

MOBILE COUNTY COMMISSION
205 Government Street
Mobile, Alabama 36644-1801

REQUEST FOR PROPOSAL

NO.3-2022

November 21, 2022

In accordance with General Act No. 217, Special Session 1967, notice is hereby given that the Mobile County Commission, Mobile, Alabama, will receive Request for Proposals on the following items:

RISK MANAGEMENT INFORMATION SYSTEM FOR MOBILE COUNTY COMMISSION AS PER ATTACHED SPECIFICATIONS:

Any questions or comments concerning the proposal requirements must be brought to the attention of the Purchasing Agent, Susan Holland, (251) 574-8613, susan.holland@mobilecountyal.gov, prior to or at the proposal opening or will be forever waived.

Out of State Corporations shall furnish a Certificate of Authority to transact business in the State of Alabama. Out of State limited liability companies shall provide proof of registration to transact business in this state. Alabama law requires that a successful bidder, if it has employees in the State of Alabama, provide proof of enrollment in E-Verify prior to the award of a contract. (See enclosed notice which must be completed signed and returned with your proposal).

If applicable to a contract resulting from this invitation, the successful bidder must comply with the Contractor Felony Investigation Policy, available in the Purchasing Department or at mobilecountyal.gov.

This inquiry is to establish a price and a source of supply for the purchase of the above listed items by Mobile County and the incorporated areas therein. Purchases by political subdivisions are optional with those agencies.

THE MOBILE COUNTY COMMISSION DOES NOT DISCRIMINATE ON THE BASIS OF AGE, SEX, HANDICAPPED DISABILITIES OR ETHNIC ORIGIN.

REQUEST FOR PROPOSALS WILL BE RECEIVED UNTIL 10:00 A.M. JANUARY 11, 2023.

ALL PROPOSALS MUST BE SEALED, RFP NO. 3-2022 AND THE NAME OF THE ITEM MARKED ON THE OUTSIDE OF THE ENVELOPE. WITH ONE (1) ORIGINAL COPY, SO MARKED AND TWO (2) ADDITIONAL COPIES SO MARKED. PROPOSALS WILL BE RECEIVED BY THE RECEPTIONIST IN THE OFFICE OF THE COUNTY COMMISSION ADMINISTRATOR ON THE EIGHTH FLOOR OF THE MOBILE COUNTY GOVERNMENT PLAZA. FAILURE TO OBSERVE THE ABOVE INSTRUCTIONS WILL CONSTITUTE GROUNDS FOR REJECTION OF YOUR PROPOSAL. THE COMMISSION RESERVES THE RIGHT TO REJECT ANY OR ALL PROPOSALS.

MOBILE COUNTY COMMISSION



GLENN L HODGE COUNTY ADMINISTRATOR

We propose to meet the above specifications for the sum
of \$ PLEASE ATTACH.

Delivery can be made in _____ days from receipt of order.

Respectfully,

BY _____

E-Verify



Company ID Number: 477783

To be accepted as a participant in E-Verify, you should only sign the Employer's Section of the signature page. If you have any questions, contact E-Verify at 888-464-4218.

Employer Mobile County Commission	
Connie Hudson Name (Please Type or Print)	Title
Electronically Signed Signature	12/21/2011 Date

Department of Homeland Security – Verification Division

USCIS Verification Division

Name (Please Type or Print)	Title
Electronically Signed Signature	12/21/2011 Date

Information Required for the E-Verify Program

Information relating to your Company:

Company Name:	Mobile County Commission
Company Facility Address:	205 Government Street
	8th Floor South Tower
	Mobile, AL 36644
Company Alternate Address:	
County or Parish:	MOBILE
Employer Identification Number:	636001644



IMPORTANT

**THIS DOCUMENT MUST BE COMPLETED,
SIGNED AND RETURNED WITH YOUR BID**

As a condition for the award of a competitively bid contract to a company having one or more employees in the State of Alabama, the Beason-Hammon Alabama Taxpayer Citizenship and Protection Act, codified at Section 31-31-1, et seq., Code of Alabama (1975), as amended, requires that the company provide, in advance, proof of enrollment in E-Verify. E-Verify is an internet based system operated by the U.S. Department of Homeland Security, which may be used to determine the eligibility of new hires to work in the United States. Further information about enrollment in E-Verify may be found at www.uscis.gov/everify and www.VerifyAlabama.gov.

As proof of enrollment in E-Verify, Mobile County requires a copy of the electronically signed signature page of the contractor's Memorandum of Understanding with the U.S. Department of Homeland Security or Alabama Department of Homeland Security (contractors having fewer than 25 employees may enroll in E-Verify through the state Department of Homeland Security).

Please complete the following and return with your bid:

_____ (company name) has no employees in the
State of Alabama

Or

_____ (company name) is enrolled in E-Verify and a
copy of the electronically signed signature page of the company's Memorandum of Understanding is
attached.

Date Signature Title

MOBILE COUNTY COMMISSION

BID FORM

Date: _____

RFP # 3-2022

RISK MANAGEMENT INFORMATION SYSTEM FOR MOBILE COUNTY COMMISSION:

Name of Company: _____

Company Representative _____
(Print)

Company Representative _____
(Signature)

Address _____

Phone Number () _____ Fax Number() _____

Federal ID Number _____

Email Address _____

Company Web Address _____

Please attach a current W-9.

Table of Contents

1. Instructions to Proposers

- 1.1 Introduction
- 1.2 Proposed Schedule of Events
- 1.3 Requests for Information
- 1.4 Proposal Submittal
- 1.5 Proposal Content Requirements
- 1.6 Contract Award and Evaluation Criteria

2. Scope of Work

- 2.1 Project Overview
- 2.2 Scope and Goals
- 2.3 User Requirements and Transaction Volumes
- 2.4 System Requirements
- 2.5 Implementation Requirements
- 2.6 Firm Qualifications and Ongoing Support
- 2.7 Price Schedule
- 2.8 System Functionality Evaluation

REQUEST FOR PROPOSALS

Mobile County Commission - Risk Management Department

1. Instructions to Proposers

1.1 Introduction

Mobile County Commission Risk Management Department invites participation in this Request for Proposal (RFP) from qualified firms to supply, implement, and provide ongoing technical support for a Risk Management Information System (RMIS). The RMIS will be referred to hereinafter as “the system” for the purpose of this request for proposal. Interested proposers must demonstrate system capabilities consistent with the full **Scope of Work** as specified in **Section 2**. If an award is made from this RFP, the successful firm will secure a contract with Mobile County Commission for a term of 3 years. Pre-proposal meetings will not be held; however, interested firms are encouraged to submit any questions regarding this project/procurement.

1.2 Proposed Schedule of Events

- (01/06/2023) Deadline for questions and/or Requests for Information (RFIs)
- (01/09/2023) Deadline for answers to RFIs/Questions
- (01/11/2023) Proposals Due Date (on or before 10:00 AM local time)

1.3 Requests for Information

Any desired explanation, clarification, interpretation, or questions from the proposer about any part of this RFP can be submitted by email to susan.holland@mobilecountyal.gov will respond by the deadline specified in paragraph 1.2 to all registered holders of this solicitation document.

1.4 Proposal Submittal

- 1.4.1. One (1) original copy of all proposal documents so marked and two (2) additional copies so marked, must be sealed, RFP No. and the name of the item marked on envelope or package.
- 1.4.2. Proposers name, address, RFP number, and title should be marked on the cover page of the proposal document. Proposals that fail to include a cover page will not be considered.
- 1.4.3. **Late proposal documents will not be accepted under any circumstances.** It is the responsibility of the proposer to complete and deliver proposals in sufficient time to avoid disqualification.

1.4.4. **Mobile County Commission** is not responsible for any costs associated with preparing or submitting a proposal. Proposal documents become the property of **Mobile County Commission** upon submission.

1.5 Proposal Content Requirements

The following is a list of the necessary content sections required for the award of this proposal. **Mobile County Commission** reserves the right to request additional information from proposers at any time.

1. Cover sheet including title page, RFP number, and any other identifying information.
2. Table of Contents
3. An introductory letter of interest containing relevant information about the firm.
4. Response addressing required information outlined in the **Scope of Work (Section 2)**.
5. Implementation plan and data migration strategy.
6. System Pricing
7. Document explaining previous experience/outcomes with organizations similar to **Mobile County Commission**.

1.6 Contract Award & Evaluation Criteria

1.6.1. Contract Award: **Mobile County Commission** intends to award a single contract for all items listed in the Scope of Work. It also reserves the right to accept or reject any or all proposals, to re-solicit for proposals as is deemed in the best interest of **Mobile County Commission** and to waive informalities and minor irregularities. If an award of contract is made, it shall be to the firm whose proposal is determined to have the best offer after considering the evaluation criteria outlined in this RFP.

1.6.2. Debriefings: Proposers may request a copy of the proposal strengths and weaknesses for their firm. After contract execution, firms may request a debriefing which will be limited to the debriefed proposer's overall ranking, the strengths and weaknesses of its proposal and answers to questions regarding the selection process. Debriefings shall not include a point-by-point comparison of the debriefed proposer's proposal with the other proposals.

1.6.3. Evaluation Criteria and Proposal Requirements: The evaluation criteria set out herein will be used to determine which proposal response is in the **Mobile County Commission** best interest. Responses received to this solicitation will be evaluated based on these criteria and the corresponding weight given for each category listed herein. **Mobile County Commission** evaluation team may consider feedback from references and/or any direct experience with a proposing firm as part of the evaluation and scoring process. Interviews/Demonstrations may be conducted with finalist firms as is determined by the evaluation team. Proposers are strongly encouraged to provide competitive pricing since revisions may not be permitted after submissions and before award of contract. The evaluation criteria and corresponding weights are listed below:

1.6 Response Scoring Criteria (Total 100 points)

1. Ability to address the requirements outlined in the Scope of Work **(35 points available)**.
2. Firm Qualifications and References **(20 points available)**.
3. Implementation Plan and Data Migration Strategy **(20 points available)**.
4. Cost and Compensation Model **(25 Points available)**.

2. Scope of Work

2.1 Project Overview

Mobile County Commission Risk Management Department has recognized the need to procure and implement a professional, commercially available, Risk Management Information System (RMIS). The system should provide accurate and consistent tracking and reporting of incidents, insurance claims, policies, assets, insurance certificates, and risk exposures. The Risk Management department will use the system to identify, anticipate, mitigate, and reduce the frequency of events that threaten the operational visibility of the organization. The system must provide a comprehensive solution for managing a complete insurance and risk management program, including in-depth analytics that allow for real-time analysis and collaboration among all risk and claims decision makers.

2.2 Scope and Goals

2.2.1. The scope of the RMIS (Risk Management Information System) will include all facets of:

- Incident Management
- Claims Management & Administration
- Policy and Insurance Certificate Management
- Reporting and Analytics
- Location Map Functionality
- Property, COPE, & Asset Management
- Billable Activity Processing
- Exposures and Risk Maps
- Business Continuity Planning
- System-wide Security
- Standalone and Integrated Email Functionality
- Online Data Submission Web Portal
- System Integration Capabilities
- Optimized for mobile devices

2.2.2 Mobile County Commission has defined several goals and priorities for the future RMIS solution. These goals include providing the following:

- The RMIS must be able to reduce the total cost of risk (TCOR) by providing ways to document, store, retrieve, and quickly manipulate claims data, in addition to analyzing risks & exposures and other insurance and risk related information.
- A well-supported system from a reputable vendor with adequate resources to upgrade and maintain the package on an ongoing basis.
- The system should be able to store current and historical data, and provide a minimum of 200 GB of file storage to start.
- The RMIS shall be web-based and accessible in real-time via a web browser over the internet for both office and field staff.
- The RMIS must succeed at minimizing the number of current automated and manual systems, reducing redundant data entry, and maintaining data integrity.

- Must be able to integrate with existing internal/external systems eg. human resources, fleet maintenance, accounting, third party adjuster, broker
- The RMIS must be flexible, stable, reliable, and capable of accommodating future growth and changes within the organization.
- Comprehensive and user-friendly query, reporting, and outcome analysis capabilities that can be individually configured.
- The preferred “go live” date shall be within 30 days of contract award.

2.3 User Requirements & Transaction Volumes

2.3.1. **Mobile County Commission** is requesting an RMIS with the following requirements:

- [3] full users in the Risk Management Department
- Please specify other types of users as necessary
- Please specify definition of users in your response

The number of users may be expected to expand gradually over time. The new system must be able to support the organization’s current transaction volumes, in addition to providing enough capability to handle increases in volume over the term of the contract.

2.3.2. Current Transaction Volumes

1. Approximate Number of Incidents (200) and Claims (40) per year
2. Number of Properties (100)
3. Number of Vehicles (700)
4. Number of Departments (30)
5. Number of Insurance Policies (20)

2.4 System Requirements

Mobile County Commission is seeking to acquire an RMIS that meets the system requirements listed below and will select the solution that best aligns with the functional requirements identified herein:

- Provide streamlined claims/incidents entry function.
- Provide for an unlimited number of concurrent users to fulfill the current and future needs of **Mobile County Commission**’s insurance and risk management program.
- Provide the capability to limit access to specific data through the use of robust user and group/role-based security driven by business defined permissions.
- Provide advanced analytics and pre-programmed reports from a limited reporting menu, in addition to ad hoc, user-friendly report building and query tools. The report function must also allow for timeline specific reporting. Reporting allows for row-level and summary level formulae.
- Provide dashboard and report monitoring of incidents, claims, policies, departments, assets, contacts, contracts, and insurance certificates.
- Provide the ability to produce monthly and annual claim and policy summary reports based on user-defined criteria.
- Provide a graphical and easy to use interface (GUI). This involves the user ability to “select” data according to key fields, using pull-down/pop-up menus, table lookups, and/or online help screens in order to reduce data entry errors and the need for edits.

- Provide unlimited carrier lines with multiple deductible and dollar limits of coverages for both policies and third party certificates.
- Allow for parent/child policy linking via a parent policy and its policy sections.
- Ability for policies to be gathered into a program (policy tower).
- Provide the ability to track an incident based on multiple variables, such as location, property, or resource.
- Allow non-users without direct access to the system. (i.e. field staff, citizens, lawyers, etc.) to submit incidents/claims through an online submission web-form.
- The system must be able to maintain centralized incident notes, tasks, and workflows, in addition to automated email reminder notifications.
- Allow for integration with third party applications, including (please list all third party data systems that require integration with the RMIS).
- Provide advanced keyword search capabilities for quick and accurate data extraction.
- Allow for multiple claims resulting from a singular incident/event.
- Manage financial activity including tracking all reserves, payments, and recoveries including tax remittance.
- Provide for system-wide security by adhering to TLS, DDoS, and providing multi factor authentication (MFA), IP address waitlisting, and single sign-on (SSO) capabilities.
- Provide audit logs for user access, events, claims, departments, organizations, contacts, assets and policies.

2.5 Implementation Requirements

- Provide a Project Plan for a typical system implementation of this size/scope, including but not limited to the following items: a work breakdown schedule, tasks, subtasks, required resources and timeline leading up to a “go-live” date.
- Provide detailed plan and pricing for migrating all data such as claims, policy, organizational and auxiliary data, in addition to notes and files from the current environment into the proposed system.
- For any additional data such as COPE details, billable hours, contracts, certificates, etc... Please provide a detailed cost breakdown per module.
- Proposers must provide an estimate for the level of anticipated involvement of the organization’s resources, as needed to assist with the implementation of the RMIS.
- End-user training must be provided. The proposer response must contain a training plan that includes recommended training scope and times. Please indicate what the typical training process is, whether web-tutorial based or in-person/video-call based.

2.6 Firm Qualifications and Ongoing Support

2.6.1. The proposing firm must be an established business performing the described specifications in the marketplace for a minimum of 5 years.

2.6.2. The proposing firm must provide three comparable references from a current customer who is similar in nature to **Mobile County Commission** in terms of requirements and organization type:

- Number of years working with the proposing firms RMIS
- Description of implementation and ongoing project
- All contact details

2.6.3. The proposing firm is required to provide maintenance support that will enable **Mobile County Commission** to access this service, at least during regular business hours. This service may be provided via phone, online (support ticketing system), or a combination. Please specify.

2.7 Price Schedule

Provide the following prices for [3] Full users:

1. Full User Licenses
2. Implementation Fees
3. Initial Data Import fees and Ongoing Data Imports
4. Training Fees
5. Annual Support and Maintenance Fee
6. Software Configuration (as required)
7. Report Development (as required)
8. Total Proposal Price

Notes to pricing:

1. Estimated quantities are estimates only for evaluation purposes. **Mobile County Commission** makes no guarantee on the actual amounts requested.
2. User licenses should provide all requested functionality.
3. Training and Implementation fees should include all expenses, including travel expenses billed to perform tasks outlined in the proposer's implementation plan.
4. Proposal and software license must clearly specify the maximum annual support maintenance rate increase past the third year.
5. **Mobile County Commission** reserves the right to enter into a Not-To-Exceed Contract, which amount may differ from this Total Proposal Price.

2.8 System Functionality Evaluation

Presented in this section is information required in order to obtain a sufficient understanding about the functionality of the proposers RMIS software.

For each feature provide the following:

- YES or NO: The system currently offers/supports this feature.
- Identify if the feature is included within the pricing.
- Brief description of each feature.

2.8.1. General Feature Questions

1. Is your system capable of incident management for tracking and recording details of all incidents separate from claims, such as near misses? Please explain in detail.
2. Does the system support general liability, property, automobile, and workers compensation insurance products?
 - a. What are the claim types (insurance products) available to the user?

3. Is the system user-friendly and intuitive? If “yes”, list summary features that demonstrate an intuitive user interface.
4. Does the system have online support and user manuals?
5. Does the system support the ability to attach text notes or comments?
 - a. Please provide a list of features that support the notes and comments functionality.
6. Does the system support the ability to attach digital files to all records?
7. Does the system support document management and a file repository making it easy on users to locate specific files and attachments?
8. Can the system be easily upgraded? If “yes”, please describe the upgrade process.
9. Are the system’s fields configurable based on the user's needs?
10. Does the system support the ability to import / export data in a variety of standard formats?
 - a. Which specific formats?
11. Are all modules and functions in the proposed system fully integrated? If “yes”, please describe all provided modules, if “no”, please list all available modules and if they’re included in the base package? What additional options do we have?
12. Does the system have a high level of built-in edits and validity checks to ensure data integrity?
13. Does the system support multi-user access and provide for appropriate field and record-locking?
14. Do fields allow for a configurable picklist of possible entries?
15. Does this system have the ability to store and create email templates?
16. Does the system have the ability to send and receive tracked emails using templates?
17. Can users attach related files and notes to emails being sent from the system?
18. Does the system allow tracking of progress through steps of the incident and claims process?
 - a. Please elaborate how your system makes this step-by-step process as easy as possible for the user.
19. Can the system integrate with outside systems such as TPA’s, Carriers and in-house financial systems such as Peoplesoft, Oracle, SAP, etc? Please elaborate on this point.
20. Does the system have the ability to track all incoming/outgoing insurance certificates, including all pertinent information?
21. Does the system have the ability to allow for automated workflow reminders regarding expiration/task notices in regards to insurance certificates?
22. Does the system have full vendor management capabilities including integrating contracts with appropriate vendors and insurance certificates?
23. Does the system have the ability to create and prioritize risk registers and allow plotting on risk maps?
24. Does the system allow for risks within risk maps to be assigned to risk owners to assign tasks for follow-up? Please define this section further to explain all features.
25. Does the system allow for risk mitigation prescriptions? If so, please describe in detail.
26. Does the system have the ability to track audit information (i.e., who and when the data was entered/changed as well as what the data was changed from and what it was changed to when applicable)?
27. Does the system provide a feature which supports tracking of all pertinent information related to vehicles/fleet?
28. Does the system track, at a minimum, the following basic data related to transportation claims (answer yes or no for each sub-item below):
 - Claim number / Unique system generated claim identifier
 - Police report data
 - Witness data
 - Vehicle description (vehicle id number, license plate number, make, model, year, body style, etc.)
 - Incident location

- In the case of a multiple vehicle accident, does the system support the capture of data related to all vehicles involved in the accident as well as any property owner and property description of any movable or immovable property affected?
29. Does the system provide a feature, which supports tracking of all pertinent information related to property claims?
 30. Does the system track, at a minimum, the following basic data related to property claims (answer yes or no for each sub-item below):
 - Unique system-generated claim identifier
 - Organization/location code
 - Property identification number
 - Police report data
 - Witness data
 - Claim type code
 - Cause of incident
 - Incident / Accident location
 - Time of day
 31. Does the system provide a feature to track the attributes of buildings and COPE data to provide an accurate statement of values (SOV)?
 32. Does the system provide a feature to track data related to insurance coverages, at a minimum including (answer yes or no for each sub-item below):
 - Policy number
 - Line of insurance
 - Coverage limits
 - Coverage start date
 - Coverage expiration date
 33. Does the system support coverage administration, i.e., enable tracking of coverage information and associate claims to departments; track erosion of coverage limits and expiration of coverage?
 34. Does the system have a feature to enter premium data manually (either as initial entry or as an override of allocation process)?
 35. Does the system have the ability to track all property, building, equipment, vehicle, and mobile equipment schedules?
 - a. Are these schedules fully integrated with all claims, incidents and policy data?
 36. Please explain this functionality further to include data that can be recorded such as values, driver information, and other pertinent asset information.
 37. Please explain how your assets relate to one another (example: a building linked to a property/land).
 38. Does your system have the ability to add multiple involved parties to assets?
 39. Does your system have the ability to define litigation types, suit statuses, demand amounts, defendant information, prosecution information, as well as representation dates and suit case names and numbers?

2.8.2. Data Collection and Submission Questions

40. Does the system have the ability to receive incident data via configurable, online web forms submitted from outside of the system?
41. Does this web portal allow for an unlimited number of submissions by anyone granted access by the user?
42. Do these online web forms have the ability to attach files and e-signatures?
43. Does this online web portal automatically send incident notifications to desired locations or employees?

44. Please describe any additional features available through the online web portal.

2.8.3. Security and Access Controls Questions

45. Does the system have security features that guard against unauthorized access?
 - a. Please specify your safeguard features.
46. Does the system support access controls, which limit or restrict access to specific data fields, records, screens, reports and system modules to support the organization's defined access privileges and segregation of duties?
47. Does the system support aging and expiration of passwords?
 - a. Please describe your password retention policy, including character and limit requirements, along with retained password history.
48. Does the system support retrievable audit trails for data entry and manipulation?
49. Does the system have an integrated imaging/document version management module?
 - a. If not, does the system have the capability to interface with *standard* imaging software to store digital images of selected documents (e.g., policies, checks, contracts, etc.)?
50. Does the system have a feature to support content searches?
51. Please provide an appendix describing your organization's security and information policies.
52. Does the system allow for multi-factor authentication (MFA) as well as integration with HR systems for single sign-on (SSO)?

2.8.4. Third Party Integrations Questions:

53. Is the system integrated with *Microsoft* and *Google* services such as Outlook/Gmail and Azure Directory? Please describe this integration.
54. Does the system integrate with all email clients for automated submission of emails and related files directly from users' inboxes? Please describe this functionality.
55. **Mobile County Commission** uses multiple internal systems for storing employee, asset, and financial data that would be useful to integrate. Please describe integration capabilities with internal systems such as enterprise resource planning (ERP).
56. Which external systems (adjusters, insurers, brokers, finance, etc.) can your system integrate with? Please provide information on experience and background.

2.8.5. Reporting Questions:

57. Does the system provide real-time access to data for querying/reporting purposes? Please explain this response in detail.
58. Does the system provide the capability to search / report on a wide variety of fields? Please explain this response in detail.
59. Does the system have a report preview feature that displays a requested report on the user desktop and gives the user the option to print or save the report without having to re-run the query?
60. Does the system support automated report scheduling and distribution to others within the environment? Please explain this response in detail.
61. Does the system have a timeline reporting capability to focus on specific points in time?
62. Does the system provide the capability to represent data using dashboards, charts, and graphs? Please explain.
63. Can the system plot claims, incidents, and properties on a visual map for ease of trend analysis?

64. Does the system support the creation of a report library, i.e., a basic package of commonly used reports such as (answer yes or no for each sub-item below):
- Open Liability Claims
 - Claims with Amount paid by Company (self)
 - Claims with Amount paid by Insurer
 - Claims with Amount paid by all
 - Loss Run Year to Date
 - Recovery Current Year
 - Slip and Falls
 - Total Cost of Claims Yearly
 - Total Cost of Claims Quarterly
 - Injury Report
 - Litigation Report
65. Do users have the ability to sort and limit the data in these standard reports to zero in on locations, specific years or other search criteria?
66. Can users export the reports in different formats such as XLSX and CSV?
- a. Please list all available formats.
67. Is the system able to generate a variety of standard claims reports, such as (answer yes or no for each sub-item below):
- a listing of subrogation activity including the estimated and actual recovered amounts
 - a listing of all insured properties offering the user the option to choose which types of properties to include
 - a listing of payments for selected vendor(s) / payee(s) ordered by vendor / payee
 - a listing of payments by claim
 - a listing to support the analysis of payments by injury type and severity
 - a listing that shows when numerous reserve changes are made suggesting inadequate initial reserving or lack of reserve follow-up
 - a listing that shows when reserves exceed the suggested system amount
 - a listing that shows summary payment history based on user-selected categories and combinations (injury type, severity type, location, classification, etc)
 - a listing of claims with no activity for 30 days
 - a listing that shows daily payments made on a claim including compensation and medical during a specified reporting period
 - a listing that shows “Excess Claims” by period
 - a listing that shows pending claims

2.8.6. Accounting & Financial Questions:

68. Does the system support the maintenance of vendor or payee data?
69. Does the system enable the entry of multiple address and telephone numbers for vendors (i.e., physical address, mailing address, e-mail address, etc.)?
70. Does the system support the payment of bills (e.g., general claims expenses, premium payments, contract vendor invoices, etc.)?
71. Is the system capable of handling tax remittance?
72. Does your system on the close of a claim automatically adjust reserves and incurred costs?
73. Does your system show a high level overview of all financial transactions? If so, please explain in detail.

2.8.6. Business Continuity Planning Questions:

74. Does the system provide a means to easily collect information from all stakeholders to build and maintain a Business Impact Analysis (BIA) and Business Continuity Plan (BCP) by department?
75. Does the system report on the status of the BIA and BCP for each department?
76. Does the system allow for notification of critical events requiring activation of the BCP?
77. Does the system provide easy access to the relevant BCP(s) to effectively manage operations in the event of a crisis?
78. Does the system provide feedback and next steps throughout the duration of a critical event?
79. Does the system report on the status of past critical events so that processes and actions can be reviewed and improved?