

RFP Questions and Clarifications Memorandum

To: Vendors Responding to RFP Number 4594 for the Mississippi Insurance Department (MID)

From: Craig P. Orgeron, CPM, Ph.D.

Date: August 19, 2024

Subject: Responses to Questions Submitted and Clarifications to Specifications

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RFP Number 4594 is hereby amended as follows:

1. **Attachment A, Section II. Functional/Technical Requirements, Item 18 is being modified to read:**
 18. Solution must provide ~~three (3)~~ four (4) MID staff, acting as system administrators, the ability to maintain security tables which indicate system privileges and rights assigned to specific users and groups of users.

2. **Attachment A, Section II. Functional/Technical Requirements, Item 41 is being modified to read:**
 41. Solution must process treasury transfers and documentation of transfers. Documentation includes:
 - a. SPI/Credit Card file – previous days online transactions; The totals match the ACH deposit the current system sends to the DFA/Treasury account.
 - b. SCRI/Cash Receipt file – The previous day's cash payments are entered into the current system by MID's Accounting staff. The totals match the ACH deposit the current system sends to the MID account.

3. **Attachment A, Section II. Functional/Technical Requirements, Item 42.b is being removed as follows:**
 42. Solution must provide the following reports:
 - a. Reconciling of daily EFTs and all other fund sources to activity (Summary and Detail)
 - b. ~~Exception reports by activity~~
 - c. Produce report for any time frame of fees, activities by division

- d. Daily deposit reports
- e. Cash receipts journal

4. Attachment A, Section II. Functional/Technical Requirements, Item 91 is being modified to read:

91. Solution must provide seamless integration with NAIC's ~~RIRS and Special Activities Database (SAD) systems~~ Regulatory Information Retrieval System (RIRS) for update of Mississippi information and inquiry on information from other sources.

5. Attachment A, Section II. Functional/Technical Requirements, Item 95 is being modified to read:

95. MID prefers the solution to keep track of inspections by:

- a. County,
- b. District,
- c. Region, and
- d. Inspector,
- e. Inspection Date,
- f. Dealer Name,
- g. License Number, and
- h. Inspection Type.

6. Attachment A, Section II. Functional/Technical Requirements, Item 110 is being modified to read:

110. The system must provide security and access controls that do not depend on 'hard-coded' program logic to ensure MID IT staff can make modifications to security and access without involvement from vendor.

7. Attachment E – Roles and Descriptions is hereby added to the RFP Documentation.

Vendor must include in their proposal a response to each amended requirement as listed above. Vendor must respond using the same terminology as provided in the original requirements.

The following questions were submitted to ITS and are being presented as they were submitted, except to remove any reference to a specific vendor. This information should assist you in formulating your response.

Question 1: *(Attachment A, Item 41)* - Please explain what a treasury transfer is and what type of documentation you are seeking.

Response: **Treasury transfer is a daily deposit. Please see Amendment Number 2 above for a description of the documentation.**

Question 2: *(Attachment A, Item 54)* - What types of information requests does MID receive?

Response: **Public records request from various organizations and subpoenas.**

Question 3: *(Attachment A, Item 63)* - Certificates of authority are normally associated with insurance companies, but this item is under the Producer and Continuing Education Administration section. Please explain what is meant by Certificates of authority.

Response: **Certificates of authority are included under the Producer and Continuing Education Administration section for the issuance of producer appointments.**

Question 4: *(Attachment A, Item 68)* - Please confirm the vendor used for the licensing exam results.

Response: **Pearson Vue is the current company used for the test results.**

Question 5: *(Attachment A, Item 73g)* - What information is needed in the Medicare report?

Response: **Medicare Supplement complaints. The MID receives complaints from consumers in relation to their Medicare supplement plans. The complaints can vary from claim related issues to premium increases. MID averages 75-100 complaints per year for Medicare supplement products. MID also tracks the companies' response. Once the company reviews the consumer's complaint, they will provide a response. That response is analyzed by their Consumer Division. MID then enters that information into our current licensing system as confirmed (the company was wrong) or unconfirmed (the company was not at fault).**

Question 6: *(Attachment A, Item 91)* - To our knowledge, the NAIC Special Activities Database (SAD) has not existed since 2016. Please confirm what integration is required.

Response: **MID requires integration with the Regulatory Information Retrieval System (RIRS). Please see Amendment Number 4 above.**

Question 7: *(Attachment A, Item 96)* - What forms need to be printed for dealer lot inspections?

Response: **MID will provide the format of the dealer lot inspection forms. MDA requests that the Vendor solution be able to print the forms.**

Question 8: *(Attachment A, Item 103)* - Does database login and password mean via the product the state will use?

Response: **Yes.**

Question 9: *(Attachment A, Item 110)* - Provide examples to clarify this requirement.

Response: **MID IT staff should be able to make modifications to security and access without involvement from vendor. Please see Amendment Number 6 above.**

Question 10: *(Attachment A, Item 172)* - Provide examples of the type of data that only exists on paper or cards that would need to be entered into the system.

Response: An example would be bail agents' background questions that need to be entered into the system as they are only available on paper applications. The bail agent background questions will be provided to the awarded vendor.

Question 11: Do you have preference for the underlying technology /platform

Response: No.

Question 12: Platform: Does ITS possess any of the CRM licenses (ServiceNow, Salesforce, MS Dynamics or any other CRM)

Response: No.

Question 13: Is ITS willing to have the solution built on any of the CRM platform and leverage its CRM license

Response: Yes, MID is willing to have the solution built on any of the CRM platforms. If the solution is built on a CRM platform, the cost of the CRM platform must be included in the license cost proposed by the Vendor on the Cost Information Submission form.

Question 14: Is the agency looking for a Custom Built solution or an existing solution which has all of the mentioned functionality already in use at other State Insurance Department or willing to customize an already existing solution

Response: The State prefers an existing solution that can be customized to include the requested functionality of RFP No. 4594.

Question 15: Is the current Vendor eligible to respond to the RFP

Response: Yes.

Question 16: What amount is being budgeted, for ongoing support, software licensing, hosting, and support of the new system.

Response: A budget has not been established for this project. However, all State Agency budgets are considered public record and may be viewed at www.transparency.ms.gov.

Question 17: Is the state willing to go by per login pricing model

Response: No.

Question 18: What is the approximate size of the current database

Response: The current database is 136.40 GB.

Question 19: How many tables needs to be migrated over

Response: 850+ tables will need to be migrated.

Question 20: will there be a need to migrate documents over.

Response: Yes.

Question 21: How many states user (Internal users including ITS) will be using the solution.

Response: 90+ users will be using the solution.

Question 22: Does all users use all the system, or it is controlled by roles. Is it possible to share the number of roles, it description and how many users are part of a given role

Response: It is controlled by roles. Please refer to Attachment E – Roles and Descriptions for a description of each role and how many users are part of a given role.

Question 23: Is the State looking for online functionality for amending the license eg. Address Change, Addition of LOA, Name Change , Addition of DRLP, Appointments?

Response: Yes.

Question 24: What is the total size of the licenses (Active / Inactive) Carriers / producer /Adjuster / Consultants

Response: Company/Carriers – Active: 2,576, Inactive: 2,970; Producer & Adjuster – Active: 231,940, Inactive: 623,969

Question 25: Where would you like to store all the attachments that come along with the submission. Do you use any Document management solution?

Response: Please refer to Section II: Proposal Submission Requirements for instructions on how to store the attachments included in your response to RFP No. 4594.

Question 26: Should the plan include the Discovery task?

Response: Yes.

Question 27: Section 5.2.5 : Site Visits : Could you pls elaborate on this. What if the reference site is not in the Southeastern region.

Response: Vendors must provide reference sites, such as another similar State Agency, where a similar enterprise project and solution was implemented by the responding vendor. At the State's election, MID and ITS will travel to the reference site to review the implemented solution and ask questions to the reference contacts regarding the solution. MID will consider other site locations if the reference site is not the Southeastern region.

Question 28: Can you clarify what level of HIPAA compliance is required?

Response: HIPAA Privacy Rule and Security Regulations.

Question 29: Would you please identify the number of named back-office users the agency requires for the new system?

Response: Please refer to Amendment 1 above.

Question 30: Would you please confirm that this is a five-year contract?

Response: Yes, this will be a five-year contract.

Question 31: (*RFP, ITS RFP Response Checklist*) - Item #5 "Vendor response to *RFP Questionnaire* (Section VI). Question: Should this response be point-by-point, or should the vendor respond once for the entire questionnaire?

Response: Response should be point-by-point.

Question 32: (*RFP, ITS RFP Response Checklist*) - Item #4 Proposal Exception Summary Question: **Should all exceptions be listed in the applicable section** (*RFP Questionnaire "f point-by-point is required" and Functional and Technical Specifications (Attachment A)*) **and listed in the Proposal Exception Summary?**

Response: All exceptions should be listed and clearly explained in the Proposal Exception Summary Form.

Question 33: (*RFP, Section VII Technical Specifications, Item 5.2.5.1*) - At the State's Option, Vendors that remain within a competitive range must be prepared to provide a reference site within seven calendar days of notification. If possible, the reference site should be in the Southeastern region of the United States. Vendor must list potential reference sites in the proposal. Question: Could ITS provide more information on what the vendor is expected to provide to meet this requirement? Does this term refer to the vendor providing a solution test environment that could be made accessible to MID staff?

Response: Please refer to the response to Question Number 27 above.

Question 34: (*Attachment A, Item 42 b*) - Exception Reports by Activity. Question: Could ITS or MID provide examples of exceptions and activities that would be included in this report?

Response: Please refer to Amendment Number 3 above.

Question 35: (*Attachment A, Item 71*) - Solution must be able to track **relationships** between producers and companies. Question: Does the term relationships in this requirement refer to company appointments?

Response: Yes.

Question 36: (*Attachments A, Item 96*) - MID prefers the solution to keep track of inspections by County, District, Region and Inspector. Question: Are their data elements other than those listed in this requirement that MID would like the system to track such as: 1) Inspection Date, Inspection Type, Attachments, Notes, etc. Could MID provide a more comprehensive list of fields needed when tracking inspections?

Response: Please refer to Amendment Number 5 above.

RFP responses are due September 17, 2024, at 3:00 p.m. (Central Time).

Attachment: Attachment E: Roles and Descriptions

cc: ITS Project File Number 47891