

RFP 10610-18: Claims and Risk Management Software Solution

Questions 7.5.2018

General Questions:

- 1) References – “The RFP states that the city reserves the right to contact references without prior notification.” Typically, we list references of comparable organizations in the RFP but hold back the contact information until after we have been selected or short-listed. Is this an issue for the city? –
  - a. No, we will notify the finalists first and then seek to contact references
- 2) City of Redmond Business License – Is there any cost to obtain this license? How quick is the application/approval process typically?
  - a. Yes, there is a cost. The “turn-around” time is quick for non-resident businesses. You can find out more here: <http://www.redmond.gov/business/BusinessLicensing>
- ~~3) Required copies – “The City requires seven (4) printed response copies” Please clarify.~~
- 4) Will selected vendors be short-listed and then required to do a demonstration, or will the selected vendor be awarded the contract based solely on the contents of the RFP? Please outline the city’s preferred decision-making process for this project.
  - a. Yes, the city will short-list finalists and then request a demonstration of the product’s capabilities.
- 5) While the title of the RFP states this is a “Claims and Risk Management Software Solution” there is no reference to claims in the functional requirements of the RFP. Can you please clarify if The City of Redmond is looking for a system that can route incident information to another claims system (integration) or if the system should act as a claims solution itself.
  - a. The intent is for the system to enable management of incidents and claims experienced by the city. There is no integration required however user authentication through Active Directory is desired.
- 6) What is the fiscal year for the City (this question relates to the Reporting functionality)
  - a. Calendar – January through December

Attachment B:

- 1) “Allowable values within certain data fields should be restricted (such as dates, type of incident)” – Can you please explain what you mean by this?
  - a. For example, you should not be able to enter alpha characters in an “amount” field. The type of incident should be a pick list or some other type of standardization.
- 2) “Field format masks should be available where applicable (e.g. date, phone number)” – Are you asking if certain data in one record can be hidden from certain users, but seen by others in the same record? Please clarify.
  - a. No, just asking that formats be defaulted to the type of anticipated data where applicable. An example would be a date (mm/dd/yyyy)
- 3) “Ability to configure incident types and content and associated workflow” – Can you please be specific as to what incident types will be necessary, what the preferred workflow would look like, and what other content would be necessary to configure?

- a. For example, if the incident / claim is an employee on-the-job injury, it would follow one type of review workflow while if it were a vehicle accident involving a city vehicle it would follow a different workflow for review.
- 4) "If citizen entry is supported ..." – How often does the City of Redmond expect citizens to report incidents, and can you clarify why is this feature important to the City's Risk Management System?
  - a. Citizen report a claim or incident on occasion (approximately 25 times a year). It would be preferred to have an on-line system for this rather than a paper form.
- 5) "Services have a geographic presence with reasonable proximity to Redmond, be within the United States, and have geo-redundancy." Please clarify the meaning of this requirement.
  - a. If the system is hosted (as anticipated) we wish for the hosting site to be reasonably close to Redmond, be within the US and have a fail-over site in a different location.