of the system. There are different training resources offered for users to learn and get familiar with the eRIMS system. Emerson Software Solutions has a variety of users that have different user rights. Emerson will only train Administrators with the Admin rights since they are the only users that will have access. Based on the user rights the Administrators create, Emerson will create training materials geared toward different user roles to best instruct all users of eRIMS.

The resource offered to users is **Customized Users Manuals**. User manuals allow users to reference a document. It is operator friendly that includes screenshots of the every screen with step by step instructions on how to work each screen and feature within the system. Emerson provides user manuals for all modules included within the system for easy reference



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.

Yes, Emerson will do.

7.12 Contractor must restructure old data into new formats, as required by Risk Management, without losing data integrity.

Yes, Emerson will do.

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.

Yes, Emerson will do it.

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.

Customer will decide which attachments are need to upload in new system. Emerson will do as the customer request.



8. PAYMENTS

8.1 The solution shall have the ability to download payment and reserve data in an Excel compatible format.

eRIMS provides the user with an “Export to Excel” link so that users can download reserve or additional transaction data right from the claim level.

The screenshot displays the 'Financials' tab in the eRIMS system. At the top, there are navigation tabs: Search, Claim, Legal, Contacts, Diary, Financials (selected), Adjusters, Investigations, and Adj. Notes. Below these is a header table with columns: Location Region, Claim Number, Internal Accident Number, Driver Name, Claimant Name, Date Of Loss, Status, and Entry Adjuster. The data row shows: Upper Midwest 409, [blank], 2868, Garoutte Adam, [blank], 02/25/2014, Closed, Shelley Dougherty.

Below the header is a section titled 'Auto Claim - Financials'. On the left is a sidebar with 'Financials' and 'Transactions *'. The main area is titled 'Transactions' and contains a 'New Reserve' button, a 'Reserve' dropdown, a 'New Payment' button, a 'Check' dropdown, and a red-bordered 'Export to Excel' button.

Payee	Check #	Date	Type	Amount	Status	Entered	Payment
Fleet Response		04/01/2014	Payment	\$1,264.80		04/01/2014	PD
		04/01/2014	Reserve	\$1,264.80		04/01/2014	PD

At the bottom of the interface are 'Previous Step' and 'Next Step' buttons.

8.2 The solution shall provide for the ability to upload batch payments into the system via an Excel data file.

eRIMS has the ability to import batch payments from user uploaded files or TPA feeds.



8.3 The solution shall track all users, date and time that any payment information is changed.

eRIMS provides users with the ability to view any changes to payment information at the transaction level.

Financials Transactions *	Reserves			
		Incurred	Paid	Outstanding
	BI	\$0.00	\$0.00	\$0.00
	Expense	\$0.00	\$0.00	\$0.00
	Legal	\$0.00	\$0.00	\$0.00
	PD	\$1,264.80	\$1,264.80	\$0.00
	Totals	\$1,264.80	\$1,264.80	\$0.00
	Payment Information			
	Input Date	: 04/01/2014	Claim Status	: Closed
	Transaction Date	: 04/01/2014	Payee	: Vendor
	Payment Id	: PD		
	Paycode	: Ind/pd/coll - Not Paid to Claimant		
	Supporting Document Type	: Invoice		
	Document Number	: Document Date		
	Amount	: \$ 1,264.80	Pay To The Order of	: Fleet Response
	Payment Narrative	: PROPERTY DAMAGE SETTLEMENT		
	Payee	: Fleet Response		
	Payee Address 1	: 53449 Main ST	Payee Address 2	: Suite 250
	Payee City	: Cleveland	Payee State	: Ohio
	Payee Zip Code	: 44131		
	Disposition			
	Comment	: IV repairs. no subro		
	<input type="button" value="Edit"/> <input type="button" value="Cancel"/> <input type="button" value="View Audit Trail"/>			
	<input type="button" value="Previous Step"/> <input type="button" value="Next Step"/>			

Risk Insurance Management System - Financial Transaction Audit - Google Chrome
 https://testmdta.erims2.com/Claim/Audit/PopUp_Financial.aspx?d=50669

Audit Date/Time	Input Date	Transaction Date	Issue Date	Payee	Payment Id	Paycode	Supporting Document Type	Amount	Pay To The Order of	Payment Narrative
2014-11-29 10:50	04/01/2014	04/01/2014	04/01/2014	Vendor	PD	Ind/pd/coll - Not Paid to Claimant	Invoice	\$1,264.80	Fleet Response	PROPERTY DAMAGE SETTLEMENT



8.4 The solution shall be able to classify payments into various categories, such as loss, legal, 1st party, bodily injury, etc.

eRIMS has no issue classifying payments into various categories. We will work with the customer to determine which categories are needed.

The screenshot shows a web application interface with a sidebar on the left containing 'Financials', 'Transactions *', and 'Bill Review'. The main content area is titled 'Reserves' and contains a table with the following data:

	Incurred	Paid	Outstanding
Indemnity	\$0.00	\$0.00	\$0.00
Medical Expense	\$115.00	\$115.00	\$0.00
Other	\$0.00	\$0.00	\$0.00

Below the table is a 'Reserve Information' form with the following fields:

- Input Date *: 08/21/2001
- Transaction Date *: 08/21/2001
- Payment Id *: Medical Expense (dropdown menu is open showing options: -- Select --, Indemnity, Medical Expense, Other)
- Reserve Amount *: (empty)
- Final Transaction: Medical Expense
- Note: CLOSED CLAIM
- Claim Status: Closed

At the bottom of the form are three buttons: 'Save', 'Cancel', and 'View Audit Trail'.

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.

Emerson has built eRIMS such that the user can maintain any and all received payment information.



9. LOSS CONTROL

9.1 The solution should have a mechanism to document unsafe conditions with specific fields.

Emerson can add whatever fields are needed by the customer to document Loss Control practices.

Visitation Details Contacts Abstracts & Custom Letters Attachments	Visitation Log Details			
	Date *	05/11/2018	Contact *	Dave Sumner
	Fiscal Year	2018	Customer	
	Property	SH-220-00002-00500	Specialist Name	Elliott Holmes
	Status	Scheduled	Equipment	002
	Location	field	Certification Number	2
	Visit Type	SOP Assistance	Follow-up	Yes
	Tracking Log Type	-- Select --	Corrective Action Plan	-- Select --
	Acceptable Plans	-- Select --	In Compliance?	-- Select --
	Meeting Start Time (HH:MM)	10:30 AM	Meeting End Time (HH:MM)	01:00 PM
Associated Dates				
Inspection Date	05/15/2018	Follow-up Date	05/15/2018	
Date Received	05/15/2018	Response Date	05/15/2018	
Initial Letter Date	05/15/2018	Response Date 2		
Unacceptable Date	05/15/2018	Acceptable Plans Date		
Unacceptable Date 2		Final Letter Date	05/15/2018	
Comments/Recommendations				
Comments	<input type="text" value="This is a test."/>			
Recommendations	<input type="text" value="This is a test."/>			
Suggestions	<input type="text"/>			
Number of Recommendations	3	Number of Suggestions		
<input type="button" value="Save"/> <input type="button" value="Cancel"/> <input type="button" value="View Audit Trail"/>				



9.2 The solution should have the ability to attach documents to unsafe conditions.

Most modules within eRIMS are equipped with an attachments feature so that users can attach any number of documents in to the system.

The screenshot shows a web interface for adding an attachment. On the left is a navigation menu with the following items: Visitation Details, Contacts, Abstracts & Custom Letters, and Attachments (which is highlighted with a red box). The main area is titled 'Add Attachment' and contains the following fields and buttons:

- Folder ***: A dropdown menu currently set to 'Attachment Files'.
- File to Attach ***: A 'Choose File' button followed by the text 'x6kU5V9.jpg'.
- Add Attachment**: A button to submit the attachment.
- Select Tag to add**: A dropdown menu currently set to '--Select--'.
- Add Selected Tag**: A button to add a tag to the attachment.
- Cancel**: A button to cancel the operation.
- No Tags Added For Selected File**: A message displayed to the right of the tag selection dropdown.

At the bottom of the form, there are three buttons: **Save**, **Cancel**, and **View Audit Trail**.



9.3 The solution should have the ability to enter recommendation and to track follow-up on recommendations and record status.

eRIMS provides the user the ability to enter recommendations and to track the status of Loss Control entries.

Visitation Log Details	
Date *	: 05/11/2018
Fiscal Year	: 2018
Property	: SH 220-00002-00500
Status	: Scheduled
Location	: field
Visit Type	: SOP Assistance
Tracking Log Type	: -- Select --
Acceptable Plans	: -- Select --
Meeting Start Time (HH:MM)	: 10:30 AM
Meeting End Time (HH:MM)	: 01:00 PM
Contact *	: Dave Sumner
Customer	:
Specialist Name	: Elliott Holmes
Equipment	: 002
Certification Number	: 2
Follow-up	: Yes
Corrective Action Plan	: -- Select --
In Compliance?	: -- Select --

Associated Dates	
Inspection Date	: 05/15/2018
Date Received	: 05/15/2018
Initial Letter Date	: 05/15/2018
Unacceptable Date	: 05/15/2018
Unacceptable Date 2	:
Follow-up Date	: 05/15/2018
Response Date	: 05/15/2018
Response Date 2	:
Acceptable Plans Date	:
Final Letter Date	: 05/15/2018

Comments/Recommendations	
Comments	: + This is a test.
Recommendations	: + This is a test.
Suggestions	: +
Number of Recommendations	: 3
Number of Suggestions	:

Save Cancel View Audit Trail

9.4 Describe the solutions ability to read a PDF document for appropriate information/data to be automatically uploaded into the solution.

eRIMS can be configured to read specific areas of a PDF. Specific details will be needed for this configuration.



10. SECURITY

- 10.1 Describe in detail, and provide policies as applicable, the technical and administrative security controls regarding access to personally identifiable information.

Emerson will adhere by and follow all necessary security, technical, and administrative policies that are put in place to ensure secure client data. Details of policies and security are outlined in our Privacy Policy and the SOC reports from our hosting partner, Rackspace, which are included in this proposal.

- 10.2 Describe the security controls or environment where claimant data will be stored.

Emerson partners with Rackspace for our hosting solutions that manages the necessary hardware and storage where claimant data will be stored. Rackspace utilizes state of the art security measures so that any sensitive information being stored is more than secured. Details of policies and security are outlined in our SOC reports from Rackspace which are included in this proposal.

- 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?

Emerson uses 128 bit data encryption at rest when stored within our SQL Server Databases. All data given to Emerson from the customer, even test data, is considered as sensitive unless otherwise specified by the customer

- 10.4 Describe the method or mechanism used to ensure the secure transfer of data.

Data is encrypted using TLS and HTTPS between the server and the workstation. During system to system transfer, the data is either encrypted via PGP or data is sent through a secure FTP transfer



11. OTHER REQUIREMENTS

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.

eRIMS comes equipped with “tab” features that allow users to navigate through key claim components with ease.

Search	Claim	Legal	Contacts	Diary	Financials	Adjusters	Investigations	Adj. Notes
Location Region	Claim Number	Internal Accident Number	Driver Name	Claimant Name	Date Of Loss	Status	Entry Adjuster	
Upper Midwest 409		2868	Garoutte Adam		02/25/2014	Reopen	Shelley Dougherty	

Auto Claim Information Last Modified Date/Time : 11/09/2018 10:50:30 AM

Master *	Master
Master *	Internal Accident Number : 2868
Insured Driver/Vehicle *	Claim Number :
Police Information	CCM Claim Number : 297284
Witness Information	Occurrence Number :
Other Vehicles/Damages	Coverage * : 30 - Auto Liability
Accident Conditions *	In Litigation? * : No
Comments *	Sub-Coverage : Physical Damage
Abstracts & Letters	Status : R - Reopen
Attachments	Reported By : Adam Hladish
	Insurance Policy (automatic) :
	Policy Date :
	Report Date : 02/25/2014
	Report Time : AM
	Creation Date : 03/20/2014
	Photo ? : -- Select --
	Entry Adjuster : Shelley Dougherty
	Date Closed : 04/01/2014
	Occurrence
	Cause : 25 - Hit Stationary Object
	Date Of Loss * : 02/25/2014
	Day of Week : Tuesday
	Loss Time : AM
	Hours Driven :
	Claim Description
	IV struck a snow bank while street parking at his residence. He did not notice the damage until the next day. IV: Unit #V294, 2006 Chevy Passenger Van. 1GN DV13L76D244509, 524DHA
	Location of Loss : 10016 Front ST
	City of Loss : Minneapolis
	State : MN - Minnesota

[Save](#) [Next Step](#) [View Audit Trail](#) [Close Claim](#)



11.2 Please describe the solution's ability to drag and drop attachments.

Emerson will provide the customer with Drag and Drop functionality in eRIMS for attachments. Users will be able to open a folder in their computer environment and select an agreed number of attachments and drag them into the attachment module.

11.3 The solution should provide for automated business rules that can be created by system administrator(s) for specific business functions.

eRIMS provides the customer with a module for specific Business Rules Management created by Admin users.

The screenshot displays the 'Business Rule Management' interface. At the top, 'Select Module' is set to 'Cargo Liability' and 'Select Screen' is set to 'Claim'. The 'Rule' section shows the rule name 'Cargo - Change in Operatir' and a description: 'The operating company was changed on this claim.' Below this, the 'Rule Criteria' section has five fields, with the first set to 'Operating Company'. The 'Action' section is configured with 'Action Timing' as 'When Record is changed', 'Action Type' as 'Email', and 'Recipient List(s)' as 'Accounting, Claims Analyst'. The email subject is 'Cargo - Change in Operating Company' and the body is 'Please review the audit trail on the claim to determine prior operating company.' A 'Record Details to be sent' section contains a grid of checkboxes for various claim-related fields, such as 'Claim - Acknowledgment Date', 'Claim - Claimant Middle Name', 'Claim - Have we obtained a copy of the B/C Transportation Agreement?', and 'Claim - Waybill Number'. At the bottom, there are 'Save', 'Clear', 'Search', and 'Cancel' buttons.



11.4 The solution shall be able to drill down into claim specifics from reports.

eRIMS dashboards allow for drilling down from charts and graphs into greater claim or event detail.

11.5 Describe any required hardware and software system requirements needed for the solution to be fully functional.

For eRIMS to operate, all the system requirements that users will need are the web browser that they have at their disposal. eRIMS runs in Chrome, IE, Edge, Mozilla Firefox, and Safari.

11.6 Is there a dedicated client services representative or a team assigned to each client?

Emerson assigns teams to each client(s) so that there are more than one set of eyes on a project.

11.7 Is customer support unlimited or handled through purchasing blocks of time?

Customer support is unlimited within the scope of work agreed upon by the customer and Emerson.

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.

If there is a reported problem that is on the customer's end, Emerson will guide the user in the right direction of how to correctly resolve the issue with additional written documentation or training.

11.9 What services are provided under the standard software maintenance contract?

The standard software maintenance contract includes support for issues within the software include:

- Testing Levels for the program
 - This includes the Emerson team actively and thoroughly testing the software such that the customer receives the best possible product.
- Problem Escalation procedures
 - The primary purpose of an escalation system is to provide guidelines to support the adherence to customer expectations, to ensure that actions are taken accordingly, and agree to the handling of potential breaches of agreed service levels.
- “Service Desk” Operations



- The Service Desk owns the life cycle of the incident. The Service Desk is responsible for invoking escalation procedures when the resolution of an incident fails to progress satisfactorily.
- The Service Desk will perform the important task of ensuring that the immediate need of the customer/user is addressed and focus on the resolution.
- Incident Management
 - Emerson makes use of an on-line support tracking system for clients to register issues and system enhancements. Any issues communicated via phone or e-mail are entered into the on-line system to create the audit trail of events and date tracking. Once issues are entered, the system automatically e-mails the Emerson support staff so they can assess and rate it according to the severity level of the issue. All issues are tracked throughout their lifecycle via the on-line support system.

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.

Emerson agrees to abide by this requirement.

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.

Emerson agrees to abide by this requirement.

11.12 All travel and expense incurred due to training during the term of the contract will be at the Contractor's expense.

Emerson agrees to abide by this requirement.

11.13 Contractor shall provide training videos, softcopies of any standard FAQs, help desk materials, and other available end-user reference materials.

Emerson has a dedicated employee that focuses mainly on providing training and training supplements for customers.

11.14 Contractor shall provide ongoing 'on-call' support to end-users as needed.

Emerson agrees to abide by this requirement.

11.15 The solution shall have a mechanism to administer, manage and track subrogation and recovery claims.



Emerson's robust financials module tied to each claim and/or incident is equipped with the abilities to manage and track subrogation and recovery claims.

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.

Emerson will supply necessary dropdown fields for this item so that users can filter and sort claims as well as generate any necessary reports.

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.

Emerson will provide additional items, other modules, and functionalities available within eRIMS if selected to demo and present our product.



12. DOCUMENTATION REQUIREMENTS

12.1 Copy of most recent SAAE-16

Emerson is prepared to deliver any and all necessary documentation requirements upon request from the customer

12.2 Copy of Quality Control Program.

Emerson is prepared to deliver any and all necessary documentation requirements upon request from the customer

12.3 Copy of Privacy Policy.

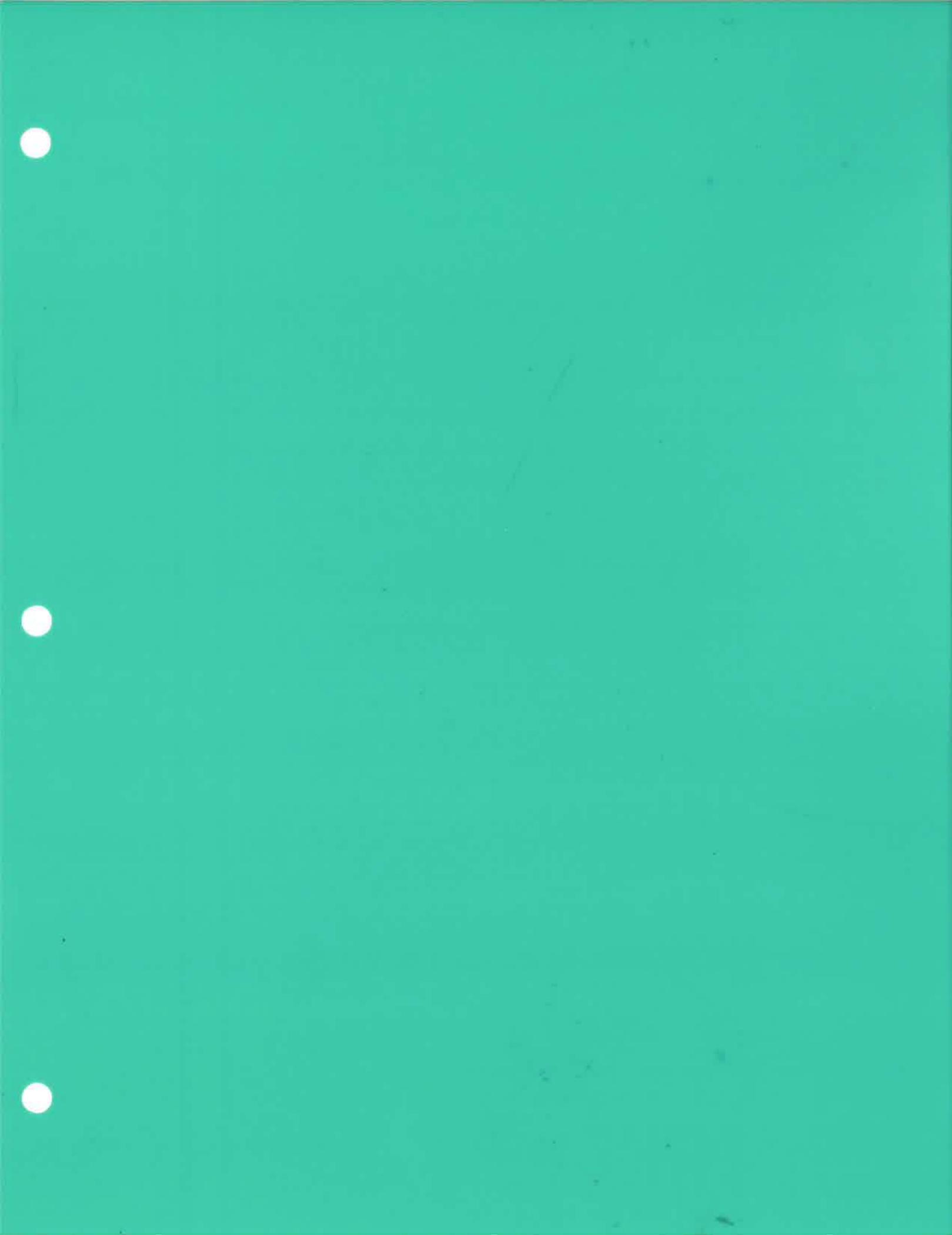
Emerson is prepared to deliver any and all necessary documentation requirements upon request from the customer

12.4 Copy of "Best Practices".

Emerson is prepared to deliver any and all necessary documentation requirements upon request from the customer.

12.5 Copy of Technology Security Standards

Emerson is prepared to deliver any and all necessary documentation requirements upon request from the customer.





SOFTWARE QUALITY CONTROL

Software Quality Control

SQC/SQA Activities

Be sure your plan includes the following activities:

➤ *Reviews*

- Requirement Review
 - This process starts after the requirements have been recorded, preferable directly from the customer. We must be assured we are addressing the right problems before we propose solutions.
- Design Review
 - A team should review the design with regard to its fulfillment of the requirements. The requirements are the point of the exercise.
- Deployment Plan Review
 - How is the code rolled out
 - What new data is required to support the new design?
 - What legacy data must be updated or manipulated to work with the new design
- Test Plan Review
 - How do we ensure the software is meeting the requirements? (Answer: test each requirement)
- Test Cases Review
 - Ensure the testing will guarantee the software is meeting the requirements?

➤ *Testing*

- Unit Testing – Developers do this
- Integration Testing – Developers and engineers do this
- System Testing – Developers and engineers do this
- Acceptance Testing – engineers do this before the user does it

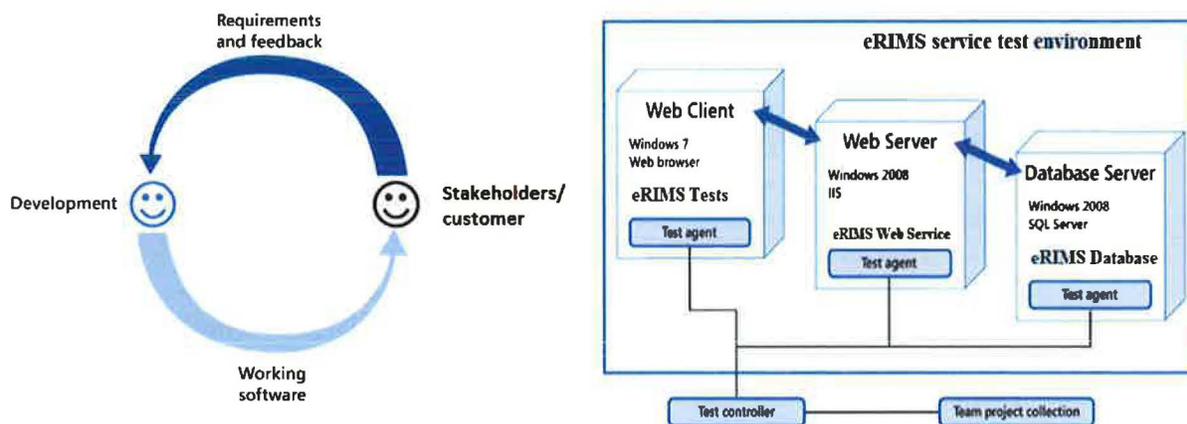
Test Plan

eRIMS Implementation and Testing Lifecycle

Testing is a vital part of software development, and it is important to start it as early as possible, and to make testing a part of the process of deciding requirements. To get the most useful perspective on your development project, it is worthwhile devoting some thought to the entire lifecycle including how feedback from users will influence the future of the application. The tools and techniques ESS uses help the team to be more responsive to changes without extra cost,

despite the necessarily wide variety of different development processes. Nevertheless, new tools and process improvements should be adopted gradually, assessing the results after each step.

Testing is part of a software development lifecycle. The software development lifecycle is one in which we recognize a necessity of service, we write the appropriate code to fulfill it, and then we check to see whether we have pleased the stakeholders/customers—the users, owners, and other people who have an interest in what the software does.



When contracted as a part of systems development tasks, testing will be done in within the scale of the project and budget available for testing. The following plan lays out the criteria for complete testing, realizing that many real-world implementations have constraints on testing that limit the time and/or budget for performing complete testing which can easily run as high as 40 to 50 percent of the development costs.

In order to ensure that the all software achieves the stated objectives; has the required utility; and performs accurately and efficiently, it will be subjected to thorough and iterative testing procedures. Each element of the system will be tested individually and then combined into the next larger unit and retested. After appropriate hardware, communications, systems software and database software testing is completed, the process will culminate in a rigorous testing of the overall system.

To implement this strategy, a systematic and detailed plan will be developed and followed for each software application. Detail program design specifications will be the basis for test requirements for evaluating units at lower levels. General guidelines, such as design standards, will be defined at all levels and incorporated into the testing with specific requirements for the unit itself. The amount and detail of testing documentation produced will be subject to budgetary and project scheduling constraints.

The same basic approach will be used for all testing events. The development team will develop test objectives and data. The test result will be compared to the expected result; repair and re-test

will be conducted as needed. All software to be tested will be placed in a controlled environment in which subsequent access is restricted.

While most early testing will be performed by the development team at their site, involvement of the users is encouraged as early in the test phase as possible.

Usability and functional accuracy will be the major criteria that are employed to evaluate applications. Test strategies, plans, and work flow processes that will manage the testing of the application will provide for the following:

- Test Plans;
- Defect tracking;
- Regression Testing; and
- Documentation.

For user acceptance testing, a group of users identified by the client will be selected to perform the final acceptance testing iteration. The Development/Design Plans that detail the software functionality will be used as a primary guide for developing the test plans.

The complete Test Plan will specify the needed testing in detail and will permit the testing to be reproduced exactly. It is important that testing activities are predetermined and reproducible. The table below lists the sections of the Test Plan and describes characteristics of each section.

Test Plan Elements	
Purpose	<ul style="list-style-type: none"> • Major functions to be tested • System hardware and software • Related systems
Test Environment	<ul style="list-style-type: none"> • Hardware • Application Software with version/release identification • Operating System Software with version and service pack level • System Installation • Security • Related Documents (Software Development Plan/User Manual)
Assumptions/Limitations	<ul style="list-style-type: none"> • Assumptions made about the system or operating system components • Functions not to be tested (if any) • Any known limitations/boundaries of the test plan or system

Testing Roles	<ul style="list-style-type: none"> • Who prepares the test plan • Who approves the test plan • Who executes the test plan • Who evaluates the results • Who determines the plan is complete • Who summarizes results and is • Who releases the system
Test Data Sets	<ul style="list-style-type: none"> • Detailed • Multiple sets required • Normal test data • Normal test data with errors embedded • Test data for field limits • Test data to test for exceptional occurrences • Data can be obtained from previous tests or newly created • Document the test data set coverage and limitations • Store all test data sets in an easily recoverable format
Detailed Test Steps	<ul style="list-style-type: none"> • Purpose • Summary • Detailed steps which will allow a test to be reproduced exactly • Documentation of test data sets used • Checklists of major operations • Expect results where appropriate for the test
Expected Results	<ul style="list-style-type: none"> • Reports/Forms/Printouts • Detailed results expected for each output
Acceptance Criteria	<ul style="list-style-type: none"> • Document methods used to analyze results (100% checking, manual calculations, any automated tools) • Document acceptable ranges of results if ranges are permitted • Document any work-arounds permitted • Document any calculations performed to analyzed results

Defect Tracking and Resolution	<ul style="list-style-type: none"> • Who found the error • Date/Time of the error • Describe circumstances • Evaluation • Document if error halts testing • Document work-around available (as appropriate) • Who resolved the error • Date/Time of resolution • Determination of regression testing required (all affected modules) • Method of defect tracking and error resolution • General procedures for managing errors (minor, minor with future testing impact, major) • Testing Logs • Summary Report
Documentation	<ul style="list-style-type: none"> • All source/reference documentation • Test Plan • All Test Data Sets • Test Results (either electronic or manual) • Testing Logs • Error Logs or Forms • Documents/Emails generated during testing • Summary Report • All approvals and reviews related to the testing • Document the type of media each of the above elements (electronic/manual/data tables)

Testing Levels

Program Testing

The smallest unit to be tested will be a program. Program testing will be performed by development team personnel. Testing criteria will be developed from the system requirements, design specifications and adherence to established standards. This type of testing will ensure that the program performs as designed and will also ensure that the software is exposed to a series of adverse conditions.

Functional Testing

The functional testing will test a group of related programs by integrating them into a system functional unit. Functional unit testing will validate that the software segment produces the specific outputs required in the design specifications; that the individual programs interface properly; and that appropriate system standards of usability performance and aesthetics are maintained.

Subsystem Integration and Testing

After individual functions are tested, they will be integrated into larger segments testing. These functions will be tested at successively higher levels until they reach the business unit-level. When the business unit-level modules are tested and accepted, they will be integrated into the system.

System Testing

As individual business unit modules are completed they will be added to the system testing process. This represents the highest level of integration. The exact sequence of events in system testing must be dictated by the implementation schedule.

Problem Escalation Procedures

The escalation procedures provide direction for managing incidents and issues. Depending on the issue, other operational processes that deal with linear processes and discrete inputs such as Problem and Change Management will also be considered. The primary purpose of an escalation system is to provide guidelines to support the adherence to customer expectations, to ensure that actions are taken accordingly, and agree to the handling of potential breaches of agreed service levels.

Functional Versus Hierarchical Escalation

Throughout the Incident Management process an incident may be escalated at any time based on a number of factors and will be either functional or hierarchical.

Functional escalation is an attempt to ensure that the right resource is matched to the resolution activities to restore normal service operations as quickly as possible. Functional escalation occurs for incidents, problems and changes based on items agreed to in the software maintenance agreement with the client.

Hierarchical escalation generally takes place when it is recognized that a resolution will breach agreed to service levels, that the resolution will prove unsatisfactory to the customer, or that special circumstances warrant the intervention of management.

Escalation of Urgent Customer Requests

Defining expectations for the customer base is essential for handling and communicating response and resolution times. Even the best-planned Service Level Agreements do not cover all situations and circumstances. An example would be VIP requests that need to override predefined criteria and lead to escalation ahead of agreed upon times. It is important that every customer's request be assessed on its merits and if the demands for action are out of the control of the Service Desk, staff should escalate to Management.

Service Breaches

Escalations are designed to be triggered prior to service levels being breached. Incidents will occur in the IT infrastructure. It is important that the procedures for handling breaches of service levels to minimize the impact on the client. Service Breach Escalation Procedures involve:

- Notifying the Customer as soon as a breach in service appears imminent
- Notifying Management to affect the change in order to prevent the breach
- Informing Service Level Management
- Agreeing with all involved parties on a course of action
- Documenting the reasons for the breach so that they will be reviewed

If the delay in restoring service to a user is due to the unavailability of the customer, this will be documented, including the amount of time lost as a result.

Role of Service Desk

The Service Desk owns the life cycle of the incident. The Service Desk is responsible for invoking escalation procedures when the resolution of an incident fails to progress satisfactorily. These procedures are the responsibility of the Service Desk. All levels of support are aware of the procedures, agree to the timeframes outlined within Service and Operating Level Agreements, and are to react accordingly.

The Service Desk will perform the important task of ensuring that the immediate need of the customer/user is addressed and focus on the resolution. Regardless of the circumstances, the incident should be escalated if there is a danger of threshold violation. It must always be kept in mind that the goal of Incident Management is the restoration of normal service operation as quickly as possible, while minimizing impact on business operations. It is important to notify the assigned incident solver, in advance, of agreements regarding service levels. It is the role of the Service Desk to inform appropriate management and escalation contacts that a breach is possible. They can then choose to ensure that resources will be allocated to minimize or eliminate the impact of the issue.

In addition to normal Incident Management resolution activities, procedures around the escalation of major incidents will be followed when necessary. An incident will be immediately referred to Problem Management if it has been determined that the risk to the business will be significant should it reoccur. The incident will continue to be handled until service is restored to the customer. Problem Management’s role will be to begin a root cause analysis; to assist in the identification of workarounds or temporary fix information; and to, implement error control to resolve the underlying problem in the infrastructure.

Incident Management

Emerson makes use of an on-line support tracking system for clients to register issues and system enhancements. Any issues communicated via phone or e-mail are entered into the on-line system to create the audit trail of events and date tracking. Once issues are entered, the system automatically e-mails the Emerson support staff so they can assess and rate it according to the severity level of the issue. All issues are tracked throughout their lifecycle via the on-line support system.

Severity Levels and Response Times

<u>Type of Severity Level</u>	<u>Maximum Response Time</u>	<u>Maximum Time To Provide An Error Correction</u>
Severity 1 – A fatal problem preventing client from accessing the Licensed Software or a particular functionality. Any security breach or suspected security breach shall be considered a Severity 1 problem.	Call back - 30 minutes	12 hours
Severity 2 – A problem that may affect the functionality of all or any part of the Licensed Software but does not prevent client from using the Licensed Software.	Call back – 90 minutes	24 hours

<u>Type of Severity Level</u>	<u>Maximum Response Time</u>	<u>Maximum Time To Provide An Error Correction</u>
Severity 3 – A problem that affects the functionality of a part of the Licensed Software, but such that the operation of the Licensed Software does not become materially inconvenient for client.	Call back – 3 hours	48 hours
Severity 4 – A low priority issue that does not affect the functionality of the Licensed Software. This includes display formatting and other cosmetic issues.	Call back – 9 hours	72 hours

Emerson Support Contacts

- David Sumner – dsumner@emersonsolutions.com – (919)-622-4675
- John Paudel – jpaudel@emersonsolutions.com – (952)-210-1116
- Elliott Holmes – eholmes@emersonsolutions.com – (910)-520-7242
- Birendra Thapa – bthapa@emersonsolutions.com – (612)-876-6830
- Meghan Webley – mwebley@emersonsolution.com – (704)-414-0803



PRIVACY POLICY

Privacy Policy

Share your information

When you share your information

For legal reasons

We will share personal information outside of Emerson Solutions if we have a good-faith belief that access, use, preservation, or disclosure of the information is reasonably necessary to:

- Meet any applicable law, regulation, legal process, or enforceable governmental request.
- Enforce applicable Terms of Service, including investigation of potential violations.
- Detect, prevent, or otherwise address fraud, security, or technical issues.
- Protect against harm to the rights, property or safety of Emerson Solutions, our users, or the public as required or permitted by law.

Personally Identifiable Information (PII)

We share personally identifiable information only upon your request. For example, we share information with your TPA(s) and with CMS in accordance with insurance requirements and federal regulations with your consent.

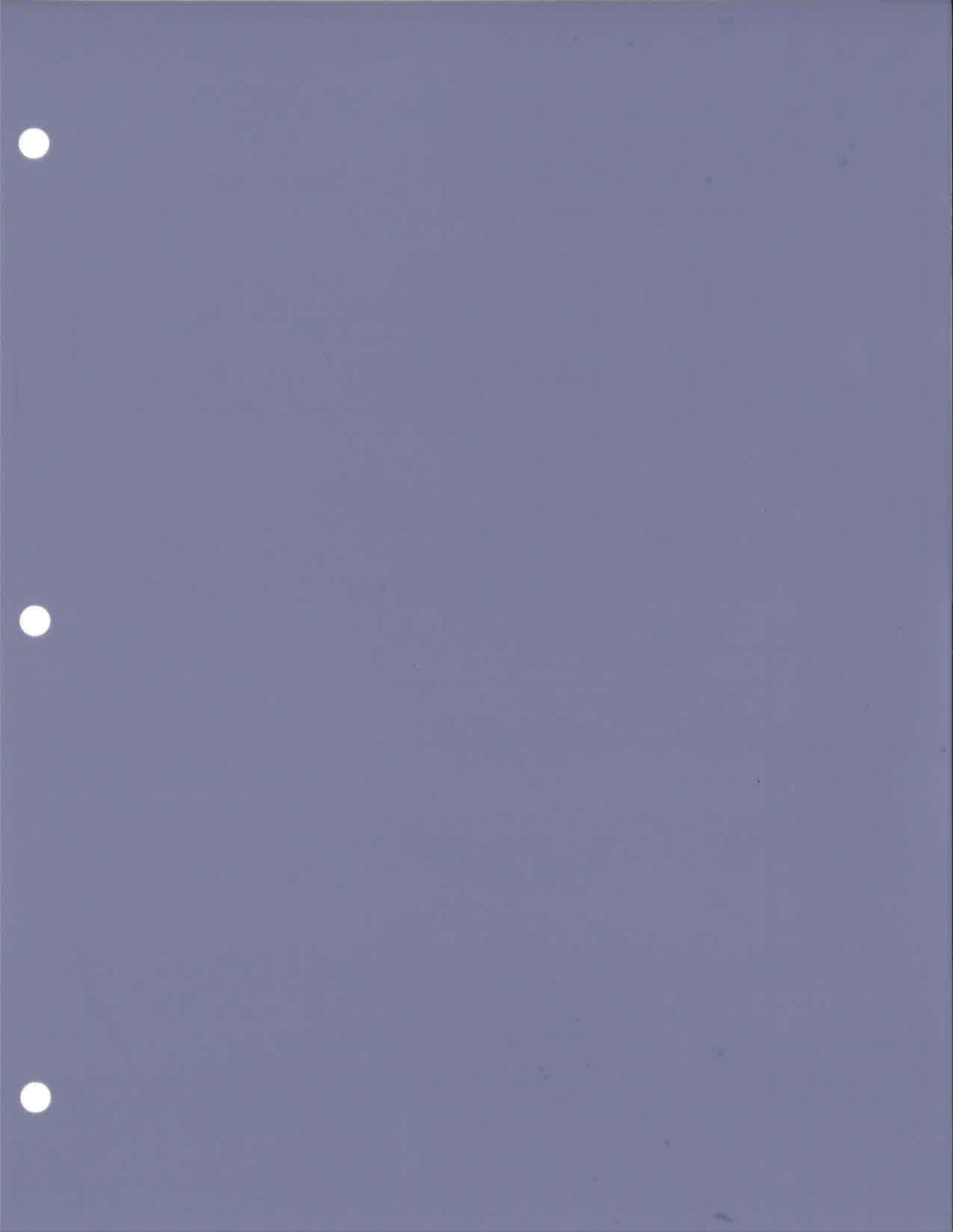
If Emerson is involved in a merger, acquisition, or sale of assets, we'll continue to ensure the confidentiality of your personal information and give affected users notice before personal information is transferred or becomes subject to a different privacy policy.

MAKING YOUR INFORMATION SECURE

We build security into our services to protect your information

All Emerson products are built with strong security features that continuously protect your information.

- We use encryption to keep your data private while in transit
- We review the information collection, storage, and processing practices, including physical security measures, to prevent unauthorized access to our systems
- We restrict access to personal information to Emerson employees who need that information in order to process it when needed. Anyone with this access is subject to strict contractual confidentiality obligations and may be disciplined or terminated if they fail to meet these obligations.





SOFTWARE DEVELOPMENT BEST PRACTICES

Software Development and testing best practices

1. Keep it simple. If there is a more direct way to do it, do it. If there is a more readable way to code it, code it readable. Newer flashy shortcut notation is harder to read and harder to maintain.
2. Tests don't need testing. Infrastructure, frameworks, and libraries for testing need tests. Don't test the browser or external libraries unless you *really* need to. Test the code you write, not other people's code.
3. The *third* time you write the same piece of code is the right time to extract it into a general-purpose helper (and write tests for it). Helper functions within a test don't need testing; when you break them out and reuse them they do need tests. By the third time you've written similar code, you tend to have a clear idea of what shape the general-purpose problem is that you're solving.
4. Fail fast. Check input and fail on nonsensical input or invalid state as early as possible, preferably with an exception or error response that will make the exact problem clear to your caller. Permit "innovative" use cases of your code though (i.e., don't do type checking for input validation unless you really need to).
5. For unit tests (including test infrastructure tests) all code paths should be tested. 100% coverage is a good place to start. You can't cover all possible permutations/combinations of state (combinatorial explosion), so that requires consideration. Only if there is a very good reason should code paths be left untested. Lack of time is *not* a good reason and ends up costing more time.
6. Code is the enemy: It can go wrong, and it needs maintenance. Write less code. Delete code. Don't write code you don't need.
7. Inevitably, code comments become lies over time. In practice, few people update comments when things change. Strive to make your code readable and self-documenting through good naming practices and known programming style. Code that can't be made obvious—working around an obscure bug or unlikely condition, or a necessary optimization—*does* need commenting. Comment the *intent* of the code, and why it is doing something rather than what it is doing.
8. Write defensively. Always think about what can go wrong, what will happen on invalid input, and what might fail, which will help you catch many bugs before they happen.
9. Globals are bad.
10. The more you have to mock out to test your code, the worse your code is. The more code you have to instantiate and put in place to be able to test a specific piece of behavior, the worse your code is. The goal is small testable units, along with higher-level integration and functional tests to test that the units cooperate correctly.

11. Make code correct first and fast second. When working on performance issues, always profile before making fixes. Usually the bottleneck is not quite where you thought it was. Writing obscure code because it is faster is only worth it if you've profiled and proven that it's actually worth it.
12. Shared code ownership is the goal; siloed knowledge is bad. At a minimum, this means discussing or documenting design decisions and important implementation decisions.
13. Let's be engineers! Let's think about design and build robust and well-implemented systems, rather than growing organic monsters. Programming is a balancing act, however. We're not always building a rocket ship. Over-engineering (onion architecture) is as painful to work with as under-designed code.
14. Always see your test fail at least once. Put a deliberate bug in and make sure it fails or run the test before the behavior under test is complete. Otherwise you don't know that you're really testing anything.



THE HARTFORD
BUSINESS SERVICE CENTER
3600 WISEMAN BLVD
SAN ANTONIO TX 78251

November 29, 2018

The State of Nebraska Department of
Administrative Service Risk Management
Division ATIMA and ISAOA
PO BOX 94974
LINCOLN NE 68509-4974

Account Information:

Policy Holder Details :	EMERSON SOFTWARE SOLUTIONS, INC
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Contact Us

Business Service Center

Business Hours: Monday - Friday
(7AM - 7PM Central Standard Time)

Phone: (866) 467-8730

Fax: (888) 443-6112

Email: agency.services@thehartford.com

Website: <https://business.thehartford.com>

Enclosed please find a Certificate Of Insurance for the above referenced Policyholder. Please contact us if you have any questions or concerns.

Sincerely,

Your Hartford Service Team



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

11/29/2018

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER MCGRIFF INSURANCE SERVICES INC/PHS 22273438 THE HARTFORD BUSINESS SERVICE CENTER 3600 WISEMAN BLVD SAN ANTONIO, TX 78265	CONTACT NAME:														
	PHONE (A/C, No, Ext): (866) 467-8730	FAX (A/C, No): (888) 443-6112													
	E-MAIL ADDRESS:														
	<table border="1"> <thead> <tr> <th>INSURER(S) AFFORDING COVERAGE</th> <th>NAIC#</th> </tr> </thead> <tbody> <tr> <td>INSURER A : The Hartford Underwriters Insurance Company</td> <td>30104</td> </tr> <tr> <td>INSURER B : The Sentinel Insurance Company</td> <td>11000</td> </tr> <tr> <td>INSURER C :</td> <td></td> </tr> <tr> <td>INSURER D :</td> <td></td> </tr> <tr> <td>INSURER E :</td> <td></td> </tr> <tr> <td>INSURER F :</td> <td></td> </tr> </tbody> </table>		INSURER(S) AFFORDING COVERAGE	NAIC#	INSURER A : The Hartford Underwriters Insurance Company	30104	INSURER B : The Sentinel Insurance Company	11000	INSURER C :		INSURER D :		INSURER E :		INSURER F :
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INSURED
 EMERSON SOFTWARE SOLUTIONS, INC
 PO BOX 1839
 CAROLINA BEACH NC 28428-1839

COVERAGES**CERTIFICATE NUMBER:****REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS					
B	COMMERCIAL GENERAL LIABILITY CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR General Liability	X		22 SBA RP1031	07/06/2018	07/06/2019	EACH OCCURRENCE	\$1,000,000				
	GEN'L AGGREGATE LIMIT APPLIES PER: POLICY <input type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC OTHER:							DAMAGE TO RENTED PREMISES (Ea occurrence)	\$1,000,000	MED EXP (Any one person)	\$10,000	PERSONAL & ADV INJURY
B	AUTOMOBILE LIABILITY ANY AUTO ALL OWNED AUTOS HIRED AUTOS <input checked="" type="checkbox"/>			22 SBA RP1031	07/06/2018	07/06/2019	COMBINED SINGLE LIMIT (Ea accident)	\$1,000,000				
	SCHEDULED AUTOS NON-OWNED AUTOS <input checked="" type="checkbox"/>						BODILY INJURY (Per person)		BODILY INJURY (Per accident)		PROPERTY DAMAGE (Per accident)	
B	<input checked="" type="checkbox"/> UMBRELLA LIAB EXCESS LIAB DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			22 SBA RP1031	07/06/2018	07/06/2019	EACH OCCURRENCE	\$1,000,000				
	<input checked="" type="checkbox"/> OCCUR CLAIMS-MADE						AGGREGATE	\$1,000,000				
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	22 WEC CK1218	08/11/2018	08/11/2019	PER STATUTE <input checked="" type="checkbox"/> OTHER					
							E.L. EACH ACCIDENT	\$1,000,000				
							E.L. DISEASE -EA EMPLOYEE	\$1,000,000				
B	EMPLOYMENT PRACTICES LIABILITY			22 SBA RP1031	07/06/2018	07/06/2019	Each Claim Limit	\$10,000				
							Aggregate Limit	\$10,000				

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Those usual to the Insured's Operations. RE: The State of Nebraska Department of Administrative Service Risk Management Div P O Box 94974 Lincoln NE 68509. Certificate holder is an additional insured per the Business Liability Coverage Form SS0008 attached to this policy.

CERTIFICATE HOLDER

THE STATE OF NEBRASKA DEPARTMENT OF ADMINSTRATIVE SERVICE RISK MANAGEMENT
 DIVISION ATIMA AND ISAOA
 PO BOX 94974
 LINCOLN NE 68509-4974

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Susan S. Castaneda



SAAE-16



**System and Organization Controls (SOC) 3 Report
Security and Availability**

Report on Rackspace's Description of its Data Center Services System and on the Suitability of the Design and Operating Effectiveness of Controls to meet the criteria for the security and availability principles throughout the Period November 1, 2016 to October 31, 2017

Prepared in Accordance with AT-C 205 pursuant to TSP Section 100A:
*Trust Services Principles and Criteria for Security, Availability,
Processing Integrity, Confidentiality, and Privacy (AICPA, Trust Services
Principles and Criteria, issued March 2016)*

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I. Report of Independent Accountants

To the Management of Rackspace US, Inc.

We have examined the accompanying management assertion of Rackspace US, Inc. ("Rackspace") that throughout the period November 1, 2016 to October 31, 2017, Rackspace maintained effective controls over the Data Center Services system¹ (the system) that were suitably designed and operating effectively to provide reasonable assurance that the system:

- was protected against unauthorized access, use, or modification to meet the entity's commitments and system requirements; and
- was available for operation and use to meet the entity's commitments and system requirements

based on the criteria for the security and availability principles set forth in TSP section 100A, *Trust Services Principles and Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy* (AICPA, *Trust Services Principles and Criteria*, issued March 2016) ("applicable trust services criteria"). Rackspace management is responsible for its assertion. Our responsibility is to express an opinion on management's assertion based on our examination.

Our examination was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants. Those standards require that we plan and perform the examination to obtain reasonable assurance about whether management's assertion is fairly stated, in all material respects. An examination involves performing procedures to obtain evidence about management's assertion, which includes (1) obtaining an understanding of Rackspace's relevant controls over the security and availability of the Data Center Services system, (2) testing and evaluating the operating effectiveness of the controls, and (3) performing such other procedures as we considered necessary in the circumstances. We believe that the evidence we obtained is sufficient and appropriate to provide a reasonable basis for our opinion.

Because of their nature and inherent limitations, controls at a service organization may not always operate effectively to meet the applicable trust services criteria. Also, the projection to the future of any conclusions about the suitability of the design or operating effectiveness of the controls to meet the applicable trust services criteria is subject to the risks that the system may change or that controls at a service organization may become ineffective or fail.

In our opinion, management's assertion referred to above is fairly stated, in all material respects, based on the applicable trust services criteria.

PRICE WATERHOUSE COOPERS LLP

San Antonio, Texas
February 2, 2018

¹ The scope of this report pertains to the Dedicated Hosting business services only.

II. Management of Rackspace's Assertion Regarding Its Data Center Services System throughout the period November 1, 2016 to October 31, 2017

Throughout the period November 1, 2016 to October 31, 2017, Rackspace maintained effective controls over the Data Center Services system (the system) that were suitably designed and operating effectively to provide reasonable assurance that the system:

- was protected against unauthorized access, use, or modification to meet the entity's commitments and system requirements; and
- was available for operation and use to meet the entity's commitments and system requirements

based on the criteria to meet the security and availability principles set forth in TSP Section 100A, *Trust Services Principles and Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy (AICPA, Trust Services Principles and Criteria, issued March 2016)*. Our attached Rackspace's Description of the Data Center Services System identifies the aspects of the system covered by our assertion throughout the period November 1, 2016 to October 31, 2017.

Rackspace US, Inc.

III. Rackspace's Description of the Data Center Services System

A. System Overview

Company Background

Rackspace US, Inc. ("Rackspace") began operations in December 1998 to provide managed web hosting services to small to medium sized businesses on tools including AWS, VMware, Microsoft, OpenStack, and others. Today, Rackspace serves over 300,000 customers in thirteen data centers worldwide. Currently, Rackspace employs over 6,000 people (Rackers) around the world.

Rackspace integrates the industry's leading technologies and practices for each customer's specific need and delivers it as a service via the company's commitment to Fanatical Support®.

Data Center Services Overview

Rackspace serves a broad range of customers with diverse hosting needs and requirements. Rackspace is segmented into business units. They include:

- Dedicated Hosting (Managed Hosting);
- Managed Colocation;
- Hybrid Hosting;
- Cloud, Fanatical Support® for technologies; and
- E-mail and Apps.

Managed Colocation serves clients that have significant in-house expertise and only require support around physical infrastructure. Rackspace Hybrid Hosting offers a combination of hosting services that enables customers to use managed hosting and cloud services under one account. Rackspace Fanatical Support® for technologies includes in-house expertise in support of AWS, VMware, Microsoft, OpenStack and others. The scope of this report only pertains to the Dedicated Hosting business unit and not the other services.

Data Center Services Boundaries and Scope of Report

This report includes the components, infrastructure, network devices, infrastructure software, and physical data center facilities for the Data Center Services System.

This report does not extend to application and business process controls, automated application controls, or hosted application key reports that may be contained within the data center services boundaries. Additionally, this report does not extend to the workloads (data, files, information) sent by Rackspace's customers to the Data Center Services System. The integrity and conformity with regulatory requirements of such data are solely the responsibilities of the applicable Data Center Services customer.

The system boundaries relating to this SOC 3 report start at the edge/entry point of the network and extend through the corporate network domain and includes the dedicated infrastructure environment.

This report is limited to the Data Center Services across various office locations (San Antonio, Texas and Hayes, United Kingdom), the Rackspace owned (DFW1, LON3) data center facilities, and the leased data center facilities (ORD1, IAD2, IAD3, DFW2, DFW3, LON5, HKG1, SYD2, SYD4, FRA1).

For the leased data center facilities (ORD1, IAD2, IAD3, DFW2, DFW3, LON5, HKG1, SYD2, SYD4, and FRA1), Rackspace maintains direct monitoring controls, including annual risk assessments, a review of third party reports, and periodic touchpoints with the operators of the data centers to provide coverage over the physical and environmental controls performed at those data centers.

B. System Components

(1) Infrastructure

System components supporting both the corporate network and the dedicated environment are included. This includes (but is not limited to):

- Networking equipment (switches, routers, firewalls, load balancers)
- Customer servers (dedicated environment)
- Physical and environmental security equipment at the data centers (cameras, badge readers, fire suppression)

Tools and/or Services Supporting Customers

Rackspace provides some tools and services for customers based upon their request and direction. Some of these tools include:

- MyRackspace Customer Portal –web application where Rackspace customers may login to access account information regarding their Rackspace services as well as request updates to their environment.
- Intensive Anti-Virus – customers may request that Rackspace install Sophos A/V agents on customer servers and provide on-going operational support for A/V solution.
- Managed Backup –a collection of servers in each data center utilized to provide data backup services for customers.
- Managed Storage –network attached storage in support of customers in virtualized environments as well as customers expanding storage requirements beyond their physical dedicated server offerings.
- Segment Support Patching –operating systems patching and update servers for supporting operating systems at the request of customers. *Customers are responsible for all validation of these activities in line with their compliance requirements.*
- Rackspace Virtual Infrastructure - includes all management components of the virtualized infrastructure hosting service.

(2) Software

Authentication/Authorization Services & Isolation Mechanisms

Rackspace has implemented a series of tools that support authentication and authorization of individuals. Technologies included in the system boundaries:

- Directory services tools.
- Authentication, authorization, and accounting tools for managing access to network components.
- Authentication management tools.

Security Tools

Multiple technologies are employed throughout the environment to enable information security controls and monitoring, including the following:

- Anti-virus/anti-malware
- Intrusion Detection System
- Logging tools

(3) People

Rackspace is segmented into business units. They include: Dedicated Hosting (Managed Hosting), Hybrid Hosting, Managed Colocation, Cloud, Fanatical Support® for technologies, E-mail and Apps. Each segment is led by a segment leader.

Eight global functions support these segments:

- Engineering
- Accounting & Finance
- Legal
- Employee Services
- Sales & Marketing
- Information Technology
- Corporate Development/Strategy
- Global Enterprise Security

These global functions have been established to provide capabilities to complement the segments, and to realize economies of scale and quality control. The leaders of the various global functions, the segment leaders, and corporate officers make up the Rackspace Leadership Team. The Rackspace Leadership Team actively supports information security within Rackspace through clear direction, demonstrated commitment, explicit assignment, and acknowledgement of information security responsibilities.

Rackspace is committed to hiring and retaining the best talent to provide fanatical support. Rackspace conducts a security background check/screening in accordance with company policy as well as all applicable local, state, federal, and regional laws.

(4) Procedures

Rackspace management is responsible for directing and controlling operations and for establishing, communicating and monitoring policies, standards and procedures. Rackspace achieves operational and strategic compliance to the company's overall objectives through proper preparation, planning, execution and governance.

Importance is placed on maintaining sound and effective internal controls and the integrity and ethical values of all Rackspace personnel. Rackspace takes actions to address risks to the achievement of these objectives by making available the organizational values and behavioral standards in the Rackspace Employee Handbook.

Rackspace promotes a culture based on core values defined by management and carried out by all Rackspace employees. These core values complement the company's ethical values, integrity model, professional conduct standards, and employee development pathways. The sum of these values and behaviors form Rackspace's unique environment by influencing the control consciousness of its employees.

(5) Data

Data as defined by Rackspace constitutes the following:

- Data describing customer attributes
- HR Data supporting controls such as background checks
- Device configuration
- System files

- Error logs
- Access administration logs
- Electronic interface files

This report does not cover any customer data that is housed on Rackspace controlled infrastructure. Rackspace takes no responsibility for the data on their systems and does not perform any control procedures to ensure that customer data is maintained completely and accurately.

NOTICE
CONCERNING CONFIDENTIALITY OF THE REQUESTED RACKSPACE
AUDIT OR SECURITY REPORT

Rackspace US, Inc.

You have requested to receive a copy of an audit or security report covering Rackspace's operations.

Audit and security reports are Rackspace's confidential information. Rackspace is willing to provide a copy to you subject to your agreement to the terms and conditions of the non-disclosure agreement set forth below. Please read them carefully.

By clicking on the "I ACCEPT" button below, you signify that you agree to be bound by these terms and conditions. Such acceptance and agreement shall be as effective as your written signature.

Non-Disclosure Agreement
(SOC, ISO and Other Audit Reports to Non- Customers)

The person ("**Recipient**") receiving Confidential Information of Rackspace US, Inc. d/b/a Rackspace Hosting ("**Rackspace**") agrees as follows:

1. Confidential Information. The term "**Confidential Information**" shall mean all audit or security reports covering Rackspace's operations. It includes any report prepared by an independent auditor of its examination of Rackspace in accordance with the American Institute of Certified Public Accountants'

("AICPA"), the International Auditing and Assurance Standards Board ("**IAASB**"), and the International Organization for Standardization ("**ISO**"). Examples of reports which are Confidential Information of Rackspace are the Service Organization Control ("**SOC**") and ISO/IEC 27001:2005 Information Security Management System ("**ISO 27001**").

2. SOC and ISO 27001 Report Acknowledgment. This section applies only to a Recipient receiving a SOC or ISO Report who is not at this time a 'user organization'. The term 'user organization' means a Rackspace customer or its auditor or a customer of a Rackspace customer and its auditor.

- a) Recipient understands that an independent auditor ("**Auditor**") was engaged by Rackspace to perform a SOC or ISO service auditor's examination for Rackspace (the "**Services**"). Recipient has requested that Rackspace deliver to it a copy of the Auditor's report (including any portion, abstract and/or summary thereof, (the "**Report**") prepared by Auditor in connection with the Services.
- b) Recipient understands that the Services were undertaken, and the Report was prepared solely for the information and use of Rackspace, its user organizations (and their auditors) and was not intended for use by its prospective user organizations. Auditor has made no representation or warranty to Recipient as to the sufficiency of the Services, or otherwise with respect to the Report. Had Auditor been engaged to perform additional

services or procedures, other matters might have come to Auditor's attention that would have been addressed in the Report.

- c) The Services did not constitute an audit review or examination of financial statements in accordance with generally accepted auditing standards of the American Institute of Certified Public Accountants or the standards of the Public Company Accounting Oversight Board or an examination of prospective financial statements in accordance with applicable professional standards, or a review to detect fraud or illegal acts. The Services did not include any procedures to test compliance with the laws or regulations or any jurisdiction.
- d) Recipient further acknowledges and agrees that Recipient does not acquire any rights against Auditor, any other member firm of Auditor's global network, or any of its respective affiliates, partners, agents, representatives or employees (collectively, the "**Auditor Parties**"), and Auditor assumes no duty or liability to Recipient in connection with the Services or the Report. Recipient hereby releases each of the Auditor Parties from any and all claims or causes of action that Recipient has, or hereafter may or shall have, against Auditor in connection with the Report or Auditor's performance of the Services. Recipient may not rely on the Report, and will not contend that any provisions of United States or state securities laws could invalidate or avoid any provision of this non-disclosure agreement.
- e) In addition, except where compelled by legal process (of which Recipient shall promptly inform Auditor and tender to Auditor, if Auditor so elects, the defense thereof), Recipient agrees that it will not disclose, orally or in writing, any Report, or make any reference to Auditor in connection therewith, in any public document or to any third party.
- f) It is agreed and understood that Auditor shall be a third party beneficiary to this non-disclosure agreement.

3. Use. Recipient may use the Confidential Information for a period of one (1) year from disclosure, and only for the purpose of evaluating Rackspace's operations for compliance with Recipient's security, regulatory and other business policies. This non-disclosure agreement does not create or imply an agreement to complete any transaction or an assignment by Rackspace of any rights in its intellectual property.

4. Disclosure.

- a) Except as provided below, Recipient shall not disclose the Confidential Information to any third party other than Recipient's employees, agents and representatives, who need to know the information to evaluate operations for compliance with Recipient's security, regulatory and other business policies, and provided such third parties are bound by confidentiality restrictions at least as stringent as those stated in this non-disclosure agreement. Recipient's obligations of confidentiality and non-disclosure shall survive the expiration of termination of this non-disclosure agreement.
- b) Recipient may disclose the Confidential Information as required by law in the reasonable opinion of Recipient's counsel, including in response to legal process compelling such

disclosure, provided that Recipient shall provide advance written notice of disclosure of at least fifteen (15) days unless: (i)

Recipient is legally compelled to make such disclosure on fewer than twenty (20) days from its receipt of the request, in which case Recipient shall give Rackspace as much notice as is reasonably practicable under the circumstances, or (ii) notice is prohibited by law. Recipient shall limit disclosure under this paragraph to that Confidential Information which is legally required to be provided in the reasonable opinion of Recipient's counsel. At Rackspace's request and expense, Recipient shall cooperate with Rackspace's reasonable efforts to avoid or limit disclosure.

5. Return. Subject to state and federal document retention regulations governing Recipient, Recipient agrees to return or destroy the Confidential Information on demand, and to certify in writing, if requested, that the Confidential Information has been fully returned or destroyed.

6. Governing Law/Disputes. This non-disclosure agreement shall be governed by the laws of the state of Texas. Recipient acknowledges that injunctive relief prohibiting disclosure is an appropriate remedy under this non-disclosure agreement. Notwithstanding anything herein to the contrary, and except in the cases of fraud or willful misconduct, neither party shall be liable for any consequential, punitive, incidental, indirect, exemplary, or special damages arising out of activities related to this agreement.

7. Inadvertent Disclosure. Recipient agrees to promptly notify Rackspace in the event there is a disclosure of the Confidential Information other than as authorized by this non-disclosure agreement, either intentionally or inadvertently, and to assist Rackspace in recovering any such Confidential Information and/or mitigating harm to Rackspace resulting from such unauthorized disclosure.

8. Notices. Notices to Rackspace shall be given in writing by electronic mail, return receipt requested, confirmed by facsimile or first class United States mail, to the address below. Notice shall be deemed given, received and effective at the time sent, provided that if such time is not on a weekday between the hours of 8:00 am and 5:00 pm Central Time, notice shall be deemed given, received and effective as of the time that the foregoing business hours next begin.

9. Final Agreement. This non-disclosure agreement is the final and complete agreement regarding its subject matter and supersedes and replaces any prior or contemporaneous communication, understanding or agreement, whether written or verbal.

Notices for Rackspace:

Rackspace US, Inc.

5000 Walzem

San Antonio, Texas 78218

Attention: General Counsel

Phone (210) 312-4000

Fax: (210) 312-4848

Email: legalnotice@rackspace.com

Select **"Yes"** in the pop-up to accept the NDA

Select **"No"** in the pop-up to exit



Form A
Bidder Contact Sheet
Request for Proposal Number 5949 Z1

Form A should be completed and submitted with each response to this RFP. This is intended to provide the State with information on the bidder's name and address, and the specific person(s) who are responsible for preparation of the bidder's response.

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

Each bidder should also designate a specific contact person who will be responsible for responding to the State if any clarifications of the bidder'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	
Bidder Name:	
Bidder Address:	
Contact Person & Title:	
E-mail Address:	
Telephone Number (Office):	
Telephone Number (Cellular):	
Fax Number:	