# ANGUILLA SOCIAL SECURITY BOARD

# REQUEST FOR PROPOSAL

# Social Insurance Administration System (SIAS)

*Improving The Quality of Life For All*

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**Anguilla Social Security Development Fund**
An Important Contributor to Anguilla's Development

**TABLE 1 - SOLICITATION SCHEDULE**

**All times are Anguilla Standard Time**

**ESTIMATED DATES**

| SOLICITATION SCHEDULE | SCHEDULED DATE |
|---|---|
| **RFP Issued** | November 1, 2018 |
| **Deadline for Questions** | November 16, 2018 |
| **Response to Vendor Questions Posted** | Upon Receipt |
| **Proposal Due from Vendors** | November 30, 2018 |
| **Proposals Evaluated by The Board** | ASAP After Receipt |
| **Oral Presentations (by Selected Vendor)** | TBD |
| **Announcement of Successful Vendor** | TBD |
| **Project Commencement** | ASAP after contract awarded |

The Anguilla Social Security Board reserves the right to modify this schedule at the Board's discretion. Notification of changes in the response due date would be posted on the Board's website or as otherwise stated herein.

All times and dates are Anguilla Standard Time (AST).

By responding to this RFP, the proposer agrees that he or she has read and understands the requirements and all documents within this RFP.

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## SECTION I - REQUEST FOR PROPOSAL TERMS

### A. PURPOSE

The Board of Directors (“Board”) of the Anguilla Social Security System (“System)” is seeking Proposals from qualified firms interested in providing a comprehensive Social/National Insurance Administration System (“SIAS”). This Request for Proposal (“RFP”) is offered to solicit responses from qualified vendors interested in providing the products and services outlined herein for the implementation of the SIAS. The Board wishes to contract a single vendor with demonstrated experience in implementing Social/National Insurance Administration Systems for defined Benefits of varying complexity, Insured Person/Employer/Self-Employed Contribution components, Accounting & Financial Transaction Integration, Data Conversion of Historical Information and Self Service Portals for all stake holders. Of preference, the vendor should have experience with Social/National Insurance Schemes within the Eastern Caribbean or the wider Sub Region.

### B. INTRODUCTION/BACKGROUND

The Anguilla Social Security System was established under the Social Security Ordinance 1980 to provide and manage a scheme of national insurance for the workers of Anguilla to ensure that there is adequate provision for the security of workers and their families. The Board is a statutory corporation which is appointed by, and reports to, a minister of government. It is a tri-partite entity, bringing together representatives of Insured Persons, employers and government. The Board administers the System through a Director and the staff at the Social Security Office. The System commenced operations on January 1st 1982.

The Ordinance established a Fund into which contributions are paid and from which benefits are disbursed. The benefits fall under two branches: the Short-term Branch, from which the following contingencies are paid: Sickness, Maternity, and Funeral Grant; and the Long-term Branch, from which the following contingencies are paid: Age, Disability and Survivors. A Non-Contributory Old Age Pension was later added. In 2003, the System increased its coverage to include that of self-employed persons.

### C. OBJECTIVES

The Board is seeking proposals for a SIAS to replace its current system, for which we have insufficient technical support but primarily the functional demands of the organization, stake holders and customer expectations have outgrown the existing IT Application.

Our current SIAS utilises a DB2 database platform with the front end application developed using RPG IV. Both components are hosted on a IBM i5/OS V7R1 Platform provided by National Commercial Data Services(NCDS), an ICT Services Hosting Provider in Anguilla. We also have a few C# utilities, Microsoft Access databases, standard Microsoft Word letter templates and Excel spreadsheets to fulfill our operations requirements. Last, we utilise a standalone ID Card Production System that generates customer cards for all registered persons.

Responding vendors must provide a consolidated, comprehensive solution that meets or exceeds our required functionality and is fully supported by the vendor after implementation.

The following are the objectives of the new SIAS:

### General Objectives

- Select a SIAS with the best balance of functionality, quality, implementation services, cost of ownership and support services post implementation
- Select a SIAS that will serve the Board well for at least the next 20-25 years
- Successfully implement a quality system on time, on budget, and as soon as realistically possible. The Board expects the implementation to be completed within 12 months with a one-year warranty and stabilization period
- Implement a solution that is intuitive and embraced by Staff

### Business Objectives

- Improve the timeliness, accuracy, and efficiency of the Board's business processes through the reduction or elimination of the reliance on manual, paper-based calculations and duplicate data entry
- Streamline and improve process workflows; centralize and import the current data sources into the SIAS
- Enable SIAS to readily respond to legislative changes, such as governmental changes to taxation rules, benefit disbursal etc
- Provide the Board with the capability to offer multiple tiers and plans in the future if needed
- Improve the responsiveness, quality, and range of services provided to Board's Employers and Insured Persons, such as timely and accurate benefit forecasting and more robust interaction mechanisms
- Provide Insured Persons/Employers and Staff with intuitive, well-design portals to initiate member processes, registration, and contribution submissions, calculate benefit estimates, and update demographic data
- Greatly reduce the use of paper documents throughout the office, including by electronic workflow process for communications and scanning of source documents at data entry points
- Implement a system with robust internal controls and a configurable business rules engine to fully comply with all audit guidelines and regulations
- Provide a robust set of reporting capabilities to support executive decision making and reconciliation

## Technology Objectives

- Implement SIAS functionality and interfaces to allow System to better accommodate payroll source data from Employers/Self-Employed
- Purchase a commercially available system that provides the stability, availability, and reliability necessary while conforming to The Board's hardware, software, and security needs. The proposed solution may be provided as an on-site or hosted solution(SaaS)
- Provide a robust disaster recovery solution for critical data and functionality
- Provide functionality to interface with existing Financial and Accounting software for Account Payables, Receivables, Cashiering & GL
- Provide functionality for an inspection unit to log and schedule inspections and investigations
- Define a classification of employers based on current standings/inspection status.
- Provide Audit trails for all System Operations
- Import existing data from DB2 Database, (Access Database and Excel Spreadsheets if need be)
- Incorporate Standard Letter Templates and Data Collection Forms
- Expand reporting & statistical generation capabilities to include exportation of data to other applications
- Use current technology that is upgradeable to take advantage of technological advances
- Utilize standard programming/development tools that could, if needed, be maintained in house or by another vendor should the need arise
- Provide ongoing product support
- Integrate with ID Card Production Software/Hardware to generate Customer Cards
- Integrate with or Provide Imaging & Document Management functionality

## D. REQUIREMENTS

The following requirements will be met for the proposal to remain eligible for consideration. Vendors will provide a written response that clearly shows that the product or service meets these requirements or the proposal will be rejected as non-responsive. The Board may choose to determine all requirements by reading this single document, therefore the submission should be sufficiently detailed to clearly demonstrate the requirements without reference to any other material. Those that are not clearly responsive to these requirements shall be rejected by The Board without further consideration.

### General requirements

- Generic all-in-1 system, various benefits configured separately but within the same system (Sickness, Maternity, Funeral Grant, Unemployment, Old Age, Disability, Survivors, Non-Contributory Old Age Pension)
- Interfaces with other departments (e.g. Treasury, Inland Revenue Department, Department of Social Development, Department of Labor, Health Authority)
- Capable of sharing the Insured Persons and Employers/Self-Employed registration module and database with Inland Revenue
- One public services portal: online portal should be capable to offer other public services (the idea of having one personal MyGovernment portal) in the future
- System should be expandable/upgradeable/integrateable/configurable to facilitate operations of National Health Insurance
- Local presence/local office in the region or wider-region in order to optimize maintenance support

### Specific requirements

- Registrations (Insured Persons, Self-Employed, Employers)
    - Registration possible within the application
    - Ability to use external registrations in the future (e.g. a civil registry, company registry, etc.)
- Contributions
    - Option for Employers and the Self-Employed to submit contributions forms/returns online
    - System calculates contributions, surcharges & additional surcharges automatically based on wages and payments
    - System support multiple employment submissions for registered persons
    - Possibility to integrate online payment of contributions and other charges

- Benefits
    - Online and offline benefit requests possible

  - Decision support and automation of decisions: The system can deduce decisions on benefit requests automatically as much as possible
  - Monitoring of eligibility including considerations for persons with multiple employment
  - Automated payment of benefits/registration of payments
- Compliance/collections (including fines i.e. surcharges & additional surcharges)
  - Automatic matching of incoming payments to employers etc.
  - Support for the collections process (e.g. automated reminder email/text messages/letters)
  - Maintain a schedule/log of Inspectorate interactions with Employers
- Complete (360°) client view:
  - The solution cross-references information for easy access
  - Users must be able to easily find all data related to a certain person, Employer, etc.

## Technical requirements

- Benefits of Intelligent Process Automation (IPA)
  - Automatic identification of tasks, indication of deadlines
  - Automated workflow support based on built-in legislation & regulations and internal processes
  - Guides the user through the process and allows deviation where required.
  - Activities that do not need user input are automatically performed by the system
- Flexibility
  - Before implementation:
    - Technology needs to be flexible (application to be adapted during the process based on new insights)
    - Agile/Scrum approach with flexibility for SYSTEM and short sprints to deliver based on must-have and nice-to-haves
  - After implementation:
    - Flexibility to change: legislation and regulations time context sensitive
    - Flexibility to change: workflow and processes/procedures
    - Flexibility to change: based on parameters so SYSTEM can make the changes autonomously
- User experience; a human centered system that understands the different users and the user's context:
  - Show that there is experience with user centered design/research methods and tools
  - The system should be easy to access, therefore Web Content Accessibility Guidelines (WCAG2.0) will be applied
  - System guides the user in every step of the process, showing relevant information and tasks to be performed
- Capability to expand the system in the future

- Capability to expand the system (more functionality)
  - Capability to expand with more benefits (e.g. Unemployment & Injury Benefit)
  - Capability to grow to larger insured population (other than insured persons and self-employed e.g. voluntary)
  - Capability to expand to more public services (taxes, permits, etc.)
- Business language used to develop/configure, enables to validate the business process
- Email notifications/communication to users/clients/citizens
- Custom portals
  - Portal for SYSTEM users and management
  - Portal for employers/self-employed
  - Portal for insured persons
  - Portal for health care providers
  - Portal for Government Agencies
- Maintenance and support
  - Parameters for easy changes
  - Flexibility to choose any level of Insourcing and Outsourcing
  - Various Service Level Agreement (SLA) levels options
- Workload management available in system
- Move work from staff to citizens/clients
  - Electronic registration of Employers, Self-Employed and Insured Persons
  - Electronic submission of contribution files (certificates) – upload file or manual entry by employers
  - Electronic submission of claims
- Integrate with financial (bookkeeping) system
- Integrate with ID Card Production Software/Hardware or Database to generate System Registration Cards
- Management information and reports / dashboard

### Other requirements

- Option to host software on-site (internally) as well as off-site at a (local or regional) data center
  - If on-site solution must use MS Sql Server 2012R2 or higher
- Security requirements according to stringent international standards
- Different pricing options from perpetual, financing to SaaS pricing (option to pay a monthly lease)
- Regional partner for successful implementation and support, and offers on-site training
- Supplier completes data conversion of existing historical data to meet specification/requirements of proposed solution
- Supplier identifies a Document & Imaging Solution that is a part of or tightly integrate-able with proposed solution
- Supplier provides complete User and System documentation

- Supplier has a proven track record
    - in the regional social security domain
    - in government technology
    - transformation of social security organizations
- Supplier has the ability to develop/implement a mobile app

## E. CONTACT RULES

Proposers are advised that, from the date of release of this RFP until award of the contract, NO contact with the Minister with Responsibility for Social Security, Directors of The Board and Social Security Office Staff is permitted, except as authorized by the Executive Director. Any such unauthorized contact may result in the disqualification of the Proposer's submittal.

## F. ADDITIONAL INFORMNATION/ADDENDA

All questions concerning this RFP, including requests for additional information or clarifications, must be directed in writing, via email, to thodge@ssbai.com, rkelsick@ssbai.com and info@ssbai.com. The request must contain the phone number so we may call if we need to clarify/validate the request. All answers to such questions will be provided in writing by return email and will be posted on the website for viewing by all interested Proposers. It would be suggested that Proposers check the website first to see if a particular question has already been answered.

In addition, we may issue other corrections or amendments as deemed necessary in written addenda, posted on the Board's website, issued prior to the Proposal Due Date. Proposer should not rely on any representations, statements or explanations other than those made in this RFP or any addendum or answered questions posted on the website. Where there appears to be a conflict between the RFP and any addenda issued, the last addendum issued will prevail.

It is the Proposer's responsibility to be sure all addenda are received and submitted with their Proposal.

## G. PROPOSAL SUBMISSION

An original and two (2) copies of your proposal must be received by the Board by 4:00 p.m. AST on November 30, 2018 Please address and mail the proposals as follows:

TIMOTHY HODGE, Director
P.O.Box 243
Social Security Office
James Ronald Webster Building
THE VALLEY, AI-2640
ANGUILLA, BWI

In addition, email an electronic copy to Timothy A. Hodge, the Director, thodge@ssbai.com, Romero Kelsick, the ICT Manager, rkelsick@ssbai.com and the Board's general mailbox info@ssbai.com. Proposals received after the proposal submission date will not be considered. All proposals shall be valid for a period of 6 months from the submission due date.

Any and all costs incurred by the vendor in response to this RFP, prior to the execution of a contract, will be the sole responsibility of the vendor.

The Board reserves the right to reject any or all proposals if determined to be in the best interest of the Board.

The Director shall consider the submission of a Proposal by a Proposer as constituting an offer by the Proposer to perform the required services at the stated fees.

### H. QUALIFICATIONS/EXPERIENCE OF PROPOSER

Vendors should carefully examine the entire RFP and any RFP addendums that may be published. Vendors should become fully aware of the nature of the work and the conditions likely to be encountered in performing the work.

The Board believes that, to be successful, the vendor must meet the following minimum qualifications:

- Fifteen (15) years software development and implementation experience for Social/National Insurance and/or Pension Administration and Five (5) years working in the Caribbean or wider-region
- Have a minimum of Three (3) social/national insurance and/or pension administration software installations
- A minimum of Three (3) customers currently installed on the version of the product being proposed

Qualification documentation shall be submitted with the Proposal.

As part of the Proposal evaluation process, The Board may conduct a Background investigation. Proposer's submission of a Proposal constitutes acknowledgement of the process and consent to such investigation to be paid for by The Board.

### I. SUBMISSION REQUIREMENTS

Each Proposal shall be prepared in a straightforward, concise explanation of the Proposer's capabilities to satisfy the requirements of the RFP. The emphasis in each Proposal must be on completeness and clarity of content. In order to expedite the evaluation of Proposals, it is essential that the Proposer follow the format and instructions contained in Section II – Proposal Format. If the Proposer so wishes, the Proposal may be accompanied with brochures, promotional materials and/or displays, provided they are adequately labelled.

### J. PROPOSAL WITHDRAWALS

If Proposer wishes to withdraw its Proposal, such request must be submitted in writing to the same address to which the Proposal was submitted and in such a manner as to verify receipt.

### K. PROPOSAL ACCEPTANCE, REJECTION OR RFP CANCELLATION

The Board reserves the right to reject any and/or all Proposals or sections thereof, and waive any technicalities. This Request for Proposal itself does not in any way constitute a contractual agreement between The Board and the Proposer. Furthermore, The Board reserves the right to award without further discussion.

### L. ORAL PRESENTATION

The Board may request any Proposer to make an oral presentation or perform a demonstration of the product being proposed. If The Board wishes clarification of any information or additional information after the oral presentations, any of the Proposers may be asked to submit the information in writing.

### M. LEGAL COMPLIANCE

The Proposer shall comply with all laws, ordinances and regulations applicable to the services contemplated herein, including those applicable to conflict of interest and collusion. Proposers are presumed to be familiar with all laws, ordinances, codes and regulations that may in any way affect the services offered.

### N. PUBLIC DISCLOSURE

The information submitted by the vendor, including any statements and letters, shall be subject to public disclosure as required by law.

### O. REVIEW OF PROPOSALS

Each Proposal will be reviewed to determine if the Proposal is responsible and responsive to the submission requirements outlined in the RFP. A responsive Proposal is one that follows the requirements outlined in the RFP, includes all required documentation, is submitted in the format outlined in the RFP and is of timely submission. Failure to comply with these requirements may deem Proposer’s Proposal non- responsive. The Board reserves the right to waive any failure of compliance in The Board’s sole discretion.

Proposals will be evaluated by The Board (or committee thereof) and Social Security Office staff in order to ascertain which Proposal best satisfies the scope of the services requested. The following represents the principal selection criteria to be used during the evaluation process:

1. Responsiveness of the Proposal in clearly demonstrating an understanding of the work to be performed

2. Technical ability of the vendor to perform all requested services
3. Experience and client base
4. Fees and expenses

The Board reserves the right to request additional information and to delay the process until it is satisfied that it has all the information needed to make a responsible decision.

### P. SELECTION PROCESS

The contractor will be selected from the qualified vendors submitting responses to this RFP that, in the judgment of The Board, will best serve the needs and interests of The Board.

### Q. NEGOTIATIONS

The Board reserves the right to accept an initial offer or enter into negotiations with the selected Proposer. If The Board and the selected Proposer cannot negotiate a successful contract, The Board may terminate said negotiations and begin negotiations with the next selected Proposer. This process will continue until a contract has been executed or all Proposers have been rejected. No Proposer shall have any rights against The Board arising from such negotiations.

### R. CONTRACT AWARD

The award, if any, shall be made to the Proposer whose Proposal shall be deemed by The Board to be in the best interest of The Board and the System. This decision shall be made at the sole discretion of The Board and shall be final and effective upon the successful negotiation and execution of a contract, which shall include the following terms:

Indemnification. The Contractor shall agree to indemnify and save harmless The Board and its officers, agents, attorneys and employees, from and against any and all liability, claims, demands, fines, fees, expenses, penalties, suits, proceedings, actions and costs of action, including attorney's fees for trial and on appeal, of any kind and nature arising or growing out of or in any way connected with the performance of the contract whether by act or omission or negligence of the Contractor, its agents, servants, employees or others, or because of or due to the mere existence of the Contract between the parties.

Applicable Law. The contract and the legal relations between the parties hereto shall be governed and construed in accordance with the laws of Anguilla.

## SECTION II: PROPOSAL FORMAT

### A. TITLE PAGE

Show the Request for Proposal subject, the name of your firm, address, telephone number, name of contact person, email address and date.

### B. TABLE OF CONTENTS

Clearly identify the material by section and page number.

### C. ORGANISATION QUALIFICATION AND BACKGROUND

1. Describe your firm's strengths, highlighting the aspects of your service that make you unique from your competition.
2. Provide a description of your company, including historical background, number of staff, number and location of offices and information demonstrating the financial strength of your company.
3. Summarize your organization's long-term strategy for business development.
4. What percentage of your annual budget is allocated toward ICT research and development?
5. Does your organization anticipate any changes in ownership or organizational structure?
6. Is providing Social Insurance Administration Systems your sole line of business? If not, describe the other services your firm provides and show the percentages of your organization's revenues attributable to the SIAS as well as the other lines of services.
7. Is your firm or any of its principals or employees currently engaged in any litigation, with current or former clients, employees or any other person or organization related to any of your business activities?

### D. CLIENTS AND REFERENCES

1. Provide a summary of your firm's clients including approximate membership size. Indicate a breakdown by social insurance funds, public funds and others. At a minimum, include:
    - Total Social Insurance Funds Software clients
    - Total Public Funds Software clients
2. Provide a breakdown of the clients your firm gained and lost in the past five years, including both size and type(Social Insurance or Public Funds). Indicate reasons for clients lost.

3. Provide a list of at least 2 Social Insurance systems for which your firm currently provides services. Provide the email address, telephone number, name and title of person who may be contacted for reference. Please obtain prior authorization for us to contact each reference.

## E. PROFESSIONAL STAFF

1. List the number of staff specifically involved in providing Social Insurance services and number of staff allocated to providing product support, including average years of experience for both service and support.
2. Are specific individuals assigned as a support or contact for clients? If yes, provide the locations of the individuals(s) who will be responsible if your firm is awarded this contract.
3. How many clients are assigned to each of the persons named above? What is the maximum and average number of clients assigned to each professional?

## F. SOFTWARE SERVICES

1. Describe in detail your system and the philosophy behind it. Is your system proprietary or did you obtain it from an outside source? What database and programming language is used?
2. Describe how your product will address the requirements as outlined.
3. Describe your methodology for project implementation and project management.
4. Provide estimated timeline for project from start to completion.
5. What is your response time for requests to fix problems or make changes?
6. What are your ownership/licensing options? Do you provide the source code?

## G. SECURITY OF FACILITIES

1. Where are your computer systems located?
2. Explain the security for this facility(ies) in terms of protection from fire or natural disasters, break-ins by unauthorized persons and access controls.
3. Do you have standby generators in the event of power failures?
4. How many hours of the day are your facilities manned?
5. Explain any types of failures to your systems causing disruptions to client servicing during the last three years.
6. What remediation is available to your clients when or should systems fail and are not accessible?

## H. SECURITY OF SYSTEMS AND DATA

Explain all the processes in place to protect your systems and all data in your possession. This should include but is not necessarily limited to:

- access and user controls of your employees who have access to vital areas of the systems, processes that are in place to prevent access by unauthorized users, remote access controls, prevention of unauthorized downloading of data, logs and records that track employee access and changes made;
- employee background checks, security clearances & certifications;
- internal and third-party auditing processes to ensure internal controls are adequate and followed;
- procedures for routine maintenance of or upgrades to your hardware and software
- anti-virus protections, including training of employees to prevent accidental intrusion of viruses, spyware, malware, etc. through phishing emails or internet downloads;
- firewall and anti-hacking protections, encryption methodology used, etc.;
- how your firm keeps abreast of the latest security trends and products;
- backup and recovery operations;

## I. OTHER

1. Describe any other services you provide that are not covered in previous sections.
2. Provide your firm's levels of insurance coverage for general liability insurance. If selected, you must provide annual certificates of insurance for those policies.

## J. FEES

1. Provide a proposed fee schedule to encompass all of the items listed under scope of services, including startup costs, annual or monthly maintenance costs, etc.
2. Include any additional information including pricing regarding data hosting.
3. In addition, provide a separate fee schedule for any additional services you could provide that would not be done on a regular basis.

## K. CONFLICT OF INTEREST

The Proposer must make an affirmative statement to the effect that its retention, if selected, shall not result in a conflict of interest or create an appearance of impropriety with any person or organization that may be affected under this program. Should any potential or existing conflicts be known by a prospective consulting firm, said prospective consultant must specify the person or organization with which the conflict exists or might arise, the nature of the conflict and whether the prospective consultant would or would not step aside or resign from that conflicting engagement or representation.

## PROPOSER'S WARRANTY

The following authorization must be included with the response to this RFP.

1. I am an officer of the organization.
2. I have been specifically authorized to offer a proposal in full compliance with all requirements and conditions as set forth in this RFP.
3. I have fully read and understand the RFP and have full knowledge of the scope, nature quantity, and quality of work to be performed. I have carefully prepared the proposal upon the basis thereof and state that the amounts set forth in this proposal are correct and that no mistake or error has occurred in this proposal or in the computations. I agree to make no claim for reformation, modification, recession or correction of this proposal after the scheduled closing time for the receipt of the proposals.
4. If this proposal is accepted, a contract will be issued as proposed, subject to any revisions which may be mutually agreed upon by the Board and the Proposer.

______________________________________________________________

Firm Name

______________________________________________________________

Submitter's Name and Title

______________________________________________________________

Submitters Signature Date

CONTACT INFORMATION:

Phone number: ___________________________________

Email Address: ___________________________________