Amendment of Solicitation

Date of Issuance: 12/01/2016   Solicitation No. 8650000009

Requisition No. 8650000152   Amendment No. 2

Hours and date specified for receipt of offers is changed: ☐ No ☒ Yes, to: 12/22/2016 3 :00 PM   CST/CDT

Pursuant to OAC 580:15-4-5©, this document shall serve as official notice of amendment to the Solicitation identified above. Such notice is being provided to all suppliers to which the original solicitation was sent. Suppliers submitting bids or quotations shall acknowledge receipt of this solicitation amendment prior to the hour and date specified in the solicitation as follows:

(1) Sign and return a copy of this amendment with the solicitation response being submitted; or,
(2) If the supplier has already submitted a response, this acknowledgement must be signed and returned prior to the solicitation deadline. All amendment acknowledgements submitted separately shall have the solicitation number and bid opening date printed clearly on the front of the envelope.

ISSUED BY AND RETURN TO:

	Cini Zacharia
Office of Management and Enterprise Services	Procurement Specialist
ISD Procurement Attn: Cini Zacharia	
5005 N. Lincoln Blvd. Suite 200	
Oklahoma City, OK 73105	Cini.zacharia@omes.ok.gov
	E-Mail Address

Description of Amendment:

a.   This is to incorporate the following:

Question set #1

Question 1.
What is the budget for this project?
Answer: We are interested in what vendors are offering
Question 2.
. For pricing purposes should we use 41 as the number of concurrent users?
Answer: YES
Question 3.
 When will answers to these questions be supplied?
Answer: TODAY
Question 4.
 Will all questions and answers from all vendors be shared?
Answer: yes, as an amendment (just like this one)

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b.   All other terms and conditions remain unchanged.

_____   _____
Supplier Company Name **(PRINT)**   Date

_____   _____   _____
Authorized Representative Name **(PRINT)**   Title   Authorized Representative Signature

Question 5.
 What are the primary reasons for wishing to replace the current case management system?
Answer: IT IS OUTDATED AND DOES NOT ALLOW FOR QUICK, EFFICIENT, INEXPENSIVE CHANGES OR UPDATES
Question 6.
Does the WCC wish to acquire document management software (full text searching, check in/check out, audit trails, version control and security) as part of this RFP?
Answer: YES; prefer to quote separately.
Question 7.
Have you evaluated or viewed any other vendor's products? If yes, please provide details.
Answer: NO

Question 8.
 Will preference be given to browser-based applications?
Answer: Browser based is preferable, but will consider both options.
Question 9.
 Are solutions that utilize VDI technology (Citrix, RDP, VMware View) acceptable?
Answer: Yes, with security verification

Question 10.
 If planning on migrating data to the new system what sample data, record layouts, database schema, etc. is available for analysis?
Answer: There would be a requirement to migrate ALL data from the WCIS Case System to any new Case Management System the Commission would purchase. These include but are not limited to the following:
1.   Insurance Module Data, including but not limited to Employers, Carriers, Policies (Archive & Current);
2.   Form 2 Data;
3.   Form 3 Data;
4.   Case History Data;
5.   Court/Commission Form Data;
6.   Parties Data;
7.   Docket System Data, including but not limited to, Cases Pending Data, Cases Set Data, Attorney Data,   Judge/Administrator/Executive Director/Commissioner/Presiding Judge/Vice Presiding Judge/Active Retired Judge Data and/or ALJ Data, Judicial Conflicts Data, Judicial Docket Load Data including the ability to track history, Court Reporter Data, Hearing Notices Data, Docket Calendars, Case Disposition Data;

8.   Certified Notice Data, associated with Case Notices, Hearing Notices, Order Notices;
9.   Order Summary Data;
10.   Order Writing Data, including but not limited to IME-Type Orders, Regular Orders, Supreme Court Orders, Insurance-Type Orders;
11.   Doctor Data;
12.   IME System Data;

13.   Fee System Data, including Copy Charge Data, Returned/Canceled Checks Data;
14.   Public Access Data, including but not limited to Non-Exempt Search History, Account Maintenance, Payment History;
15.   Form 2 Images;
16.   Form 3 Images;
17.   Order Images;
18.   User Access/System Management Data;
19.   System Administration Tables relating to ALL Modules within the WCIS System, including but not limited to, Cities, Counties, Form 3 Body Parts, Order Writing Body Parts,

Question : 11

What is the desired timeframe for implementation?
Answer: Please tell the WCC your realistic timeframe- quoted without additional costs for a quick turnaround time.

Question12.
 Will any consultant be assisting with product selection or implementation? If a consultant is involved please identify them. If assisting with the implementation, what systems have they had experience with in the past?
Answer: internal consultation will be offered, but not an outsourced consultant
Question 13.
What email client is currently being used and is integration with email a requirement of this project?
Answer: MICROSOFT OUTLOOK managed by the Office of Management and Enterprise Services. No, email is not a requirement

Question 14.
  What system is being used for Calendaring? Is the desire to replace it or integrate with it?
Answer: MICROSOFT OUTLOOK – Integrate with a limited number of current calendars. There is not an immediate need to integrate

Question 15.
Section C.2.5 EDI Integration on page 16 indicates integration with the WCC's EDI vendor, ISO, CC-Form 2, to possible filing of a CC-Form-3, NCCI proof of coverage information, Employee's First Notice of Claim for Compensation. For pricing purposes what are the functional and technical requirements of each.
Answer: The current vendors will need to provide the functional and technical information.
ISO contact – Robbie Tanner, Rtanner@iso.com,
NCCI contact – Jorge Acevedo, Jorge_Acevedo@ncci.com

Question 16.
  What other systems (Copier Database, Oklahoma Supreme Court, etc.) will be integrated into the new case management system? For each provide functional and technical requirements.
Answer: First, it's unclear to me what is being referred to by "Oklahoma Supreme Court". Can you please explain what Data Set or Case System functionality or Module this potentially refers to?

The other "systems" I believe the WCC would require to be incorporated in to a new Case Management System that currently are not able to be a part of the WCIS Case System include but are not limited to the following:
1.   Enhance the Fee Module System to incorporate ALL other types of Fee-related tracking needs, including Copy Charge Fee management, as well as a means to Enter & Track "Returned Checks" and/or Canceled Payments, Check Scanning System, Electronic Fee Payment Submission;
2.   Enhance the Insurance Module to accommodate a broader range of the types of Coverage formats that the law currently allows. This would include as an example the tracking of permitted "Exempt from Coverage" entity information;
3.   Enhanced "Injured Worker Notice" delivery and tracking System;
4.   All aspects of the Insurance Compliance Case System;
5.   A "Counselor Database" potentially. I mention this Module because early in the Commission's start there was a demand by the Commission Executive Director that MIS provide a means, either through WCIS or a custom database existing outside of WCIS, for the tracking of Form 2 Filings, and/or Form 3 Filings. Because this specialized tracking was not made a part of the WCIS System a stand-alone ACCESS Database was developed for this purpose. This database initially involved a weekly download from the WCIS Case System of the prior week's "Form 2 Filings" to be loaded. Later it was decided that the Counselor Department would NOT track all Form 2 Filings, but instead track all Form 3 Filings. Therefore, at some point in the history of this database, the "weekly download/upload" of "Counselor Data" ceased to involve Form 2 Filings, and instead now involves Form 3 Filings. Also in

the past the Counselor Department conducted "outreach" with the stated goal of making contact with any/all Injured Worker for which a Form 2/Form 3 filing was received by the Commission. The Counselor Department would actively make contact with all/some (?) of the Injured Workers, to communicate some type of Workers' Compensation Commission information. Very recently the Counselor Director, in response to my remarks about this Procedure indicated "they no longer do outreach". Therefore It continues to be unclear to me what the purpose of a "Stand-alone" Counselor Database provides to the Counselor Department, and why this Database needs to be separate from the existing Case System. In other words, why is it necessary to export Form 3 and/or Form 2 Data from the WCIS Case System in to a stand-alone Counselor Database, since the exact same Data exists in WCIS?;

6.   EDI FROI Submission;

7.   EDI Forms Submission (Please Note: If a new Case Management System incorporates an "electronic" Form Submission process, the "Imaging" of Paper Form submission would be eliminated for all forms previously submitted on paper, UNLESS, the WCC would elect to allow some subset of the Parties to continue to submit Case Forms in paper format);

8.   Electronic Case Submission Notice System;

9.   Electronic Order Writing Notice System incorporated as a part of any Order Writing Module;

10.   Electronic Fee Notice System;

11.   Enhanced Ad Hoc Notice System;

12.   File Location tracking, including an automated Check Out, Return & Tracking System;

question17.

 What is being used for file room/records management to track physical paper-based files? Is the desire to replace or integrate with it?

Answer: The records are scanned by PDF into the WCC's current case management system. The desire is to transfer the information from current system into the new system.

Question set #2

1.   We respectfully request a 2-week extension to the Due Date so that answers to submitted questions can be thoroughly considered in our proposal.

ANS: YES

2.   Page 16 - claimants, insurance carriers, claim administrators, attorneys, self-insured, employers, medical providers and any others as needed for WCC.

a.   Questions: Can the State Provide an approximate number of users in these categories for licensing purpose?

ANS: The number of claimants depend on the number of cases filed each year. Approximately 6,300 cases were filed in 2015. The WCC has 39 claim administrators and 173 self-insured employers. We have approximately 223 Independent Medical Examiners, 38 Case Managers, and 33 Vocational Rehabilitators; and approximately 450 attorneys have appeared before the Commission.

3.   How many interfaces exist in your environment?

ANS: Depending on a User's interpretation of the term "interface", the WCIS Case System is a Client/Server based system, so each User accesses the WCIS Case System through an Application Interface, drilling down to each subsequent WCIS Module, or interface layer. Depending on the meaning of an "interface", the WCIS Case System has a minimum of 74, but well over 100, and perhaps more than 200, if each subsequent subsystem is included in this count.

4.   How many Reports are there in the current system and is the department looking for new reports from the new system?

ANS: The WCC doesn't have a limited number of reports in the WCIS system. We can pull the information requested and create reports. The WCC wants the flexibility to run various reports depending on the information a person is requesting.

5.   Is the agency looking a complete solution which includes Hardware and Software or only a solution?

ANS: JUST A SOLUTION

6.   Is the agency looking for the vendor provide scanners and software required to support OCR functionality?

ANS: The Commission does not need the vendor to provide scanners, but would need the software required to support OCR functionality.

7.   Can the agency provide the current Technical Environments, such as Servers, Network, etc?

ANS: The Network and/or Server Structure do not have any bearing on a Vendor's ability to understand and/or develop a Case System. Therefore this question does not seem relevant. In the interest of providing an answer here is some Network information: The WCIS Case System operates on a networked Server, utilizing a Progress based Client/Server database system, operating with Windows 2008R2.

8.   What is the database that is currently being used in WCIS?

ANS: WCIS uses a Progress database.

9.   The RFP provides transactions information such as CC-Form, etc for2015. Can the agency provide historical data that need to be converted?

ANS: All case information from over 16,000 claims filed to date. All the data to be converted is in the WCC's WCIS case management system.

10.   Are all EDI transactions requested in this RFP currently being used or it is the vision to integrate?

ANS: TO INTEGRATE—The WCC is in the process of implementing EDI.

11.   How many claim/benefit types are being paid by agency today?

ANS: The WCC does not pay benefits. Benefits are paid by the self-insured employer or the employer's carrier.

12.   Are the current Images and Case related in the WCIS today or is the supplier expected to do this as part of conversion?

Ans: The images and case information are all in WCIS, but that information needs to be transferred over to the new case management system.

13.   Can the agency provide detailed functional requirements provided for new WCIS Case Management?

ANS: We are not sure of what 'detailed functional requirements' are. We are leaving the specifics up to the bidders to offer what they feel is best to solve our Case Management solution.

14.   Are all claims filed by injured worker adjudicated via Administrative Law Judge?

Ans: No, some claims settle in mediation, resulting in a Joint Petition. The Administrative Law Judges sign the Joint Petitions.

15.   Are any notices/correspondence sent to Claimants or other parties when hearings or adjudication of claims are completed or scheduled?

ANS: Yes. Notices are sent to all parties of all hearing and trial dates. Also, any orders for a particular case are sent to all parties.

16.   Is the new Case Management system expected to process the following business processes or will these be handled by third party insurers or CompSource Oklahoma?

a.   Medical Benefits-
Answer: Information reported to the WCC by EDI through a third party vendor.
b.   Calculation & Tracking temporary total disability compensation payments
Answer: Information reported to the WCC by EDI through a third party vendor.
c.   Counselor program-
Answer: CMS
d.   Mediation process-
Answer: the new CMS should be able to track mediations.

e.   Vocational rehabilitation
Answer: - Should be able to track through the order writing module of the CMS.
e.   Medical case management-
Answer: Not certain what is meant by "Medical case management". Medical payments are reported to the WCC through EDI.

17. Can we assume that CompSource Oklahoma will handle the claims processing, adjudication/adjustment and Injured worker benefits such as Death, Medical, Treatment, Drugs, etc)?

Ans: CompSource Oklahoma is only one carrier of many in the state. Carriers and third party administrators process the claims, however, the WCC will track all of its processes adjudicating a claim through the CMS.

Question set #3
Question 1

C.2.5 Page 16: The paragraph seems to end abruptly as "Integrating the current case". What is the missing text?
Answer: Integrating the current case management system together with the EDI system would allow the WCC to work with one data set, rather than two**.**

Question 2
F.1 Page 28: The statement : The bidder may provide the Bid price or cost in Section F in format desired by the Bidder and the following table seem confusing**.**

Question 2 A.
Does the Government desire just the bidder preferred format OR the format shown?
Answer: Bidder preferred format is fine, as long as each area indicated is represented

Question 2 B.

The prescribed format seems to be aligned towards a COTS product only. Are there any guidelines to be followed if a custom solution is proposed?
Answer: As long as each area is represented, your format is fine

Question 3

C.4.1 Page 19: Bidder shall provide a brief narrative describing installation and configuration requirements and the proposed method to meet the requirements of this RFP.

Question 3 A.
  Is this a requirement if we propose a custom solution**?**
Answer: Yes

Question 3B.
The Installation and configuration requirements are typically subject to the eventual design of the system. We could however suggest the approach based on the proposed technical approach. Will that be acceptable**?**
Answer : Yes
Question set #4
Question 1:

Instructions vs Checklist: To ensure compliance, we are mapping instructions found in section E of the solicitation to the checklist provided in section G. Can the government provide a mapping or instructions as some sections do not map?

Answer:
Checklist is just a reminder for organizing all the documents. But you have to follow the instructions in the solicitation**.**

question 2:

Q&A vs RFP: In the last Q&A, the government answered yes to a question that requested a two-week extension as follows: " We respectfully request a 2-week extension to the Due Date so that answers to submitted questions can be thoroughly considered in our proposal. ANS: YES"" . The solicitation due date does not currently reflect this answer. Can the government confirm that the revised proposal due date is December 22, 2016?

Answer:
Agency changed the due date from 12/08/2016 to 12/22/2016. Amendment # 1 posted to the website.