CONSUMER AFFAIRS TRANSFORMATION RFP – QUESTIONS AND RESPONSES

QUESTION	RESPONSE
Could you please give enough detail about the size of your organization in terms of: 1. Number of working personnel involved 2. Number of clients being served 3. Annual budget 4. Dependencies on other agencies or organizations.	1. 150 in entire department; approx 20 in Consumer Affairs 2. all consumers of State of CT; approx 9,000-10,000 complaints handled yearly 3. approx $22 million for entire agency 4. interact with the rest of the Insurance Department and other state agencies
Are there any process diagrams or workflow diagrams of your existing processes available to share with a prospective consultant?	No
Approximately how many steps are in the process or workflow?	Varies
Is there a budget limit allocated for this RFP. If so, what is the dollar amount?	Contingent upon scope of proposal selected
Are there any incumbents presently?	No
Does your agency use computers? If so, how many and what type	Yes – Dell/HP Every staff member has a computer
Is your agency connected to the Internet?	Yes
Do you have an IT Department for networking purposes?	State of CT Dept of Information Technology (DOIT) and small in-house support staff
Do you have a preferred computer application to use when analyzing the process?	No
Do you have any metrics for any piece or step, or summary of the process, e.g., Time per step Cost per step Number of resources used at any step Priorities assigned to any step.	No
Will there be a set-aside priority for particular vendors, e.g.	No

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veteran, disabled, woman-owned?	
Is your agency presently participating in a Lean Six Sigma initiative?	No
Will you be providing a summary list of questions and answers from all prospective consultants?	As indicated in the RFP in the Inquiry Procedures directions, written responses to all questions will be posted on the Insurance Department website at www.ct.gov/cid by 4 pm on October 17, 2007
There are many forms to fill out in the RFP, which is difficult in its present .pdf format. Is it possible to get the RFP, (or at least the forms), in Microsoft Word .doc format? –	The forms themselves are PDF format and not available in WORD. Please read the proposal and forms carefully – not all are required for submission at this time. Attachment D forms are only required if the proposer is awarded the contract.
Please refer to our Q&A below in Question 2, where you indicated that some of the forms are not required until after contract award. If we cannot fill out your required .pdf forms electronically, we can print them out to manually complete the form, and then scan the result. We would then attach the scanned copies to our RFP. Is this acceptable with you?	Scanned copies of the manually completed forms are acceptable. Copies of the manually completed forms are also acceptable.
Do you have a procedure, written or diagrammatic, describing the "independent arbitration procedure" in Conn. Gen. Stat. §38a-9 and subsection e of §38a-363? If so, can you make the procedure(s) available to us?	We do not have a documented procedure.
On Page 4 of the RFP, November 12, 2007 is the date set for Contractor Selection, as well as Contract Negotiations. If the proposer's response to the RFP on October 26, 2007 includes the price, is there a renegotiation of price on November 12? If not, what is the nature of the Contract Negotiation?	The negotiation will be as needed relative to scope and associated price. The RFP must include a price proposal.
Page 4 of the RFP encourages proposers NOT to include	Price is not considered proprietary. Public agencies must

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proprietary information in the proposal. Price would appear to be proprietary. If so, would price be documented and transmitted as CONFIDENTIAL as described on Page 5 of the RFP?	disclose prices paid for services they purchase as a public record.
Page 8 of the RFP requests a detailed Cost proposal. Cost would also appear to be proprietary. If so, would price be documented and transmitted as CONFIDENTIAL as described on Page 5 of the RFP?	See above. When dealing with a government agency, price is considered public information.
In Section 2 of Page 7 of the RFP, you are requesting a list of any contracts with the State of Connecticut in the past 3 years. Will it be detrimental to a proposer to have had no contracts with the State of Connecticut?	No.
Summary of Relevant Experience: We have (1) project similar to this in the last (3) years and none with the State of Connecticut. *Financial Condition:* For the past (2) years we have been certified as a participant in the U.S. Small Business Administration's (SBA) 8(a) Business Development Program and can submit the last (2) audited by our CPA Firm. Those statements do not show a profit. Will the above questions hurt our chances of winning this contract?	Your responses to the above requirements will be considered as part of the overall evaluation of your proposal.
Section 2 Paragraph d.calls for financial statements for corporations or firms. My organization is basically myself and my wife working out of a home office. We prepare a joint tax return and no financial statements.We have been in business since 1992 and have handled contracts of this size in the past. Would we be exempt from this requirement?	If you are not a firm or corporation, you would not be required to produce the requested information.
Will this email automatically trigger amendment notifications?	No
Is it Appropriate to include books that I have authored to	If you believe this is appropriate additional data that you wish

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demonstrate experience, results and techniques as a part of our response?	to bring to the attention of the State that is relevant to this RFP.
What are the core processes that you would want reviewed? The number and scope of these workflows will impact time spent on the contract execution.	The core process is handling of consumer complaints.
Frequently we involve staff in our process analysis approach. We do this to gain ownership through involvement, harvest ideas from the people who do the job every day, gain support for business process improvement and train staff in our methodology in a "hands On" manner. High level staff involvement is also necessary for your strategic initiatives. Will we have reasonable access to staff for limited brainstorming, process documentation and structured planning sessions?	We anticipate staff to be involved; the actual amount of involvement will be determined based upon the approach and proposer selected.
Your RFP does not mention automation. Are we documenting and analyzing largely non automated workflows or should we have a consultant with public sector systems expertise on our consulting team for this engagement?	The current work processes are largely non-automated
As a deliverable are you looking for an internal business process improvement capability for your organization?	Yes with an intent that the improved internal processes will improve external results
What is the current head count for the CT Insurance Department office?	Approx 150
What is the head count for the Consumer Affairs Division?	Approx 20
Does the CT Dept of Insurance Consumer Affairs Division currently outsource any of its services?	Auto insurance arbitration program is outsourced to American Arbitration Association.
Approximately how many insurance complaints are received a year?	Approximately 9,000-10,000
How are those complaints categorized? How many per classification?	Numbers for 2006: Accident & Health 2,042; Auto 1,423; Fire & Allied Lines 96; General Liability 188; Homeowners 554; Life & Annuities 385; Miscellaneous 1,402
How many annual complaints are for Auto claims?	Approximately 1,400 to 1,500

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How are the complaints received currently...walk-ins, via phone, via letter, via email? How many are received in each category?	Complaints are received by letter, e-mail, and walk-in. They are not quantified by method of transmission. Letter is the most common, followed by e-mail with walk-in complaints are third. We do not take complaints by phone, although we take numerous inquiries by phone.
What is the average time period for claim resolution once a complaint is filed?	41 days
Have the Consumer Affairs Division and Ct Insurance Department ever worked in conjunction on customer complaint satisfaction?	The Consumer Affairs Division is a part of the overall CT Insurance Department. The only customer service satisfaction monitoring is more than 10 years old.
Are there any prior customer satisfaction reports? If yes, how can potential vendors gain access to those reports?	Yes. Two surveys were conducted more than 10 years ago. None have been fielded since.
Have any other pertinent reports been conducted within the last three regarding processes and efficiencies in the Dept, Of Insurance, Consumer Affairs Division?	No.
What is the estimated total budget for implementing changes to the dept of insurance responses to complaints?	This is contingent upon the scope of the proposal selected.
Does the scope of this project include software or modifications to existing software?	All recommendations will be considered. If this is a critical element of the transformation proposal, it will be considered.
Who are all the stakeholders?	Internal: Commissioner of Insurance, Consumer Services Director, Consumer Affairs Program Manager, Consumer Affairs staff; other division staff that interact and intersect with Consumer Affairs External: Consumers, providers, insurance companies; legislators;
What is the average # of clients served per year by the Department of Insurance?	Approximately 85,000, including phone calls.
How many clients are served specifically for Complaints?	Approximately 9,000 – 10, 000
In the RFP evaluation, how much weight is given to the size of the firm?	None. Consideration is only based on the capabilities of the firm and its staff and the ability to perform.

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How much weight is given to the total cost of the proposed consulting budget?	Cost is evaluated in the context of the proposed scope.
How many people are employed full time by Consumer Affairs? Part-time?	approx 20 full time
How is Consumer Affairs currently organized? (Name and number of sub-divisions with approximate headcount in each.)	2 units; Life and Health (8 examiners) /Property Casualty (4 examiners) balance of staff in clerical functions with 2 mgmt
How many separate physical locations are there in Consumer Affairs? Are they widely dispersed?	1 location - Hartford site
Does the Consumer Affairs Division currently use an integrated data base to capture complaint data, such as SIRCON? If not, is the Department considering developing or acquiring such a system?	We do have an integrated database to capture complaint data. The system was designed and developed for the Insurance Department.
How does the Consumer Affairs Division currently report complaint data to the NAIC? What is the platform? How frequently is it reported?	We report complaint data daily to the NAIC electronically pressed into a zip file and FTP to their server.
Does the Consumer Affairs Division currently have procedures and quality assurance processes in place?	Consumer Affairs has a variety of procedures; quality assurance checklists are in place but only used for a portion of the Division
What is the volume of complaints and inquires received in a year? Is there currently a backlog in cases? How many complaints are currently open?	We received approximately 9,000-10,000 complaints and inquiries in a year. There is currently no backlog of cases and as of 10/12/2007, we have 453 complaints opened.
Does the Department have a specific format for the project deliverables? What are the expectations for the project deliverables?	A specific format has not been designated. Project deliverables are as stated in the RFP: • Identify and recommend improvement opportunities. • Prepare a plan of action and milestones to implement improvements. • Develop, implement and execute plans to train management and operational staff. • Develop workflows and processes; create procedure

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	manuals and reference tools. • Develop and implement consumer complaint data capture processes and reports to be used to monitor and profile complaint activity for regulatory and legislative activities. • Identify and develop performance management tools.