



ATTACHMENT 1 - QUESTIONNAIRE

CITY OF PHOENIX

Attachment 1 – Questionnaire

Method of Approach - 400

1. Discuss how you will implement the solution based on the requirements outlined in Section V – Scope of Work.
2. Elaborate on how insurance eligibility inquiries and insurance claims are seamlessly integrated together.
3. Describe the transition process that will be utilized in the event the proposed solution is no longer needed or available. The narrative shall include, but is not limited to the following (Section V – SOW 7.3):
 - 3.1. Describe the process for transferring data to the customer and the format data will be provided
 - 3.2. Describe any additional factors that should be taken into consideration by the customer if the proposed solution is no longer needed or available
4. Describe the approach that will be taken to provide training and additional training after going live, if necessary, by the City. Section V – SOW 10.
5. Describe your approach and process for maintenance and support that will be utilized throughout project implementation, including, but not limited to the following (Section V- SOW 11):
 - 5.1. How the proposed solution will be supported and maintained
 - 5.2. Troubleshooting process
 - 5.3. What tools will be used to raise, resolve, and track issues as they arise and as they are closed.
 - 5.4. How issues will be reviewed and assigned.
 - 5.5. How issues will be monitored and tracked for timely resolution.
 - 5.6. Response and resolution times.
 - 5.7. How issues will be escalated in the event that they cannot be resolved and closed.
6. Describe your password configuration standards. Do you support multi-factor authentication? Section V – SOW 4.11 and 4.12
7. Describe how you will ensure compliance with the City of Phoenix’s Cloud Computing Standards for the duration of the contract as outlined in Attachment 5.



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Capability - 300

8. Submit a brief written narrative that contains a high-level overview of the Offeror's proposed solution. Section V - SOW
9. Describe the different types of user roles available in your solution and their capabilities. Section V – SOW 5
10. Discuss the user interfaces of your proposed solution as described in Section V - SOW 6:
 - 10.1. How the interface is user friendly and designed to facilitate accurate and efficient data entry
 - 10.2. Maintaining a list of “frequently used” payors
 - 10.3. Search options
 - 10.4. How administrators can manage features and features available to certain categories of users.
 - 10.5. Consistent layout and formatting across all screens.
11. Provide a sample of the Service Level Agreement (SLA) to include all the requirements in Section V – SOW 9.1.
12. Elaborate on your Disaster Recovery Plan, with failover, for the system through standard operational processes. Section V - SOW 9.2.

Optional Proposal. This is not scored.

13. While ETS does not seek to acquire a Revenue Cycle Management Solution (RCMS) to bundle insurance eligibility inquiry, claim submissions, and management services, offerors are welcome to propose such RCMS provided that unneeded functionality (e.g. billing, payment processing, etc.) can be disabled and the PFD is only charged for those services outlined within this scope of work.
 - 13.1 Describe your RCMS proposal.