September 13, 2022
Proposal No. 2023-13

RISK MANAGEMENT/CLAIM MANAGEMENT SYSTEM

All Prospective respondents have been supplied a copy of this addendum.

The Board of Police Commissioners strives to notify all prospective respondents of any issued addenda. However, it is important to note that it remains the responsibility of the respondent to determine if any addenda have been issued and to obtain those addenda prior to submitting their proposal.

This addendum is a proposal document and must be signed and submitted with the proposal response.

(Signature)                  (Date)

Please direct any inquiries to Faye Choate, Purchasing Section, Phone 816-234-5334

KANSAS CITY MO POLICE DEPARTMENT

Captain Joshua Heinen
Commander
Financial Services Unit
RFP 2023-13 Risk Management/Claim Management System Question Responses

Company A

1. How many user accounts do you require? What levels of access are required for users? What are their roles and functions? 2 full administrators-add/delete users, add/delete permissions for users, read/write for all lines of business, 24 users with read/write to be divided into the 4 lines of business. Example 18 users accessing the Internal Affairs line of business, 13 of those users would be doing read/write responsibilities while 5 would be viewing only. Some users may need access to 2 lines of business such as Internal Affairs and Department Bureau Investigations.

2. How many years of historical claims data would you like to import to the new system? 20

3. Please list where all sources of data are stored and in what formats. List the databases where necessary. All data is currently stored with DXC – Riskmaster as we are hosted by them for our general claims and vehicular claims. Would like the new system to incorporate for the new lines of business excel spreadsheets, an access database (data inquiries) and paper copies of citizen complaints/internal investigations stored in office, USB drives with audio/video files

4. Please provide a complete list of all integrations that may be required. (i.e. Peoplesoft, Outlook, Microsoft Azure, etc). Microsoft Outlook, Microsoft Word. Microsoft Excel, Axon Commander App, NICE app, Security Desk App, Olympus DSS Player

5. Are there other external third party software applications that need to be integrated? If so, please list all software applications and any integrations. Listed above, in addition we have an in-house timekeeping application that is a Visual COBOL on a Unicon platform application.

6. Is there a budget for the project? If yes, can you please provide details? Risk Management System is an anticipated expenditure in the Department’s annual budget. What will be focused on for the award of the system is functionality, service, and delivery. The best and lowest bid.

7. Do you currently, or have in the past, used an RMIS system before? Yes, DXC - Riskmaster

8. What are the terms of the contract? Are you looking for a 3 year initial contract with a 1+1 renewal period? As stated in Section 4.1.16 Terms and Conditions the agreement will be for a one-year agreement with four consecutive one-year terms based upon mutually agreeable pricing, quality of service, and availability of funding. State law only allows the Department to commit to a one year term based on fiscal appropriation. Office of General Counsel will negotiate with vendor for acceptable terminology for both parties.

9. What are your storage requirements? The Department currently has 8GB of stored Riskmaster data that primarily covers fifteen years of claims.

Company B

1. Is there a certain date that the contract ends, or you have to be off the current system? We would like to implement and convert by the end of January 2023 when our current agreement will expire. Support for our Business Analytics ends January 2023.
2. Can you please detail all the data sources to be converted into the successful bidder’s system? Is it just the conversion of the data which resides in DXC RiskMaster? If there are other sources of data, spreadsheets, etc. if you can please identify what data and how many other data sources. Data in DXC RiskMaster. Would like to include Microsoft Excel spreadsheets, Microsoft Access database, our historical paper copies of records, audio/video files on USB drive.

3. Some of the requirements of this RFP read as a locally hosted solution by the Department. The intent with our proposal would be for the delivery model to be that of a Software as a Service (SaaS) and part of our proposal would be that of hosting the solution (vs the Department hosting the software - is that an agreeable approach or do you prefer locally hosted by the Department) Our DXC Riskmaster is a hosted system and we are open to continuing with a hosted system.

4. How are new incidents/claims reported? Do you envision a field-based portal for anyone to report new incidents to the system or a more centralized approach of named users keying in new incidents/claims? Centralized, specific people entering data.

5. Approximately how many new incidents/complaints/requests/investigations are reported per year? Approximately 550 over all 4 lines of business.

6. How many Enterprises are there? Are there performance dashboards the same format/metrics but just show their own data? Or are they truly different dashboards by Enterprise? Can be the same dashboard, just differ data.

7. Is there an anticipated annual budget you can identify to prospective bidders? Risk Management System is an anticipated expenditure in the Department's annual budget. What will be focused on for the award of the system is functionality, service, and delivery. The best and lowest bid.

8. The term "Benchmarking Reviews" is present in a couple spots of the desired scope of the functionality. Is this the ability to compare to past performance and/or against other enterprises within the Department? Yes Or if otherwise, can you please explain further the needed functionality to support? Metrics of severity and frequency. Ability to report quarterly or annual comparisons of records within the business line.

9. Section 3.1.3 states 20-40 users and that there are different permissions by user. Can you please provide greater insights into how many of these users need the ability to administer claims? (set reserves, request payments). Is there additional categorization that can be provided so that we can provide the best possible pricing related to the functionality needed for each user. 2 full administrators-add/delete users, add/delete permissions for users, read/write for all lines of business, 24 users with read/write to be divided into the 4 lines of business. Example 18 users accessing the Internal Affairs line of business, 13 of those users would be doing read/write responsibilities while 5 would be viewing only. Some users may need access to 2 lines of business such as Internal Affairs and Department Bureau Investigations. The 2 full administrators will be the only ones that have full access to General Claims and Vehicular Claims set reserves, request payments.

10. Reports - approximately how many reports do you envision needing the selected vendor to replicate from your current system 40-45, however with new system maybe some of these can be combined.

11. Do you manage all claims/requests through the system? Do you utilize any Third-Party Administrators (TPA) or Insurance carriers who administer/adjudicate the claims or do you manage & administer and pay claims through the system? We manage all claims. No TPA’s have access.

12. Are there any outside vendors you need the system to interface with? No

13. Can you please confirm you do not need Workers' Compensation claims in the selected system We do not at this time. Worker's Compensation is currently handled with a TPA.

14. How are claim payments made? Are they to be made through the system? They are not made through the system they are handled by a separate financial system. However, they are entered and tracked in the system.
15. Section 6.4 - Project Management - does the Department have a required Project Mgt Methodology (such as Traditional/Waterfall/Agile) or does each vendor have ability to propose their preferred manner to lead the project? Propose the preferred manner to lead the project.

16. Term / Duration of the Contract - we noted that the Department is looking for a one-year term with the option to renew. The industry standard and that of our proposal would be a 3-year minimum term with optional years. Can you please confirm this minimum is acceptable? As stated in Section 4.1.16 Terms and Conditions the agreement will be for a one-year agreement with four consecutive one-year terms based upon mutually agreeable pricing, quality of service, and availability of funding. State law only allows the Department to commit to a one year term based on fiscal appropriation. Office of General Counsel will negotiate with vendor for acceptable terminology for both parties.

17. Section 7.7 - Number 6 - Provides EDI. What do you need EDI functionality with? State First Reporting (FROI/SROI reporting)? Can you please identify what you need EDI and how you accomplish today? We need to submit Medicare Reporting Dao to the State (MMSEA) and we currently do that through DXC-Riskmaster

18. Section 7.7 - Number 8 - How many mail-merge templates do you need the selected vendor to create/re-create from RiskMaster? We would like the ability to create our own within the system.

Company C

1. Whether companies from Outside USA can apply for this? (like, from India or Canada) File servers should be located within the United States, Support and Infrastructure can be located outside the United States.

2. Whether we need to come over there for meetings? We have the ability to host Webex, or can join Zoom meetings

3. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada) File servers should be located within the United States, Support and Infrastructure can be located outside the United States.

4. Can we submit the proposals via email? We do not have the ability to accept email proposal at this time. Proposals need to be mailed or delivered and received prior to the opening date and time.

Company D

Users – How many read/write users vs. read only users are needed?
2 full administrators-add/delete users, add/delete permissions for users, read/write for all lines of business, 24 users with read/write to be divided into the 4 lines of business. Example 18 users accessing the Internal Affairs line of business, 13 of those users would be doing read/write responsibilities while 5 would be viewing only. Some users may need access to 2 lines of business such as Internal Affairs and Department Bureau Investigations. The 2 full administrators will be the only ones that have full access to General Claims and Vehicular Claims set reserves, request payments)

How many of the read/write users access the system on a daily basis? See above
It appears in the RFP there is no need for Workers Compensation management. Can you please confirm this is correct? **We do not at this time. Worker's Compensation is currently handled with a TPA**

Requirement 6: Provide Electronic Data interchange (EDI) – can you please provide which systems we need to interface with outside of the specified HR and Accounts Payable?

*We need to submit Medicare Reporting Daa to the State (MMSEA) and we currently do that through DXC-Riskmaster*