REQUEST FOR INFORMATION
for
Commonwealth of Pennsylvania
Department of Labor and Industry
State Workers' Insurance Fund and Office of Information Technology

RFI # - DLI 032008 - SWIF

Date of Issuance: Thursday, March 27, 2008

PART I – GENERAL INFORMATION

A. Purpose

The Department of Labor and Industry (DLI) has issued this RFI to gather information on software packages that support workers' compensation functions from underwriting to claims processing and payments, to accounting, legal and statistics.

B. General Background

The State Workers' Insurance Fund was established by law in 1915. The enabling legislation intended to create a state fund that would complement the workers' compensation system. Specifically, SWIF was created to provide a quality worker's compensation alternative for Pennsylvania businesses to meet their required obligations under the Workers' Compensation Act, and to contribute to a progressive, stable workers' compensation market in Pennsylvania. SWIF is an integral part of the workers' compensation system providing employers with workers' compensation insurance for their employees' work-related injuries or death. Today SWIF is one of the largest workers' compensation insurers in Pennsylvania, covering more than 50,000 policyholders. Located in Scranton, Pennsylvania, SWIF also has eight district offices throughout the Commonwealth: Philadelphia, Harrisburg, Pottsville, Sunbury, Pittsburgh, Scranton, Erie, and Johnstown. These offices provide full claims processing and policyholder services. SWIF employs over 300 people.

SWIF is subject to underwriting rules, classifications, and rates that are promulgated by rating bureaus and approved by the State Insurance Commissioner. Overseeing operations is the State Workers' Insurance Board.

SWIF currently uses Onbase from Highland Incorporated as its document management system. The ResData third party software package is used to reprice SWIF's Part A medical bills.

C. Calendar of Events

The Commonwealth will make every effort to adhere to the following schedule:

Activity	**Responsible Party**	**Due Dates**
Deadline for Questions	Potential Respondents	Thursday, April 3, 2008, 1:00 PM DST
Response to Questions	DLI	Tuesday, April 8, 2008, 5:00 PM DST
Submission of Response	Respondents	Tuesday, April 22, 2008, 10:00 AM DST

1. This RFI, all appendices and responses to all Service Provider questions will be available on the Department's website by clicking on this link:

   http://www.dli.state.pa.us/landi/cwp/view.asp?a=125&Q=246900

   Access requirements will remain open until the RFI due date. If there is a problem accessing this webpage, please call (717) 772-2249.

2. Questions regarding this RFI must be submitted in writing, via e-mail (with the subject line "RFI DLI 032008 Question"), by the date and time indicated above and must be directed to:

   Jamie L. Van Boskirk
   E-mail: Ra-li-oit-rfq-rfp@state.pa.us

   Written responses to Service Provider questions will be posted to the DLI webpage as noted above by the date indicated.

3. RFI responses labeled "**RESPONSE TO RFI – DLI 032008 – STATE WORKERS' INSURANCE FUND**" shall be delivered by the date and time indicated above to:

   Jamie L. Van Boskirk
   Project Management Office
   Bureau of Enterprise Services
   Office of Information Technology
   Department of Labor & Industry
   Seventh & Forster Sts., 3rd Floor Main
   Harrisburg, PA 17121

D. Responding Information

If you wish to respond, please submit in the format requested in Appendix A of this Request for Information (RFI). Although the Department of Labor and Industry may ultimately issue a Request for Proposals (RFP) on the basis of information gathered from this RFI, there is no guarantee that this will occur.

DLI/SWIF may follow-up the receipt of written responses with a meeting(s) to solicit additional information. Please feel free to share this RFI with anyone you believe may be interested. Service Providers are encouraged to respond whether or not they intend to respond to any future RFP(s) that may be issued.

E. Submission Costs

The Commonwealth is not liable for any cost or expenses incurred by the Service Providers in the preparation of their responses related to this Request for Information.

F. Response Submission

Please prepare responses simply and economically, providing straight-forward and concise descriptions using the format provided in Appendix A of this RFI.

G. Proprietary Information

Responses will be held in confidence and will not be revealed or discussed with other Respondents. All material submitted becomes the property of the Commonwealth of Pennsylvania and may be returned only at the Commonwealth's option. Responses submitted may be reviewed and evaluated by any persons at the discretion of the Commonwealth, except competing Service Providers. The Commonwealth has the right to use any or all ideas presented in the submission.

H. Eligibility to Participate in Subsequent Procurement

If the Commonwealth decides to issue an RFP or other form of solicitation, those parties who choose to respond to this RFI, as well as those parties who choose not to respond to this RFI, will be eligible to participate in that procurement.

PART II - RESPONSE FORMAT AND ORGANIZATION

A. Response Format

Respondents must include a letter of transmittal identifying the submitting organization and the organization's point of contact. The narrative response should be on standard 8 ½ x 11 inch paper; larger paper is permissible for charts, spreadsheets, marketing material, etc. The response should be organized and indexed in the following format and must contain, as a minimum, all items in sequence as follows:

1. Letter of Transmittal
2. Table of Contents
3. Response to RFI Requirements (in format provided in Appendix A)
4. Other Supporting Materials/Documentation.

Respondents may attach other materials that they believe may improve the quality of their response.

B. Number of Copies

Respondents must provide seven (7) paper copies of their narrative response and one (1) copy of supporting technical/marketing documentation to the location and by the date and time specified in Part I above. Respondents must also include one (1) electronic version of their narrative response on CD-ROM in Microsoft Office or Microsoft Office-compatible format. Responses solely consisting of marketing materials will be considered to be non-responsive.

C. Page Limit

Respondents are requested to limit their response to fifty (50) pages, not counting the letter of transmittal or any supporting or other pre-printed materials that may be provided.

D. Responses Requested

Respondents must respond to the questions in narrative form using the format provided in Appendix A. Additional supporting information may be provided as attachments and may be referenced from the narrative response as appropriate. Respondents are invited to provide additional information as appropriate.

Appendix A
RFI Question and Response Form

Product and Company Information	***Response***
1. Company Name and Headquarters Address	
2. Product title and version, planned release/upgrade schedule	
3. Product description	
4. Product URL	
5. Is your solution an Open Source Product or Proprietary?	
6. May clients use integrators, partners or contractors to perform maintenance, updates and enhancements to your software? Do you limit the integrators, partners or contractors that may perform maintenance, updates and enhancements to your software? If so, how?	
7. Do your clients receive a license, in perpetuity, to use, modify, execute, reproduce, display, perform, and prepare derivative works from your software? May your clients exercise these rights through its contractors? Do your clients receive the source code, object code and executable code to your software?	
8. List third-party products that are included as part of the solution. If any, what are the licensing requirements, rights and constraints related to those embedded utilities or products?	
9. For a typical or average customer, what percentage of the product is usually custom coded?	
10. For a typical or average customer, what percentage of the product is usually configurable?	

11. What is the average customer duration for customization?	
12. What is the average elapsed time from product purchase to go-live at the customer site?	
13. What percent of customers, use the system 'out of the box', no customizations needed vs. those that require customization? Describe.	
14. What is the number of full implementations of the product in a production setting?	
Business Functionality-***does your solution support the following?***	
15. Underwriting/Quoting Functionality	
16. Certificates of Insurance Issuance	
17. Claims Administration and Processing	
18. Policy Issue	
19. Premium Billing	
20. Accounts Receivable	
21. Electronic Billing/Payment	
22. Direct Deposit – Debit Cards	
23. Credit and Collection Functions– Past Due Premium	
24. Fee Schedule Adjudication	
25. Repricing	
26. Medical Bill Audit	
27. Check Escheatment	
28. Agent/Broker Information	
29. Loss Control	
30. Fraud Detection	
31. Appeals	
32. Case Management	
33. Experience Modification	
34. Premium Audits	
35. Workers Compensation Audits	
36. Underwriting Visits	
37. Fraud Detection	
38. Legal Functions	

39. Supersedeas and Subrogation Reporting	
40. Provider Networks	
41. Endorsements	
42. Call Center	
43. Web-based Transactions, including Self-Service	
44. Accounting Functions - Does the system contain a subsidiary General Ledger so that monthly activity can be recorded in the accounting system? Can the system be interfaced with another General Ledger system (such as Freedom)?	
45. Management, Statutory, Statistical and Financial Reporting - describe reporting functionality and ability to create custom reports and ad hoc reports.	
46. Is there a process to retrieve transaction history for claims paid, policies issued, premiums paid, fee schedule, etc.?	
47. Is there a documented history and audit trail for transactions entered by user, date and time for all activity?	
48. Can the client construct interfaces with parties outside its organization through its own employees or its contractors? Are there any limitations?	
49. Does the product provide On-line User Help Features?	
Technical Questions – briefly respond to the following:	
50. Is your product web-based, client/server-based or both?	

51. List the development language(s), including version(s), used to develop the product.	
52. Does your system architecture adhere to design principles of Service-Oriented Architecture (SOA)?	
53. List the operating systems (manufacturers and versions) that the product is certified on.	
54. Does your system architecture require any proprietary hardware or software? List.	
55. What network protocols does the application support and/or require on both the front-end and back-end?	
56. Are there options for secure/encrypted connections? List.	
57. List the minimum hardware requirements for the different platforms that your product is certified on.	
58. Does your product support virtualization?	
59. What development framework or development pattern was the product developed against?	
60. Does the product expose any APIs for extension of functionality or exposure of data or functionality? Describe.	
61. List the database platforms that the product is certified on.	
62. Can your product interface with document management platforms and systems?	
63. Does your product support role and group based security?	

64. What common data formats and common data interchange protocols does your product support for integrating data and web services?	
65. Does your product support implementation and integration through portal technologies such as BEA AquaLogic?	
66. Is your product in compliance with Section 508 ADA Accessibility Requirements?	
67. How is the product customized? Are business rules managed through a rules-base engine? If yes, what engine/tool?	
68. Is the core product kept separate from custom-developed extensions and functionality?	
69. Does your product provide for integration with third-party business intelligence tools and products? If so, please list those products, platforms and the versions certified.	
Other	
70. Provide any additional supportive or related information that you feel would be helpful and for which we did not ask related questions.	