

SUPPLEMENTAL INFORMATION HEADER

The following pages contain supplemental information for this competitive document. The supplemental information is contained between this header and a trailer page. If you receive the trailer page, all supplemental information has been received.

If you do not receive the trailer page of this supplement, use the inquiry process described in the document to notify the Procurement Representative.

Note: portions of the supplemental information provided may or may not contain page numbers. The total number of pages indicated on the cover page does not include the pages contained in this supplement.

Supplement 1

W-9 Form

Request for Taxpayer Identification Number and Certification

**Give Form to the
 requester. Do not
 send to the IRS.**

Print or type See Specific Instructions on page 2.	Name (as shown on your income tax return)	
	Business name/disregarded entity name, if different from above	
	Check appropriate box for federal tax classification (required): <input type="checkbox"/> Individual/sole proprietor <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate	
	<input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶	
	<input type="checkbox"/> Other (see instructions) ▶	
Address (number, street, and apt. or suite no.)		Requester's name and address (optional)
City, state, and ZIP code		
List account number(s) here (optional)		

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on the "Name" line to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Social security number									

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Employer identification number									

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 4.

Sign Here	Signature of U.S. person ▶	Date ▶
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General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity,
- The U.S. grantor or other owner of a grantor trust and not the trust, and
- The U.S. trust (other than a grantor trust) and not the beneficiaries of the trust.

Foreign person. If you are a foreign person, do not use Form W-9. Instead, use the appropriate Form W-8 (see Publication 515, Withholding of Tax on Nonresident Aliens and Foreign Entities).

Nonresident alien who becomes a resident alien. Generally, only a nonresident alien individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a “saving clause.” Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the payee has otherwise become a U.S. resident alien for tax purposes.

If you are a U.S. resident alien who is relying on an exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement to Form W-9 that specifies the following five items:

1. The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident alien.
2. The treaty article addressing the income.
3. The article number (or location) in the tax treaty that contains the saving clause and its exceptions.
4. The type and amount of income that qualifies for the exemption from tax.
5. Sufficient facts to justify the exemption from tax under the terms of the treaty article.

Example. Article 20 of the U.S.-China income tax treaty allows an exemption from tax for scholarship income received by a Chinese student temporarily present in the United States. Under U.S. law, this student will become a resident alien for tax purposes if his or her stay in the United States exceeds 5 calendar years. However, paragraph 2 of the first Protocol to the U.S.-China treaty (dated April 30, 1984) allows the provisions of Article 20 to continue to apply even after the Chinese student becomes a resident alien of the United States. A Chinese student who qualifies for this exception (under paragraph 2 of the first protocol) and is relying on this exception to claim an exemption from tax on his or her scholarship or fellowship income would attach to Form W-9 a statement that includes the information described above to support that exemption.

If you are a nonresident alien or a foreign entity not subject to backup withholding, give the requester the appropriate completed Form W-8.

What is backup withholding? Persons making certain payments to you must under certain conditions withhold and pay to the IRS a percentage of such payments. This is called “backup withholding.” Payments that may be subject to backup withholding include interest, tax-exempt interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, and certain payments from fishing boat operators. Real estate transactions are not subject to backup withholding.

You will not be subject to backup withholding on payments you receive if you give the requester your correct TIN, make the proper certifications, and report all your taxable interest and dividends on your tax return.

Payments you receive will be subject to backup withholding if:

1. You do not furnish your TIN to the requester,
2. You do not certify your TIN when required (see the Part II instructions on page 3 for details),
3. The IRS tells the requester that you furnished an incorrect TIN,
4. The IRS tells you that you are subject to backup withholding because you did not report all your interest and dividends on your tax return (for reportable interest and dividends only), or
5. You do not certify to the requester that you are not subject to backup withholding under 4 above (for reportable interest and dividend accounts opened after 1983 only).

Certain payees and payments are exempt from backup withholding. See the instructions below and the separate Instructions for the Requester of Form W-9.

Also see *Special rules for partnerships* on page 1.

Updating Your Information

You must provide updated information to any person to whom you claimed to be an exempt payee if you are no longer an exempt payee and anticipate receiving reportable payments in the future from this person. For example, you may need to provide updated information if you are a C corporation that elects to be an S corporation, or if you no longer are tax exempt. In addition, you must furnish a new Form W-9 if the name or TIN changes for the account, for example, if the grantor of a grantor trust dies.

Penalties

Failure to furnish TIN. If you fail to furnish your correct TIN to a requester, you are subject to a penalty of \$50 for each such failure unless your failure is due to reasonable cause and not to willful neglect.

Civil penalty for false information with respect to withholding. If you make a false statement with no reasonable basis that results in no backup withholding, you are subject to a \$500 penalty.

Criminal penalty for falsifying information. Willfully falsifying certifications or affirmations may subject you to criminal penalties including fines and/or imprisonment.

Misuse of TINs. If the requester discloses or uses TINs in violation of federal law, the requester may be subject to civil and criminal penalties.

Specific Instructions

Name

If you are an individual, you must generally enter the name shown on your income tax return. However, if you have changed your last name, for instance, due to marriage without informing the Social Security Administration of the name change, enter your first name, the last name shown on your social security card, and your new last name.

If the account is in joint names, list first, and then circle, the name of the person or entity whose number you entered in Part I of the form.

Sole proprietor. Enter your individual name as shown on your income tax return on the “Name” line. You may enter your business, trade, or “doing business as (DBA)” name on the “Business name/disregarded entity name” line.

Partnership, C Corporation, or S Corporation. Enter the entity's name on the “Name” line and any business, trade, or “doing business as (DBA) name” on the “Business name/disregarded entity name” line.

Disregarded entity. Enter the owner's name on the “Name” line. The name of the entity entered on the “Name” line should never be a disregarded entity. The name on the “Name” line must be the name shown on the income tax return on which the income will be reported. For example, if a foreign LLC that is treated as a disregarded entity for U.S. federal tax purposes has a domestic owner, the domestic owner's name is required to be provided on the “Name” line. If the direct owner of the entity is also a disregarded entity, enter the first owner that is not disregarded for federal tax purposes. Enter the disregarded entity's name on the “Business name/disregarded entity name” line. If the owner of the disregarded entity is a foreign person, you must complete an appropriate Form W-8.

Note. Check the appropriate box for the federal tax classification of the person whose name is entered on the “Name” line (Individual/sole proprietor, Partnership, C Corporation, S Corporation, Trust/estate).

Limited Liability Company (LLC). If the person identified on the “Name” line is an LLC, check the “Limited liability company” box only and enter the appropriate code for the tax classification in the space provided. If you are an LLC that is treated as a partnership for federal tax purposes, enter “P” for partnership. If you are an LLC that has filed a Form 8832 or a Form 2553 to be taxed as a corporation, enter “C” for C corporation or “S” for S corporation. If you are an LLC that is disregarded as an entity separate from its owner under Regulation section 301.7701-3 (except for employment and excise tax), do not check the LLC box unless the owner of the LLC (required to be identified on the “Name” line) is another LLC that is not disregarded for federal tax purposes. If the LLC is disregarded as an entity separate from its owner, enter the appropriate tax classification of the owner identified on the “Name” line.

Other entities. Enter your business name as shown on required federal tax documents on the "Name" line. This name should match the name shown on the charter or other legal document creating the entity. You may enter any business, trade, or DBA name on the "Business name/disregarded entity name" line.

Exempt Payee

If you are exempt from backup withholding, enter your name as described above and check the appropriate box for your status, then check the "Exempt payee" box in the line following the "Business name/disregarded entity name," sign and date the form.

Generally, individuals (including sole proprietors) are not exempt from backup withholding. Corporations are exempt from backup withholding for certain payments, such as interest and dividends.

Note. If you are exempt from backup withholding, you should still complete this form to avoid possible erroneous backup withholding.

The following payees are exempt from backup withholding:

1. An organization exempt from tax under section 501(a), any IRA, or a custodial account under section 403(b)(7) if the account satisfies the requirements of section 401(f)(2),
 2. The United States or any of its agencies or instrumentalities,
 3. A state, the District of Columbia, a possession of the United States, or any of their political subdivisions or instrumentalities,
 4. A foreign government or any of its political subdivisions, agencies, or instrumentalities, or
 5. An international organization or any of its agencies or instrumentalities.
- Other payees that may be exempt from backup withholding include:
6. A corporation,
 7. A foreign central bank of issue,
 8. A dealer in securities or commodities required to register in the United States, the District of Columbia, or a possession of the United States,
 9. A futures commission merchant registered with the Commodity Futures Trading Commission,
 10. A real estate investment trust,
 11. An entity registered at all times during the tax year under the Investment Company Act of 1940,
 12. A common trust fund operated by a bank under section 584(a),
 13. A financial institution,
 14. A middleman known in the investment community as a nominee or custodian, or
 15. A trust exempt from tax under section 664 or described in section 4947.

The following chart shows types of payments that may be exempt from backup withholding. The chart applies to the exempt payees listed above, 1 through 15.

IF the payment is for . . .	THEN the payment is exempt for . . .
Interest and dividend payments	All exempt payees except for 9
Broker transactions	Exempt payees 1 through 5 and 7 through 13. Also, C corporations.
Barter exchange transactions and patronage dividends	Exempt payees 1 through 5
Payments over \$600 required to be reported and direct sales over \$5,000 ¹	Generally, exempt payees 1 through 7 ²

¹ See Form 1099-MISC, Miscellaneous Income, and its instructions.

² However, the following payments made to a corporation and reportable on Form 1099-MISC are not exempt from backup withholding: medical and health care payments, attorneys' fees, gross proceeds paid to an attorney, and payments for services paid by a federal executive agency.

Part I. Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. If you are a resident alien and you do not have and are not eligible to get an SSN, your TIN is your IRS individual taxpayer identification number (ITIN). Enter it in the social security number box. If you do not have an ITIN, see *How to get a TIN* below.

If you are a sole proprietor and you have an EIN, you may enter either your SSN or EIN. However, the IRS prefers that you use your SSN.

If you are a single-member LLC that is disregarded as an entity separate from its owner (see *Limited Liability Company (LLC)* on page 2), enter the owner's SSN (or EIN, if the owner has one). Do not enter the disregarded entity's EIN. If the LLC is classified as a corporation or partnership, enter the entity's EIN.

Note. See the chart on page 4 for further clarification of name and TIN combinations.

How to get a TIN. If you do not have a TIN, apply for one immediately. To apply for an SSN, get Form SS-5, Application for a Social Security Card, from your local Social Security Administration office or get this form online at www.ssa.gov. You may also get this form by calling 1-800-772-1213. Use Form W-7, Application for IRS Individual Taxpayer Identification Number, to apply for an ITIN, or Form SS-4, Application for Employer Identification Number, to apply for an EIN. You can apply for an EIN online by accessing the IRS website at www.irs.gov/businesses and clicking on Employer Identification Number (EIN) under Starting a Business. You can get Forms W-7 and SS-4 from the IRS by visiting IRS.gov or by calling 1-800-TAX-FORM (1-800-829-3676).

If you are asked to complete Form W-9 but do not have a TIN, write "Applied For" in the space for the TIN, sign and date the form, and give it to the requester. For interest and dividend payments, and certain payments made with respect to readily tradable instruments, generally you will have 60 days to get a TIN and give it to the requester before you are subject to backup withholding on payments. The 60-day rule does not apply to other types of payments. You will be subject to backup withholding on all such payments until you provide your TIN to the requester.

Note. Entering "Applied For" means that you have already applied for a TIN or that you intend to apply for one soon.

Caution: A disregarded domestic entity that has a foreign owner must use the appropriate Form W-8.

Part II. Certification

To establish to the withholding agent that you are a U.S. person, or resident alien, sign Form W-9. You may be requested to sign by the withholding agent even if item 1, below, and items 4 and 5 on page 4 indicate otherwise.

For a joint account, only the person whose TIN is shown in Part I should sign (when required). In the case of a disregarded entity, the person identified on the "Name" line must sign. Exempt payees, see *Exempt Payee* on page 3.

Signature requirements. Complete the certification as indicated in items 1 through 3, below, and items 4 and 5 on page 4.

1. Interest, dividend, and barter exchange accounts opened before 1984 and broker accounts considered active during 1983. You must give your correct TIN, but you do not have to sign the certification.

2. Interest, dividend, broker, and barter exchange accounts opened after 1983 and broker accounts considered inactive during 1983. You must sign the certification or backup withholding will apply. If you are subject to backup withholding and you are merely providing your correct TIN to the requester, you must cross out item 2 in the certification before signing the form.

3. Real estate transactions. You must sign the certification. You may cross out item 2 of the certification.

4. Other payments. You must give your correct TIN, but you do not have to sign the certification unless you have been notified that you have previously given an incorrect TIN. "Other payments" include payments made in the course of the requester's trade or business for rents, royalties, goods (other than bills for merchandise), medical and health care services (including payments to corporations), payments to a nonemployee for services, payments to certain fishing boat crew members and fishermen, and gross proceeds paid to attorneys (including payments to corporations).

5. Mortgage interest paid by you, acquisition or abandonment of secured property, cancellation of debt, qualified tuition program payments (under section 529), IRA, Coverdell ESA, Archer MSA or HSA contributions or distributions, and pension distributions. You must give your correct TIN, but you do not have to sign the certification.

What Name and Number To Give the Requester

For this type of account:	Give name and SSN of:
1. Individual	The individual
2. Two or more individuals (joint account)	The actual owner of the account or, if combined funds, the first individual on the account ¹
3. Custodian account of a minor (Uniform Gift to Minors Act)	The minor ²
4. a. The usual revocable savings trust (grantor is also trustee) b. So-called trust account that is not a legal or valid trust under state law	The grantor-trustee ¹ The actual owner ¹
5. Sole proprietorship or disregarded entity owned by an individual	The owner ³
6. Grantor trust filing under Optional Form 1099 Filing Method 1 (see Regulation section 1.671-4(b)(2)(i)(A))	The grantor*
For this type of account:	Give name and EIN of:
7. Disregarded entity not owned by an individual	The owner
8. A valid trust, estate, or pension trust	Legal entity ⁴
9. Corporation or LLC electing corporate status on Form 8832 or Form 2553	The corporation
10. Association, club, religious, charitable, educational, or other tax-exempt organization	The organization
11. Partnership or multi-member LLC	The partnership
12. A broker or registered nominee	The broker or nominee
13. Account with the Department of Agriculture in the name of a public entity (such as a state or local government, school district, or prison) that receives agricultural program payments	The public entity
14. Grantor trust filing under the Form 1041 Filing Method or the Optional Form 1099 Filing Method 2 (see Regulation section 1.671-4(b)(2)(i)(B))	The trust

¹ List first and circle the name of the person whose number you furnish. If only one person on a joint account has an SSN, that person's number must be furnished.

² Circle the minor's name and furnish the minor's SSN.

³ You must show your individual name and you may also enter your business or "DBA" name on the "Business name/disregarded entity" name line. You may use either your SSN or EIN (if you have one), but the IRS encourages you to use your SSN.

⁴ List first and circle the name of the trust, estate, or pension trust. (Do not furnish the TIN of the personal representative or trustee unless the legal entity itself is not designated in the account title.) Also see *Special rules for partnerships* on page 1.

*Note. Grantor also must provide a Form W-9 to trustee of trust.

Note. If no name is circled when more than one name is listed, the number will be considered to be that of the first name listed.

Secure Your Tax Records from Identity Theft

Identity theft occurs when someone uses your personal information such as your name, social security number (SSN), or other identifying information, without your permission, to commit fraud or other crimes. An identity thief may use your SSN to get a job or may file a tax return using your SSN to receive a refund.

To reduce your risk:

- Protect your SSN,
- Ensure your employer is protecting your SSN, and
- Be careful when choosing a tax preparer.

If your tax records are affected by identity theft and you receive a notice from the IRS, respond right away to the name and phone number printed on the IRS notice or letter.

If your tax records are not currently affected by identity theft but you think you are at risk due to a lost or stolen purse or wallet, questionable credit card activity or credit report, contact the IRS Identity Theft Hotline at 1-800-908-4490 or submit Form 14039.

For more information, see Publication 4535, Identity Theft Prevention and Victim Assistance.

Victims of identity theft who are experiencing economic harm or a system problem, or are seeking help in resolving tax problems that have not been resolved through normal channels, may be eligible for Taxpayer Advocate Service (TAS) assistance. You can reach TAS by calling the TAS toll-free case intake line at 1-877-777-4778 or TTY/TDD 1-800-829-4059.

Protect yourself from suspicious emails or phishing schemes.

Phishing is the creation and use of email and websites designed to mimic legitimate business emails and websites. The most common act is sending an email to a user falsely claiming to be an established legitimate enterprise in an attempt to scam the user into surrendering private information that will be used for identity theft.

The IRS does not initiate contacts with taxpayers via emails. Also, the IRS does not request personal detailed information through email or ask taxpayers for the PIN numbers, passwords, or similar secret access information for their credit card, bank, or other financial accounts.

If you receive an unsolicited email claiming to be from the IRS, forward this message to phishing@irs.gov. You may also report misuse of the IRS name, logo, or other IRS property to the Treasury Inspector General for Tax Administration at 1-800-366-4484. You can forward suspicious emails to the Federal Trade Commission at: spam@uce.gov or contact them at www.ftc.gov/idtheft or 1-877-IDTHEFT (1-877-438-4338).

Visit IRS.gov to learn more about identity theft and how to reduce your risk.

Privacy Act Notice

Section 6109 of the Internal Revenue Code requires you to provide your correct TIN to persons (including federal agencies) who are required to file information returns with the IRS to report interest, dividends, or certain other income paid to you; mortgage interest you paid; the acquisition or abandonment of secured property; the cancellation of debt; or contributions you made to an IRA, Archer MSA, or HSA. The person collecting this form uses the information on the form to file information returns with the IRS, reporting the above information. Routine uses of this information include giving it to the Department of Justice for civil and criminal litigation and to cities, states, the District of Columbia, and U.S. possessions for use in administering their laws. The information also may be disclosed to other countries under a treaty, to federal and state agencies to enforce civil and criminal laws, or to federal law enforcement and intelligence agencies to combat terrorism. You must provide your TIN whether or not you are required to file a tax return. Under section 3406, payers must generally withhold a percentage of taxable interest, dividend, and certain other payments to a payee who does not give a TIN to the payer. Certain penalties may also apply for providing false or fraudulent information.

Supplement 2

System Requirements Specification

Instructions:

This spreadsheet provides offerors the opportunity to describe how the attributes and capabilities of their proposed solution align with the Core System functional and technical requirements.

- 1 This spreadsheet includes four response tabs - (1) Policy, (2) Billing, (3) Claims, and (4) Technology. For proposals to be considered, offerors must complete each section of all four tabs.

- 2 Each requirement has four functionality columns labeled Base Functionality, Configuration, Custom Development, and Not Supported. Offerors must indicate the level of functionality supported by adding an "X" mark in the appropriate column for each requirement. The functionality levels are defined in detail in Attachment Three.

- 3 Each requirement has three configuration / customization complexity columns labeled High, Medium, and Low. Offerors must indicate the level of complexity by adding an "X" mark in the appropriate column for each requirement. The complexity levels are defined in detail in Attachment Three.

- 4 The response/description area immediately below each requirement allows the entry of textual information. Offerors must use this space to describe in detail how their proposed solution conforms with the requirement. Precise references to other portions of the submission may be used as necessary. Simply repeating the requirement or stating agreement will not be considered a satisfactory response.

- 5 The first section of the (4) Technology tab contains seven mandatory requirements. Proposals that do not meet these requirements may be eliminated from further consideration. The offeror must provide a text response in sufficient detail to demonstrate their proposal's compliance.

- 6 Offerors must submit the completed spreadsheet in Microsoft Excel 2003 or 2007 format. Cells may be expanded to accommodate text responses. However, other formatting changes such as removing or inserting rows or columns, renumbering requirements, hiding or protecting cells, altering colors or fonts, or modifying headings are not permitted and may be grounds to dismiss a proposal.

1.5.6	Response/Description:									
1.5.7	The system must provide the capability to flag applications and create referrals based on individual field values, comparison of multiple field values or a combination of both									C
	Response/Description:									
1.5.8	The system must allow referrals to be segmented (such as holds and unbound business submissions by Underwriting by risk characteristics)									C
	Response/Description:									
1.5.9	The system must support the application of underwriting edits throughout the new business									C
	Response/Description:									
1.5.10	The system must support the tracking of risks referred to assigned risk / residual market plans									D
	Response/Description:									
1.5.11	The system must provide pages/modules to support clearance and registration									C
	Response/Description:									
1.5.12	The system must provide pages/modules to support prequalification / eligibility									C
	Response/Description:									
1.5.13	The system must provide pages/modules to support information gathering									C
	Response/Description:									
1.5.14	The system must provide pages/modules to support risk assessment									C
	Response/Description:									
1.5.15	The system must provide pages/modules to support capture of NCCI classification codes									C
	Response/Description:									
1.5.16	The system must provide pages/modules to support capture of payroll data									C
	Response/Description:									
1.5.17	The system must provide pages/modules to support capture of general information (reference ACORD 130)									C
	Response/Description:									
1.5.18	The system must provide pages/modules to support capture of employer operations / practices									C
	Response/Description:									
1.5.19	The system must provide pages/modules to support capture of workforce quality and experience									C
	Response/Description:									
1.5.20	The system must provide pages/modules to support capture of loss experience									C
	Response/Description:									
1.5.21	The system must provide pages/modules to support capture of rate / price									C
	Response/Description:									
1.5.22	The system must provide pages/modules to support coverage issue									C
	Response/Description:									
1.5.23	The system must provide pages/modules to support policy production									C
	Response/Description:									
1.5.24	The system must provide pages/modules to support declined submissions									C
	Response/Description:									
1.6	Renewal									

1.8.1	Response/Description:								
1.8.2	The system must support non-payment cancellations								C
	Response/Description:								
1.8.3	The system must support non-sufficient funds cancellations								C
	Response/Description:								
1.8.4	The system must support under-payments cancellations								C
	Response/Description:								
1.8.5	The system must support insured request cancellations								C
	Response/Description:								
1.8.6	The system must support integration with cancellation effective dating resources								C
	Response/Description:								
1.8.7	The system must perform flat rate cancellation calculations								C
	Response/Description:								
1.8.8	The system must perform short rate cancellation calculations								D
	Response/Description:								
1.8.9	The system must perform pro-rata cancellation calculations								C
	Response/Description:								
1.8.10	The system must have the capability to trigger the generation of a document confirming cancellation								C
	Response/Description:								
1.9	Reinstatements								
1.9.1	The system must interface with the billing module to support automated reinstatements when payments are received and minimum payment thresholds are met (for reinstatement on non-pay cancellations)								C
	Response/Description:								
1.9.2	The system must provide the capability to notify the billing module to resume billing activities when Underwriting decides to reinstate a policy (for company underwriting cancellations or for possible voids of insured request cancels)								C
	Response/Description:								
1.9.3	The system must allow for reinstatements with no lapse in coverage								C
	Response/Description:								
1.9.4	The system must allow for reinstatements with a lapse in coverage								C
	Response/Description:								
1.9.5	The system must allow for prorates for reinstatement								C
	Response/Description:								
1.9.6	The system must allow a reinstatement transaction to trigger document production								C
	Response/Description:								
1.10	Rescinds								
1.10.1	The system must allow rescissions to policies that have passed the initial flat cancel period, as defined by state rules								C

3.12.4	Response/Description:								
3.12.3	The system must provide systematic audit capabilities that support employee competency and compliance with practice guidelines								C
3.12.4	Response/Description:								
3.12.4	The system must provide the capability to establish, measure and report customer service standards and satisfaction metrics								D
3.12.4	Response/Description:								
3.13	Document & Data Management								
3.13.1	The system must support document template data auto-fill capabilities and automated distribution. Describe whether these capabilities are based upon integration with a third party solution or are an inherent solution capability								C
3.13.1	Response/Description:								
3.13.2	The system must support document workflow through the use of a rules engine. Describe whether rules engine is incorporated in the solution or enabled through integration								C
3.13.2	Response/Description:								
3.13.3	The system must support document indexing capabilities including the capability to index, sort, and package documents								C
3.13.3	Response/Description:								
3.13.4	The system must provide the capability to attach documents and correspondence to an individual claim								C
3.13.4	Response/Description:								
3.13.5	The system must provide the capability to attach a document / correspondence to an e-mail with appropriate subject and title information								C
3.13.5	Response/Description:								
3.13.6	The system must support smart navigation of received documents including page-jump capabilities								C
3.13.6	Response/Description:								
3.14	System Security & Claim History								
3.14.1	The system must support role-based security								C
3.14.1	Response/Description:								
3.14.2	The system must provide a security structure that allows a user to fulfill multiple roles								C
3.14.2	Response/Description:								
3.14.3	The system must provide the capability to track and display user history, including details surrounding activities and events								C
3.14.3	Response/Description:								
3.15	Workflow Management								
3.15.1	The system must provide each claims handler with a consolidated view of daily tasks								C
3.15.1	Response/Description:								

3.15.2	The system must provide the capability to establish and track against timelines and thresholds which, when exceeded, trigger notifications. Describe the notification modes available						C
Response/Description:							
3.15.3	The system must allow managers/supervisors to view productivity metrics for their team or area (individually or as a group) on a real or near-real time basis						C
Response/Description:							
3.15.4	The system must provide the capability to create, manage, display, categorize, and sort file and diary notes. Document the specific capabilities offered						C
Response/Description:							

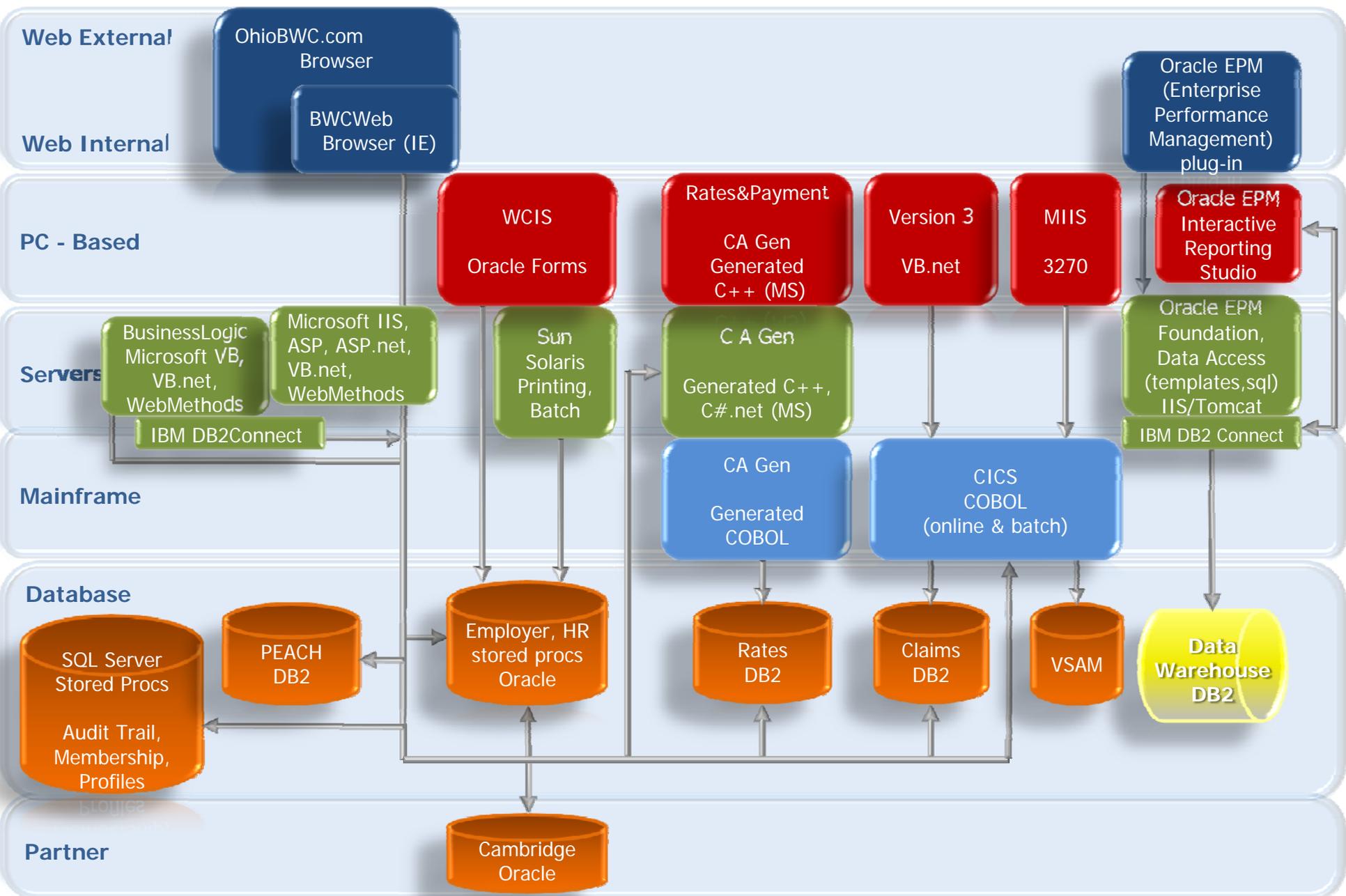
	Response/Description:								
4.4	Interfaces								
4.4.1	The system must include the capabilities of publishing, registering and consuming services in an SOA model. More specifically, it is advantageous to interface through web services on an enterprise service bus (ESB) platform. Does the proposed product have limitations or reasons why this would not be a preferred method of interface? Does the system include a facility for the dynamic discovery of services?								C
	Response/Description:								
4.4.2	The system architecture must be sufficiently flexible to accommodate synchronous and asynchronous updates to and from external data sources								D
	Response/Description:								
4.4.3	The system must be able to exchange data with external systems (e.g. other agencies and service providers, etc.) such as EDI, XML, flat file data interfaces and other tools								C
	Response/Description:								
4.4.4	The system must be capable of integrating with an external enterprise event manager. Explain how this interface operates.								D
	Response/Description:								
4.4.5	The system must be able to integrate with ERP (i.e., SAP, Oracle, JD Edwards) engines and CRM (i.e., Oracle/Seibel or Salesforce.com) engines.								D
	Response/Description:								
4.4.6	The system must have the capability to integrate with off-the-shelf document and content management management suites. Provide examples of document management and content management systems known to be interfaced in production at customer sites.								D
	Response/Description:								
4.4.7	The system must support interfaces with internal and business partner data warehouses/data marts								C
	Response/Description:								
4.4.8	The system must provide for integration among claim, policy, and billing modules								C
	Response/Description:								
4.4.9	The system must provide the capabilities for configuration and customization of system interfaces								C
	Response/Description:								
4.4.10	The system must provide for integration with parties such as managed care organizations, payroll service providers (ADP, Intuit, Paychex), or third party administrators. Are there any packaged adaptors relevant to these applications?								D
	Response/Description:								
4.5	Security								
4.5.1	The system must have the capability to encrypt both "data in flight" and "data at rest." Describe the tools, techniques, and algorithms proposed.								D
	Response/Description:								
4.5.2	The system must provide a detailed and configurable audit trail of system administration activity								D
	Response/Description:								

4.6.5	The system must provide failover and redundancy capabilities. The recommended failover solution must be compatible with BWC's existing network architecture/infrastructure. Describe the impact of introducing failover and redundancy on the recommended hardware and software topology									D
Response/Description:										
4.7	Application Configuration									
4.7.1	The system must include graphical configuration tools such as page designer, rule builder, table/lookup/data management, and workflow builder. The offer must provide a description of all system configuration tools included as a part of the proposed solution. Describe the skill levels and training required for each									C
Response/Description:										
4.7.2	The system must support the configuration of web pages. In detail, explain how individual pages and page flow are configured, maintained and administered. Be specific regarding the tool set and technical knowledge needed to carry out these functions.									C
Response/Description:										
4.7.3	The system must provide a common user interface across all modules									C
Response/Description:										
4.7.4	The system must integrate with an external UI/portal framework (displaying data from other applications, wrapping system with another portal)									D
Response/Description:										
4.7.5	The proposed solution must either include a built-in rules engine or have a proven interface to a third party rules engine. Which approach is proposed and why?									C
Response/Description:										
4.7.6	The system must have the capability to trigger business processes as the result of a user-defined event. The business process could be logic that completes multiple steps such as creating reserves and making payments.									C
Response/Description:										
4.7.7	Workflow rules must be able to be configured, maintained and administered within the solution. What specific tool set is used and technical knowledge is needed to carry out these functions? Describe any functionality provided by the proposed solution that will decrease the testing, development and deployment effort required to move new rules into production									C
Response/Description:										
4.7.8	The system must include the capability to configure and execute roles and permissions via rules and runtime processes									D
Response/Description:										
4.7.9	The system must support a centralized approach to interface configuration. Which interfaces within the proposed solution are pre-configured to work out of the box?									D
Response/Description:										
4.7.10	The system must have the capability to produce and distribute documents									C
Response/Description:										

4.15.6	The system must provide real-time dashboards to enable operations managers and supervisors to react proactively to problems and critical issues.						D
Response/Description:							
4.15.7	The system must have the capability to monitor for transactions by characteristic in near real time. If a suspicious transaction is identified, is it possible for the system to send out an alert, generate an event, and/or generate a report?						D
Response/Description:							
4.15.8	The system must have the capability to monitor business activity and generate a set of measurements/metrics						D
Response/Description:							
4.15.9	The system must have the capability to generate events based upon monitoring of the business activity						D
Response/Description:							
4.15.10	The system must include the capability to configure built-in reports to BWC specifications. Are all attributes in the database accessible for reporting?						D
Response/Description:							
4.15.11	The system must allow for external interface and batch upload of data/files against targeted business rules for immediate analysis and reports (i.e. a user can submit a list of policies and policy attributes to run against BWC's business edits to confirm whether their data submissions are valid prior to actual submissions and receive an automated confirmation of which rules are						D
Response/Description:							
4.15.12	The reporting functionality must integrate with the other system modules. Describe how are reports configured and customized.						C
Response/Description:							

Supplement 3

BWC Current System Technical Architecture



SUPPLEMENTAL INFORMATION TRAILER

This page is the last page of supplemental information for this competitive document. If you received this trailer page, all supplemental information has been received.

Note: portions of the supplemental information provided may or may not contain page numbers. The total number of pages indicated on the cover page does not include the pages contained in this supplement.