COMMONWEALTH OF VIRGINIA

STATE CORPORATION COMMISSION
1300 East Main Street
Richmond, VA 23219

July 17, 2009

Request For Information #BOI-09-016

Dear Vendor,

You are invited to submit a response to the request set forth in the attached Request For Information (RFI), dated July 17, 2009. The attached RFI is issued to seek information related to centralized web-based solution to support the regulatory requirements for taxation and maintenance fee assessments.

Point of Contact: Sheryl Conyers, (804) 371-9461

Inquiries: Questions regarding this RFI must be submitted in writing by August 12, 2009, via e-mail to: **sheryl.conyers@scc.virginia.gov**

Response Due Date: **Until 2:00 PM, August 17, 2009**

Responses may be submitted via US Mail, hand delivered, or e-mailed to the following:

IF RESPONSES ARE MAILED, SEND TO:

Sheryl Conyers, VCO
State Corporation Commission
Office of Commission Comptroller
Procurement Office
PO Box 1197
Richmond, VA 23218-1197

IF RESPONSES ARE HAND DELIVERED, DELIVER DIRECTLY TO:

Sheryl Conyers, VCO
State Corporation Commission
Office of Commission Comptroller
Procurement Office
Tyler Bldg., 1300 E. Main St., 7th Floor
Richmond, VA 23219

IF RESPONSES ARE E-MAILED: **sheryl.conyers@scc.virginia.gov**

I. Purpose

The State Corporation Commission (SCC) is requesting information from firms experienced in providing centralized web-based solution(s) that could fully replace SCC existing processes that currently support surplus lines tax and assessment rules and regulations. This Request For Information (RFI) is not a formal solicitation for proposals or a commitment by the SCC, and accordingly, no contract will be awarded. This RFI is strictly a means for the SCC to obtain market product and service information, determine feasibility of a future acquisition, budgetary requirements and identify new technologies for improving efficiencies and /or streamlining operations. **All information received in response to this Request For Information (RFI) is for informational purposes only and all costs provided will be considered non-binding costs.** No reimbursement will be made for any costs associated with providing information in response to this RFI or any follow-up information requests.

II. Goal

The purpose of this RFI is to allow the State Corporation Commission (SCC) to obtain market information on a centralized web-based solution(s), to support the regulatory requirements for taxation and maintenance fee assessments, which could ease the burden on surplus lines brokers conducting business with the SCC.

III. Background:

The SCC is an independent regulatory agency established by the Virginia Constitution of 1902. The SCC, through the Bureau of Insurance (Bureau), is vested with the responsibility for regulating insurance companies, agencies, and agents in Virginia. The Bureau licenses, investigates and examines insurance companies, agencies, and agents to ensure that citizens of the Commonwealth are provided with access to adequate and reliable insurance protection; that the insurance companies selling policies are financially sound to support payment of claims; that the agents selling company policies are qualified and conduct their business according to statutory and regulatory requirements, as well as acceptable standards of conduct; and that the insurance policies are of high quality, are understandable and are fairly priced.

The Bureau also assesses taxes and maintenance fees pursuant to Chapter 48 of Title 38.2 of the Code of Virginia. Pursuant to § 38.2-4806 D, every producer (agent and agency), licensed to sell surplus lines policies in the state of Virginia, must report all surplus lines premiums written in the state on a quarterly basis. This report includes any additions or cancellations for previous premiums that were recorded during the quarterly period. Taxes are assessed quarterly and the maintenance fees are assessed on an annual basis. Failure to pay assessed taxes and maintenance fees is subject to additional late payment penalties.

IV. Requested Information:

Responses to this RFI should include the following information in the format as set forth and as applicable to vendor's capability:

A. Centralized Web-Based Solution

The centralized web-based solution(s) should be fully integrated, browser independent, utilizing state-of-the-art Internet technology and a centralized, real–time database. The centralized web-based solution(s) should provide an efficient and user-friendly environment for insurance producers to accomplish surplus lines related transactions with the SCC's

Bureau of Insurance, including collection and verification of surplus lines related tax data, tax calculation, billing, payment collection, and electronic submissions of payments and filings. The system should provide for robust data validation, role based security, integration with existing regulatory data stores, business rules configuration, user and administrative reporting, and electronic user notification\communication.

The focus on a centralized web-base solution(s) does not exclude consideration of alternative solutions.

B. **Solution Options**

Responses to this RFI should include information on your firm's ability to provide one or more of the following options with the detailed requested information:

1. Service provider fully managed and vendor-hosted service solution
2. Service provider fully managed and SCC-hosted service solution
3. Hardware/software solution to be fully managed and hosted by the SCC

C. **User Interface & Navigation**

1. Describe the system's user interface and navigation methods.

2. Is it browser based?

3. Which browsers are supported?

D. **System Architecture**

1. What database system and operating system are used?

2. What programming language was the product developed in?

E. **Security**

1. Describe your security model.

2. How can scope and functions be limited to specific users?

F. **Scope of Support Option**

1. Indicate the specific modular components you provide (i.e., producer policy and premium data collection, tracking additions and cancellations to premiums, tax and assessment calculations, billing and invoicing, payment collection, late payment penalty assessment, etc.).

G. **Reporting**

1. Discuss the reporting system and discuss the capability, sophistication and ease of use, including training required.

2. Is there an ad-hoc reporting tool? Can reports be exported in a variety of formats (PDF, Word, Excel, etc.)?

H. **Workflow and Notifications**

1. What workflow functionality does your product offer (producer filing notification, electronic billing, electronic payment collection, etc.)?

2. Does the system take advantage of the latest e-mail integration technologies?

I. **External System Integration**

1. Does your application support integration with external data sources? (For example, can you receive scheduled updates of producer demographic and licensing data?)

2. Does your system support import capability for producer policy and premium data, via a predefined API?

3. Does your system allow capturing and comparing of carrier data as it relates to producer policy and premium data?

4. Describe how your system could integrate with a 3rd party enterprise content management system, such as Filenet.

5. Describe how your system's eCommerce functionality could integrate with a 3rd party payment processor.

J. **Database Integration**

1. Do all modules utilize a single, centralized database?

K. **Implementation Services**

1. What types of services and assistance do you normally provide during implementations (installation, configuration, business process analysis, gap analysis, data conversion, custom programming, training, testing, etc.)?

2. Do you subcontract these services?

3. Describe a typical implementation schedule from contract approval to system rollout.

4. Describe the type and content of training that can be provided.

5. Does any part of the service support option require software (other than a browser) that needs to be installed on the client workstations? If yes, describe software that must be installed and the access authorization level required to install it. What application servers and server operating systems are used to support the solution?

L. **Support Services**

1. Describe your maintenance and support program as it applies to the service support options your firm is able to provide.

2. How is documentation distributed when updates to the application(s) are deployed?

3. Describe in detail the operating environment for the support service option.

4. Describe any required scheduled maintenance downtime that may be expected.

5. Identify and define how operational communications will be handled once the solution is implemented into production.

M. **Training**

1. Address training curriculum, training priorities and prerequisites, specific commercial and custom courses, and one-on-one learning opportunities for SCC staff and/or the producer user community.

2. Identify whether recommended training will be provided on site.

3. Use specific examples from past system implementations to explain how your approach to technical training and knowledge transfer would allow the SCC and user community to operate when the initial implementation ends.

N. **Communication**

1. In the event the SCC determines to embark on purchasing and implementing such a system, the SCC believes that an outreach program would be needed to support the agency in its efforts to educate the entities the SCC regulates and the public regarding the changes in our business processes. Outreach activities are likely to include:
   - Creation and distribution of materials, guides and instructions for use;
   - Assistance in planning for and completing implementation, conversion and interface tasks;
   - Conduct assessments of implementation readiness and effectiveness;
   - Identification, tracking and resolution of agency concerns;

2. Describe your firm’s communication approach in terms of goals, timing or frequency of activities and media that should be employed.

O. **Non-Binding Fee Estimate**

1. Provide a non-binding fee estimate that will assist the SCC in determining future budgetary requirements and feasibility. The non-binding fee estimate should be detailed by products (i.e., hardware, software, etc.) and services (i.e., system implementation, on going support options, training, etc). All Federal and State contractual agreements that may apply to fee and rate costing adjustments should be documented in the response.

P. **Demonstration Scope**

Vendors may be requested to provide a demonstration of the solution they are submitting information on. Indicate if your firm is willing to provide a demonstration that includes the following:

1. Security and processes related to producer registration\login.

2. Entry of producer related surplus lines policy data, including data validation rules.

3. Updates of additions and cancellations related to surplus lines premiums.

4. Surplus lines tax and assessment calculation and generation.

5. Billing and invoicing, payment collection and late payment penalty assessment.

6. Reporting capabilities.

7. Data interface\import capabilities.

8. Describe standards incorporated into the software for electronic signatures and identify whether standards employed are national in origin or are unique to the software.

V. Requested Information and Submittal:

Responses should be organized and follow the same format as information is requested stating the particular section number and letter and including the requested information, followed by vendor response, see example:

<u>Example</u>

IV. *A.* ***Centralized Web-Based Solution***

The centralized web-based solution(s) should be fully integrated, browser independent, utilizing state-of-the-art Internet technology and a centralized, real–time database. The centralized web-based solution(s) should provide an efficient and user-friendly environment for insurance producers to accomplish surplus lines related transactions with the SCC's Bureau of Insurance, including collection and verification of surplus lines related tax data, tax calculation, billing, payment collection, and electronic submissions of payments and filings. The system should provide for robust data validation, role based security, integration with existing regulatory data stores, business rules configuration, user and administrative reporting, and electronic user notification\communication.

VENDOR RESPONSE: