

Q&A | SERVICE PROVIDER FOR DIGITAL TRANSFORMATION RESPONSES #1

Updated April 26, 2023.

This Q&A addresses questions received from interested proponents to the RFP for a Service Provider for Digital Transformation by the original deadline of April 10, 2023, that follow the Request for Proposal document's instructions in sections 6.4 and 6.5.

Questions submitted by the extended submission deadline of 5:00 pm PST on April 21, 2023, and notified to all proponents via [Addendum #1 – Service Provider for Digital Transformation project](#), will be answered in a new document. Please note that questions submitted after the extended deadline may not be answered.

GENERAL

Q: Does the Insurance Council currently use any solution or services provided by Salesforce?

A: No.

Q: Is Salesforce an approved cloud platform to build solutions for the Insurance Council?

A: While Insurance Council currently relies on a significant number of tools from Microsoft, it is keeping an open approach and is willing to review proposals from any appropriate platform that can integrate well with our current office productivity and other tools.

Q: What are the existing tools or software products used by the Insurance Council for document composer capability?

A: Microsoft Office tools, Adobe.

Q: What are the existing tools or software products used by the Insurance Council for Electronic Document and Records Management?

A: Accela and SharePoint.

Q: What are the existing tools or software products used by the Insurance Council Electronic Signatures?

A: We currently do not use Electronic Signature.

Q: Is the Insurance Council standard payment gateway a custom build or an integration proxy to other payment gateways?

A: Integration to Moneris payment gateway.

Q: In addition to the Insurance Council standard payment gateway, are there any other third-party payment systems the proposed solution is expected to integrate to?

A: No.

Q: As to sustainability practices and certifications, is there a list of identified sustainability certification accepted by the Insurance Council?

A: Any industry approved certification that demonstrates the respondent's capability in sustainability practices will be accepted.

Q: Are there any special payment provider the system needs to provide integration?

A: No.

Q: Is your preference an insurance owned Microsoft instance, or would you entertain the idea of an insurance dedicated Microsoft instance managed by supplier?

A: Insurance Council does not have a preference on this option.

Q: Do you currently measure or track SLAs for cases, complaints, or renewal processes?

A: Yes, we have existing SLAs for cases, complaints and renewal.

Q: Who is your current payment processor? Are you looking to continue to use them as a payment processor?

A: Moneris. Insurance Council's preference is to continue with Moneris as the payment processor.

Q: Is there any implementation budget that you are operating against?

A: No.

Q: Are you open to platforms other than Microsoft?

A: Yes.

Q: Would you consider an extension to the deadline to provide you with a high-quality response?

A: Yes, the deadline has now been extended to May 26, 2023.

Q: Does your organization use M365 (Office 365)? Please list what components.

A: Microsoft Office Apps (Word, Excel, PowerPoint, Visio, and Outlook) Teams, SharePoint, Power BI.

Q: Please provide details on the complexity involved for staff Role Based Access Control hierarchy? (i.e., How many business units, users per business unit, approval levels, etc.).

A: We have 8 business Units and have 2 approval levels in each department. Our larger business units have an average of 18 staff members, and our smaller business units have an average of 5 staff members.

Q: Does your organization have a preference in the requirements management system used for the project? (DevOps, JIRA, etc.).

A: Jira is the preferred system; however, Insurance Council can work with DevOps if required.

Q: Do you have a preference with the resource location? Can this engagement be a combination of offshore and Onsite resources?

A: Preference will be given to those who can respond reasonably within the Pacific North American time zone.

SCOPE

Q: What is your expectation around on-going support and maintenance after launch?

A: Insurance Council expects the vendor to provide ongoing support and maintenance.

Q: Is Change Management part of the scope for the implementation vendor?

A: Vendors have the option to propose this, but this is not mandatory to be included in RFP responses.

Q: Are there any Order Management/Generation capabilities in scope as well?

A: Insurance Council has a requirement for Order Management features pertaining to development and posting of Disciplinary orders.

Q: You mentioned great Plains as a platform you are using currently and indicated D365 F&O as a potential future platform. Is the financial services component within scope for this RFP? If not, would it be a part of the new RFP or a follow up phase to this engagement awarded to the successful proponent for this phase?

A: Financial services and management is in scope and preferred for this RFP, but it is not mandatory.

Q: Is the replacement of any third-party services within scope or just the integration with third party services? If within scope what services need to be replaced? Please provide detailed specifications for those that need to be replaced.

A: Insurance Council is not considering replacement of third-party services outside the requirements of the system.

Q: Is transitioning (read migration) from the EDRMS to a new document management system such as SharePoint within the scope of this RFP? Please provide the volume metrics information and document types.

A: A suitable document management system is within the scope of the RFP.

In the case where the proposed document management platform is not SharePoint then migration to that platform must be included in the RFP response.

The different document types that will be stored include, MS Word, pdf, MS Excel, Outlook message files and various types of image files.

The document management system should be able to handle any file up to 25mb size. Insurance Council stores on average 3 - 8 documents per licensee (and stores these for a minimum of seven years after a licensee ceases to hold a license) which represents on the order of 750,000 documents stored in total. Complaints, audits and investigation files can each hold hundreds of documents which represents on the order of another 750,000 documents. Other operational documents are also stored which also potentially represents on the order of another 500,000 documents. These are rough order of magnitude estimates.

REQUIREMENTS

Q: What is the volume of documents to be managed in the records management system?

A: Average volume for Insurance Council is around 10,000 documents a month, but the volume increases to 20,000 to 30,000 per month during the peak period of renewal between April and June every year.

Q: Is general-system-response-time of 60 milliseconds a must have for the proposed solution?

A: No, but Insurance Council expects a fast, responsive system.

Q: The vendor's product shall have the capability to upload large documents in a timely, performance manner. What are the sizes of document the system should support?

A: Proposed solutions should accept up to 25MB document size.

Q: As to SOC 2, is ICBC expecting type 1 or type 2 from the vendor to have?

A: Insurance Council is expecting both SOC 1 and SOC 2.

Q: How many support calls do you get per month (either through call center or through staff)?

A: Insurance Council on an average receives around 3,000 - 5,000 calls per month during our renewal season between April and June each year. The volume decreases to less than 500 per month during the rest of the year. Licensees increasingly express a preference for email over direct phone call.

Q: How many email messages would you like to send the users (example: we received your application, renewal reminders, etc.)?

A: Insurance Council typically sends between 300 and 500 emails every month.

Q: How many monthly reports are you tracking in your current system by department? Please list the reports you have/will need in the new system.

A: Insurance Council generates standard monthly business operational and management reports packages. Details can be discussed as we progress through the RFP process.

Q: How many applications, renewals, and requests require the user to pay a fee?

A: All applications and renewals require the user to pay a fee. Insurance Council processes between 300 and 500 such applications in a month.

Q: Are your integrations 1-way or 2-way, and how frequently you need the data pushed/pulled (National databases, etc.)?

A: Insurance Council uses both 1 way and 2-way integrations. For most of our integrations, we have scheduled push/pull actions that occur daily. We can also perform ad hoc push/pull when required.

Q: Are there any specific requirements around data residency?

A: Insurance Council's preference is to have our data resident in Canada, but this is not mandatory and other locations can be considered. If data is required to be resident outside of Canada, then a detailed Privacy Impact Assessment will need to be undertaken.

Q: Are the Complaints and Inspections just supposed to be captured in the new solution and processed offline? Or is their complete lifecycle managed within the new solution?

A: Insurance Council's preference is to have them captured and processed within the new solution, but an option to process offline can also be considered.

Q: Are there any regulations that the complaints and inspections are evaluated against? If yes, then are these regulations going to be managed internally within the solution or managed in an external application and referred to via an integration?

A: Yes, Complaints are evaluated against regulations like the Financial Institutions Act, Councils Rules and Code of Conduct, etc. Preference will be given to solutions that have workflow capabilities that can incorporate these rules and regulations as appropriate, but it is understood that depending on complexity, not all scenarios may be handled in this way.

Q: Is there any workflow around inspections that help the Inspectors evaluate if an agent is either in compliance or non-compliance of any regulations? If yes, does that need to be built within the new solution?

A: Yes, Insurance Council typically runs Audits and Investigations to evaluate the agents for compliance and we have workflows to manage the tasks. Ideally there should be workflows to support them in the new system.

Q: Are there any requirements around data encryption for data at rest for the new solution?

A: Yes, please see Non-Functional requirements NFR38 and NFR53. Insurance Council recognizes that the requirement may not be practical in all cases and will be happy to work with vendors to determine the appropriate solution.

Q: What is the estimated volume of the documents stored as part of the EDRMS component?

A: Average volume for Insurance Council is around 10,000 documents a month, but the volume increases to 20,000 to 30,000 per month during the peak period of renewal between March and April every year.

Q: Can you provide more details on the future requirements, expectations and milestone regarding the workflow services/auxiliary services (especially incorporating A.I. & Machine Learning)?

A: Insurance Council is exploring what options are available. We would like the new system to be compatible with workflow services/auxiliary services of choice.

Q: Is the scope for data services limited to reporting using Power BI and what are the detailed requirements for the creation in scope reports? Please provide details of the requirements for extension to Data Lake services and timelines/ milestones to achieve if considered a part of this engagement?

A: Insurance Council is making extensive use of MS Power BI as a reporting and analytics tool. Vendors are welcome to propose other reporting tools that may be integrated with their proposed solution, however any solutions proposed should have an ability to present data in a form that is readily available for use with Power BI.

Q: What is the estimated volume for your case management system? And estimate on daily user online portal access?

A: The volume of cases (including licence applications) per month is at least 300. Daily access to the Portal is less than 100 users, but during the peak period of renewal between May and June this increases to around 1,000 users.

PROJECT TIMELINE

Q: What is your desired launch/Go-Live date after the notice of award?

A: Insurance Council expects to begin implementation as soon as possible after engaging with our preferred vendor and expects to take a phased approach. We will work with the selected vendor to define the timelines.

Q: Please list the critical dates/milestones by which "must have" requirements must be completed and by when "good to have" should be done?

A: Specific dates for each "must have" versus "nice to have" feature is dependent on the implementation plan chosen. Insurance Council expects to begin implementation immediately and take a phased approach, with a desire to be full migrated away from our current system within the next two years. On going improvements will likely continue beyond this period.

Q&A | SERVICE PROVIDER FOR DIGITAL TRANSFORMATION RESPONSES #2

Updated May 03, 2023.

This Q&A addresses questions received from interested proponents to the RFP for a Service Provider for Digital Transformation by the extended deadline of April 21, 2023. All proponents that expressed interest were notified via email and [Addendum #1 – Service Provider for Digital Transformation project](#).

GENERAL

Q: Will the Insurance Council permit a proponent to submit a response for a part of the Digital Transformation RFP?

A: Yes, but preference will be given to those responses that provide a fulsome response that support our core business (licencing management) needs.

Q: How much weight do you place into the awarded bidder being in British Columbia/Canada?

A: Bidders do not need to be based in British Columbia. However, preference will be given to those who can respond reasonably within the Pacific North American time zone.

Q: What resources within the Council will be available for additional discovery and support during implementation?

A: IT resources (business analysts, project manager, developer) will be available for some assistance, but vendors will need to supply the appropriate level of resourcing to complete an effective and successful implementation. Additionally, business subject matter experts will be available as needed (this is a top priority project for our business).

Q: Are there existing branding/style guides? If not, do you anticipate needing assistance in creating these?

A: Insurance Council has existing branding/style guides.

Q: Are there preferences in coding language for custom work?

A: Insurance Council does not prefer a particular language and is willing to work with the selected vendor on preferred options.

Q: How many users will require training? Is there a preference for virtual/in person/recorded training?

A: Roughly 80 users will require training. Virtual and recorded training is acceptable.

Q: Are there any required certifications or accreditations that a bidder must hold?

A: Insurance Council expects the bidder to be SOC-1 and SOC-2 compliant. We also expect the bidder to have industry approved certification that demonstrates the respondent's capability in sustainability practices.

Q: What are your desired engagement models? (Fixed bid, dedicated team, time and materials).

A: Time and materials.

Q: What are the budget constraints? Is this based on annual costs or overall project implementation costs?

A: Insurance Council has set aside budget for the project for the next 3 years. Cost of overall implementation is factored into the budget.

Q: What does the current state architecture look like? Are there third-party software platforms currently in use today?

A: Yes, the Insurance Council has third party software platforms. Please refer to the architectural documentation that accompanies the RFP (Appendices A and A2).

Q: How is the data currently structured? How do users access this data today?

A: Data is stored in relational database format using Microsoft SQL. The data is structured into records. The users access the data through the existing platform's interfaces and reports.

Q: What research and analysis has been conducted thus far? Can this be shared in advance of implementation?

A: All the research and analysis collected to date has been reflected in the RFP and the Appendices.

Q: Are there any other deal breakers that may not have been addressed in the RFP materials?

A: No.

Q: Is there any specific reason why MS Dynamics D365 F&O finance is your preferred replacement for Great Plains? Given the number of users being 5 to 10 and your accounting is simple and standard, will you be open to considering Business Central as the ERP solution for your accounting? (Note: the minimum number of licenses required for F&O is 20, so considering your count is 10, the other 10 licenses would be left open for future use). This is assuming that D365 F&O is in the scope of this RFP, which we requested to clarify in a separate question.

A: Insurance Council is open to selecting the solution that best fits our needs and that integrates well with the core systems being offered.

Q: Do you have existing DocuSign or Adobe sign licenses already in use that you prefer to continue to use in the current system for Esignature?

A: No.

Q: Can you please provide details of the current state system which includes architecture, dataflow, technology stack (Document Management)?

A: Insurance Council currently uses the Accela application which has a 3-tiered client server style architecture. Accela integrates with SharePoint for our document management. There is also an integrated custom built.net portal component (Accela Portal), communicating through webservice with the Accella application.

Q: How many different classes of Insurance licenses including levels are there? Can a list be provided?

A: Insurance Council currently has 5 classes of licences. Life, Accident and Sickness, General (3 levels), Adjuster (3 levels), and Travel.

Q: The structure of the response method in Appendix A1 does not match the instructions outlined in section 10.1.1. of the RFP (i.e., no column for Fit/Gap, yes/no). Could you please provide updated instructions on responding correctly within the worksheet?

A: You can indicate how your solution will realize the feature by selecting your response on columns J to M. You may also provide additional details in column K. And you can also indicate here if the feature is in development for a future release.

If you leave columns J to K, without response, this will indicate that it is a gap in the solution.

Q: Will the Insurance Council entertain bids from systems implementors such that the Solution itself would be licensed directly from the applicable third-party software/SaaS providers under their standard terms and conditions, meaning, that the agreement between the Insurance Council and the bidder would be limited to the systems implementation services?"

A: Yes, however, the Insurance Council is expecting the RFP to include the licensing costs of the proposed systems.

SCOPE

Q: Is data migration in scope? How much data will need to be migrated?

A: Data migration is in scope.

Q: Assuming D365 F&O is in the scope of this RFP can you please summarize your corporate structure? Do you have multiple legal entities?

A: Insurance Council has one legal entity.

Q: Appendix A 'Platform components and high-level capabilities - Figure 6' has the Project accounting component, which is left out in Appendix A2 'Solution architecture diagram'. Can you provide some additional details on Project accounting? Do you need project management capabilities to manage projects and generate profitability reporting? Do you track item and resource expenses? If so, will you be needing the Inventory/Products management?

A: Insurance Council is looking for minimal project accounting capabilities for running internal projects.

Q: Is your organization currently using an expense management system to manage employee expenses? If so, will you continue to use the current system or is the expectation to replace it with the new ERP system? Appendix A of the RFP document mentions 'Expense allocation' and 'Payment of expenses'; will that be for general corporate expenses and payments?

A: Insurance Council is using a manual process for managing expenses though Excel and GP.

Q: Can you please provide a list of the external components/systems that require integrations or replacement with new system?

A: We have the following integrations:

1. E-One Smart Connect (GP)
2. Moneris (Payment)
3. UDUTU (Course Management)
4. ACP Crow McKay (Course Accreditation)

5. SharePoint (Document storage)
6. Power BI (Reporting)
7. Email (SMTP)

REQUIREMENTS

Q: Are there limitations on utilization of third-party services and plug-ins (e.g., DocuSign)? In this example, assumption being made of the signed doc being stored in a Canadian location.

A: Vendors are encouraged to propose the third-party services that work best with their platforms.

Q: What is the volume of the historical data that you anticipate being migrated from the legacy system to the new system? Can you please identify the entities that you anticipate being migrated? Can you list these by work streams?

A: Insurance Council expects to migrate around 65,000 records. These records are of type Licence, Audit, Applications, Exams etc. The largest volume of records is for Licence application work stream.

Q: Could you provide details as to what level the system will be required to support additional checks such as criminal background checks, verification of education, previous conduct etc.? Are these checks recorded manually in the system by insurance council staff? If no, please provide us more details on how the checks are recorded from other systems?

A: To date, additional checks such as Criminal and Education are performed manually and external to the system. In the future we are looking to integrate these through APIs where possible.

Q: Can you provide more details on the requirement for a "safe and secure workspace (documentation)" for investigations officers and council members? What do you envision a safe and secure workspace being, from a system standpoint?

A: Insurance Council uses access restricted SharePoint sites for safe and secure access of documents.

Q: Does the Insurance Council already have predefined chat scripts and communication transcripts for use with the Chatbot and communication template developed, or is it expected that the selected vendor will work with Insurance Council to develop the content?

A: Insurance Council does not have pre-defined chat scripts that would be ready for a chatbot at this point. This is a future consideration that we are hoping the proposed systems can help with, however, it is a future requirement that is not required for this RFP.

PROJECT TIMELINE

Q: What are your expectations for time to completion? Is there a hard deadline?

A: There is no pre-determined hard deadline. Insurance Council expects to begin implementation as soon as possible after engaging with our preferred vendor and expects to take a phased approach. We will work with the selected vendor to define the timelines.