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Amendment 3- RFP- 037-T-2020 (P) – The Implementation of a Territorial Workman's Compensation Software Program

Questions/Answers:

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.

BIDDERS MUST ACKNOWLEDGE RECEIPT OF THIS AMENDMENT WITH THEIR BID PROPOSAL.

Questions/Answers:

Q1 - Under Project References, the RFP requests three notarized letters, minimum, from authorized representatives. It is unclear what these letters should contain. Is it a letter of recommendation? Or is it just a letter authorizing GVI to contact them reference past performance.

As GVI is probably aware, most U.S. Public Sector officials are not authorized to write any letter that could be considered an endorsement of any product or service. However, we can provide points of contact for a government to government conversation about how pleased they are with the Bizagi Platform. Additional guidance would be helpful.

The vendor is recommended to interpret and present their best professional interpretation.

Q2 - Also in regard to the requirement for the above-mentioned notarized letters – could GVI please expand on what is expected to be notarized—notarized by our references—or notarized by Bizagi? Are these to be submitted electronically, with the rest of package? or does GVI require the raised seals in hard copy?

The question as posed is unclear, the vendor should adhere to the instructions provided. The reference letters should be notarized. If the document is scanned the GVI will accept, the seal as shown.

Q3 – The submission criteria states “a cost (one (1) Original and four (4) copy sets of proposals) must be submitted in a separate sealed envelope.” - yet section E states “all interested parties shall submit their electronic submission...” It is unclear to Bizagi if the submissions are electronic - in which case does GVI need 1 original and 4 copies still? Or is it in an envelope?

The vendor can choose the method of submission, if electronic at ebids_propsoals@dpp.vi.gov one copy is sufficient.

It is also unclear if this applies to the Cost proposal only or the proposal in total. Can GVI please clarify the submission methodology?

If electronic the cost should be submitted as a separate file appropriate labeled to ebids_propsoals@dpp.vi.gov.

Technical Requirements

Q4 - Under Technical requirements, it is stated that - “GVI is a monopoly and is the sole public and private sector provider of coverage in the market.” It is unclear how this bears on the proposal requested. Could GVI please expound on what this means with regards to technical Requirements.

Simply a description of the market. The GVI has a monopoly on the market.

Q5 - Also, under Technical Requirements – the RFP states, “GVI has a service Support Center dedicated to the proposed product?” This text is posed as a question in the RFP. It is unclear to Bizagi what is being

requested. Could GVI please expound?

GVI will handle basic questions, how to access, password resets, ect. It will be the vendors responsibility to handle system issues. GVI MIS Help Desk can provide support by gathering information relating to tier 2 issues, and provide that information to software vendors Technical Support and assist in resolution

Training Requirements.

Q6 - Will training be required for GVI Service Support Center Personnel? What level of training will be required? GVI MIS HELP Desk will require training to provide tier 1 support

Data Conversion

Q7 - Is data conversion needed? Or is data migration the request? What type of data is being converted/migrated? How many systems currently house this data? How much data needs to be converted/migrated?

__We currently have windows Word and Excel and paper files only. Data migration will be needed.

Project Implementation

Q8 - Does GVI currently have a system to meet the workman's compensation requirements? If yes, can you provide details on technology currently in place and its architecture?

__No__

Q9 - How many users do you anticipate using the system and how many users will be using the system concurrently?

_Total 40 (employees within affected agencies Policy writing, Claims, OSHA)

Q10 - Can you provide metrics on how many claims are usually submitted in a year?

1200-1500 claims each year and approximately 5000 Worker's Comp policies written/renewed each year.

Access/Authentication

Q11 - Does GVI have an Identity Management solution that it wants this solution to integrate with? If yes, can you provide details on this solution, please?

 No

Interfaces

Q12 - Is there a standard expectation set for the methods used to integrate with bank merchants?

 No

Q13 - What integration capabilities does PeopleSoft provide for exchanging data with other systems?

Mistake—There is NO association with Peoplesoft whatsoever.

Q14 - What integration capabilities does TYLER MUNIS SAAS VI I .3 Financial Management System provide for exchanging data with other systems?

Export files can be generated for migrating data to/from MUNIS SaaS.

Q15 - What integration capabilities do Bank merchant providers support for exchanging data with other systems?

 None.

Q16 - What financial information will be retrieved from the financial management system?

 NONE.

Q17 - Are any interfaces required to send information back to any of the systems?

Only files appropriately formatted to export/import data.

Safety and Incidents

Q18 - Can examples of the reporting formats that are required by the VI Worker Comp Division of Labor & Industries/OSHA and DOSH be provided?

We will require industry standard reports.

Q19 - Does GVI envision members of the public submitting the initial incident / injury report as anonymous users (i.e., users without an account) from a portal?

NO

Claims Management

Q20 - Can examples of supporting letters to be produced be provided?

As explained, our systems are antiquated, please provide industry standard documents.

Reporting

Q21 - How many reports need to be generated? Does GVI have templates for these reports and can they provide these templates?

Prefer to use a reporting tool for generating ad hoc reports.

Q22 - How many Government of Virgin Island reports need to be generated? Can you provide templates for these reports?

Would like to use a reporting tool to generate ad hoc reports.

Examples- Total premium written, Refunds, Number of employers using payment plan and volume of premium, how many policies have renewed / not renewed, number of policies having an increase in premium vs. previous yr., how many policies had experience rating, ect.

Q23 - How many OSHA reports need to be generated? Can you provide templates for these reports?

____Sickness and accidental Industry Standard reports will be required.

Questions

Q24 – Will all the questions received be posted for all bidders to review?

YES.

