

**REQUEST FOR PROPOSAL NO. 24-5**

**RISK MANAGEMENT/CLAIM MANAGEMENT SOFTWARE SYSTEM  
FOR  
WASHINGTON HOSPITAL SERVICES**

**PROPOSAL DUE: August 19 2016**

**PROPOSAL OPENING DATE: August 22, 2016**

Issued by:

Washington Hospital Services  
999 Third Avenue, Suite 1400  
Seattle, WA 98103

Prepared by:

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Director of Safety and Claim Services

206-216-2534

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## TABLE OF CONTENTS

SECTION I INSTRUCTIONS FOR PREPARATION AND SUBMITTAL OF PROPOSAL .....	3
A. BACKGROUND AND SCOPE OF WORK.....	4
C. RFP SCHEDULE .....	6
D. DOCUMENTS TO BE INCLUDED WITH PROPOSAL.....	6
E. EVALUATION AND SELECTION PROCESS .....	8
SECTION II SCOPE OF WORK.....	9
SECTION III PROPOSAL DOCUMENTS .....	22
RFP DOCUMENT 1 - PROPOSAL CHECKLIST .....	23
RFP DOCUMENT 2 - COST SCHEDULE .....	25
RFP DOCUMENT 3 - NARRATIVE RESPONSE .....	29
RFP DOCUMENT 4 - REFERENCES .....	38

**SECTION I  
INSTRUCTIONS FOR PREPARATION  
AND SUBMITTAL OF RFP**

**RFP NO. 24-5**

**RISK MANAGEMENT/CLAIM MANAGEMENT SOFTWARE SYSTEM  
INSTRUCTIONS FOR PREPARATION & SUBMITAL OF PROPOSAL**

**ALL RESPONSES MUST BE ELECTRONICALLY  
SUBMITTED TO [BrianE@Wsha.org](mailto:BrianE@Wsha.org)  
BY 5PM AUGUST 19, 2016**

**A. BACKGROUND**

**Services:**

Washington Hospital Services (WHS) solicits Requests for Proposals (RFP's) for a RISK MANAGEMENT/CLAIM MANAGEMENT SOFTWARE SYSTEM to support our workers' compensation claim management and unemployment claim management programs as described in the "Scope of Work".

**Background:**

Washington Hospital Services (WHS) is one of the State of Washington's oldest third-party administrator of workers' Compensation and unemployment benefit claim management programs for self-insured employers.

Since 1984 we've been providing superior claim management to hospitals and clinics across the State of Washington. With the creation of our Third Party Administrator program, United Claims Management, we've made these same services available to all types of Washington State self-insured employers.

WHS provides the workers' compensation and unemployment compensation claim administration responsibilities for several Trusts and individual self-insured employers. WHS is also responsible for carrying out standard risk management activities, including the analysis of claims and incidents, tracking performance and benchmarking reviews and creating a performance dashboard for each enterprise and each member within each enterprise:

**The Public Hospital District Workers' Compensation Trust**

A group of twenty-four separate self-insured employers that group insure for the purpose of providing workers' compensation benefits.

**The Washington Hospital Workers' Compensation Trust**

A group of six separate non-profit self-insured employers that group insure for the purpose of providing workers' compensation benefits.

**United Claim Management – Workers Compensation Program**

A third party administrator of workers' compensation programs for several individual self-insured employers.

**The Unemployment Compensation Trust**

A group of thirty member employers that ban together for purpose of providing unemployment benefit compensation.

**United Claims Management, Unemployment Compensation Program**

A third party administrator providing unemployment compensation claim management services for nine self-insured employers.

WHS is required to provide monthly workers' compensation claims data to the Washington State Department of Labor & Industries Self- Insurance Electronic Data Reporting System (SIEDRS) and electronic quarterly liability and workers' compensation claim data to the Centers for Medicare & Medicaid Services (CMS)

WHS seeks a comprehensive risk management information system solution to manage workers' compensation claims AND a solution that would also support our ability to manage unemployment compensation claims.

## RFP 24-5

### RISK MANAGEMENT/CLAIM MANAGEMENT SOFTWARE SYSTEM

#### SCHEDULE

Description	Date
RFP Released	July 22, 2016
Proposals Due	August 19, 2016
Proposal Opening Date	August 22, 2016
Demonstration Start Date	August 29, 2016 - TBD

#### B. WHS REPRESENTATIVE

Brian Earl, Director of Safety and Claim Services, 206-216-2534 BrianE@Wsha.org

#### C. DOCUMENTS TO BE INCLUDED WITH PROPOSAL

Proposals must include all required documentation. Proposal documents must be submitted electronically. Proposals failing to provide the required information/documentation will be considered non-responsive and will not be considered for contract.

Pricing: Include pricing in RFP Document 2, Cost Schedule. Prices provided shall include all costs, no additional costs are to be applied to invoices.

All proposals must include the following documents:

- 1 RFP Document No. 1 Proposal Checklist: Completed and Signed.
- 2 RFP Document No. 2 Cost Schedule: Completed and Signed.
- 3 RFP Document No. 3 Narrative Responses: Completed by Proposer

Attachments to be included with Narrative Response:

- 1 Project Plan
- 2 Project Schedule
- 3 Architecture Plan
- 4 Proposed Software License Agreement
- 5 Proposed Maintenance Agreement (if proposed solution is non-hosted).
- 6 System Technical Documentation:
  - a) Installation Guide (if non-hosted solution)
  - b) Administration Guide
  - c) Best Practices Guide
  - d) System Physical Diagram
  - e) System Logical Diagram
  - f) Any other documentation relevant to system
7. RFP Document No. 4: References
8. Addenda, if applicable

#### **D. SUBMITTALS**

- 1 Proposer shall submit all RFP Documents electronically to **briane@wsha.org**  
*All RFP's submitted shall become the property of WHS at the time of Proposal opening.*
- 2 Omissions: The Scope of Work and Requirements herein are not intended to stipulate all details of the services to be provided. The omission of proper or conventional features, or provisions, shall not be implied in anyway.

#### **E. RECEIPT AND OPENING OF PROPOSALS**

- 1 All Proposals must be delivered electronically to: [Briane@wsha.org](mailto:Briane@wsha.org)
- 2 Proposals must be received on or before five o'clock p.m. (5 p.m. PST) on August 19, 2016.
- 3 A Proposer may withdrawal their proposal any time prior to the Proposal Opening date of August 22, 2016.
- 4 Modification of Proposal may be submitted prior to the Proposal Opening Date.

## F. EVALUATION AND SELECTION PROCESS

- a) Following the receipt of the Proposals, WHS will initially evaluate whether each proposal is responsive. A determination of initial responsiveness will be based upon whether all Proposal Documents listed in Section C are completed. WHS reserves the right to waive inconsequential or immaterial defects in the Proposal Documents.
- b) Evaluation of responses to the WHS Request for Proposal will be on a "Best Proposal" basis. "Best Proposal" is defined as the Proposal which, in the opinion of WHS, best serves the interest of WHS.
- c) One or more Proposers will be selected to provide a demo of their Risk Management/Claim Management Software Program and additional information relating to their proposal. This demo provided to WHS must be for the product proposed in RFP 24-5. We anticipate conducting Demos beginning the week of **August 29, 2016**, with one day allotted for each selected proposer.
- d) WHS reserves the right to request a Best and Final Offer (BAFO) from one or more of the Proposer(s) if WHS deems such an approach is necessary. In general, the BAFO would consist of updated costs as well as answers to specific questions that were identified during the evaluation of proposal.  
  
If WHS chooses to invoke this option, WHS will request a BAFO and evaluate the BAFO responses and select the Proposer that best meets the needs and expectations of WHS.
- e) WHS will select the proposal that best meets the needs of WHS. WHS reserves the right to accept or reject any or all Proposals in their entirety or in part and to waive informalities and minor irregularities and to select the Proposal in the best interest of WHS. The implementation date of selected proposal to be determined.
- f) WHS may at any time reject any and all proposals and cancel this RFP without liability. This RFP in no way obligates WHS to make a selection and/or enter into a contract for service.



**SECTION II**  
**SCOPE OF WORK**

## WHS RFP 24-5

### Risk Management/Claim Management Software System

#### Scope of Work

The Proposer shall supply and install a Risk Management/Claim Management Software System that is compatible with Washington Hospital Services (WHS) current Hardware/software infrastructure. The Proposer shall convert and import legacy data from our current RMIS, Eric Systems, and develop required interfaces, workflows, reports and provide training. WHS expects proposers to include in their cost proposals, at a minimum, the deliverables and assumptions listed in this section.

#### **I. OVERALL SOFTWARE FUNCTIONALITY**

Proposer will provide Washington Hospital Services a Risk Management/Claim Management Software System with the following functionality:

##### **A. General Functionality:**

1. Accident report completion (prefer online claim filing ability/capability)
2. Claim entry module (ability to enter a claim manually but prefer to download data obtained through the completion of an online accident report)
3. Incident/claim intake (custom)
4. System Administrator Module (permission levels, authority levels, passwords)
5. Adjuster Notes (dates, categorize, sort, download, print)
6. Ability to link attachments to notes
7. Letter writing and template capability (Word)
8. Email capability from within system (notes, documents, etc)
9. Scan, import, store, organize, sort and retrieve documents, photographs, video, etc. Attachments in all formats. All documents must be date stamped by system on each page.
10. Functional/fillable State of Washington required forms (SIF-5, SIF5A, SIF-4, LEP Worksheet, APF)
11. Wage calculation module (record multiple rates of pay, dependents, calculate gross pay, record/calculate time loss rate, rate A and rate B, cola, etc.)
12. Disability benefit payment module
13. Disability history (visual representation of time loss, loss of earning power benefits).
14. Check writing (check/bank account set-up and templates, multiple accounts)
15. Bill invoice and payment processing module (ability to interface with third-party bill processor)
16. Positive Pay Process

17. Excess policy management (record excess policy by year, SIR level, Aggregate)
18. Medical Management
19. Vocational Management
20. Litigation Management
21. Standard and Custom Reports (including drill down analytical reports, trend analysis).
22. Benchmarking and report module
23. OSHA Injury Reporting
24. Interface to Washington State Self-Insurance Electronic Data Reporting System (SIEDRS)
25. Centers for Medicare & Medicaid Services (CMS) Module
26. Reserve Setting and worksheet
27. Diary System
28. Ability to create a system alert (triggered by the completion of a assigned data field, system report, form or template)
29. Field customization
30. Location Hierarchy
31. Ability to flag claims, customizable (third-party, Overpayment, excess reported etc).
32. Excess Insurance entry and reporting
33. Supervisor administration
34. Claim file compliance and evaluation
35. Ability to flag documents as private/employer privilege documents
36. Supplemental benefit calculation module
37. 1099 Vendor management

**For those solutions that also support unemployment compensation claim management:**

- a) Claim entry (Notice to Base Year, Employer Separation Notice, Benefit Charges)
- b) Benefit Year
- c) Assign Max benefits Payable
- d) Record employment hierarchy (member, department, employee occupation)
- e) Record notes
- f) Use of word templates
- g) Ability to email notes or templates from within a claim
- h) Document scanning and storage
- i) Record initial claim type (quit, terminated, lack of work, etc.)
- j) Record initial decisions
- k) Record benefits paid
- l) Quarterly charges
- m) Record appeal and distinguish between employee/employer appeal
- n) Record outcome of appeal
- o) Record Petition For Review (distinguish between employee/employer PFR)

- p) Record outcome of PFR
- q) Performance and activity reports
- r) Benchmarking
- s) Dashboard

## **B. Security Solution**

Washington Hospital Services requires the capability to assign users and user groups to various levels of access. Functions should include but not be limited to:

1. User profile
2. Group profile
3. Authorize or restrict access to various functions (read, write, issue checks, etc.)
4. Assign/Limit access to specific enterprises, members or clients
5. Assign/limit reserve, payment entry, check printing, and settlement authority
6. Ability to generate a report detailing current user and group permissions

In addition, the security solution must achieve the following:

1. Ensures unique user identification and strong passwords
2. Allows for customization and enforcement of the following: length, complexity, duration, prior history.
3. Provides lock-out access after a certain number of attempts (with reset capability)
4. Includes log-out following a predetermined inactivity period
5. Users should be able to customize and change password and system should provide automated notification when password has aged
6. Password shall be stored encrypted and have Https/128-bit encryption for authentication
7. Ensure that all Washington Hospital Services data is protected during transmission, storage and processing. As industry standards are updated, so should the security protections in this system.
8. Ensure the protection of personally Identifiable Information (PII), to comply with all Federal, State, Local and WHS privacy, information protection and data security policies, procedures and regulations.

*For hosted solutions, Proposer must adhere to the following guidelines at a minimum:*

- a) Primary and secondary data custodians must be identified for delivery, accountability and proper disposition of data.
- b) Access to data must be specifically authorized and documented.
- c) Users with access to WHS data must be documented and disclosed to WHS upon request.
- d) Data must be encrypted in transit and on all mobile devices, or by legal standard; whichever is more stringent.
- e) Data will not be transferred or shared with additional third parties without written authorization by WHS.
- f) Systems accessing data, at a minimum require automatic updates and patching to system software and host-based intrusion detection system software.
- g) The method of data disposition must be specified. At a minimum, an industry Data File Copy should be returned to WHS. WHS data then must be removed by deletion and space wiping/overwriting. Completion of these tasks should be confirmed in writing to WHS.
- h) WHS requires that unauthorized access to WHS data must be reported to WHS within 24 hours of knowledge of breach or suspected breach. Describe how incidents are detected, reported, escalated, handled and remediated.

### **C. Reporting**

WHS requires that the RMIS solution include “standard reports” as well as ad-hoc reporting capabilities. The “standard reports” shall include but are not limited to:

1. Dashboard
2. Benchmarking
3. Loss Run
4. Drill down analysis (e.g. Claim type, injury cause, injury type, employer and occupation, etc.)
5. Claim Cost reports
6. Aging Reports
7. Various performance metrics
8. Trending Analysis Reports

In addition, WHS requires the ability to create ad-hoc, query report and/or other reports based on any data field in the system and the ability to schedule reports to be processed at various times.

Access to reports and report creation should be assigned to user roles, and exportable in a variety of electronic formats. Reports should also be capable of being distributed by system email.

### **D. Other General Functional Requirements**

This section refers to commonly used functions that should be accessible throughout the proposed solution. WHS requires a RMIS that includes the following at a minimum:

1. The ability to export/import data in multiple formats.
2. A consistent calendar drop-down associated with each date field.
3. The functionality to allow an administrator to create and maintain triggers that automate functions that are initiated by claim entry and claim management activities (e.g. claim entry establishes a future system diary date, closure of a diary sets a future diary date, completion of a template creates a future system diary date or sends an email notification, etc)
4. A work sheet specifically designed to provide the ability to calculate, populate and store Washington State Workers’ Compensation statutory forms.

5. An area specifically designed as a “start-up” page where the administrator and/or user can customize to best suit their program needs. The software should have predefined “start-up” and claim information page views by user role. The standard page view may be different for roles that are view-only compared with roles that have higher level security rights.
6. A “Dash-Board” feature that can be formatted for specific roles, containing pre-defined information related to the user’s individual tasks or management needs.

## **II. Technical Architecture**

The Proposer will provide WHS a Risk Management/Claim Management Software System that meets the following requirements:

### **A. General Technical Requirements**

1. Technical requirements for WHS installed components shall be compatible with existing WHS hardware/software infrastructure.
2. Provide scalability, not limited in numbers of total users configured in the system or concurrent users accessing the system.
3. Should WHS contract with another RMIS service provider at the end of the existing contract term or at any time upon request, the Proposer will provide to WHS a complete electronic copy of WHS’ data and index file in an easy to read industry standard file format and reasonably transferable format
4. Have a user’s manual built in the system for easy access by WHS’ users.

### **B. Access, Updating Data, Searching**

1. Support a minimum of 10 primary users that both enter and view data with room for expansion; with at least three of these at the Administrator level. PLUS the capability to add multiple view only/report writing ability users for each member or client we serve.
2. Allow users to access the RMIS on demand from any location, through controlled access across the internet.
3. Support printing of data reports, etc.
4. Capability to export data, reports, etc..
5. Capability to send RMIS record data via email
6. Capability of providing data analysis reporting
7. Capability to receive and map data from various insurers and Third Party Administrators.

### III. PROJECT IMPLEMENTATION AND TRAINING

#### A. Project Plan and Project Schedule

Proposer shall be responsible for developing and maintaining a Project Plan and Project Schedule. The Project Plan and Project Schedule define and reflect the Proposer's approach to executing the scope of work.

The Project Plan shall document the framework for key project activities, for example, infrastructure setup, needs analysis, configuration, security, report and interface development, testing data conversion, and training.

#### B. Architecture Plan

Proposer shall develop an Architecture Document describing the planned hardware and software components required by the project (including for example, servers, auxiliary storage devices, and network connectivity). Proposer shall maintain the Architecture Document during the term of this contract.

Proposer will evaluate existing WHS hardware to determine if any existing WHS hardware can be used in the completion of this project and incorporate hardware into the Architecture Document.

#### **Current hardware in use by WHS:**

- One server: Dell PowerEdge T620. The host server runs Windows Server 2012 Standard, and hosts three virtual servers which all run Windows Server 2012 Standard as well. The three virtual servers each serve a separate role:
  - Active Directory for the RMIS environment
  - SQL Server (MS SQL 2012)
  - Terminal Services (This runs 2X for remote access)
- Hardware specs:
  - Dell PowerEdge T620
  - RAM: 64GB
  - Processor: Dual Intel Xeon E5-2609 @2.40GHz
  - Storage:
    - RAID 5 (3 600GB 15k drives): 1.1TB
    - RAID 5 (3 3TB 7.2k drives): 5.5TB
- The terminal server uses 2X Application Server for remote access for clients.
- Data access is secured and controlled by Active Directory permissions, but data is not currently encrypted.
- Virus software is Webroot SecureAnywhere
- Desktop computers with Microsoft office and internet capability.



If a hosted solution is being proposed, Proposer will provide the Architecture Document that describes their solution.

### **C. Infrastructure Setup and Maintenance**

Proposer and WHS will collaborate to setup and maintain the infrastructure required to support the project. The following describes roles of the Proposer and WHS.

1. WHS will acquire all hardware and software required by the project.
2. WHS will install, configure, and maintain all hardware, network and operating system components.

*The following items apply to non-hosted solutions.*

1. The WHS IT Team will install, configure and maintain database server components. Proposer will work with WHS IT Team to create and configure required databases and configurations (security, linked servers, etc.)
2. Provide complete documentation, including installation and user guides for all delivered software and equipment.
3. Provide complete documentation, including installation and user guides for all delivered software and equipment. This documentation should be detailed enough to allow WHS personnel complete an installation.
4. Assist WHS in the software installation on-site or through web-ex sessions.
5. Proposer will configure all RMIS application and components.
6. Proposer shall configure any additional third party software identified by Proposer as necessary during the project.
7. Proposer shall assist WHS IT Team with the installation of maintenance/service packs, bundles, updates/patches, and fixes as required by WHS during the term of the project.

## D. Data Conversion

WHS has over thirty (30) years of electronic claim history data in our current RMIS, ERIC Systems, that must be converted and made accessible by the new solution. The Eric system has been in place for the past five years and contains new and previously converted data.

Description	Number of Claims
Annual Workers' Compensation Claims Received	560
Annual Unemployment Benefit Claims Received	831
Total Claims in Database	69,863
Total Gigabytes of Space	75GB
Data Files	25GB
Image Files	47GB
Available Space	4.75TB

The selected Proposer will perform a full data conversion of all existing data elements and records contained in WHS present RMIS, Eric Systems database. Tasks and deliverables include but are not limited to the following:

1. Map WHS RMIS, Eric System, data elements to Proposer system data model.
2. Data review and preparation
3. Conversion of data.
4. Data validation and testing
5. Clean-up of exception data
6. Data validation and retesting
7. Transfer to production

## E. Configuration and Development

Proposer shall develop and/or configure all approved interfaces, reports, workflows and application customizations.

## F. Test Planning and Execution

The Proposer shall submit a Test Plan that outlines the timing and tasks to accomplish the testing needed to successfully deploy the application in production.

The Test Plan shall be a MS Word document that outlines a detailed testing plan

that identifies the test areas and types of tests to be performed. This document will also identify the internal and external testing participants, testing environments to be utilized, and the timing of the testing, etc.

The Proposer will provide necessary test script procedures and templates to complete the testing process. The test scripts should identify the process or business scenario being tested.

Proposer shall support WHS testing by establishing adequate test environments, troubleshooting problems, resolving issues, and fixing defects.

### **G. Training**

The Proposer will provide a minimum of ten (10) End Users of which three (3) will be Administrator level users AND an unlimited number of client access users with read only rights with comprehensive training on all system functionality including the following training:

1. Onsite training to WHS staff
2. Online training to members
3. Train the trainer, administrator and technical training, report creation, member training etc.

### **H. Final Deployment Planning and Execution**

Proposer shall submit a Deployment Plan that outlines the required steps for the organization to transition to the final production application. The plan will identify all of the pre-requisite steps for initiating the transfer to production. The plan will be a tool for preparing users for the final application upgrade.

The Deployment Plan is a narrative plan outlining the approach for deploying the new RMIS in the production environment. It will include the following:

1. Building the production environment
2. Migrating application configuration to production
3. Final data conversion steps
4. Detailed transfer matrix outlining the step by step list of tasks for completing the final production application.

## **IV. POST LIVE PERFORMANCE AND RELIABILITY PERIOD**

For a period of one week after the Live Data date, Proposer shall provide onsite support to assist in the resolution of production issues, to apply any delayed software fixes, and to troubleshoot issues.

Should WHS require additional assistance and/or modifications, after the Post Live Performance and Reliability Period, Proposer shall provide services at the bill rate identified in proposal. The support shall be by telephone or onsite as required by WHS, and can be used for the following issues:

1. Technical Errors
2. Questions regarding system use, tools, reports, and other functionality
3. Data issues
4. Performance issues
5. Connectivity issues
6. Patches and fixes

## **V. POST -IMPLEMENTATION MAINTENANCE AND SUPPORT**

Proposer shall provide telephone and email support during business hours Monday-Friday. Proposer will provide long-term support and maintenance services. This includes warranties against “bugs”, functional deficiencies, performance issues, and user and technical support. Proposer will also provide to WHS version upgrades to maintain security, regulatory and legal compliance as follows:

Items 1 and 2 apply to non-hosted solutions.

1. Patches, to include security patches
2. Release notes, updated documentation, updated online help

Items 3 and 4 apply to both hosted and non-hosted solutions

3. Customer (User Groups) driven changes either reflecting functional deficiencies identified by customers or new business requirements, or reporting requirements identified by customers.

## **VI. DATA OWNERSHIP**

All data provided to the Proposer and data inserted into the Risk Management/Claim Management Software System from WHS, its members, or other entities shall be the exclusive property of WHS.

Should WHS contract with another RMIS service provider at the end of the existing contract term or at any time upon request, the Proposer shall provide to WHS a complete electronic copy of WHS' data in an easy to read and reasonably transferable format in keeping with industry standards.

**SECTION III**  
**PROPOSAL DOCUMENTS**

**RFP 24-5**  
**Risk Management/Claim Management Software System**  
**RFP Document No. 1 Proposal Checklist**

*Instructions: This document must be signed and submitted with Proposal.*

This Checklist identifies the RFP Documents that MUST be submitted with each Proposal (Reference: Section I, "Instructions for Preparation and Submittal of Proposal," Item C").

*A response to this RFP MUST be submitted electronically to [BrianE@Wsha.org](mailto:BrianE@Wsha.org) on or before five o'clock p.m. on **August 19, 2016**.*

<b>RFP Documents</b>	<b>Are Documents Enclosed?</b>
1. Proposal Checklist	[    ]
2. Cost Schedule	[    ]
3. Narrative Responses	[    ]
4. Attachments	
a) List of software solution components and function/features of each module	[    ]
b) List of reports and examples	[    ]
c) Ad Hoc Report examples	[    ]
d) Hierarchy examples	[    ]
e) Dashboard examples	[    ]
f) Benchmarking report examples	[    ]
g) Privacy Policy	[    ]
h) Organizational chart	[    ]
i) Project Plan and Schedule	[    ]
j) Architecture Plan	[    ]
k) Installation Guide	[    ]
l) Administration Guide	[    ]
m) System physical diagram	[    ]
n) System logical diagram	[    ]
o) Technical Documentation	
- Installation guide	[    ]
- Administration guide	[    ]
- Reporting guide	[    ]
- Dashboard guide	[    ]
- Physical diagram of system	[    ]
- Other	[    ]
p) Any other documentation relevant to system	

4. References

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6 Addenda, if applicable

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**CERTIFICATION:**

I certify that I am the Proposer for this Contract, and I have read and understand the Instructions to Proposers, and have included all required responses and documents.

Proposer: \_\_\_\_\_  
(Signature)

Company Name:

Representative Name:

Telephone Number:

Email Address:

Website:

## RFP 24-5

### RISK MANAGEMENT/CLAIM MANAGEMENT SOFTWARE SYSTEM

#### RFP Document No. 2 Cost Schedule

Proposer: \_\_\_\_\_  
(Type or Print Company Name)

*Instructions: Proposer shall complete all pages of this RFP Document No.2*

#### System Costs

Please detail the recommended hardware and software to support the solution you are proposing and record the associated costs below.

*Include all costs associated in providing, completing and operating a fully functional System.*

#### Year One (1) Cost of Ownership

Item	Phase	Total Cost
A. Software	Implementation	\$
B. Hardware	Implementation	\$
C. Services	Implementation	\$
D. Hosting (if applicable)	Implementation	\$
E. Training	Implementation	\$
F. Recurring maintenance/support	Annual (I)	\$
G. Recurring license	Annual (I)	\$
H. Other recurring costs (including any 3rd party costs)	Annual (I)	\$
Year One Cost of Ownership(I)		\$
(1) For year 1 only.		



Total Five (5) Year Cost of Ownership

Item	Phase	Total Cost
A. Software	Implementation	\$
B. Hardware	Implementation	\$
C. Services	Implementation	\$
D. Hosting	Implementation	\$
E. Training	Implementation	\$
F. Recurring maintenance/support	5 Years	\$
G. Recurring license	5 Years	\$
H. Other recurring costs (including any 3rd party costs)	5 Years	\$
Total 5 Years Cost of Ownership		\$

RFP DOCUMENT 2 COSTSCHEDULE CONTINUED

Detail Software Costs (A) - List All Software Costs Included in this Proposal

Item	Total	Notes
	\$	
	\$	
	\$	
TOTAL	\$	

Detail Hardware Costs (B) - List All Hardware Costs Included in this Proposal

Item	Total	Notes
	\$	
	\$	
	\$	
TOTAL	\$	

Detail Services Costs (C) List All Services Costs Included in this Proposal

Item	Total	Notes
Standard services	\$	
Project management	\$	
Application Installation and Configuration	\$	
Report Development	\$	
Interface Development	\$	
Data Conversion	\$	
Testing	\$	
3r Party Services Costs (if applicable)	\$	
TOTAL	\$	

**Detail Hosting Costs, if applicable (D) List All Hosting Costs Included in this Proposal**

Item	Total	Notes
Standard services	\$	
Project management	\$	
Application Installation and Configuration	\$	
Report Development	\$	
Interface Development	\$	
Data Conversion	\$	
Testing	\$	
3rd Party Services Costs (if applicable)	\$	
<b>TOTAL</b>	<b>\$</b>	

**Detail Training Costs (E) List All Training Costs Included in this Proposal**

Item	Total	Notes
User Training	\$	
System administrator training	\$	
Any additional training ( provide detail in Notes)	\$	
Updates to Training Documentation	\$	
<b>TOTAL</b>	<b>\$</b>	

**Detail Recurring Costs (F, G, H) List All Recurring Costs Included in this Proposal**

Item	Year 1	Year 2	Year 3	Year 4	Year 5
F. Maintenance/Support	\$	\$	\$	\$	\$
G. License	\$	\$	\$	\$	\$
H. Other (including any 3rd party costs)	\$	\$	\$	\$	\$
<b>TOTAL</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>

Billing Rate for Services Beyond Post-Go Live Performance and Reliability Period

Resource	Hourly Rate	Notes
Project Manager	\$	
Functional Lead	\$	
Functional Analyst	\$	
Technical Lead	\$	
Developer	\$	
Database Administrator	\$	
	\$	
	\$	
	\$	
	\$	

*All costs associated with this Proposal must be included in the tables listed above.*

Proposer: \_\_\_\_\_  
Signature
Date

## RFP 24-5

### RISK MANAGEMENT/CLAIM MANAGEMENT SOFTWARE SYSTEM

#### RFP Document No. 3 Narrative Response

Provide responses to the questions in this document as clearly and completely as possible. Use of additional material as attachments is allowed if it is identified by the section and line number.

The intent of this document is to allow WHS to better understand the proposed system and how the system and your proposed approach meet WHS requirements as described above. Submit a response to all questions. Please submit your answer directly after each question; do not change the question order, wording or numbering; you may italicize your response to delineate response from question.

#### I. OVERAL SOFTWARE FUNCTIONALITY

WHS manages both workers' Compensation claims and unemployment benefit claims. When responding to questions, consider both workers' compensation claim management and unemployment compensation claim management applications and provide separate response if appropriate.

1. Provide a detailed description how your solution would support claim intake/data entry and claim management activities for workers' compensation claims.

If your system also supports unemployment compensation claim management, provide a detailed description of how your solution would support claim intake/data entry and claim management for unemployment compensation claims.

2. Include a list of the proposed solution's software components with an outline of the major functions and features for each module.
3. List all Scope of Work components that are not included in your proposal. Please include alternative if applicable.
4. Describe how your system handles the following functionality: (Be sure to include examples, illustrations, and diagrams)

##### **Workers' Compensation Claim Management**

- a. Accident report completion (prefer online claim filing ability/capability)
- b. Claim entry module (explain manual entry process and share capability of capturing data from online completed accident report forms or interface software )
- c. Incident/claim intake process ( include sample questions, forms, extent of customization)

- d. System Administrator Module (permission levels, authority levels, passwords)
- e. Adjuster Notes (dates, categorize, sort, download, print)
- f. Scan, date stamp, import, store, organize, sort and retrieve documents, photos, video
- g. State of Washington required forms (SIF-5, SIF5A, SIF-4, LEP WS, APF)
- h. Wage calculation module
- i. Disability benefit payment module
- j. Disability management history (visual representation of time loss, loss of earning power benefits).
- k. Check writing (check/bank account set-up and templates, multiple accounts)
- l. Bill invoice and payment processing module (ability to interface with third-party bill processor)
- m. Medical Management
- n. Litigation Management
- o. Vocational Rehabilitation Management
- p. Investigation Management
- q. Standard Reporting
- r. Ad Hoc report writing
- s. Advance Reporting (drill down analytical reports)
- t. Benchmarking and Trend Analysis
- u. Dashboard/Performance Metrics
- v. Osha Injury Reporting
- w. Excess Insurance recording/reporting
- x. Supplemental Benefits
- y. 1099's Vendor Module
- z. Reserve setting/worksheet
- aa. Diary
- bb. SIEDRS Module
- cc. CMS or Interface to CMS Module
- dd. Customize field availability
- ee. Adjuster Note functionality
- ff. Link note to attachment
- gg. Email capability
- hh. Attachments in all formats
- ii. Hierarchy Functionality
- jj. Data consolidation/conversion

**For Unemployment Claim Management:**

- a) Claim data entry process (Notice to Base Year, Employer Separation Notice, Benefit Charges)
- b) Benefit Year
- c) Claim status (open/closed)
- d) Record Max benefits Payable
- e) Record employment hierarchy (member, department, employee occupation)
- f) Record notes
- g) Use of word templates

- h) Ability to email notes or templates from within a claim
- i) Document scanning and storage
- j) Record initial claim type and outcome (quit, terminated, lack of work, allowed, denied etc.)
- k) Record benefits paid
- l) Quarterly charges
- m) Record appeal and distinguish between employee/employer appeal
- n) Record outcome of appeal
- o) Record Petition For Review (distinguish between employee/employer PFR)
- p) Record outcome of PFR
- q) Performance and activity reports
- r) Outstanding liability reporting
- s) Benchmarking
- t) Dashboard

5. Describe the usability features of your product such as automatic field-to-field cursor movement, tool tips/hover help, wizards/links/buttons/tabs for data entry, browser-based user interface, field to field format validation, etc. Please provide a numbered list of the top 5 usability features. (How is your system optimized for efficient data entry).
6. Provide a list of standard reports included with the system. Please provide examples.
7. If your system includes an ad hoc reporting tool, describe the capabilities of that tool. Please provide examples.
8. Describe the system's hierarchy structure available. How many levels are provided? Provide example
9. Identify all of the lines of business available with your RMIS.
10. Describe the typical interfaces that a client/user has with your RMIS.
11. Describe your process for CMS recording/reporting or interface with Medicare.
12. Describe your interface for SIEDRS, Washington State Self-Insurance Electronic Data Reporting System, reporting or similar workers' compensation system reporting requirements.
13. Describe the capability of your RMIS to support user defined custom fields.
14. Describe Dashboard functionality, recommended set-up and use, ability to customize, print and distribute. Provide examples.
15. Describe Benchmarking functionality, recommended standard set-up and use, ability to customize, print and distribute. Provide benchmarking report.

## II. Security

The following questions will apply to hosted solutions or non-hosted solutions where a proposer will at any time possess or have access to WHS data. Please answer according to your proposed solution.

### DATA SECURITY REQUIREMENTS

1. Please provide your company's Privacy Policy. How do you address ever changing related laws/requirements (i.e. Privacy, HIPPA, etc.)?
2. How often does your company conduct regular audits or assessments of your privacy program and policies?
3. Do individuals with access to personally identifiable information or HIPPA-controlled data regularly undergo related training? How often?
4. Does the Proposer utilize its own servers or does it contract with a third party?
5. At what location is electronic data stored? Where is back-up data stored?
6. Please describe how security vulnerabilities and malicious code are addressed.
7. Please describe your company's maintenance cycles and downtime.
8. Please describe the electronic data back-up process (i.e., type, frequency, storage).
9. Please describe your company's incident detection process.
10. How quickly will WHS be notified of an incident affecting WHS data or systems that maintain WHS data? In the event of a potential or confirmed data breach of WHS data, what is the breach notification process? Who is financially liable for data breach remediation in accordance with applicable laws (i.e., fines, notifications, etc.)? Do you have Data Breach Insurance that would cover the associated cost?
11. How does your company manage and ensure data integrity?
12. Please describe at a high-level your security architecture (i.e., firewalls, etc.).
13. What data is encrypted? When is encryption applied (in transit, at rest)? What type of encryption is used? Explain key management process.
14. Would WHS data be stored on mobile devices or media that leaves your physical protected space?



15. How does your company handle destruction of electronic data? How do you handle destruction of hard drives or other media that would host WHS data?
16. What is the process for transferring data between WHS and your company?
17. In the event of a termination of our contract, how is data migrated to WHS? What is the cost? How is WHS data removed/destroyed from your systems? Do you maintain any data past termination of the contract and if so, for how long?
18. Does your company periodically assess technical security controls through vulnerability assessments or penetration testing? Is the testing performed in-house or by a third-party? How are the results of the assessment protected? How are the results addressed?
19. Is WHS data co-located on servers and databases with other customer data? How is WHS data stored and separated from other customer data? This question pertains to both live data as well as back-up data.
20. Please describe the Physical Security Controls of locations where hard copy or electronic data is stored to include physical access control technologies and process, alarms and alarm response, onsite security, smash & grab deterrence and environmental controls.
21. What level of access to systems and data are your third-party vendors provided?

### **III. TECHNICAL ARCHITECTURE**

WHS will consider both a hosted and a non-hosted solution. Please indicate if your solution is a hosted or non-hosted solution. Some of the questions below may not apply to your solution. If so, please indicate with an "N/A".

1. Describe your recommended architecture including servers, database, network, and software for supported versions of your system and whether the proposed solution is hosted or non-hosted
2. Please provide the data security/protection documentation related to your operations.
3. What is your system availability/up time guarantee?

4. Does the system require an application server? Please explain.
5. Does the system require special software to be installed on WHS internal staff user's desktop? External client user desktop?
6. If the system requires connecting to a database, how does it connect to the database?
7. Does the system use email function and if so, what email protocol does it use?
8. Are there web browser's that your system does not support?
9. Describe the monitoring and alert capability of your system. Is the system able to be monitored by off the shelf monitoring tools?
10. How does the system support encryption of information in transit?
11. Describe how your system does encryption or supports encryption of data at rest.
12. Describe what your strategy is for failover and how your software recovers from an unexpected shut down.
13. Describe how your system handles interface connectivity issues. How would your system recover from an interface failure (shut down in the middle of transmitting data)?
14. Describe what constitutes an upgrade, or new release of the system. Can releases be deployed through the use of automated tools to push the new version to PC's?
15. Describe the frequency and process of how you implement timely critical security patches to your application.
16. How often are upgrades distributed to ensure the product maintains security and bug fixes that support industry-standard service level agreements.
17. Are standard updates provided with a support contract? If not, what is the estimated cost to receive these updates?
18. Identify the programming and application languages utilized.

19. Please provide the following Technical Documentation:

- a. Installation Guide – steps to install system
- b. Administration Guide – once system is online, describes operational tasks
- c. Reporting Guide
- d. Dashboard Guide
- e. Any other supporting documentation that would benefit WHS in design discussions.
- f. An example physical diagram and logical diagram that demonstrate servers and server roles, data flow, network components, firewalls, etc.

20. Anti-Virus Software. If your system requires custom AV settings, please explain.

#### **IV. COMPANY STRENGTH AND BACKGROUND RELEASE**

1. Provide a brief description of your company, how long it has been in the business of providing Risk Management Information Systems and where your company is based. Please focus on your experience providing Risk Management/Claim Management Software Systems to Washington State self-insured employers and TPA's who are administering workers' compensation programs.
2. When did your company release your first Risk Management Information System to the market?
3. Provide a brief roadmap of enhancements and changes to your proposed Risk Management Information System product for the next three years.
4. Describe your product planning and software development processes. How do you get requirements and plan functionality for your product roadmap?
5. Identify all services that will be provided by third parties.
6. Explain how your firm exercises internal quality control on RMIS related services.
  - a) Identify who in your firm will be responsible for quality control and client satisfaction if selected as WHS RMIS provider and provide a resume for this individual along with the resumes of the rest of the proposed team.
  - b) In the event RMIS service levels fall below WHS requirements, explain how you will remedy the service breakdown.
7. Indicate whether any contract in which the Proposer or any sub-contractors participated were terminated for default in the last five years. Describe the contract and explain the conditions for termination.

## 8. Organizational Chart & Narrative

- a. Provide an organizational chart and Identify individuals for specific functions and show the interrelationship between the team members and WHS.
- b. Describe the working and reporting relationship between WHS and Proposer.

## V. PROJECT IMPLEMENTATION AND TRAINING

1. Project Plan: Provide a project plan and describe your approach. Describe the methods, tools, and techniques the Proposer will use in providing project management services and approach to managing schedule, controlling costs and mitigating risk to the project.
2. Project Schedule: Provide a detailed schedule covering all major activities and dependencies necessary for completion of the project, demonstrating the critical path and key decision points.
3. Describe how your requirement analysis approach will ensure that the resulting system design will meet WHS requirements.
4. Data Migration: WHS data currently resides in Eric Systems RMIS. Describe your proposed data migration plan. Be certain to provide specific details on how you plan to convert data from WHS existing system to the new system. Describe your plan for validating the converted data.
5. Testing: Describe how you plan to test. At a minimum, describe the different types of testing you propose for this project.
6. Final System Deployment:
  - a. Describe your approach to final system deployment planning
  - b. Identify your successful deployment strategies and techniques, explain your preference (illustrate with success stories)
7. Recommend a preliminary deployment strategy for this upgrade project including a description of the roles of both WHS and the Proposer assumed for this recommendation. Include an Example System Deployment Plan.
8. Training: Describe your training method and proposed methods of delivery. Do you have separate training for each type of user?
9. Describe your process for communicating and implementing patches, upgrades, and other maintenance services during the project and after the project is completed.

**VI. TESTING/DEVELOPMENT/TROUBLESHOOTING**

1. What data and in what format do you expect you will need for development and testing during the implementation? What data and in what format do you expect you will need for most troubleshooting scenarios.
2. Do you expect to perform the work associated with this proposal remotely or from a WHS location? If remotely, how do you expect to receive the data you will need?

**VII. LICENSING & SUPPORT/MAINTENANCE**

1. Specify the Licensing requirements (per seat, per server, per instance, etc.)
2. Describe your method for delivering support?
3. Is support provided by the system Proposer or via a third party?
4. Is there an online knowledge base or customer support forum? If so, please provide a hyperlink for each.

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**RFP Document No. 4 References**

Provide three project references that demonstrate the Proposers experience implementing RMIS for clients similar in scope and complexity, as outlined in Section "II Scope of Work". For each project example provide the following information in the table format below:

- Client's name and phone;
- Client Project Manager's name;
- Implementation start date;
- Implementation completion date;
- Total Contract Value
- Description of the system and services provided;
- Similarity in scope and complexity to WHS
- Hosted or Non-hosted;
- Vendor system release; and
- Number of users