



citycounty insurance services
www.cisoregon.org

Request for Proposals (RFP) Addendum

Benefits Enrollment System Application Development

CIS
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RFP Schedule	
Issuance of RFP:	May 30, 2018
Submission of Questions about the RFP:	June 27, 2018, 5:00 p.m. (PDT)
Proposal Due:	July 11, 2018, 5:00 p.m. (PDT)
Anticipated Contract Award:	August 20, 2018

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ADDENDUM

A. BACKGROUND

On May 30, 2018, CIS issued a Request for Proposals (RFP) for a web-based benefits enrollment system.

CIS is issuing this Addendum to the RFP to respond to written questions we received from potential proposers. The Addendum modifies the original RFP document only to the extent indicated. All other areas of the original RFP remain in effect and can only be modified in writing by CIS. This Addendum is made an integral part of the original RFP. It is the responsibility of all proposers to conform to this Addendum. Proposers who have already submitted proposals may either: 1. submit an addendum to their proposal; or 2. withdraw the original proposal and submit a new one. Any addendum or revised proposal must be submitted no later than the **Proposal Due Date of 5:00 p.m. (PDT) on July 11, 2018.**

B. RESPONSES TO QUESTIONS

Question #1

Can you please share the budget for this contract?

CIS Response #1

The CIS Board of Trustees has authorized a maximum of \$1 million for this project.

Question #2

Is offsite work allowed?

CIS Response #2

Offsite work is allowed. It will not be necessary for all development to be done at the CIS offices. However, it is expected that the developers and/or project manager will be available, as needed, to meet in-person with CIS staff throughout the duration of the project.

Question #3

What is the timeline, estimate duration of this contract? is there a hard deadline that the vendor should be aware of?

CIS Response #3

If the CIS Board of Trustees approves the successful proposer's contract at the August 2018 board meeting, CIS staff will have a kick-off meeting with the proposer thereafter to develop a mutually agreeable project timeline. Work will be expected to start after the kick-off meeting.

We expect the system to be completed within two years.

Question #4

Is the state open to a COTS system?

CIS Response #4

CIS is not interested in a commercial off-the-shelf (COTS) system. For clarification, CIS is not a department of the State of Oregon.

Question #5

How many employees/retirees will be processed through the Benefits System?

CIS Response #5

As stated in Section I.B of the RFP, the system will manage coverages of approximately 12,000 employees, including 500 retirees.

Question #6

What is the HRIS system that your organization is using?

CIS Response #6

CIS uses Paychex as the payroll/HRIS system for our own staff, but the benefits enrollment system does not need to integrate with it. Our 270 benefits members do not all use the same HRIS and we do not have plans at this time to create an integration point for the different systems they use.

Question #7

Will you require an integration to the HRIS system to avoid double entry?

CIS Response #7

No.

Question #8

With the OnBoarding capabilities for Benefits Enrollment, do you have an existing OnBoarding system/solution?

CIS Response #8

We do not have an onboarding solution that is tied to the Benefits Enrollment System. The Benefits Enrollment System will be used by over 270 different member organizations and they each have their own onboarding systems. We will not be creating an onboarding solution for them to use, nor will we try and create an integration point for each of the different onboarding systems that they may be using.

Question #9

What is the payroll system that the benefits cost will have to integrate to?

CIS Response #9

See CIS' responses to Questions #8 and #9. As with the HRIS and onboarding systems, our benefits members do not use the same payroll system. We will not be trying to integrate with each of their payroll systems during our initial development.

Question #10

Whether companies from Outside USA can apply for this? (like, from India or Canada)

CIS Response #10

The Proposer must be authorized to do business in the State of Oregon and in the local jurisdiction in which it is located or where the work will be performed. See also CIS' response to Question #2 regarding the need to periodically meet in-person with CIS staff.

Question #11

Whether we need to come over there for meetings?

CIS Response #11

It is expected that the developers and the project manager would be available as needed to meet with CIS staff in person throughout the duration of the project. This could be quarterly, or more frequently, if necessary. See also CIS' response to Question #2.

Question #12

Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

CIS Response #12

Yes. See also CIS' responses to Questions #2 and #10.

Question #13

Can we submit the proposals via email?

CIS Response #13

As stated in Section III.D.2 of the RFP, "The proposal must be submitted in electronic form in an email to the Contact Person in Section III.B."

Question #14

Is there an approved budget for this RFP?

CIS Response #14

See response to Question #1.

Question #15

How much is the budget?

CIS Response #15

See response to Question #1.

Question #16

Is there an incumbent competing?

CIS Response #16

No, this is a new project.

Question #17

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

CIS Response #17

No development has been started on this project. It is expected that CIS application developers and CIS Benefits staff will participate in and contribute to development of the system, but the successful proposer will be performing the majority of the development work.

Question #18

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

CIS Response #18

See the Evaluation Schedule in Section III.A of the RFP

Question #19

What is the priority of this project?

CIS Response #19

This will be a very high priority project for CIS. See also CIS' response to Question #3 regarding the timeline for the system.

Question #20

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

CIS Response #20

See CIS' response to Question #3.

Question #21

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

CIS Response #21

As stated in CIS' response to Question #3, we anticipate that this project will take approximately two years to complete, but do not have a specific "go-live" date for the project.

Question #22

Do you accept offshore development services for this project?

CIS Response #22

See CIS' response to Question #10.

Question #23

Will onsite visits be required during development?

CIS Response #23

See CIS' response to Question #11.

Question #24

Is the project scope listed in the RFP finalized?

CIS Response #24

The project scope is finalized to the best of our knowledge at this time, though we will consider any recommendations made by the successful proposer in final negotiations.

We will negotiate and create separate work orders for any features we decide to add during development that are outside the initial scope.

Question #25

Will your evaluation be shared with respondent win/lose?

CIS Response #25

Evaluation results will be available upon request.

Question #26

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

- a. Cancel the RFP?
- b. Not move forward with the winning bidder?
- c. Lower the budget for the project?
- d. Prolong the evaluation process or reissue the RFP?

CIS Response #26

At this time, we do not foresee any circumstances that would cause us to lower the budget for the project or cancel or reissue the RFP, though we reserve the right to do so if it is in the best interests of CIS, as stated in Sections III.D.4 and IV.E of the RFP.

We will not move forward with the successful proposer if we fail to come to an agreement during contract negotiations or if our Board of Trustees does not approve the contract.

Question #27

Are you interested in an 'off-the-shelf' or more custom software solution?"

CIS Response #27

See response to Question #4.

Question #28

Are you currently managing benefits on an HCM or ERP solution?

CIS Response #28

No.

Question #29

I'm interested to know what's on your wish list for things you'd like to see updated? More decision support? More integrations? More personalized communication capabilities?

CIS Response #29

Our feature list is specified in the RFP and Appendix B.

Question #30

Will CIS consider amending its requirements to consider proposals for systems that are not based on the Microsoft stack?

CIS Response #30

No. We are requiring the Microsoft stack because that is what our in-house developers' primary expertise is in, and it is our intent for them to maintain the system after initial development.

Question #31

Are you looking for a Vendor to customize a system as per your specifications and then White Label the cloud based platform?

CIS Response #31

We are looking to build a system that works for CIS and its members. Our intent is not to build a system and then sell it as a commercial software product.

Question #32

Are you seeking for a vendor to create your cloud based platform and then let you purchase it outright?

CIS Response #32

No. We are looking for a vendor to work with our in-house developers and benefits team to build a system according to our specifications that we will use to service our members. CIS will own the system outright from inception to completion.

Question #33

How many employees do you have?

CIS Response #33

CIS has approximately 71 employees, but as noted in CIS' responses to earlier questions, the system will be used by 270 different members with approximately 12,000 employees.

Question #34

Are you only interested in a custom built system that you own or would you consider another SaaS based Benefits Administration system?

CIS Response #34

See response to Question #4.

Question #35

I see you list the system as needing the capability to service 12,000 employees, retirees, and COBRA participants. How many actual benefits eligible employed employees does that include (non-retirees or COBRA)?

CIS Response #35

Out of the 12,000 employees, 500 are retirees, 50 are COBRA.

Question #36

Are you looking for off the SELF product or trying to build a complete new system to replace the existing one?

CIS Response #36

We are looking to build a completely new system to replace the existing third-party application that we are using.

Question #37

What technology the current system is build and what technologies we can use to build the new system? Once we build your team has to manage or use it so their comfort and usability is what I am looking for.

CIS Response #37

The system we are currently using is third party, so we do not know what technology it is built on.

As described in the RFP, the new system must be built using .NET Core, Microsoft SQL Server, and an appropriate client-side framework because that is what our in-house developers have expertise in.

Question #38

Any timeline that is know to develop this Product?

CIS Response #38

See CIS' response to Question #3.

Question #39

I see the Bid Deadline but no relevant documents are posted.

CIS Response #39

All documents are posted at <https://www.cisoregon.org/About/RFS>.

Question #40

Does the scope of vendor services need to include data conversion? If yes, can you provide a list of database tables (including the number of columns, and the number of records per table) that are expected to be converted? If CIS is responsible for data conversion, would CIS mask the test data needed for the non-production regions?

CIS Response #40

CIS staff will handle the data conversion. The data will likely not be masked in non-production regions.

Question #41

Are there any constraints to location (onsite, offsite or offshore) of the vendor personnel including analysts, developers, and testers?

CIS Response #41

See CIS' response to Question #10.

Question #42

Will CIS provide the necessary infrastructure resources and services needed to stand-up the different environments/regions like development, testing, user-acceptance testing, and production?

CIS Response #42

Yes. CIS will provide the necessary infrastructure resources and services.

Question #43

What is compelling CIS to move to an on-premise solution versus a SaaS model?

CIS Response #43

We have used several third-party systems over the last 15 years and all have failed to meet our needs for various reasons. This has led us to the conclusion that we need to build our own system that meets our specifications and that we can modify or enhance as our needs change.

Question #44

Can CIS elucidate the total number of inbound and outbound interfaces to the system along with their disposition (real-time or batch) and the protocols used?

CIS Response #44

There are currently seven outbound connections to various carriers. These are transmitted via sFTP on a weekly basis. We expect this number to increase over time.

Currently, inbound connections are done via manual Excel file imports.

Question #45

What are the expected performance test baselines for the? (i.e.) Number of concurrent users, response time, number of critical business functions, etc.

CIS Response #45

During peak times, we expect 300-500 users to be using the system concurrently. Response time should be as strong as any business-grade application. Users should have access to all critical business functions during business hours.

Question #46

The latest update to Section 508, effective Jan'18, requires websites to be compliant towards WCAG 2.0. To what criteria level of WCAG does CIS expect that testing will be required?

CIS Response #46

CIS expects the vendor to follow best practices in web design to ensure that the site is usable for as many devices and users as possible. We will not be specifically testing against WCAG.

Question #47

Is there a date set when questions will be answered and shared?

CIS Response #47

Responses to questions submitted by the June 27th deadline in the RFP are being issued via this addendum.

Question #48

Who is the OAuth2 service provider?

CIS Response #48

We have not engaged with an OAuth 2.0 service provider yet. We are likely to choose Microsoft as our service provider, but we are open to discussing options during development.

Question #49

Do you require an Enrollment Application customization? If so, to what extend?

CIS Response #49

All customization requirements are listed in Appendix B of the RFP.

Question #50

Is there a Document Management System in place? If so does it support REST, SOAP, HTTP, FTP or any other standard integration mechanisms

CIS Response #50

We currently use ColumbiaSoft's Document Locator (<https://www.documentlocator.com>) for document management. We have built an API wrapper around their COM API which supports REST. We are also willing to consider using SharePoint Online that comes with our Office365 plan.

Question #51

Are there any integrations with organization's core insurance system? If so what are the integration points and transactions?

CIS Response #51

Not at this time.

Question #52

Are there any standard API's available to integrate with the core insurance system?

CIS Response #52

No.

Question #53

What are the premium calculations and employee contribution calculation algorithms?

CIS Response #53

The premium calculation will be handled through the ruleset engine that will be built into the system. Please review the Rate Development section that is listed in Appendix B. The employee contribution will be entered by the employer during the RFC process each year for each medical and dental plan that they offer.

Question #54

Do we need to obtain above from the core insurance system?

CIS Response #54

See CIS' response to Question #51.

Question #55

Do we need to integrate premium/contribution payments with Authorize.net?

CIS Response #55

Authorize.net is used for COBRA and Retiree participants that need to pay for their coverage. Currently, no premium information is sent to Authorize.net. The individual enters their payment and account information on the payment page.

Question #56

Please provide an elaboration - A "wizard-driven" process should be used as much as possible to allow for a positive and error-free experience for members and their employees

CIS Response #56

A "wizard-driven" process is one that walks a user through a multi-step process to complete an event.

For example, there might be a 3-step process to walk a user through selecting a medical plan. The first step would be a screen for the user to enter their personal information. The second step would have a screen for the user to enter their dependents. The third step would have a screen to select a medical plan.

Question #57

Can we assume that both CIS finance staff and benefit management play the administrator role, or do they have different roles in the system?

CIS Response #57

They will have different administrative roles in the system. For example, finance staff will not have the ability to change benefits for an individual.

Question #58

Should the system support interactive reports or static reports? Ex: BI dashboard will be more interactive and the CIS staff will be able to analyze data and take decisions based on the reports/dashboard whereas SSRS reports will be non-interactive and static.

CIS Response #58

The system should support interactive reports. Reporting will be handled through Logi Analytics, which CIS staff will develop. The reports will be embedded through the Logi

Analytics JavaScript API. Documentation for integration can be found here:
<https://devnet.logianalytics.com/rdPage.aspx?rdReport=Article&dnDocID=2270>

Question #59

Do you have a specific mail server that we must use in case we win the project?

CIS Response #59

We use Office 365 and Exchange Online.

Question #60

Is it the employer system administrator who uploads the employee information and employee modifies the records afterwards or is it the user who himself logs all the personnel information?

CIS Response #60

The employer will upload the initial employment information and enter the number of hours worked and the salary. The employee will not have the ability to change the employment information, but will have the ability to update some of their personal information and must make their benefit elections.

Question #61

What is the expected methodology to be used by the employers when updating employee details? Excel upload or through a data flow between systems?

- a. If a Data flow from the employer system to the CIS system, what will be the process to enter dependent information?
- b. If the existing employees have already entered dependent information to the employer's system and have submitted the documents, should they get transferred to CIS or ask the employee to re-enter to the system with the life events?

CIS Response #61

There will not be a data flow built between the employers' HR systems and the CIS benefits enrollment system that will be built. Employers should have the ability to upload an Excel file of employee information or enter them individually. Typically, the employer will not be uploading dependent information for an employee. Employees will be entering in their own dependent information.

Question #62

Do you want employees to be able to download the documents or do you want them read only?

CIS Response #62

Employees can download the documents.

Question #63

When does a new employee become eligible for all the benefits that an existing employee eligible for? Is it like after probationary period or is there any business logic behind this?

CIS Response #63

A new employee becomes eligible if they are working at least the minimum required work hours as specified by their employer. Each employer sets the number of required work hours to be eligible and the waiting period. The most common waiting period is first of the month after one month of employment. The required work hours and waiting period are determined by the employer during the annual Request for Coverage ("RFC") process.

Question #64

What if the user logs a life event for a future date? Should the system reject the entry or save and enable on the date?

CIS Response #64

It will depend on the event. Some life events can be processed up to 30 days in advance of when the event occurs (e.g. loss of other group coverage). However, some cannot be processed until the event occurs (e.g. marriage, divorce, birth).

Question #65

Can the employee be divorced but still enable children for the benefits?

CIS Response #65

Yes.

Question #66

Does the system require print capability?

CIS Response #66

Reports such as confirmation statements and monthly invoices require print capability. Reports will be developed using Logi Analytics by CIS staff and the print functionality will be handled within the report design.

Question #67

Can you please explain the carriers concept?

CIS Response #67

These are insurance providers. Currently, CIS works with 6 different carriers. Each are specific to medical, dental, vision and life/disability. The current carriers are: Regence (medical), Kaiser (medical/vision/dental), Delta (dental), Willamette Dental (dental), The Hartford (life/disability), and ASIFlex flexible spending account ("FSA").

Question #68

Are you an insurance brokerage company or do you have insurance packages of your own which you sell and also have you partnered with other insurance companies to provide the maximum value to the customers?

CIS Response #68

No, we are not an insurance brokerage company and we don't sell insurance. CIS is a trust that partners with insurance companies to offer self-insured and fully-insured plan options to our member employers.

Question #69

The document says that when an employee is terminated and wish to continue the contract, they should submit an electronic form to CIS. DO you expect the system to facilitate the electronic form submission?

CIS Response #69

CIS generates the form and mails out to the COBRA-eligible recipient or retiree. They complete and send the completed form back to CIS via postal mail for processing.

Question #70

Do you expect the employees also to make their contribution by login in to authorize.net site?

CIS Response #70

Active employees do not make their contributions via the Authorize.net site. Their employers collect contributions through payroll deductions. CIS is not involved in those transactions.

COBRA recipients and retirees pay their premiums to CIS through Authorize.net, but do not need to create a login to make the payment. They simply enter their payment and account information on the payment page.

Question #71

Do you have a location to store the excel files generated by the CIS administrators?

CIS Response #71

Excel files that are generated from the system by the CIS administrators would be downloadable from the system for the user to be able to use.

Question #72

What's the plan for accommodating the financial adjustments?

CIS Response #72

Please review Appendix B – Employer Access – Billing section and CIS Access - Billing for handling financial adjustments.

Question #73

According to my understanding, "Open Enrollment" is solely for employees to select the benefits and "Request for Coverage" is for the employers to select package for the company. Please verify?

[CIS Response #73](#)
That is correct.

Question #74

What are the functions that you expect to schedule using scheduled jobs?

[CIS Response #74](#)
Please review [Appendix B – System Processing – Scheduled Jobs](#) for this functionality.

Question #75

Can you please explain on data transitions from CIS benefit management system and other internal systems (finance system)?

[CIS Response #75](#)
The CIS finance system currently only accepts imports via Excel with the appropriate column names and worksheet tab names. The benefits enrollment system will need to produce the properly formatted Excel files for exports. It will also need to be able to import the payment information that is exported out of the finance system.

Question #76

The system requirements state that work is to be delivered in your proprietary CMS. What technology stack is this CMS system built on? (5, Overview)

[CIS Response #76](#)
The CMS system is built on .NET MVC using C#.

Question #77

Outside of the CMS, are there any web stack preferences that should be adhered to? (5, Overview)

[CIS Response #77](#)
Yes. Please review [Section II of the RFP](#).

Question #78

Outside of the CMS, are there any database preferences that should be adhered to? (5, Overview)

[CIS Response #78](#)
See CIS' response to [Question #77](#)

Question #79

Given the stated preference for wizard-driven solutions, does the CMS have an existing state machine framework to implement these with? (5, Overview)

[CIS Response #79](#)
No, we do not expect that all pages will use the CMS. The CMS will be used on pages where predominantly static information is displayed.

Question #80

Is the desire to host this solution within the CMS based on a desire to treat enrollment work flows as content (like, for example, content on a website), or to provide a portal through which these workflows will be presented, but that the workflows themselves are essentially their own set of entities? (5, Overview)

CIS Response #80

The workflows themselves are essentially their own set of entities. As stated earlier, the CMS will be used to manage content of less complex areas of the system.

Question #81

Is there Identity Management in place? (8, Personal Info)

CIS Response #81

No.

Question #82

For Employees wanting to download documentation, is it a file-download from CMS situation or some kind of data point aggregation where our platform will generate the documentation? (5, Overview)

CIS Response #82

Employee documentation can range from reports that can be downloaded as PDF, or documents that have been uploaded by their employer or by CIS. They can also be documents generated by the system, such as COBRA notices.

Question #83

For COBRA Events, is printing and mailing of generated documents part of the system workflow, or is this a manual process? (28, Cobra Events)

CIS Response #83

CIS staff will print and mail the various COBRA notices.

Question #84

For updating personal information, are COBRA members the same as employees? (28, Cobra Events)

CIS Response #84

Yes.

Question #85

Some events reads like CRM/HRIS functions - for example, why terminate employees through a system that is supposed to just hold benefits information? (31, Terminate Employment)

CIS Response #85

Though the system will not have HRIS functionality or integrate with our members' HRIS systems, it still needs to record some employment events because they affect benefits coverage for the employee. For example, it is necessary to record termination of employment so that an employee's benefits coverage is discontinued and the process for sending COBRA continuation notices is triggered.

Question #86

How many carriers? (example, important for weekly carrier file generation workflow) (51, Weekly Carrier Files)

CIS Response #86

See CIS' response to Question #44

Question #87

Is there an HR backend to integrate with, or is this something that needs to be designed, database-wise? (anywhere employee PII is concerned)

CIS Response #87

As noted in CIS' responses to Questions #6 through #9, the current system does not integrate with an HR back end. This is because CIS members do not all use the same HRIS. We may consider integration in the future, but not at this time.

Protected Health Information ("PHI") and Personally Identifiable Information ("PII") will be present in the system, which is why data needs to be handled in a HIPAA-compliant manner.

Question #88

Can you provide clarification or examples of special enrollment? (28, Special Enrollment Period)

CIS Response #88

A special enrollment is an enrollment window when a new group or employer joins CIS outside the start of the regular plan year, which is January 1 each year. The employer completes the RFC and then open enrollment is made available for their employees during a two to three-week period to allow them to select their benefits.

Question #89

Is there already a workflow manager in place? If no, create one or purchase one? (anywhere automatic processes are kicked off by the system, example: 35, RFC Progress where documents flagged for CIS Admin review)

CIS Response #89

There is not a workflow manager in place. We would prefer it to be created to ensure it has all of the functionality we need.

Question #90

Do you have a document storage system for employee records (eg, marriage certificates) or do you expect this new system to store documents? (10, Marriage)

CIS Response #90

See CIS' response to Question #50

Question #91

Is there an existing reporting engine? If no, what is preferred (robust SSRS implementation or ad-hoc HTML reports?) (35, Reports)

CIS Response #91

There is an existing reporting engine. CIS uses Logi Analytics and will handle the report designing of all required reports. The developer will just need to link to the reports.

Question #92

Do you fold and stuff envelopes by hand? (40, Billing Process Outputs)

CIS Response #92

Yes.

Question #93

Is data migration from existing system required to be included in the RFP response? If so, can you provide some details? (5, Overview)

CIS Response #93

See CIS' response to Question #40.

Question #94

Are there examples of processes or reports needed to ensure compliance with CIS Benefit Rules? (5, Overview)

CIS Response #94

All the processes that are listed in the RFP are in compliance with the CIS Benefit Rules.

Question #95

Are the export files in a batch, flat file? API? or some other format? (5, Overview)

CIS Response #95

The export files will need to match any third-party vendor specifications. Some of these are flat files and some are Excel files.

Question #96

Are the import files for enrollment or financial data in a batch, flat file? API? or some other format?
(5, Overview)

CIS Response #96

Imports will be Excel files.

Question #97

Is there a minimum or maximum timeline needed for this for delivery? (General)

CIS Response #97

Please see CIS' response to Question #3.

Question #98

Is there a set budget or constraints we should be aware of? (General)

CIS Response #98

Please see CIS' response to Question #1.

Question #99

Is this an open bid?

CIS Response #99

Yes.

Question #100

Do we need to register in CIS Oregon vendor list to participate in this bid? If so, can you please help me with the details of registration process?

CIS Response #100

Vendors do not need to register on any vendor list to submit a proposal. Instructions for submitting a proposal are included in the RFP document.

Question #101

Is it correct that invoices generated at the employer level, except for COBRA/retiree invoices, which are generated at the individual level?

CIS Response #101

Yes, that is correct.

Question #102

During payment import, how do are employers matched to payments from the accounting system? Will a vendor number or code be entered for each employer in the new application?

CIS Response #102

They are matched on a unique entity/identity number. This number will exist in the finance system and in the benefits enrollment system. Whenever a new employer joins CIS Benefits, they are first entered in the finance system and the entity number is generated. That number is then entered into the benefits enrollment system.

Question #103

Can you describe the business drivers for handling adjustments in the new Benefits Administration application, rather than your main finance system? Is it because you don't have per-account granularity for each employer / COBRA / retiree as a vendor in that finance system? If adjustments are allowed here, does that mean this system is the master for some amount of accounting?

CIS Response #103

The benefits enrollment system tracks benefits. Benefits always have retro changes that require adjustments. That then feeds the Finance system that triggers the billing to the members and payment to the carriers.

Question #104

Regarding the generation of Excel-friendly invoices, is the format intended to be printable or filterable? (ref. Page 40 of req. Doc)

- Filterable representing a data-centric format, allowing users to easily leverage spreadsheet functions like filtering and sorting
- Printable representing a layout-oriented format designed to be attractive, but not necessarily interactive?

CIS Response #104

It is designed to be filterable to allow the user to easily leverage spreadsheet functions. They also need to have a printable version available, such as a pdf, as some don't use spreadsheets.

Question #105

The requirements reference error reporting during billing. Can you provide examples of errors that might occur during the billing process?

CIS Response #105

Examples of errors are:

- An employer billed the wrong amount or not billed at all for one or more employees;
- The invoices billed do not match the finance system (Sage 300) imports;
- Admin and carrier fees not being billed.

Question #106

Will the online payments feature be used for both employees and employers? (Clearly used for retirees.)

CIS Response #106

Payments through Authorize.net will only be used by COBRA and retiree participants, not by employers.

Question #107

Are plan coverages and limits defined in a separate application, or does this new application become the system of record for plan management?

CIS Response #107

While there are plan rules that need to be included in the system, specific coverage and limits are managed by the carriers.

Question #108

Will this application generate plan summary documents, or are they created outside the system?

CIS Response #108

Plan summary documents are generated outside the system. They are typically created by the various carriers.

Question #109

How does rate setup overlap or draw from your underwriting system?

- Are rates sourced from your underwriting system as final numbers?
- If this application replaces your underwriting system, how is the new rates subsystem intended to differ from the existing system?

CIS Response #109

Our underwriting system will not be used with the benefits enrollment system. The benefits enrollment system will contain a rules engine to calculate a premium in the same manner that our underwriting system calculates a premium. We decided it would be best to have all the functionality within the benefits enrollment system and eliminate the potential for data changing when transferred from one system to the other.

Question #110

What existing integration points are available for integrating with the CIS custom CMS? Web-based API, direct database access, other?

CIS Response #110

You will be given the source code, which is currently written in Razor and MVC 5, and database structure for the CMS so that you can integrate it into the benefits enrollment system. All CMS admin pages will be handled in the benefits enrollment system.

Question #111

Is the system required to print open enrollment materials, or is printed handled outside the system? (ref. Page 33 of req. Doc)

CIS Response #111

Open Enrollment materials consist of a variety of PDF documents that will be created outside the system, but will be imported into it for users to view, print, or download as needed.

Question #112

Will the online viewing of documents retain the original format the user uploaded, or is document conversion required?

CIS Response #112

Uploaded documents should be retained in their original format.

Question #113

Annual Benefit Transition during Open Enrollment

Can CIS (or the employer) decide to automatically transition employees between plans, or do employees explicitly choose a plan each year? (ref. Page 27 of req. Doc)

CIS Response #113

CIS needs to have the ability to do a bulk move of employees if the employer changes plans or plan options for the next plan year. E.g. An employer switches from Regence Copay A to Regence Copay B for the next plan year.

Question #114

For the workflows requiring review by CIS, what exactly does the review entail?

- Are work queues required to route approvals to specific CIS staff?
- Are automated e-mails, or other types of notifications required to coordinate communication between CIS staff and the enrollee?

CIS Response #114

For workflows that require review by CIS, there should be an area accessible to CIS Benefits staff where they can review all outstanding items and approve or reject each one. Typically, this involves reviewing uploaded documentation to ensure appropriate dates have been entered and applicable requirements met.

Once approved, the event would be completed and coverage information would be sent to the carriers in the appropriate weekly file. If it is rejected, a notification would be sent back to the employee to make the necessary corrections.

Question #115

The requirements reference "history" in several places. Are there any specific auditing requirements?

- Does the timing of certain events need to be captured to support quality of service metrics like turnaround time?
- Is any specific data capture required to support auditing?

- Are there any requirements to output audit data in a specific format?

CIS Response #115

Capturing the timing of events is important to support quality of service and to provide evidence in case there is a dispute as to whether or not a change happened. The system should log who made the change, the nature of the change, and date and time it was made.

Additionally, there are instances where audit reports are needed to confirm that changes were input correctly.

Question #116

What tools or platforms will be used to support reporting and analytics?
i.e. SQL Server Reporting Services, Crystal Reports, Tableau, other?

CIS Response #116

See CIS' response to Question #91.

Question #117

How are reports to be secured in terms of both user access to reports, and data restrictions to ensure HIPAA compliance?

- For example, will reports be restricted to user classes such as employers versus CIS staff, more granular user roles, or fine-grained controls configured per report? (ref. Page 39 of req. Doc)

CIS Response #117

Yes, access to reports and different parts of the system should be secured by user roles. These should be easily managed through an admin interface.

Question #118

Do you need to run any reports on a scheduled basis, or will all reports be triggered manually?

CIS Response #118

We want the ability to run reports both manually and on a scheduled basis.

Question #119

Do you need to save past report runs?

CIS Response #119

Yes.

Question #120

Do you need custom report parameter user interface built, or will you rely on the UI provided by the reporting tool?

[CIS Response #120](#)

CIS can work with either implementation.

Question #121

Do you want any context-sensitive reports to be triggered by a link from the user interface, passing the appropriate IDs to the report?

[CIS Response #121](#)

Yes.

Question #122

Are generated notices (eg for COBRA) considered reports that CIS will create? (ref. Page 28 of req. Doc)

[CIS Response #122](#)

Yes.

Question #123

What about "notices/letters/forms" that are "generated automatically by the system"

- CIS will create the templates; in what technology? Microsoft Word, a report, other? (ref. Page 29 of req. Doc)

[CIS Response #123](#)

CIS will use Logi Analytics and Docentric to create the necessary notices.

Question #124

The requirements state the application must implement mobile-first, responsive design, which can be very expensive to test on a wide variety of screen sizes, and can preclude some of the more powerful mouse-centric page designs for staff data entry activities.

Our recommendation is to leverage mobile-first design selectively for screens designed for employees.

Do you anticipate CIS staff and employers will use mobile devices such as phones or tables to interact with the system, or can the mobile-first design just be applied to screens for employees (to minimize project costs)?

[CIS Response #124](#)

A mobile-first design can just be applied to screens designed for employees and allow Bootstrap default to handle the other pages.

Question #125

System requirements say authentication needs to be based on OAuth2.

- Are you planning to allow people to log in with other credentials, such as their Facebook or Google account?

- Are you planning to NOT implement an authorization store?

This seems contradicted by the requirement that CIS staff should be able to reset passwords for any user, assign roles, et cetera. It is also stated that CIS employees will authenticate using ActiveDirectory credentials.)? (ref. Page 36 of req. Doc)

CIS Response #125

We are open to discussing the best authentication options to meet the needs of CIS and its user base. We are planning to use an authorization store for users who do not want to use one of the external accounts.

Question #126

Requirements state passwords should be encrypted and only shown with a "Show Password" option.

We recommend hashing passwords using an algorithm designed for use with passwords such as bcrypt, pbkdf2, or argon2, so they cannot be decrypted.

Is that acceptable?

CIS Response #126

Yes, that is acceptable.

Question #127

Will employee accounts be managed exclusively by employers, or can CIS also manage them?

We presume employers will manage their employee list and provide information such as name and e-mail address for all current employees. Is that correct?

CIS Response #127

Both employers and CIS can manage employee accounts. Employers will be doing the bulk of the management, but CIS staff often do it for employers that don't have the staffing to manage it. CIS is also the only one that can process some life events on behalf of employees.

Question #128

Regarding the requirement to support two-factor authentication, do you intend for the system to send text messages to a cell phone number?

(We presume that issuing hardware tokens to employees is not an option.)? (ref. Page 8 of req. Doc)

CIS Response #128

Correct. We intend to send text messages to a cell phone number for two-factor authentication as one method. Sending an e-mail may be another method. We are open to exploring the best methods that work best for our users.

Question #129

Who manages accounts for retirees - former employer, or CIS?

CIS Response #129

CIS.

Question #130

Who manages accounts for COBRA beneficiaries - former employer, or CIS?

CIS Response #130

CIS.

Question #131

How do employers manage groups of employees? Arbitrary named groups?

an employee can only be in one group, correct?

CIS Response #131

CIS has come up with a list of group names (i.e., Staff, Police, Fire, AFSCME, etc.) that are used for the groups for each employer. Typically, an employee is only in one group. There are a small number of employees that are active employees in one group and a volunteer in another group for the same or a different employer. This presents challenges but should be accounted for.

Question #132

Do employers require a bulk employee import function?

Can you elaborate on the types of imports supported to "import data from CIS systems and members"? (ref. Page 5 of req. Doc)

CIS Response #132

Yes, employers should be able to perform bulk import functions. This would most commonly be used for annual salary changes, importing a group of new employees for a new employer, or uploading group numbers from a carrier.

Question #133

Does CIS need to be able to impersonate an employer benefits manager?

CIS Response #133

CIS does not need to impersonate an employer benefits manager in a production environment, but should have all the admin rights to perform all of the same functions. CIS does need to impersonate an employee benefits manager in a test environment.

Question #134

Does CIS or employer manager need to be able to impersonate an employee?

If so, anything that should be NOT able to be done by the impersonator?

CIS Response #134

CIS needs to impersonate an employee in a test environment, but not in production environments.

Question #135

The RFP states that the system must be able to import and export data to/from other 3rd party systems in various ways (i.e. file upload, SFTP, API, Webhooks, etc.? Would it be correct to assume these integrations are additional scope beyond this proposal, or is this solution expected to include a dedicated integration API for third parties? (ref. Page 51 of req. Doc)

CIS Response #135

This is a critical function of the system that must be completed. However, you may scope the work separately during the development process.

Question #136

How many carrier 834 export formats are needed? We see reference to Kaiser, Regence, Delta, Willamette Dental, and Hartford. Do all of these carriers require exports? Are there others? (ref. Page 51 of req. Doc)

CIS Response #136

Hartford does not require an 834, but the other four do. ASI Flex will require an export of FSA elections, but this is a basic Excel export and does not require the 834 format. Note: if a new carrier is added in the future, they will be required to use the 834 format.

Question #137

Are there any requirements to import historical before this system goes live? For example, to allow employers and/or employees to view past invoices or plans?

- If so, can you elaborate on the current format of historical data, any anticipated data quality issues, what data is to be imported, etc.

CIS Response #137

CIS will handle importing in historical information before going live.

Question #138

The requirements reference the ability for a CIS super admin to be able to build scheduled jobs

- What does this include? (executables, database stored procedures, reports, other?)
- Are CIS super admins IT resources, such as a developers, or business users? (ref. Page 50 of req. Doc)

CIS Response #138

Certain CIS staff ("super admins") will schedule when the monthly invoice process will run, when weekly carrier files will be transmitted, and any recurring reports that need to be run.

Question #139

The assumption on billing is that no direct billing at the employee level will be processed and no direct payment by the employee will be done. Please confirm this assumption is correct.

CIS Response #139

CIS does not directly bill active employees. CIS bills the employers who, in turn, deduct employee contributions from employee paychecks.

CIS does directly bill retirees and COBRA participants. They pay by check or through Authorize.net.

Question #140

Confirm on the volume of reports to be generated by the Benefits Enrollment System and the possible options that are available to download the reports.

CIS Response #140

There are approximately 20 reports that will be used. The Logi Analytics tool that will be used by CIS staff to build the reports will handle the various download options.

Question #141

Confirm on the volume of the documents to be generated by the Benefits Enrollment System and the possible options that are available to download the documents.

CIS Response #141

There are approximately 10 form letters that will be used, some of which will be printed daily (e.g. COBRA notices). If the Docentric tool is used to build these letters, they will be in Word format.

Question #142

Claim processing is not under the scope of Benefits Enrollment System Application. Please confirm this functionality is not in scope for the new system.

CIS Response #142

Claim processing is not in scope for this system.

Question #143

Is test data masking in place ? Please elaborate the test data management process and whether or not any tools are currently being used.

CIS Response #143

Data masking is not a requirement for this system. There should be a production environment and a test environment where functionality can be tested. Unit testing should be built into the application as much as possible.

Question #144

Do you already have any test management, security testing, accessibility testing, performance testing and monitoring tools in place ? If yes, what are those tools and will the selected vendor have access to the licenses of the same?

CIS Response #144

No, we do not.

Question #145

What is your policy for deploying open source tools and vendor provided tools / IPs?

CIS Response #145

We are open to using tools that best serve the needs of the system.

Question #146

What is the language of the screen to be tested for Section 508?

CIS Response #146

English.

Question #147

What versions of .NET, and SQL will we be targeting?

CIS Response #147

We are targeting .NET Core and SQL Server 2014.

Question #148

Where will the system be hosted and on what architecture?

CIS Response #148

We are considering hosting it in Microsoft Azure as an app service, or creating another virtual machine in our data center with our other systems. If it is a virtual machine, it would be Windows Server 2016 with SQL Server 2014. We are open to discussing the options during finalist interviews.

Question #149

Will development/ hosting and/ or integrations require any special considerations outside of Hippa compliance?

CIS Response #149

To the best of our knowledge, no.

Question #150

As referenced on Page 2, line 4 of the Benefits Enrollment System RFP, what is the definition of “flexible” in terms of changing business needs and can you clarify the desired flexibility the system will need to be architected to?

CIS Response #150

Flexible means that, to the extent possible, changes to business needs can be done through admin screens or configuration changes, thereby limiting the need to completely re-write code. We understand that there are limitations, but flexibility should be an important consideration when developing the system.

Question #151

What is the current connections/ transactions expected per day?

CIS Response #151

During open enrollment, it is reasonable to expect an average of 1,000 transactions per day. Outside of open enrollment, it is reasonable to expect an average of 100 transactions per day.

Question #152

Mobile first responsive design is referenced, is full Mobile and/ or Tablet a requirement for UX/UI and interaction of the site?

CIS Response #152

The system should be designed with a mobile-first approach. There may be some content areas where mobile is not feasible. Having a desktop fallback is sufficient. We are not looking to build separate native mobile apps for every mobile operating system. See also CIS’ response to Question #124.

Question #153

Will a future mobile App integration need to be anticipated while developing this application?

CIS Response #153

No, but having the framework flexible enough to implement PWA (service workers, client-side caching, notifications, etc.) is a must.

Question #154

What are the minimum browsers/ operating systems targeted?

CIS Response #154

Internet Explorer 11, Google Chrome, Google Chrome for Android, Microsoft Edge, Mozilla Firefox, Safari must be supported. Since this is a browser-based system, the operating system should not matter.

Question #155

Will full UX design and strategy need to be included within the RFP or will a third party be taking on this roll?

CIS Response #155

Full UX design and strategy needs to be included within the RFP.

Question #156

The ability to run reports was listed as a requirement on page 35, is there a current list of the types of reports needed and/ or the intended output?

CIS Response #156

See CIS' response to Question #91.

Question #157

Will reports need to be configurable and/ or created and stored in a reusable manner for multiple employees?

CIS Response #157

Reporting needs will be handled by the CIS developers.

Question #158

Will any specific font-end reporting libraries or external integrations be required?

CIS Response #158

No.

Question #159

In terms of the ability to import and export data, are there current schema's developed for data exported from current CIS systems and will we have access to the existing formats?

CIS Response #159

We have samples of all the data that is exported from the system. Those will be provided during development.

Question #160

Will exported financial information to third parties follow a specific format or will we need to accommodate multiple external sources?

CIS Response #160

The only export of financial information that will need to be done in a specific format is for the CIS finance system, Sage. The format used is a two-tabbed Excel file. Specifications will be given during development. We may consider adding the ability to export to member finance systems in the future, but not at this time.

Question #161

Will the specific rules be provided for configuring and building the Wizards, referenced on page 1 of the "Benefits Enrollment System RFP: Scope of Work" or will discovery sessions need to be included to map out each individual Wizard, its structure, and intended workflow?

CIS Response #161

Appendix B provides more detail of each Wizard, but it is expected that additional discovery sessions will be needed to achieve the desired outcomes.

Question #162

What are the current known third party systems that the product will need to integrate with at launch?

CIS Response #162

The system would need to integrate with the following:

- Sage 300 (Finance System)
- ColumbiaSoft's Document Locator (Document Management System)

Question #163

Should the inclusion of future integrations and/ or an ongoing development and maintenance contract be included as part of the RFP?

CIS Response #163

You may include an hourly rate for any out of scope work or future maintenance work in your RFP response.

Question #164

Are 3rd party integrations intended to be a manual process or will an integration gateway need to be developed?

CIS Response #164

An integration gateway is not needed. Weekly file exports should be automated as much as possible.







Question #165

Is there any additional information that can be supplied on the mapping rules engine referenced in the section "Rule Engine"? Specifically, any additional logic and/ or considerations outside of the list provided?

CIS Response #165

Below is a screenshot of what the user interface looks like for a rules engine. As shown, different variable names can be created, and different operations require different parameters that perform various actions. The rules engine shown is from our underwriting system that we developed. We can re-use the code in the benefits enrollment system as much as needed.

Ruleset Steps

		Store Result In	Is Output	Operation	Parameter 1	
⬇			UseBoardAdj	N	LOOKUP	Dental Plan
⬇			BoardAdjValue	N	IF	[UseBoardAdj] = 0
⬇			UseCommission	N	LOOKUP	Dental Plan

Parameter 2	Parameter 3	Data Type
UseBoardAdj	Plan	NUMERIC
1	1.087	NUMERIC
UseCommission	Plan	NUMERIC
1	1.087	NUMERIC

Question #166

Will the billing/ invoicing/ pre-bill process be handled directly within the system through user login or will it tie into an existing service?

CIS Response #166

It will be handled directly within the system.

Question #167

Is the 834 process run through everything benefits or will a custom process need to be created for accepting these forms in their various formats?

CIS Response #167

The 834 process is for exporting data to the different carriers. Each carrier has their own interpretation of the 834 format, which means that a format will need to be created for each carrier. We do not use 834 format for importing any data into the system. See also CIS' response to Question #136.

Question #168

The Open Enrollment Files section discusses multiple output scenario's for the files, based on carrier. Is there an example of the various formats that are current required and is there a number of formats that we can anticipate as part of the sow?

CIS Response #168

The open enrollment files sent to the carriers will be in their 834 format. There are currently four carriers that require the 834 format. See CIS' response to Question #135 for estimating the work around the 834 files.

Question #169

What is the size of the current user base and Database?

CIS Response #169

There are approximately 12,000 employees in the system. The size of the database is unknown because we currently use a third-party hosted system and don't have access to the actual database.

Question #170

Will the new system need to follow a similar data model to the existing system and is it fully expected that existing member information will be migrated into the new?

CIS Response #170

We do not expect a similar data model to the existing system. You have the freedom to design the data model in the way that best fits the system's needs.

CIS staff will handle the data migration into the new system.

Question #171

If yes to the above, can an example be given of the existing Data model for reference?

CIS Response #171

Not applicable.