RFP 10610-18: Claims and Risk Management Software Solution

Questions and Responses, 6.19.2018

Question: I didn't see any part of the RFI remark on the need for any vendor to supply or support claims management.   Does the City of Redmond have its own Claims Management software? If so, are you able connect with your colleagues in HR/Risk Management, so that they may provide further information with respect to what integration capabilities are required to satisfy the City of Redmond's integrates Claims and Risk Management software solution needs?

Answer: To clarify, the intent of this request for proposal is to identify a solution for management of incidents within the city. The city utilizes traditional insurance markets and works with its insurers to pursue formal resolution to claims and lawsuits. It does not seek to use this RFP beyond identifying, documenting and following up on incidents.

Question: Are you open to a custom built solution for the Claims and Risk Management Software?

Answer: Potentially. We would want to understand the ability to maintain and support the developed solution into the future.

Question: Can we get a list of the lines of coverage that will be administered by the city. (i.e. Auto, Workers Compensation, General Liability, Police…)

Answer: Yes, the lines of insurance coverage include: property, casualty / liability, auto, worker compensation / labor and industries, pollution liability, cyber liability, boiler & machinery, law enforcement, EMT, Public entity employment, commercial crime, public officials and an umbrella.

Question: What database(s) is the current system using.

Answer: SQL Server 2012

Question: Is there an approved budget for this RFP? How much is the budget?

Answer: No, resources for this work will come from the insurance reserves within the City's existing budget. It is not a specifically budgeted project.

Question: Is there an incumbent competing? Is there an internal team currently working on the development, or are you outsourcing current development?

Answer: No, our current system was developed many years ago internally using ASP

Question: How long after the submission due date will you issue an award?

Answer: As soon as we can identify a good solution we intend to proceed.

Question: What is the priority of this project?

Answer: Due to the nature of the current solution, this is a high priority project

Question: When are you expecting to engage with the vendor after the award has been given?...

Answer: We will want to proceed as soon as the successful vendor is ready to support the project with the identified project resources

Question: What is the expected/needed "go-live" date of the project?

Answer: There is no set "go-live" date. We'd like to take advantage of improved functionality and avoid the risks of the dated system we are using in a timely manner.
Question: Do you accept offshore development services for this project?

Answer: We have no predisposition on the location of development resources.

Question: Will onsite visits be required during development?

Answer: We have no predisposition as to the need for onsite visits

Question: Is the project scope listed in the RFP finalized?

Answer: Yes

Question: To the best of your knowledge, are there any circumstances that will cause you to:

1. Cancel the RFP?
   Answer: only if a feasible solution cannot be identified
2. Not move forward with the winning bidder?
   Answer: only if a suitable agreement cannot be agreed upon with the winning bidder.
3. Lower the budget for the project?
   Answer: There is no set budget at this time
4. Prolong the evaluation process or reissue the RFP?
   Answer: None currently foreseen

Question: Are you interested in an 'off-the-shelf' or more custom software solution?"
Answer: We have a preference for 'off-the-shelf' solutions with an established support mechanism.