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December 20, 2018

ADDENDUM NO. 4

TO

REQUEST FOR PROPOSALS

NO. 19-001

CONSULTING SERVICES TO ASSIST IN THE

DEVELOPMENT OF A REQUEST FOR PROPOSALS

FOR A HEALTH BENEFITS ADMINISTRATION SYSTEM

	Question	Answer
1	Section 3.2, page 27, first bullet point of the RFP asks for the following information to be included in the cover letter of our proposal – "**Current Licenses and Registration**: A statement that the Offeror maintains the current licenses necessary to provide the services required. In addition, an OFFEROR must provide evidence that the OFFEROR is registered to do business in the State prior to the commencement of the work. True and accurate copies of the OFFEROR's license(s) and certificates must be provided." We respectfully ask for the following clarification. What form or type of registration to do business in the State is required for verification? For example, is supplying our Hawaii General Tax License I.D. sufficient?	Yes.

EUTF's Mission: We care for the health and well being of our beneficiaries by striving to provide quality benefit plans that are affordable, reliable, and meet their changing needs. We provide informed service that is excellent, courteous, and compassionate.

	Question	Answer
2	Section 1.2, page 5, 3rd paragraph of the RFP states, "The new solution would consider both options of a standalone marketplace solution or the leveraging of the State's PeopleSoft Human Capital Management/Human Resources (HCM/HR) solution to replace the EUTF's existing BAS through the State's procurement/contract process." Section II (Scope of Work), page 19 is written to follow a standard process for selecting a new solution. Should proposers assume the option to leverage the State's PeopleSoft HCM solution as potential proposer (and would respond to the RFP being produced) or does the scope include the assessing the two separate options (a standalone marketplace solution or leveraging the State's PeopleSoft HCM solution) after detailed requirements are produced and before publishing the RFP?	Yes, OFFERORS should assume the option to leverage the State's PeopleSoft HCM solution, as well as the option for a standalone marketplace solution.

3	In Attachment 6, EUTF states a performance guarantee of "Achieve a level 4 or higher (on a scale of 1 to 5) on Contractor service levels to the EUTF staff as rated by the EUTF staff selected by the Administrator. The EUTF will determine the evaluation criteria" and have attached 15% of total contract value against this performance guarantee. In essence, 15% of the contract value dependent on evaluation criteria that have not been defined. So vendors can better understand this performance guarantee (and decrease any risk reserves included in the cost proposals) can EUTF provide additional insight into this Performance Guarantee:
	    a. What are the criteria against which the Contractor service levels will be measured?
	    b. When will this criteria be defined? Will this be defined
		a. Examples of rating criteria include, but are not limited to, the following: 1) Timeliness of responses to emails or calls; 2) Adherence to agreed upon deadlines; 3) Providing regular and timely status updates on outstanding items; and 4) Willingness to partner with the EUTF
		b. The criteria will be defined at the start of the contract.
		c. EUTF staff selected by the Administrator will rate the Contractor based on the rating criteria.

		Question	Answer
		prior to the project commencement/during negotiations?	
	c.	How will this be measured (e.g., will this be a customer satisfaction survey? Will there be specific questions against which the Contractor will be measured?)	
4		In Section 3.5, page 28, bullet (vi.) EUTF requests, "…examples of written plans" in the Experience and Capabilities section. In Section 3.9, page 29, EUTF requests "Sample reports should be attached as Exhibit A in the OFFEROR's proposal." Are samples required in both sections? If so, can EUTF provide some guidance regarding the difference between these samples and further define "written plans" and "sample reports"?	"Written plans" are previous RFPs or similar documents created by the OFFEROR and published for solicitation. "Sample reports" are reports used in the RFP creation process, such as requirements documents, traceability matrix, gap analysis reports, project status reports, etc. Both are required.
5		Page 8, Section 1.8 – May 2 USB drives be used in place of 2 CDs for the submittal of the electronic versions of the proposal?	No. The EUTF is not able to accept USB drives for the submittal of electronic versions of the proposal.
6		Page 12, Section 1.21 – Is an OFFEROR able to utilize an existing contract with the EUTF and the terms and conditions that were negotiated for that contract as the basis to meet the contractual requirements of this RFP, should the OFFEROR be awarded for this work?	No.
7		Does the EUTF have an expectation for on-site work vs. remote?	Kick-off meeting, business and technical requirements gathering sessions, BAFO meetings, and EUTF Board of Trustee presentations should be on-site; other work can be remote.
8		The evaluation percentage for references is only 5%, which is quite low. Can the EUTF share the reason for such a number of points for what is typically an important part of the evaluation?	This evaluation percentage is consistent with prior RFPs issued by the EUTF.

	Question	Answer
9	Section 3.9 of the RFP asks for sample reports. Can the EUTF further define what it means by sample reports?	Sample reports are reports used in the RFP creation process such as requirements documents, traceability matrix, gap analysis reports, project status reports, etc.
10	Section 3.5 VI of the RFP asks for a list of sample projects and/or examples of written plans. Could the EUTF further define what it means by "written plans"?	"Written plans" are previous RFPs or similar documents created by the OFFEROR and published for solicitation.
11	To what extent is the EUTF willing to consider changes to its processes to adopt benefit administration best practices within a SaaS/Cloud benefits system?	The EUTF is open to changing business processes to reduce custom programming needs as long as its business requirements are still met.
12	How important in the evaluation is the user experience, including ease of enrollment, planning tools, etc. to EUTF?	Very important.
13	How important in the evaluation is reduction in administrative effort/manual intervention of EUTF benefits staff to EUTF?	Very important. One of the primary goals of obtaining a new BAS is to reduce manual intervention.
14	How many different payroll systems are interfaced to the current BAS?	Approximately eight (8) payroll systems.
15	How many different benefit plans are administered (e.g., do all employers share a common plan design or does each have to be programmed uniquely into the system)?	There are 27 different active and retiree benefit plans. All employers share common plans except for the HSTA VB benefit plans, which are separate.
16	On pg. 146 of the RFP, there is an embedded fie that we cannot access, as it is a PDF. Is there any way to get access to that.	The file, EUTF Vendor Survey, is attached to this Addendum No. 4.

Hawaii Department of Budget and Finance
Employer-Union Health Benefits Trust Fund (EUTF)
Health Benefits Administration System Vendor Survey

INTRODUCTION

Public Consulting Group, Inc. (PCG) is conducting a survey of software vendors who could provide a Health Benefits Administration System to the State of Hawaii's Employer-Union Health Benefits Trust Fund (EUTF). The vendor survey responses will be used to identify alternatives in a Feasibility Study Report (FSR), which will be submitted to the EUTF Board of Directors to request approval to replace or upgrade the current system.

The EUTF is administratively attached to the State of Hawaii's Department of Budget and Finance and is governed by a 10-member Board. Its primary goal is to provide health and life insurance benefits at a cost affordable to employers and employees to all eligible State of Hawaii and City and County of Honolulu, County of Maui, County of Kauai, and County of Hawaii employees, retirees, and their dependents. The EUTF covers approximately 70,000 active employees plus 60,000 of their dependents, and 45,000 retirees plus 20,000 of their dependents. It is the EUTF's mission to care for the health and well-being of our beneficiaries by striving to provide quality benefit plans that are affordable, reliable, and meet their changing needs. EUTF strives to provide a service that is excellent, courteous, and compassionate.

EUTF's current Benefits Administration System (BAS) serves as the backbone of EUTF's daily operations in enrolling and terminating members in the EUTF health plans; transmitting information to insurance carriers, billing and collecting premiums from employers, employees and retirees; and remitting payments to vendors. In addition, the EUTF needs to maintain continued compliance with HIPAA Privacy and Security rules to ensure the confidentiality, integrity and availability of the data.

The EUTF is seeking to replace the current system with a new solution that offers the following components:

- Enrollment and termination of State and County employees, retirees, and dependents into and from medical, prescription drug, dental, vision, chiropractic, and life insurance plans.

- Generation and transmission of electronic enrollment files to insurance carriers.

- Generation of enrollment change and COBRA notices to members.

- Processing of payments, reimbursements, and deductions from members, employers, and vendors.

- Generation and transmission of electronic payment and deduction files to and from members, employers, and vendors.

- Document scanning direct capture into BAS, store and retrieve member enrollment and proof document images. This system currently utilizes a Kofax front-end capture system.

- Multiple interfaces to external systems are utilized for data exchanges.

- Multiple document templates, letters, forms, notices and invoices.

Attached is a series of questions to assist us in obtaining data for the FSR for each of these components above. We are requesting vendors to provide feedback regarding their software product's functionality with an eye towards EUTF's specific processes.

Please identify which processes your software can support and, if your software currently supports each process, will it need to be enhanced? Or if it does not offer that service / solution?

This is a customized survey to determine what is currently available in the market. Please consider the following information for cost estimating purposes:

Program Statistics	Volumes
Number of agencies inputting data, all requiring ID management	552
Internal EUTF users	60 concurrent users
Casual (Public) Data Users	~ 116,000 subscribers
System Administrator Users	21
Number of tables in database	3,375
Number of screens in current system	308
Frequency of process	Daily
Number of Reports	41 reports, 19 exports
Number of ad hoc reports	75
Number of interfaces to Operational Database	60
Current volume of data stored	1.2TB

We ask that responses be returned by Tuesday July 31, 2018.

We understand there is time and effort associated in completing this survey, and genuinely appreciate your participation. Your responses will assist with appropriate planning and budgeting for a successful project.
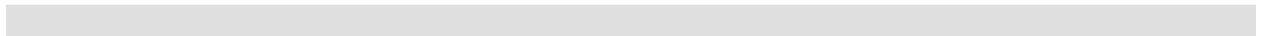
A. COMPANY/PRODUCT INFORMATION

Company Name	
Product/Service Name	
Company Address	
Contact Name	**Contact Number**
Contact Email	
Literature/Internet Link	

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B. BUSINESS AND SYSTEM REQUIREMENTS

In the matrix provided below, please identify the degree to which your solution is currently able to meet each requirement as follows:

OOTB	Requirement met out-of-the-box; solution can be configured without the use of custom code.
Add-on	Requirement met using a 3rd party tool or application (e.g., Report Writer).
Custom	Requirement requires custom development.

#	BUSINESS REQUIREMENTS	OOTB	Custom	Add-On	If Add-On, Product Name
Employee Self-Service					
1	System shall allow users to enter new information or change existing information via a secured encrypted connection to the Internet based on appropriate security and access rights.				
2	System shall allow users to view information related to accounts via a secured encrypted connection to the Internet based on appropriate security and access rights.				
Workflow Management					
3	System shall provide the ability to apply standard workflows to enforce process consistency, including for events triggered by self-service transactions.				
4	System shall provide the ability to automate event rules and history via workflow.				
5	System shall provide the ability to trigger workflow events for job-related events (e.g., hires, terminations), changes to bargaining unit (BU), and passive events (e.g., service and age anniversaries).				
6	System shall provide the ability to modify and create new workflows as required.				

#	BUSINESS REQUIREMENTS	OOTB	Custom	Add-On	If Add-On, Product Name
7	System shall provide the ability to assign workflow administration rights per user.				
8	System shall support internal and external electronic approvals (e.g., for all signed approvals needed) via workflow.				
9	System shall provide the ability to assign different levels of approval rights based on EUTF-defined rules (e.g., program rules) and automatically route documents or records via workflow for appropriate action based on these approval levels.				
10	System shall provide the ability for supervisors to monitor workloads and re-assign tasks via workflow when appropriate.				
11	System shall allow users to easily manage their tasks using features including, but not limited to:				
12	Caseload management - including the auto-scheduling of tasks according to pre-defined workflow rules.				
13	Reminders for upcoming tasks.				
14	Alerts for pending or overdue tasks.				
15	System shall provide the ability to monitor workflow through digital dashboards, reports, and alerts. Dashboard capability based on roles.				
16	COBRA should be included as a life event.				
17	System shall provide the capability to close EUTF-defined closing cycles with no down time to users' workflow.				
Business Process Management					
18	System shall allow authorized users to view, edit, and add information to records and files, based on EUTF-defined criteria (e.g., level of classification).				
19	System shall allow multiple users to access a record concurrently, restricting "write" access to a single user.				

#	BUSINESS REQUIREMENTS	OOTB	Custom	Add-On	If Add-On, Product Name
20	System shall lock a record whenever a record is being updated.				
21	System shall provide alert and tickler functionality, including but not limited to the following:				
22	Processing status by aging				
23	Assigned by user				
24	Administrative alerts by pre-determined thresholds				
25	Duplication of specified fields (e.g., Social Security Number (SSN), Medicare ID Number (HICN)				
26	Prior year dates entered (to ensure correct dates are being entered)				
Calculations and Invoicing					
27	System shall provide the ability to calculate the following:				
28	Total premium rate by plan selection				
29	Employee-beneficiary's contribution by plan selection (pre- and post-tax)				
30	Employer's contribution by employee-beneficiary's plan selection				
31	Imputed income/imputed income reversal for domestic partner relationship				
32	Retiree and/or survivor contribution based on EUTF-defined criteria				
33	Med B reimbursements/overpayments				
34	Refunds/forfeitures/override/calculations				
35	Employer portion owed by employee				

#	BUSINESS REQUIREMENTS	OOTB	Custom	Add-On	If Add-On, Product Name
36	Split enrollment billings (ideally through payroll deduction/adjusted eBill)				
37	Split tier calculations pre- and post-tax				
38	Retroactive and future transactions				
39	System shall provide invoicing capabilities.				
Compliance with State and Federal Laws, Regulations and Requirements					
40	System shall comply with State and Federal laws/regulations including, but not limited to:				
41	Affordable Care Act (ACA)				
42	Health Insurance Portability and Accountability (HIPAA)				
43	Uniformed Services Employment and Reemployment Rights Act (USERRA)				
44	Family Medical Leave Act (FMLA)				
45	Consolidated Omnibus Budget Reconciliation Act (COBRA)				
46	System shall comply with State of Hawaii System Requirements for Computer Application Systems.				
Correspondence					
47	System shall provide the ability to automatically generate notification that correspondence needs to be generated, based on EUTF-defined criteria. (e.g. COBRA).				
48	System shall provide the ability to automatically generate correspondence based on EUTF-defined criteria. (MS Word preferred).				
49	System should provide the ability to generate correspondence by zip codes, grouping of zip codes (e.g., islands), with linking to zip code database/service.				

#	BUSINESS REQUIREMENTS	OOTB	Custom	Add-On	If Add-On, Product Name
50	System shall provide the ability to e-mail/text correspondence via a secure, encrypted system.				
Forms					
51	System shall store form templates and allow user to select and generate letters on-demand.				
52	System shall store the form ID and date sent for automated system-generated forms at the account level as part of the employee-beneficiary's record.				
53	System should link to the appropriate form based upon the employee-beneficiary's preferred language of communication.				
54	System shall allow authorized users to select the fields required for each form.				
55	System shall automatically populate data fields within the forms with personal and enrollment data from the employee-beneficiary account.				
56	System shall allow authorized users to designate forms to be generated at the employee-beneficiary level.				
57	System shall generate forms.				
58	The system shall provide the ability to print bar coded/QR information forms.				
Letters					
59	System shall store letter templates and allow authorized users to select modify and generate letters on-demand. (MS Word).				
60	System shall use the employee-beneficiary's mailing address for correspondence.				
61	System shall store the letter ID and date sent for automated system generated letters at the account level as part of the employee-beneficiary's record.				

#	BUSINESS REQUIREMENTS	OOTB	Custom	Add-On	If Add-On, Product Name
62	System shall link to the appropriate letter based upon the employee-beneficiary's preferred method of communication (e.g., hard copy or e-mail).				
63	System shall allow authorized users to select the fields required for each letter.				
64	System shall automatically populate data fields within the letters with personal and enrollment data from the employee-beneficiary account.				
65	System shall allow authorized users to designate letters to be generated at the employee-beneficiary level.				
66	System shall have the capability to create batch letters on demand using selected criteria.				
67	System shall have the ability to generate coupons with a MICR.				
Document Attachment and Retrieval					
68	System shall allow authorized users to request any document with an ID by name, type, date, etc. and to print on demand.				
Document Imaging and Storage					
69	System shall provide the ability to directly scan and store documents in the BAS.				
70	System shall provide the ability to link scanned documents to employee-beneficiary, employer, and carrier records.				
71	System shall include bar code/QR and optical character recognition capabilities.				
General Application Functionality					
72	System shall provide the ability to track employee-beneficiary and dependent-beneficiary transactions.				

#	BUSINESS REQUIREMENTS	OOTB	Custom	Add-On	If Add-On, Product Name
73	System shall automatically store details of transactions by date, time, user id and before and after values of the updated fields.				
74	System shall support override capability for exceptions to EUTF-defined rules (e.g., eligibility requirements), based on EUTF-authorizations.				
75	System shall allow processing of multiple effective dated transactions, retro dated and future dated transactions (e.g., retroactive enrollment).				
76	System shall allow for easy roll-back to correct transactions with maintenance of audit history.				
77	System shall allow for specified entries after terminating status (e.g. address changes) based on EUTF-defined authorizations.				
78	System shall accept, and process manual or electronic transactions received from external entities (e.g. DAGS payroll, ERS Pension).				
79	System shall support ACH processing (e.g., for reimbursements and refunds).				
80	System shall accept, and process manual or electronic transactions received from the bank.				
81	Medicare Reimbursement Screen (similar to a balance sheet)				
82	System shall have the ability to process COBRA transactions.				
Historical Data					
83	System shall maintain and provide access to all data in current EUTF systems that are replaced (i.e., V3; Kofax - if imaging is replaced; QuickBooks - if application functionality is replaced).				

#	TECHNICAL REQUIREMENTS	OOTB	Custom	Add-On	If Add-On, Product Name
User Management					
84	System shall provide the ability to add and activate users to the application.				
85	System shall provide the ability to deactivate users in the application.				
86	System shall provide the ability for users to manage their profile and passwords.				
87	System shall provide the ability to indicate that Supervisor approval is required for specific functions (e.g., authorizations, plan termination, refunds/reimbursements).				
88	System shall provide the ability to indicate who each user's Supervisor is pertaining to approval rights.				
Audit					
89	System shall provide the ability to generate an audit report for all records and transactions.				
90	System shall provide audit-tracking reports for user access and usage logs.				
91	System shall provide an audit trail of all activities.				
92	System shall be able to provide role-based user administration and access.				
93	System shall be able to track records that have been accessed by user.				
Security					
94	System shall comply with State security requirements.				
95	System shall comply with HIPAA security requirements.				

#	TECHNICAL REQUIREMENTS	OOTB	Custom	Add-On	If Add-On, Product Name
96	System shall be implemented with a security infrastructure and tools for protection of programs and data from intentional unauthorized access attempts as well as security breaches due to accidental causes.				
97	System shall provide data masking.				
98	System shall provide an efficient, flexible way to control and administer multiple levels of user access.				
99	System shall provide the ability to control/allow access to sensitive consumer records (e.g., identity) to identified users/groups.				
100	System shall provide the ability to encrypt identified data elements.				
Performance					
101	System shall provide a high level of performance at all times, including during peak periods.				
102	System shall provide 24x7 reliability for client facing web portal.				
Availability					
103	System shall operate on a 24x7 basis except during required maintenance.				
104	System shall adhere to necessary disaster recovery requirements ensuring that the business is not significantly impacted due to system failure.				
User Interface					
105	System Web pages accessed by external users shall be consistent with State of Hawaii standards and ADA requirements, and be accessible by major browsers (e.g., MS Internet Explorer, Chrome, Mozilla Firefox, Safari, Mobile).				
106	System shall provide real time access to information from business offices and remote locations (i.e., access from home).				

#	TECHNICAL REQUIREMENTS	OOTB	Custom	Add-On	If Add-On, Product Name
107	System shall provide multi-user access to all modules/functions within the system.				
108	System shall provide online secure access via Web-enabled technologies by authorized external stakeholders (employers, employees, carriers).				
Help Functionality					
109	System shall provide online, context sensitive help at the module, function/screen, and field level.				
110	System shall provide online user documentation that is indexed and searchable.				
111	System should have the ability to provide an encrypted chat feature.				
Usability					
112	The solution shall facilitate the ease in learning and using desktop applications by EUTF employees and customers.				
Database Management					
113	System shall utilize a modern Database.				
114	System shall provide encrypted and non-encrypted data import/export functionality to receive/send standard format data from/to external parties.				
115	System shall provide tools to support database backup and recovery procedures.				
116	System shall provide the ability to run queries and reports.				
Network and Operating Systems					
117	System shall use industry standard network protocols.				
118	System shall provide the ability to restrict which printers are available for individual functions.				

#	TECHNICAL REQUIREMENTS	OOTB	Custom	Add-On	If Add-On, Product Name
119	System shall provide the ability to encrypt data in transit and data at rest.				
120	System should be able perform using on premises and in a virtual environment.				
Application Architecture					
121	System shall provide a Web-based user interface for all system applications and modules used by external users.				
122	System shall co-exist in an environment that includes multiple applications and shall provide interoperability with third-party applications".				
Interfaces					
123	Interfaces System shall have the ability to export and import data to/from external stakeholders (e.g., employers and carriers) in electronic format System shall comply with EDI file standard format (834 5010).				
124	System shall have the ability to interface with the following systems: ERS Employee Retirement System Employers' Payroll Systems – premium deduction amount for employees Employers – membership information to employers Benefit Carriers – enrollment related transactions, eligibility, plan choice, dependents notification External systems - (DOH, HIC, banks, IRS, Accurint)				
125	System shall facilitate the ability to share data between EUTF, employers, and carriers.				
Maintainability					
126	System shall comply with State requirements for computer application systems (e.g., SOA, based on industry standards).				

#	TECHNICAL REQUIREMENTS	OOTB	Custom	Add-On	If Add-On, Product Name
127	Application shall be allowed to be updated on a regular basis for patching and security updates.				
Batch Printing					
128	System shall provide the ability to select by document type and print via one batch job.				
129	System should have the ability to print as required (double sided, collate multiple documents into one print job, single sided).				
130	System should have the ability to modify print batch jobs.				

Please answer the questions below for the components:

- **Web Service Client (End Users) Portal**
- **Operational Database**
- **Benefits Administration Application**
- **Imaging Capture Transmit / Store**
- **Batch Tool or system**
- **Reporting**
- **Other**

C. TECHNOLOGY/SUPPORT

1. Has your company developed and implemented a solution comparable in scope to the one needed by EUTF? If so,

   a. Provide an overview of the hardware and software, and the network infrastructure that supports the system.

      - Operation Systems
      - Databases
      - Applications servers
      - Imaging abilities
      - Batch capabilities
      - Reporting capabilities
      - Network requirements
      - Cloud Solution
      - On-premise Solution

   b. Is the system portable to other customers and can it be easily modified to meet the needs of EUTF? If so, please explain.

   c. Do you currently offer any web front-end (client portal) tools if so how is it coded Java or HTML? Can it be modified to meet the needs of the EUTF? If so, please describe. Have you provided any Benefit Administration systems in other States? If yes, describe, and indicate where.

2. Provide an overview of the hardware, software, and network environment your company would recommend for a system solution for EUTF should they choose to go with the solution recommended by you.

3. What desktop and browsers does your application support?

4. What is the core programming language for your solution?

5. Does your company work with a third-party vendor or service provider to provide and/or implement this type of functionality? If yes, please provide cost information.

6. Will your solution transmit (e.g. Web APIs) data to/from other applications)? If so, what formats will it accept and what formats can it send?

7. Please indicate whether the following features are configurable and whether/what additional software (e.g., reporting tools) would be required. Can your system integrate with Business Intelligence?

    a. Reports (management, ad hoc, etc.)

    b. Forms

    c. User defined dashboards

    d. Input screens

    e. Letters

    f. Invoices

    g. Workflow

8. Please describe how system and user security / authorization levels are controlled within your solution.

9. How well does your solution integrate changes to data fields? Is it a rules-based product that allows users to easily change business rules and associated criteria?

10. How often (i.e., with what frequency) do you typically provide upgrades/new releases for your solution?

11. How many prior versions do you typically support once a new release comes out?

12. What, if any, future upgrades/releases are currently planned for your proposed solution and in what timeframes?

13. Does your company currently provide maintenance and operations (M&O) services for a system comparable in scope to the one needed by EUTF? If so, please describe the services/cost structure of your M&O services.

14. Please describe how your company generally provides technical support, training and supporting documentation (e.g., user guides, training materials) to its customers (e.g., via online support, help desk support, local assistance, etc.). How would your company provide information technology and system administration training?

D. COSTS AND LICENSE FEES

Please answer the questions below for and provide cost estimates in the table below for all components:

- **Web Service Client (End User) Portal Operational Database**
- **Benefits Administration Application**
- **Imaging Capture Transmit / Store**
- **Batch Tool or system**
- **Reporting**

- **Other**

1. If application licensing is based on number of users (either total or concurrent), please provide details surrounding the methods by which users are counted. For example: users are counted by number of unique user IDs; users are counted by the number of unique user IDs logged into the system concurrently; or some other method. If so, please explain and provide the associated user/module costs. Use the Appendix A for cost information

2. Do you offer enterprise licensing?

    a. How is your enterprise licensing structured?

    b. What is the price for an Enterprise License?

    c. Are there any restrictions on the enterprise license? If yes, please explain.

    d. Provide costs in the Appendix A.

3. If application licensing is based on number of servers, please provide details surrounding the method by which servers are counted. For example: by number of CPUs in the server; by number of cores within each CPU; number of servers in a cluster; number of servers in an active-passive redundant mode; or some other method. If so, please explain and provide the associated costs. Provide costs in Appendix A.

4. Are there additional software components you offer as part of the Benefits Administration software product line? Please provide the average cost by component in Appendix A. (e.g. Accounting/Financial).

5. Please provide the average implementation cost for your entire package and the associated implementation timeframes for each phase in Appendix A. (Note: EUTF recognizes this is merely a preliminary high-level estimate to help them better understand the scope and magnitude of this project. Your firm will not in any way be held to this preliminary high-level estimate). Please include all assumptions made.

6. Provide the annual license renewal fee in Appendix A. What is the typical annual percentage increase in this fee? Is there a ceiling?

7. What type of ongoing costs, besides software maintenance, do you anticipate? Please consider maintenance costs and operating costs, and include in Appendix A.

Thank you for your participation.

APPENDIX A - COST SUMMARY

Web Portal Service Tool or System

Cost Component	Estimated Cost	Based on	Associated Annual Maintenance Cost
Web Service Client (End User) Portal			
List Software Product here:			
Application licenses			
Example, end user	*$ 500*	*Per user*	*$1000*
Enterprise licenses			
List here			
Annual licenses			
List here			
Other licenses			
List here			
Software Components			
List here			
Implementation Costs			
Configuration			
Software Modification			
Testing			
Data Conversion			
Training			
Interfaces			
Implementation/Deployment			
Project Management			
Other Costs			
List here			
Maintenance & Operations			

APPENDIX A - COST SUMMARY (cont.)

Operational Database

Cost Component	Estimated Cost	Based on	Associated Annual Maintenance Cost
Operational Database			
List Software Product here:			
Application licenses			
Example, end user	*$ 500*	*Per user*	*$1000*
Enterprise licenses			
List here			
Annual licenses			
List here			
Other licenses			
List here			
Software Components			
List here			
Implementation Costs			
Configuration			
Software Modification			
Testing			
Data Conversion			
Training			
Interfaces			
Implementation/Deployment			
Project Management			
Other Costs			
List and describe			
Maintenance & Operations			

APPENDIX A- COST SUMMARY (cont.)

Benefits Administration System/Application

Cost Component	Estimated Cost	Based on	Associated Annual Maintenance Cost
Benefits Administration System/Application			
List Software Product here:			
Application licenses			
Example, end user	*$ 500*	*Per user*	*$1000*
Enterprise licenses			
List here			
Annual licenses			
List here			
Other licenses			
List here			
Software Components			
List here			
Implementation Costs			
Configuration			
Software Modification			
Testing			
Data Conversion			
Training			
Interfaces			
Implementation/Deployment			
Project Management			
Other Costs			
List and describe			
Maintenance & Operations			

APPENDIX A - COST SUMMARY (cont.)

Imaging Capture / Store

Cost Component	Estimated Cost	Based on	Associated Annual Maintenance Cost
Imaging Capture Transmit / Store			
List Software Product here:			
Application licenses			
Example, end user	*$ 500*	*Per user*	*$1000*
Enterprise licenses			
List here			
Annual licenses			
Other licenses			
List here			
Software Components			
List here			
Implementation Costs			
Configuration			
Software Modification			
Testing			
Data Conversion			
Training			
Interfaces			
Implementation/Deployment			
Project Management			
Other Costs			
List and describe			
Maintenance & Operations			

APPENDIX A - COST SUMMARY (cont.)
Reporting

Cost Component	Estimated Cost	Based on	Associated Annual Maintenance Cost
Reporting			
List Software Product here:			
Application licenses			
Example, end user	*$ 500*	*Per user*	*$1000*
Enterprise licenses			
List here			
Annual licenses			
List here			
Other licenses			
List here			
Software Components			
List here			
Implementation Costs			
Configuration			
Software Modification			
Testing			
Data Conversion			
Training			
Interfaces			
Implementation/Deployment			
Project Management			
OTHER COSTS			
List and describe			
Maintenance & Operations			

APPENDIX A - COST SUMMARY (cont.)

Batch Tool or System

Cost Component	Estimated Cost	Based on	Associated Annual Maintenance Cost
Batch Tool or System			
Application licenses			
Example, end user	*$ 500*	*Per user*	*$1000*
Enterprise licenses			
List here			
Annual licenses			
List here			
Other licenses			
List here			
Software Components			
List here			
Implementation Costs			
Configuration			
Software Modification			
Testing			
Data Conversion			
Training			
Interfaces			
Implementation/Deployment			
Project Management			
Other Costs			
List and describe			
Maintenance & Operations			

APPENDIX A - COST SUMMARY

Other

Cost Component	Estimated Cost	Based on	Associated Annual Maintenance Cost
Other			
List here:			
Application licenses			
Example, end user	*$ 500*	*Per user*	*$1000*
Enterprise licenses			
List here			
Annual licenses			
List here			
Other licenses			
List here			
Software Components			
List here			
Implementation Costs			
Configuration			
Software Modification			
Testing			
Data Conversion			
Training			
Interfaces			
Implementation/Deployment			
Project Management			
Other Costs			
List here			
Maintenance & Operations			