Online24x7

05/25/22 13:08:54
WV Purchasing Division

PROPOSAL DOCUMENT

Benefits Administration System

DATE: 21st May 2022

Response to Request for Proposal (RFP) for Benefits Administration System

Attn: Melissa Pettrey

Cover Letter for RFP Proposal

May 21, 2022

We are pleased to present our proposal against RFP - CRFP 0323 WWV2200000001 Web Based Fraud Case Management System and Implementation Services Published on 02/11/2022 and due on 05/25/2022.

I speak on behalf of the entire **Online24x7 Inc** team in saying how thrilled we are to respond to this RFP.

Trusted by more than 2,00,000 companies, Online24x7 has continuously innovated and offered its vast customer base the latest software solutions backed by reliability, trust and competency. With experts and experienced personnel working round the clock, you can expect high quality services while keeping pace with evolving technology.

Online24x7, with a rich experience of eleven years in the industry, has been a popular choice of business owners seeking the best IT solutions at a favourable price. We have delivered 300+ projects and assisted more than 250,000 users with cloud computing solutions.

We have studied the tender and now have a better understanding of the requirements. The solution we are proposing here as per the requirement provided by **State Of West Virginia** is "**Microsoft Dynamics 365 Finance & Operations**". This will be an **On-Cloud solution**.

We believe that Online24x7 is uniquely positioned to help you successfully deliver against your stated objectives based on our deep experience in helping clients implement transformational digital initiatives, our significant experience in technology strategy & architecture, and our expertise in delivering world-class platform solutions built on the Microsoft ecosystem.

There will be no Subcontractors included in this proposal. Everything will be taken care by Online24x7 Inc only.

Please find the attachments for Proposed Solution, Pricing, Implementation Approach etc). The proposal will be valid for 6 months (180 days) from the submission date.

Further I would like to confirm that there is no litigation against the us and also want to confirm that there are no proceedings of Bankruptcy and Insolvency in last Ten (11) Years.

Lastly, I would like to declare that there is no Conflict of Interest.

As we are already an entitled vendor with West Virginia, we highly value the opportunity do the business again with **West Virginia Public Employees Insurance Agency** and to this end, we have carefully selected a team of experienced and experienced professionals to be part of this journey. We are committed to deliver success and look forward to the next steps.

Name of the Organization: Online24x7 Inc
Corp Type: S Corp
Address: # 400, 10000 N US
75-Central Expy, Dallas,
Texas – 75231, United States
Website: https://online24x7.net/
Contact: +1 (682) 350 9767

Contact Name: Gaurav Gautam
Title: Business Development Manager
Date: 05/21/2022
Email ID:sales@online24x7.net
Signatures: DocuSigned by:
Gaurav Gautam
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Company Information

About Online24x7

Online24x7, with a rich experience of eleven years in the industry, has been a popular choice of business owners seeking the best IT solutions at a favourable price. We have delivered 300+ projects and assisted more than 250,000 users with cloud computing solutions. We build, deploy and manage an array of custom software solutions in cloud-based products/ SaaS products. We are certified by International standard organization on three parameters- ISO9001: 2008 (Quality), ISO27001: 2005 (Security) and ISO20000: 2011 (Customer Satisfaction). Online24x7 is a Gold Certified partner in Cloud services. Our forte is developing and managing customer IT Applications as well as IT Infrastructure as Managed Services. We have Offices in :

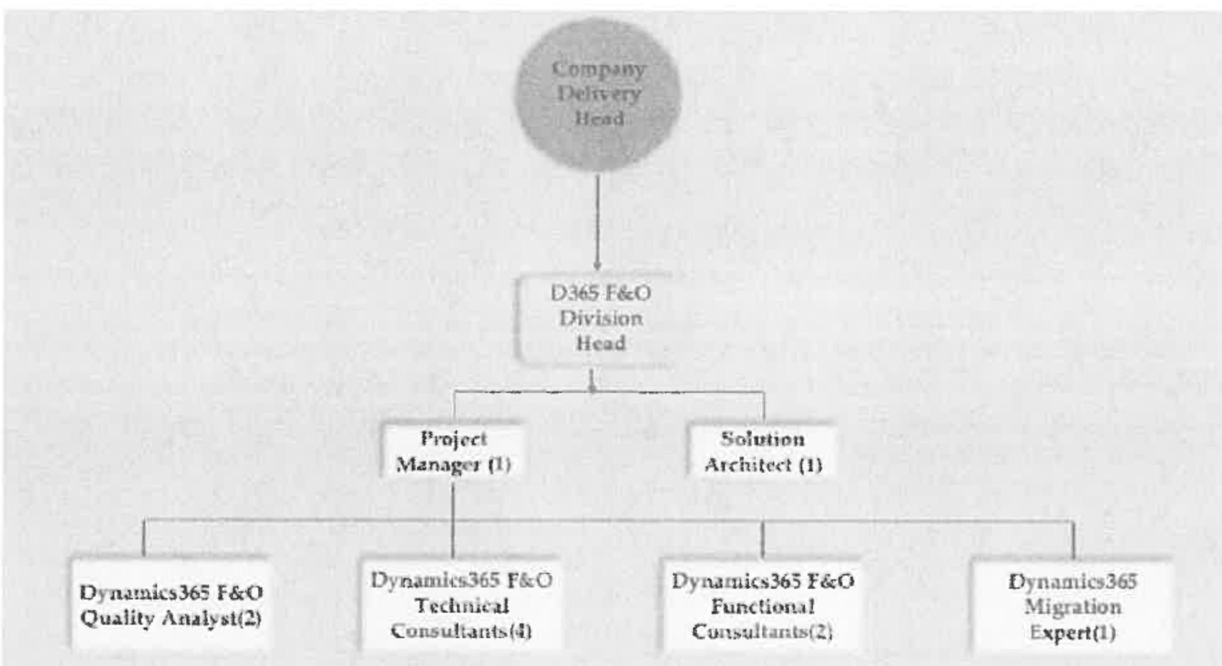
- Texas, USA
- London, UK
- Gurgaon, India (HQ)
- Hyderabad, India

Online24x7 is a certified Microsoft Gold partner with 11 years of experience in the industry. We have been assisting small- and large-scale businesses to leverage their business and optimally utilize the extended capabilities of Microsoft Dynamics 365. From manufacturing firms to advertising agencies with portfolios as diverse as chalk and cheese, we have successfully delivered Microsoft Dynamics 365 and helped them increase their growth rate. Online24x7 offers the Microsoft Dynamics 365 Solution Implementation and Consultation services.

Online24x7 is providing services in the following areas –

- Enterprise Resource Planning (ERP – D365 F&O and D365 BC)
- Customer Relationship Management (D365 CE, Sales, Marketing)
- Human Resource Management (D365 Talent)
- Emailing Solution (Office 365)
- Data Analytics (Microsoft Power BI)
- Microsoft Azure
- SharePoint
- Resources for Various Technology Stack
- Development in Microsoft technologies (Microsoft Development Stack)
- Business Process Management

Response to requirements:

4.3 4.3.1 4.3.1.1	**Qualifications and Experience: Vendor should provide information and documentation regarding its qualifications and experience in providing services or solving problems similar to those requested in this RFP. Information and documentation should include, but is not limited to, copies of any staff certifications or degrees applicable to this project, proposed staffing plans, descriptions of past projects completed (descriptions should include the location of the project, project manager name and contact information, type of project, and what the project goals and objectives where and how they were met.), references for prior projects, and any other information that vendor deems relevant to the items identified as desirable or mandatory below.** **Qualification and Experience Information: Vendor should describe in its proposal how it meets the desirable qualification and experience requirements listed below.** **Describe fully your organization's corporate or other business entity structure, including the state of incorporation or formation and list any controlling stockholders, officers, directors, general partners, members, managers, etc.**
→	Online24x7 Inc. is an S Corp organisation and don't have any entity.
4.3.1.2	**Attach an organizational chart showing principal officers, directors, general partners, members, managers and staff members who will be associated with providing services related to this RFP.**
→	
4.3.1.3	**What year was your organization established? Is your organization a subsidiary or affiliate of another organization?**

→	Online24x7 was established in 2010. No, Online24x7 is not a subsidiary or affiliate of another organization.
4.3.1.4	**Describe any acquisitions and/or mergers or other material developments (e.g., changes in ownership, key personnel, etc.) pending now or that occurred in the past five (5) years with your organization. Disclose any potential mergers or acquisitions that have been recently discussed by senior officials and could potentially take place within three (3) years after the Contract starts.**
→	There are no acquisition and/or mergers or other material development (e.g., changes in ownership, key personnel, etc.) pending now or that occurred in the past five (5) years with your organization neither it has been discussed or will take place in next 3 years.
4.3.1.5	**List any relevant websites for your organization and its offerings.**
→	Online24x7.net is our official website.

4.3.1.6	**Indicate the size of your organization's book of business.**
→	

Number of participants	Number of Clients in your organization's Book of Business
0-10,000	450 approx.
10,001 to 100,000	
Over 100,000	

4.3.1.7	**Provide detailed and specific information regarding all situations where your organization has been investigated, cited, or threatened with a citation or disciplinary action, by any state or federal regulatory agency within the last five (5) calendar years. Provide a detailed description of any litigation. The response must include all such situations including the date such action was initiated and how the matter was resolved.**
→	Online24x7 has never gone through situations where we has been investigated, cited, or threatened with a citation or disciplinary action, by any state or federal regulatory agency within the last five (5) calendar years. There is no litigation against.
4.3.1.7.1	**Has your organization been subject to any litigation alleging breach of contract, fraud, breach of fiduciary duty, or other wilful or negligent misconduct? If so, provide details including dates and outcomes.**
→	Online24x7 has never been subject to any litigation alleging breach of contract, fraud, breach of fiduciary duty, or other wilful or negligent misconduct.
4.3.1.7.2	**Provide certification that your organization has not been in bankruptcy and/or receivership within the last five (5) calendar years.**
→	Online24x7 has not been in bankruptcy and/or receivership within the last five (5) calendar years.
4.3.1.8	**Provide a statement as to the extent to which your organization can perform the proposed Services using only present staff and computer equipment/software/technology, and the extent to which additional resources will be needed and how that will be addressed.**
→	Online24x7 has more than required number of resources on bench and computer equipment/software/technology to execute this project.

4.3.1.9 **4.3.1.9.1**	**Submit information regarding your organization's past contract performance. Include specific detailed information regarding the following:** **All situations where your organization has defaulted on a contract.**
⟶	Online24x7 has never been defaulted in any contract.
4.3.1.9.2	**All litigation involving your organization regarding contracts.**
⟶	There is no litigation involving in our organization regarding contracts.
4.3.1.9.2	**All situations where a contract has been cancelled or where a contract was not renewed due to alleged fault on the part of your organization.**
⟶	Online24x7 has never been into a situation where a contract has been cancelled or where a contract was not renewed due to alleged fault on the part of your organization.
4.3.1.10	**Describe in detail the computer and data processing facilities your organization currently uses (owned or otherwise used) and would make available. Include a description of any mainframe, network structures, vendor hosted or cloud solutions that you will use for providing the Services.**
⟶	The proposed solution is Dynamics 365 Finance & Operation, it will be on Microsoft Cloud.
4.3.1.11	**What additional computer or other resources would your organization need to acquire in order to provide the Services, if any?**
⟶	Online24x7 will not require any additional computer or other resources in order to provide the services.
4.3.1.12	**Provide a copy of your organization's standard agreement concerning employee confidentiality and intellectual property rights. Does the Vendor agree that all work products developed by them as part of the Services described in this RFP (e.g., all written reports, drafts, presentations, data, and meeting materials, etc.) shall become the property of the Agency?**
⟶	Online24x7 confidential and intellectual property rights - At all times, Employee shall keep confidential, except as the Company may otherwise consent to in writing, and not disclose, or make any use of except for the benefit of the Company, at any time either during or subsequent to performance by Employee of services for the Company, any trade secrets, confidential information, knowledge, data or other information of the Company relating to products, processes, know-how, intellectual property, technical data, designs, formulas, test data, customer lists, business plans, marketing and manufacturing plans and strategies, and pricing strategies or other subject matter pertaining to any business of the Company or any of its partners, customers, consultants, licensors, licensees or affiliates (collectively, the **"Confidential Information"**), which Employee may produce, obtain or otherwise learn of during the course of Employee's employment with the Company. The "Confidential Information" shall not include information that is or becomes part of the public domain not as a result of any inaction or action of the Employee. Employee shall not deliver, reproduce, or in any way allow any such Confidential Information to be delivered to or used by any third parties for any purpose (including, without limitation, any purpose harmful to or competitive with the interests of the Company) without the specific direction or consent of a duly authorized representative of the Company. Employee acknowledges and agrees that some of

	the Confidential Information may be considered "material non-public information" for purposes of the federal securities laws ("**Insider Information**") and that the Employee will abide by all securities laws relating to the handling of and acting upon Insider Information. We will provide you the entire document prior to the contract award.
4.3.1.13	**Confirm that all employees who will work on the Agency's project will have signed your organization's confidentiality and intellectual property right agreement.**
⟶	Yes, all employees who will work on the Agency's project will have signed our organization's confidentiality and intellectual property right agreement.
4.3.1.14	**Describe and provide examples of the training your organization's employees have received concerning handling of a client's confidential information and protected health information.**
⟶	Online24x7 provides proper training to their employees for handling client's confidential information and protected health information. As the training is done very strictly in our organisation and it will make the response very lengthy so please find below the major points we take care of in providing training to our employees. We will provide you the complete training document which we give you employees prior to the contract award. The definition of confidential information. Confidential Information is defined by several laws, including: * HIPAA (45 CFR Parts 160, 162, and 164) * Federal Medicaid Confidentiality (42 CFR 431.300-307) * Personal Information Protection Act (815 ILCS 530) * Identity Protection Act (5 ILCS 179) * Child Support Confidentiality (45 CFR 303.21, among others) * IRS Code (IRC 6103) * Illinois Public Aid Code (305 ILCS 5/11-9) Examples of confidential information to be protected: * Name * Address * Phone number * Date of Birth * Recipient Identification Number * Social Security Number

	* Driver's License Number * Financial Information, including account numbers The basic requirements of the laws that restrict how confidential information can be accessed, used, and shared. Practical ways to protect the privacy and security of confidential information and the consequences if you improperly access, use, or share confidential information. Possible sanctions include: * Losing your job. * Monetary fines; and * Imprisonment. **Example 1: Consent** The Agencies can use and disclose PHI with the written consent of the client. However, you must stay within the boundaries of the consent. Common issues to look for include: * The expiration date of the consent. * The purpose of the consent.
4.3.1.15	**Do your organizational privacy and security polices meet the Administrative Safeguards provisions of the HIPAA Security Rule.**
⟶	As Online24x7 is already an entitled vendor with WV so we meet the Administrative Safeguards provisions of the HIPAA Security Rule.

4.3.1.16	**Provide a copy of the organization's privacy policies and a copy of the organization's Breach Response Plan. Have you received external or independent certification regarding your HIPAA compliance?**
→	**Privacy Policy** At Online24x7, accessible from https://online24x7.net, our main priority is keeping the users' privacy intact. This Privacy Policy Statement contains the list of information collected and recorded by us and its use. For any queries related to our Privacy Policy, feel free to contact us. This Privacy Policy applies to only our online activities and the visitors to our website about the information they share and/or collect our website- https://online24x7.net/. This Privacy Policy does not apply to the information collected offline or through other channels. **Consent** Using our website assumes that you agree to our Privacy Policy – the terms and conditions mentioned in it. Following is the information we collect: The Personal Information provided by you at our behest. The reasons will be specified when we ask for sharing the personal information. Contacting us directly will enable us to receive additional information such as your name, email contact number, the contents of the message/ attachments received, or any other information you may choose to provide us. After registering for an Account, we might ask you to provide us your contact information, such as your name, company name, address, email address, and contact number. How do we use your information? • Provide, operate, and maintain our website. • Improve, customise, and for expansion of our website. • Understand and analyse how you use our website. • Develop new products, services, features, and improve the functionality of the website. • To establish a smooth communication process with you and communicate, either directly or through one of our partners, including customer service. To provide you with updates and other website information for marketing and promotional purposes. • Send emails. • Detect and prevent fraud. Log Files: Online24x7.net follows the standard procedure of using log files. These files log the users' visits websites. It is a common practice employed by all the hosting companies and is an integral part of the hosting services' analytics. The information collected by log files includes: The internet protocol (IP) addresses, Browser type, Internet Service Provider (ISP) Date and time stamp, referring/exit pages, The number of clicks. The above information is not connected to any information that personally identifies users. The objective of collecting this information is to understand and analyse trends, administer the site, track users' movement on the website, and know their demography.

	Cookies and Web Beacons Online24x7.net uses 'cookies' that store information, including visitors' preferences and information on the web pages that the visitor visited or accessed. The data is used to optimize the users' experience by making the required changes on our web page content considering the information related to visitors' browser type and/or other related information. **Breach response plan** To maintain the trust of our employees, customers, and partners and meet regulatory requirements, it is essential that we do everything we can to protect confidential information and systems in the face of a cyberattack. The better prepared we are to respond to a potential cyberattack, the faster we can eradicate any threat and reduce the impact on our business. We will provide you the copy of our Breach Response Plan prior to the contract award.
4.3.1.17	**Provide a copy of the organization's Notice of Privacy Practices, paper and electronic.**
⟶	As Online24x7 is already an entitled vendor with WV, so we follow all the parameters for privacy practices. We will provide you all the documents required by the State prior to the contract award.
4.3.1.18	**Provide a copy of the organization's Change Management policies and PHI workflows as required by the HIPAA Security Rule 45 CFR** 164.308(a)(4)(ii)(C) **"Access Establishment and Modification"; and 45 CFR 164.308(a)(7)(ii)(D) "Testing and Revisions Procedures".**
⟶	Online24x7 follows all the parameters to take care of Change Management policies and PHI workflows as required by the HIPAA Security Rule 45 CFR164.308(a)(4)(ii)(C) "Access Establishment and Modification"; and 45 CFR 164.308(a)(7)(ii)(D) "Testing and Revisions Procedures". Change Management refers to a formal process for making changes to IT systems. The goal of change management is to increase awareness and understanding of proposed changes across an organization and ensure that all changes are made in a thoughtful way that minimize negative impact to services and customers. Change management generally includes the following steps: • Planning: Plan the change, including the implementation design, schedule, communication plan, test plan, and roll back plan. • Evaluation: Evaluate the change, including determining the risk based in priority level of service and the nature of the proposed change, determining the change type and the change process to use. • Review: Review change plan with peers and/or Change Advisory Board as appropriate to the change type. • Approval: Obtain approval of change by management or other appropriate change authority as determined by change type. • Communication: Communicate about changes with the appropriate parties (targeted or campus-wide). • Implementation: Implement the change. • Documentation: Document the change and any review and approval information. • Post-change review: Review the change with an eye to future improvements.

4.3.1.19	**Provide written confirmation that the organization's workforce completes annual privacy and security training.**
⟶	Online24x7's workforce completes annual privacy and security training.
4.3.1.20	**Provide the name, contact information, and job description of the organization's Privacy officer(s) and Security officer(s).**
⟶	**Privacy Officer:** Name - Shreya Pathak Email – shreya@online24x7.net **Security Officer:** Name – Shivani Khurana Email – Shivani@online24x7.net
4.3.1.21 Provide the following information regarding the organization's business partners: **4.3.1.21.1 List of business partner names specifically denoting the number of partners.**	
⟶	There are no partners in Online24x7.
4.3.1.21.2	**Copy of the organization's business associate agreement.**
⟶	As we are already an entitled vendor with West Virginia PEIA, so we already have submitted the Business Associate Agreement to WV.
4.3.1.21.3	**Provide the details of any privacy breach involving or caused by a business associate.**
⟶	There is no breach involved or caused by business associate.
4.3.1.22 Provide the following information regarding privacy breaches or impermissible information disclosures: **4.3.1.22.1 Total number of privacy incidents reported in the last calendar year. Describe the type, cause and number of individual 's affected for each event.**	
⟶	There are no privacy incidents reported in our organisation ever.
4.3.1.22.2	**Total number of incidents that escalated to the level of a reportable privacy breach as outlined in the HIPAA Privacy Rule. Describe the type, cause and number of individual's affected for each event.**
⟶	There are no privacy incidents reported in Online24x7 ever.
4.3.1.22.3	**Has the organization ever experienced a privacy breach involving over 500 individuals? Provide detailed explanation including cause, scope, investigation process, and reporting to members, media, law enforcement and/or OCR.**

→	Online24x7 has never experienced any privacy breach.
4.3.1.22.4	**Has the organization ever been fined or sanctioned by a regulatory agency for a violation of information privacy practices, and if so, the reason, description of action taken, the amount or sanction, scope and outcome?**
→	Online24x7 has never been fined or sanctioned by a regulatory agency for a violation of information privacy practices.
4.3.1.23	**Has the organization ever been fined or sanctioned for any other type of federal law or regulation (i.e., US DHHS OCR, Stark Law, or inclusion on the OIG Exclusion List (LEIE))? Provide details.**
→	Online24x7 has never been fined or sanctioned for any other type of federal law or regulation (i.e., US DHHS OCR, Stark Law, or inclusion on the OIG Exclusion List (LEIE)).

4.3.1.24	**Provide a copy of your organization's Code of Conduct, including but not limited to requirements for ethical and compliant business practices, and fraud, waste and abuse prevention activities.**
⟶	**Purpose** This policy outlines the expectations of the company regarding employee's behavior towards their colleagues, superior and overall organization. The company promotes freedom of expression and open communication; however, the employees are expected to follow the code of conduct policy. The company expects employee to foster a well-organized, respectful, and collaborative environment. **Scope** This policy is applicable to all employees of Icloud24x7 & Online24x7 regardless of their employment agreement, rank or location. This policy is also applicable to third parties such as, consultant, agents, and others acting on behalf of the company. **Policy Elements** 1. **Compliance with law** All employees must follow local, regional or national laws. Employees are expected to be ethical and should comply with all environmental, safety and fair dealing laws. In case any action on behalf of the employee results in harm to the company's public image, partnership or finances, strict disciplinary action shall be taken against the employee. 2. **Respect in workplace** Employees are expected to respect each other. Any kind of harassment, victimization or discriminatory behavior shall not be tolerated and will seek immediate action against the employee. 3. **Job Duties and Authority** All employees should fulfill their job duty with integrity and respect towards customers, stakeholders, and the community. Team members and superiors are expected to respect each other and get along in terms of work assigned to them. 4. **Policies** All employees should read and follow the Company policies. For any queries, they should ask their managers or Human Resources (HR) department.

	5. Company Confidential Information For any Company, its confidential information is a valuable asset and every director, employee, and agent of the Company must protect it. Confidential information includes all non-public information. It also includes personal information obtained from any source in the course of business. An important element of such protection is maintaining the confidentiality of confidential information and other proprietary information. **6. Insider Trading** The employees are expected not to indulge in any kind of insider trading or be associated with it in any way, including immediate family members, friends, business associates etc. **<u>Disciplinary Actions</u>** Our company may have to take disciplinary action against employees who repeatedly or intentionally fail to follow our code of conduct. Disciplinary actions will vary depending on the violation. Possible consequences include: • Demotion. • Suspension or termination for more serious offenses. • Detraction of benefits for a definite or indefinite time. We shall take legal action in cases of corruption, insider trading, theft, embezzlement, or other unlawful behavior.
4.3.1.25	**How frequently do you conduct an analysis of the risks and vulnerabilities to protected health information (PHI) in your system and networks? When was the last assessment?**
⟶	Online24x7 conduct an analysis of the risk and vulnerabilities to protect PHI at least once in a year. Last analysis was done in August 2021.
4.3.1.26	**Does your system produce sufficient audit trails to satisfy the HIPAA Privacy and Security regulations?**
⟶	Yes our system produce sufficient audit trails to satisfy the HIPAA Privacy and Security regulations.
4.3.1.27	**How is access security set up in the system between a client's different user roles? What are the different levels of security access or roles?**

→	In Microsoft Dynamics 365 F&O security model is hierarchical, and each element in the hierarchy represents a different level of detail. Permissions represent access to individual securable objects, such as menu items and tables. Privileges are composed of permissions and represent access to tasks, such as cancelling payments and processing deposits. Duties are composed of privileges and represent parts of a business process, such as maintaining bank transactions. Both duties and privileges can be assigned to roles to grant access to Finance and Operations. The following illustration shows the elements of role-based security and their relationships.
4.3.1.28	**Can your system produce reports for a specific user's system, screen, or data accesses or attempted accesses?**
→	Yes, our system can produce reports for a specific user's system, screen, or data accesses or attempted accesses
4.3.1.29	**Provide a list of formats in which data may be exported by the system (as required by the health information portability rules under HIPAA).**
→	Microsoft Word (.doc), Microsoft Excel (.xlsx), Microsoft PowerPoint (.pptx), Portable Document Format (.pdf) and few can customized as per the requirements.
4.3.1.30	**Is your system's database encrypted in accordance with NIST 800-53 Rev 5 and 800-66 Rev 2 requirements as cited by the US DHHS for compliance with the HIPAA Security Rule(s)? Are data backups encrypted?**
→	Yes, Microsoft Dynamics 365 F&O is encrypted in accordance with NIST 800-53 Rev 5 and 800-66 Rev 2 requirements as cited by the US DHHS for compliance with the HIPAA Security Rule(s).
4.3.1.31	**Are all electronic transmissions of PHI, including eligibility files, authorizations, reports, etc., encrypted or sent via secure means? Which encryption methods do you support for e-mails and file attachments? Please describe.**
→	Yes, Microsoft 365 uses encryption in two ways: in the service, and as a customer control. Microsoft 365 uses Transport Layer Security (TLS) or Secure Sockets Layer (SSL)to encrypt the connection, or session, between two servers, Internet Protocol Security (IPSec), and Advanced Encryption Standard (AES).

4.3.1.32	**Explain how unauthorized attempts to access PEIA files will be monitored and controlled.**
→	A security role defines how different users, such as salespeople, access different types of records. To control access to data, you can modify existing security roles, create new security roles, or change which security roles are assigned to each user. Each user can have multiple security roles. Field level security in Microsoft Dynamics 365 lets you dictate which fields users can view or edit. If you want to prevent users from (accidentally) changing data like an account name, account number or status, enabling or disabling field security for a field can give them read only access to these specific fields.
4.3.1.33	**Do you have intrusion detection and monitoring tools, and are you conducting penetration testing and vulnerability scans? Please explain.**
→	In Microsoft Dynamics 365 F&O gives you security monitoring, threat management, intrusion detection, and stability. With an up-time of 99.9% and redundancy built-in, your data is always accessible and secure. Additionally, the Microsoft cloud is in compliance with 90 different regulations, including 35 compliance offerings specific to the needs of industries such as health, government, finance, education, manufacturing, and media.
4.3.1.34	**Do you have a dedicated team to assess and respond to security vulnerabilities reported in your IT systems?**
→	Yes, we do have a dedicated team to assess and respond to security vulnerabilities reported in your IT systems.
4.3.1.35	**Do you have an incident response plan for network intrusions and virus incidents?**
→	Yes, we do have an incident response plan for network intrusions and virus incidents.
4.3.1.36	**Do you have a business continuity plan and a disaster recovery plan? If so, how frequently is it tested?**
→	Yes, we do have a business continuity plan and disaster recovery plan and it is tested once in a year.
4.3.1.37	**Provide a proposed staffing plan for the full length of the contract duration. The plan must include any and all subcontractors used. Also include the roles and responsibilities for your proposed staff along with the roles and responsibilities anticipated for PEIA.**

→

S.No.	Role	Owner	Experience	Responsibilities
1.	Architect	Online24x7	10 Years	• Build overall solutioning for TSTC requirements with maximum focus to leverage platform capabilities. • Advising, guidance and oversight of the Online 24x7 team during the course of the engagement. • Interact with Executive connects at TSTC to understand vision & map exercise with the same. • Interact with client leaders/leads to explain best practices and align on 'ask'.
2.	Migration Expert	Online24x7	8 Years	• Configure all tools in the given environment to get the maximum throughput. • Scheduling the migration during off hours & weekend to improve performance. • Validate the environment after the migration. • Give the analysis and log report of the migration. • Fix the issues that comes during the migration.

3.	Sr. Functional Consultant	Online24x7	8 Years	• Eliciting Requirements from TSTC Subject Matter Expert. • Capture interview outputs and prepare all documents for deliverables and work products. • Analyzing & Bucketing Tactical Requirements into Strategy / Roadmap. • Use the work products to capture the needs and content to prepare the deliverables. • Identify and get information needs from client and work with client teams. • Conduct the application training as part of "Train the Trainer" program.
4.	Project Manager	Online24x7	8 Years	• Connect with TSTC team to create the UX journey based on different persona. • Create screen mockup for the Application. • Review Artifacts created with TSTC team and provide inputs and suggest changes.
5.	Dynamics 365 F&O Tech Consultant	Online24x7	5 Years	• Provide overall project timelines. • Coordinate with onshore/offshore personnel. • Activity Planning & Execution. • Provide visibility on the state of the project. • Conduct scrum meeting.
6.	Quality Assurance	Online24x7	6 Years	• Work on the product to make sure implementation is carried out based on the defined user stories. • Unit test for the unit of work that they are responsible. • Test classes are written to make sure positive and negative test scenarios are covered and bulk testing. • Create Test Plan for all the user stories. • Create Test Cases for each user story as part of the Sprint. • Execute Test Cases, defects and retest application. • Test application for managed and unmanaged package.

4.3.1.38	**Submit resumes (limited to 1 page each) of individuals who may perform the activities described in this RFP. Also identify a list of key personnel who will be dedicated full-time to this project.**

Resource 1. – Dynamics 365 F&O Technical Architect

SUMMARY

- 18 years of Experience
- Managed and Lead Projects in various Technologies and Domains.
- Developed Solutions using MS Dynamics 365 F&O.
- **CompTIA Project+ Certified** and Microsoft Certified **MS Dynamics F&O** and **Dot Net Technologies**.
- Have Extensive Experience in implementing MS Dynamics F&O, 365, Salesforce, ASP.NET

ACADEMICS

- Bachelor of Commerce, Punjabi University, India
- Bachelor of Science, Business Management, Western Governors University, **United States**

CERTIFICATIONS

- Microsoft Certified Application Developer (MCAD)
- Microsoft Certified Solutions Developer (MCSD)
- Microsoft Certified F&O Developer (CRM 4.0 & 2011 Certified)
- NIIT Certified
- CompTIA Project+

MICROSOFT CERTIFICATION ID: [redacted]

TECHNOLOGIES

ERP / CRM Applications	:	**MS Dynamics F&O (On-prem to 365)**, Salesforce
Software Designing	:	SOLID Design Principles and GOF Design Patterns
Business Intelligence	:	**SSRS**, **Power BI**
Databases	:	MS SQL Server (2k to 2012), Oracle 8
Development Tools	:	Visual Studio.NET 2005 to 2017, MS SharePoint (2010 & 2013), **AZURE DevOps**, **XRMToolBox**, Scribe, Kingsway Soft
Web Servers	:	IIS (6 to 7.5), Cloud Based CRM, **MS Azure**, Azure DevOps, GitHub
SDLC	:	AGILE, Waterfall
Scripting Technologies	:	**JavaScript**, HTML5, **jQuery**, AJAX Tool kit, VB Script
Web Technologies Portals	:	ASP.NET, MVC, Razor Sharp, WCF, WWF, Web Services, MS Dynamics CRM
Server OS	:	Windows (2008 to 2012)
Reporting Tools	:	SSRS (2000 to 2014), Crystal Reports 9.0, **Power BI**
Architecture Designing	:	MS Visio, Rational UML, JIRA
Business Management	:	JIRA, Confluence, Dev Ops (Epics, Stories and Tasks)
Integrations	:	**Power Automate**, **Zapier**.com Connectors

Resource 2. – Dynamics 365 F&O Technical Architect

Technical Skills /Certification:

ERP	:	D365 F&O
Business Domain	:	Finance and Operations

Job Objective:

- Strong conceptual knowledge in General accounting and Business processes.
- Worked in end-to-end accounting cycle
- Requirement gathering, requirement mapping and analyzing GAP's.
- Documentation – Minutes of Meeting, Functional Requirement Document, GAP-Fit and FunctionalDesign Document.
- Configuration of D365 Financials – General Ledger, Accounts Payable, Accounts Receivable, Cash& Bank Management, Fixed Assets and Inventory
- Preparing the detailed process flow and to design functional requirements.
- Master Data Management through data import export framework (DIEF).
- Good knowledge in MS Excel for preparing reconciliations, analyzing huge data with Lookups andPivot tables which is quite useful while master data cleansing.
- Good client handling skills.

Professional Summary/ Experience:

Over all 8 years of corporate work experience in Microsoft Dynamics.

As a Functional Consultant, I am part of end-to-end implementation of ERP project. Major activities performed as part of the role are:

- Requirement gathering
- Documentation
  - Minutes of Meeting for requirement gathering
  - Functional Requirement Document
  - GAP FIT Document
  - Functional Design Document for GAPs
  - Maintaining UAT issue list
  - User Manuals
- User trainings
- User Acceptance Testing
- Go-Live support
- User trainings
- User Acceptance Testing
- Go-Live support

Resource 3. – Dynamics 365 F&O Project Manager

Technical Skills:

Domain	Microsoft Dynamics 365
Tools	MS Dynamics 365 Finance & Operations & Customer Engagement, C# (Basic), .Net Framework (Basic), Visual
Database	SQL Server Management Studio 2012/2014, My-SQL
Operating System	Windows XP 7,8,10

Primary Skills:

- Have 10+ years overall experience in implementing Business Applications
- Involved in end-to-end implementation of MS Dynamics 365.
- Actively involved in analysing the project functionally with the client and the Implementation team following project management steps.
- Performed sufficient research, detailed documentation and all phases of the Project Management Process to ensure that the team collectively provides an efficient and ideal solution to the client.
- As Project Lead, responsibilities include like client handling, looking all the technical and functional implementation process.
- Gathering and understanding Module specific requirements from client's process owners.
- Developed successful functional Integration's process workflows and delivered.
- Preparing functional specification with gap-fit analysis
- Worked closely with customers to deliver custom requirements, Customize the process as per user requirement.

Guiding (Functionally/technically) Partner resources/implementation team in implementing MS Dynamics 365

References

REFERENCE NO. 1 : WV-PEIA
ADDRESS: 601 57th St SE Ste 2, Charleston, WV 25304, United States
CONTACT PERSON: Jessica Virtz
E-MAIL: Jessica.l.vertz@wv.gov
SOLUTION PROVIDED : Microsoft Dynamics 365
SERVICE DESCRIPTION: This is an ongoing Project, and we Just have started with the project. This project is for Customer Relationship Management (CRM) Upgrade Services.

REFERENCE NO. 2 : PHDMC (Public Health Dayton & Montgomery County)
ADDRESS: Reibold Building 117 S Main Street Dayton, Ohio 45422
CONTACT PERSON: Dana Fernandez
E-MAIL: Dana@phdmc.org
SOLUTION PROVIDED : Microsoft Dynamics 365
SERVICE DESCRIPTION: We have upgraded their Kronos to Dynamics365 latest cloud version overall it was implemented for 300 employees of Public Health department

REFERENCE NO. 3 : Medineers Incorporated.
ADDRESS : PO Box 4745, Oak Brook, IL 60522 USA
CONTACT PERSON : James Mondschean
EMAIL : Jm@medineers.com
SOLUTION PROVIDED : Microsoft Dynamics 365
SERVICE DESCRIPTION : Medineers, from long term were looking for someone who can help them with a solution to manage all the sales contacts, to manage the leads and we helped them in the same. We met the deadline, provided the team the consultation they needed and helped them choosing the right solution.

4.2.1.1	System Goals	Response
	New member enrollment, open enrollment, special enrollment and processing of insurance coverage termination.	Users include internal employees of your organization, or external customers and vendors. Users can be imported or added manually. All users must be correctly licensed for **compliant** use.
	Centralized eligibility and enrollment module to maintain and apply Agency rules, view and maintain eligibility and enrollment data, and import/export eligibility and/or enrollment data as necessary to can-iers and other entities.	We can configure the required parameters, can also create the eligibility rules, bundles, periods, and programs that you will associate with your plans
	Importation of employer payroll and demographic files.	Importation of employer payroll can be done by installing an extension and enabling it to provide us with a general ledger
	Centralized billing module to maintain current and historical premium rates, invoices, and payment records, calculate premium amounts, generate premium invoices, collect, apply, and reconcile invoice payments, and track open balances.	Centralized billing module can be configured in D365 F&O by using organization hierarchy stages.
	Reconciliation of outstanding invoices with incoming payments.	Reconciliation of invoices can be configured in D365 F&O.
	Management of coverage data.	Coverage group can be created that contains settings for all products that are linked to the coverage group.
	Integrated customer relationship management to track and record participant, policyholder and employer service requests (PEIA prefers an integrated solution but if not integrated within the offered package, then the solution must integrate with PEL4 's existing customer relationship management software).	Integration of CRM is possible for managing records and track their requests.
	Integrated document management (PEIA prefers an integrated solution, but if not integrated within the offered package, then the solution must integrate with PEL4 's existing Imaging system).	We can use in-build as well as out-of-the-box document management system in D365 F&O.
	Functions to support all required interfaces, including, but not limited to.	Microsoft Dynamics and Office 365 support can used to support necessary interfaces.
	Robust role-based administrative and security controls for all types and levels of system users.	D365 F&O support standard as well as multi-levelled role-based administrative and security controls for system users.
	Workflow and Work Queue management.	Workflows and work queue can be managed through D365 F&O as it's an in-build feature.
	Generation of Reports, Forms, and Letters, including ad-hoc reporting capabilities.	Report, Forms and Letters can be generated on ad-hoc bases, provided the necessary sites/pages were personalized.

	Audit indicator capabilities such that a participant's account can be identified as to whether it has been audited, through what date, and by whom and that satisfies HIPAA Privacy and Security regulations	Support for Microsoft Dynamics and Office 365 can be done to meet this need.

4.2.1.2	Enrollment Platform	Response
	Enrollment and/or dis-enrollment in/from insurance elections	System can be customized to the point for such developments.
	Submit an application for retiree coverage	Applications can be submitted or customized.
	Report a Qualifying Life event for insurance election changes	Qualifying life event can be reported for insurance election changes if we apply rule to it for specific outputs.
	Submit supporting documentation	Supported documents can be submitted via in-built upload methods.
	Modify demographics (e.g., name, physical address, e-mail address, marital status etc.)	Demographics can be modified according to specified settings.
	Enter existing or future claim or prescription data	Selection of claims is possible during the enrollment.
	Designate beneficiaries	Beneficiaries can select based on the type of insurance users wants to op for.
	Provide Coordination of Benefits information (if covered by other insurance)	Benefits coordination is possible.
	Send and receive messages to/from PEIA staff or employer benefit coordinator	Through the integration of MS Teams for coordination between PEIA staff.
	Download forms	Download options can be available from the designated page/site and be configured for most of the pages/sites as well.
	Initiate an appeal	Appeals can initiate
	E-sign designated documents	In-built feature of D365 F&O.
	Access links to insurance coverage providers	
	Submit communication and payment preferences and information	As per the requirements from the organization we can assign the number of payment preferences and different communication channels for information.
	Remit premium payments (for direct billed members)	Can be done with customizations in the system.
	Initiate insurance premium reimbursements	Can be done with customizations in the system.

4.2.1.3	Employer Billing Platform	Response
	Exchange and upload files of member data for reconciliation against premium billing (e.g., Payroll or Enrollment)	Depending on the data provided in the premium billing for payroll or enrollment necessary info can be uploaded or exchanged.

	Report changes in employee employment status	Any changes made in the employment status can be reported in notification form or any other means.
	Recalculate an invoice	Finalized invoice can be reverted make to make necessary changes.
	Remit invoice payments or apply available credits to one or more invoices	Possible through the in-built functionality in D365 F&O.
	Export invoice data to OASIS to obtain an Internal Exchange Transaction ("IET")	Invoices can be exported to OASIS via custom API integration to obtain Internal Exchange Transaction ("IET")
	Import IET identification number and assign it to a particular invoice	By creating custom fields in D365 F&O, we can assign rules for this function.
	Access forms	Can be done with minor customization in system.
	Complete e-signing of certain documentation	D365 F&O has the in-build capability for electronic signature for documents.
	Generate and schedule reports	Reports can be generated and scheduled on basis of priority or preferences for different scenarios.
	Maintain payment and communication preferences	Payment and communication preferences can be set based on certain roles, either way we can choose from many preferences.

4.2.1.4	Project Goals	Response
	Full implementation of the new solution (including as-built documentation of system design, database models, system configurations, and customizations).	Pre-planning, Discovery, Functional Design, Technical Design, Development/Engineering,Data Migration,SIT,UAT,User training,Pre-Production Checklist,Go-Live,Hyper care
	Any and all necessary software customizations to meet business and functionality requirements.	It will be the part of the scope.
	Support the execution of all processes required in accordance with legislation, governing board policies, etc.	Yes, all the government policies with be followed during the process implementation
	Thorough testing and quality assurance of the entire solution.	It will be the part of the scope.
	Ongoing software support for the new system during the implementation and during the warranty period as provided herein.	Yes, that will be the part of Hypercare
	Experienced-based expertise and consultation to the Agency SMEs on topics such as suggested changes in communications, business rules, policies and practices.	Yes, everything related to the knowledge sharing process will be the part of training
	Training for system users (including employers), and administrators (but not participants or retirees) — not only in application navigation and the use of screens and windows, but also in the use of the new solution to perform all their various job functions, processes, and sub-processes in the new environment.	Yes, everything related to the knowledge sharing process will be the part of training
	Agency-specific manuals and documentation for system users (including employers) and administrators, and developers; in addition to all baseline functionality, all such documentation must reflect the customized, as-built status of the solution; standard documentation reflecting only the Vendor's uncustomed base solution will not be accepted.	User story will be provided for the later use for the users based on the requirements

4.2.1.6	Implementation Plan	Response
	A list of objective criteria from which PEIA will determine the sequence of implementation.	Pre-planning, Discovery, Functional Design, Technical Design, Development/Engineering, Data Migration, SIT, UAT, User training, Pre-Production Checklist, Go-Live, Hyper care
	The Work Plan of installation activities, relating to system issues, data conversion, training, and testing of all software (including third-party software, if applicable).	It will be configured as per requirement
	Implementation preparation tasks in detail, readiness to migrate the required data, security preparation, staff training, personnel assignments, and level of resources required for each area.	It will be the part of the scope.
	Recommendations concerning third-party software needs, PEIA approval and timing of purchase by PEIA (if applicable).	Yes, recommendations will be there as per the project requirement and post approval only purchase will happen

4.2.1.7	Testing	Performance Testing	UAT
	Unit	Yes	Yes
	System	Yes	Yes
	Stress (volume)	Yes	Yes
	Security / Penetration	Yes	Yes
	Load	Yes	Yes
	Regression	Yes	Yes

4.2.1.8	Training: The Vendor should train the Agency staff at six (6) different levels	Basic Navigation	Business Process & Rule	Role-Based Training	Reinforcement	Duration/Interval
	Participant/Retiree users	Yes	Yes	Yes	Yes	to be decided
	Employer Benefit Coordinator users	Yes	Yes	Yes	Yes	to be decided
	Regular users	Yes	Yes	Yes	Yes	to be decided
	Power users	Yes	Yes	Yes	Yes	to be decided
	Business Administrator	Yes	Yes	Yes	Yes	to be decided
	Technical Administrator	Yes	Yes	Yes	Yes	to be decided

4.2.1.9	Implementation Approach	Response
	Annual vendor hosting services (including routine upgrades to all hardware and related IT infrastructure, installation of operating system and security patches, HIPAA security compliance, full encrypted application and database backups nightly, defends against data loss, fraud, ransomware and critical system failures, disaster recovery services).	Annual hosting services will be included in the licensing and updates from Microsoft are available after every 6 months(Chargeable). Microsoft Dynamics 365 follows the HIPAA compliance and it is fully encrypted application and database backups nightly, defends against data loss, fraud, ransomware and critical system failures, disaster recovery services) is totally included in Dynamics 365.
	Support Services to implement additional functional requirements, interfaces or reporting as requested by the Agency.	We will provide you on-going support/new enhancements after the implementation of the proposed solution(chargeable on hourly basis).
	Support Ticket Consulting Services to analyse and resolve support tickets entered by the Agency and categorized as low to critical.	We do have a support system wherein Agency can raise ticket to Online24x7 at support@online24x7.net.
	Training services to supplement implementation training or train new Agency staff or other entities.	Yes, Online24x7 will provide you the training after the implementation.

4.2.2.1	System Requirements	Response
	New member enrollment, open enrollment, special enrollment, and processing of insurance coverage termination.	Users include internal employees of your organization, or external customers and vendors. Users can be imported or added manually. All users must be correctly licensed for **compliant** use.
	Centralized eligibility and enrollment module to maintain and apply Agency rules, view and maintain eligibility and enrollment data, and import/export eligibility and/or enrollment data as necessary to can-iers and other entities.	We can configure the required parameters, can also create the eligibility rules, bundles, periods, and programs that you will associate with your plans
	Centralized billing module to maintain current and historical premium rates, invoices, and payment records, calculate premium amounts, generate premium invoices, collect, apply, and reconcile invoice payments, and track open balances.	Centralized billing module can be configured in D365 F&O by using organization hierarchy stages.
	Functions to support all required interfaces, including, but not limited to, interfaces between Generation of Reports, Forms, and Letters, including ad-hoc reporting capabilities.	Report, Forms and Letters can be generated on ad-hoc bases, provided the necessary sites/pages were personalized.

4.2.2.2	Project Goals	Response
	Full implementation of the new solution (including as-built documentation of system design, database models, system configurations, and customizations).	Pre-planning, Discovery, Functional Design, Technical Design, Development/Engineering,Data Migration,SIT,UAT,User training,Pre-Production Checklist,Go-Live,Hyper care
	Any and all necessary software customizations to meet business and functionality requirements.	It will be the part of the scope.
	Support the execution of all processes required in accordance with legislation, governing board policies, etc.	Yes, all the government policies with be followed during the process implementation
	Thorough testing and quality assurance of the entire solution.	It will be the part of the scope.
	A warranty that starts with the rollout of the first functional capability and concludes, at a minimum, 12 months after the rollout of the final capability. Ongoing software support for the new system during the implementation and during the warranty period as provided herein.	We will be adhering the support even during the implementation of the warranty period for the new rollout of final compatibility.
	Training for system users (including employers), and administrators (but not participants or retirees)	Yes, everything related to the knowledge sharing process will be the part of training
	Agency-specific manuals and documentation for system users (including employers) and administrators, and developers	User story will be provided for the later use for the users based on the requirements

4.2.2.3	Project Implementation Requirements	Response
	Security and Audit capabilities that satisfy 2(c)(15) of the National Institute of Standards and Technology (NIST) Act and HIPAA EDI, Privacy and Security regulations as well as HITECH's Safe Harbor Provision.	All security and audit capabilities will be as per the regulations and harbor safety provisions.
	Controlled, role-based access and functionality.	All users must be assigned to at least one security role to have access to Finance and Operations. The security roles that are assigned to a user determine the duties that the user can perform and the parts of the user interface that the user can view. By managing access through security roles, Security roles can be organized into a hierarchy. The role hierarchy allows the administrator to define a role based on another role.
	Full data audit trail including what, who, when (system timestamp) sufficient to satisfy HIPAA Privacy and Security regulations.	We can assign what, who, when (system timestamp) audit analysis as it the core functionality of the Dynamics 365 Finance & Operations.
	Password management capabilities that encompass NIST password guidelines and best practices.	Full password management capabilities can be encompassing under NIST password guidance and practice.
	Database encryption at rest and encrypted remote connection channels.	Database encryption at rest and encryptions of remote connection channels must be protected and be abide by our company.
	All client data must be stored in the contiguous 48 United States.	Highly do-able from our part.

4.2.2.4	Required Deliverables	Response
	The Implementation Plan and Schedule must have its own deliverable expectation document (DED), which is itself a deliverable. The Agency shall have the right as described in the contract to review and test, as applicable, the deliverable.	Yes, we will provide you provide you the DED and the agency will have the right to review and test it.
	The Agency must have a minimum of eight (8) full business days to review the Implementation Plan and Schedule or updates to the document that require acceptance. The Agency will be granted extensions if the Vendor submits documents that the Agency deems as particularly lengthy.	Highly possible for scheduling or planning on the documents and requirements for reviewing the Implementation Plan.

4.2.2.5	Data Conversion and Migration	Response
	The Vendor must include the migration of necessary legacy data into the Vendor's benefits administration system database as part of this project. The data conversion will be a major collaborative effort between all parties; it is therefore important that the Vendor account for this critical sub- project in the Implementation Plan and allocate sufficient hours for this activity. The Vendor will work with the Agency to develop a data conversion strategy and plan to manage the data conversion activities. In addition, the Vendor will be responsible for participating in analysis of the legacy data to develop data maps for the new system and working with the Agency to migrate the legacy data to the target system and test the converted data.	All necessary requirements will be fulfilled, i.e., Analysis, Testing, Data Conversions and Migrations for any or such critical sub-projects in the Implementation plans. We will be dedicated and adhere our hours in doing so.

4.2.2.6	Agency Policies	Response
	The Vendor agrees to adhere to all Agency standards, policies, and procedures while on-site at the Agency and in all work performed with and for the Agency. Any exceptions to this statement must be cleared, in writing, by the Agency. The signed Business Associate Agreement ("BAA") will supersede any of the vendor's existing policies and practices.	We will be clarifying all exceptions before BAA practice and adhere to all Agency standards, policies, and procedures.

Implementation Approach:

1 ENGAGEMENT PHASES AND IMPLEMENTATION METHODOLOGY

Describe the steps, requirements, resources, and tools for data gathering for this engagement.

Figure 1 Microsoft Dynamics 365 Implementation Methodology

2 INFORMATION GATHERING PHASE

During this phase, the various inputs needed for the development of an Implementation Plan and a Costing Model are collected. Information to be collected includes, but is not limited to, the following:

- Business Requirements as well as Configuration and Customization estimates—usually derived from the Fit Gap Analysis and Solution Blueprint Analysis, but perhaps further verified through a Proof of Concept (POC).
- Input from the project sponsor and the business and technical decision makers about preferred implementation and resourcing options as well as views regarding internal customer project readiness and delivery capability.
- Input from the Microsoft Implementation Methodology regarding the structure and organization of a best-practices ERP implementation.
- Experience and knowledge from an experienced Microsoft Dynamics F&O Project Manager.

1.1Meeting with Project Sponsor, BDMs, and TDMs

To start the *Microsoft Dynamics F&O - Scope of work* engagement, you must first determine with the project sponsor the scope of the implementation options and identify the people who are to serve in each role.

- Project sponsor, technical decision makers (TDMs), and business decision makers (BDMs):
  - Provide the scope for the Implementation Plan.
  - Assist in narrowing down the implementation options to the two or three to be evaluated.
  - Provide ad hoc feedback on implementation plan details.
  - Gathers inputs about costs, including the following:
    - Project Management
    - Design
    - Configuration
    - Customization
    - Deployment
    - Support
  - Prepares Cost Model.
  - Evaluates different implementation options based on cost, timing, and risk.
  - Delivers Implementation Plan, including high-level Project Gantt chart, Resource Plan, Proposed Project Organization Chart, Resource Role Descriptions, Analysis of the Cost Model, etc.

After having identified the persons to fill each of the above-mentioned roles, you should schedule the workshop series with the customer as appropriate to gather the necessary inputs.

1.2General Information Gathering

During workshops, inputs are collected from Fit Gap Analysis, Proof of Concept (POC), Business Systems Architecture (BSA), etc., via questionnaires, interviews, discussions, and so forth. The methodology for this information gathering is ad hoc, and depends on customer preferences and readiness and on the availability of the information.

3 FINDINGS AND RECOMMENDATIONS (CUSTOMER DELIVERABLES)

After all information-gathering phases are completed, the delivery consultant will have many reports, tools, outputs, and interview documents that can be used as inputs for the customer-deliverable documents. The consultant should address all objectives agreed upon at the beginning of the engagement and should gather all results generated throughout the engagement and create a list of recommendations as inputs to the customer-deliverable document.

3.1Build Cost Model Spreadsheet

The experienced Microsoft Dynamics F&O Project Manager will develop a high-level Implementation Plan that:

- Is based on experience with best practices from previous Microsoft Dynamics F&O. implementations.
- Identifies roles and responsibilities for the project team.
- Provides a proposed organization chart and resource plan.
- Provides an objective evaluation of the various implementation options from a high-level cost/benefit perspective. Typically, two different options are evaluated.
- Provides an understanding of the types and quantities of resources required for a successful implementation.
- Establishes business priorities—cost vs. time vs. scope.

3.2Management Review and Validation

During the final iteration, the project manager will go over the Cost Model and the Implementation Report with the project sponsor and get buy-in. He or she will update the Cost Model and the Implementation Report with feedback from the project sponsor in order to generate the final deliverable.

4 Closeout Meeting

At the end of the assignment, there is a Closeout Meeting to finish the engagement. The Closeout Meeting is the final activity performed as part the engagement. The findings for the engagement are presented to the customer and the recommendations are delivered. This meeting is also an opportunity to propose any follow-up engagements that have been identified during this offering. Actions related to the Closeout Meeting are:

- Meet and discuss:
  - Results to date.
  - Findings and recommendations regarding the implementation plan and the cost model.
  - Relation of findings to the original objectives and requirements.
  - Discussion of the way to proceed—roadmap.
- Determine customer satisfaction.
- Close engagement.

> **Important**
>
> Make sure that you identify any possible follow-up engagements for inclusion in the Next Steps section of the presentation.

The Closeout Meeting is an opportunity to deliver all documentation and reports that resulted from the engagement:

- Implementation Plan
- Implementation Cost Model

5 Conclusion

The overall objective of the Microsoft Dynamics F&O Scope of work is to give the customer an understanding of various implementation options, along with their cost impact. This is accomplished by providing the customer with a Dynamics Cost Model and an Implementation Plan, based on the Microsoft Dynamics 365 Implementation Methodology.

6 Appendix A: The Different Implementation Approaches

6.1Release Strategy

The overall release strategy consists of a spectrum, with bigger and fewer releases at one end, and smaller and more frequent releases at the other end.

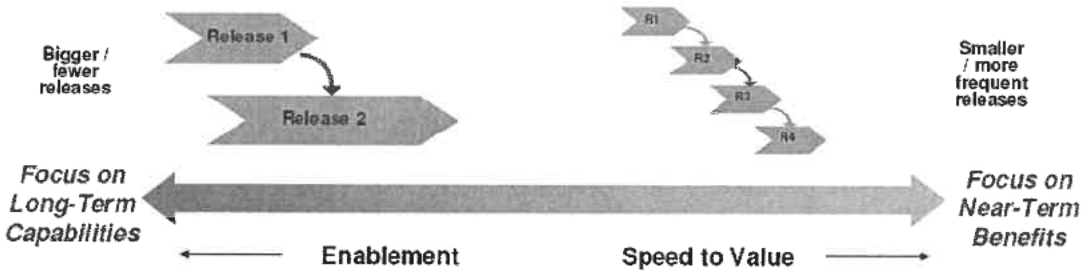


Figure 1: Release Strategy

Bigger and fewer releases target the enablement of more long-term capabilities that require significant amounts of development, testing, and change-management coordination. The focus is on building sustainable business benefits, enhancing people capabilities, and facilitating fundamental business process change. This release strategy is typically used when the change is big, complex, and profound in its implications for the retail enterprise and the store.

Smaller and more-frequent releases are more targeted toward driving business benefit. This release strategy prioritizes specific benefit goals, and addresses first those opportunities that offer the greatest value. The intention is to develop and deliver multiple pilots and prototypes and to accrue benefits that can quickly fund the next set of programs. When innovative opportunities are more compartmentalized, this approach works very well and builds momentum and a track record for success.

Training Plan:

1 Training Planning Summary

Knowledge transfer is a critical aspect in the transitioning of ownership of the Microsoft Dynamics solution to the customer. Adequate training of customer resources is crucial not only to the success of the implementation project, but also for the customer's overall satisfaction with their new Microsoft Dynamics solution. It is important that the customer's resources are committed to the training, both at the beginning of the implementation project and at the end, right before the go-live cutover to the new solution.

The Training Plan

- Solutions Overview.
- Core Team Training.
- Train-the-Trainer Sessions.
- End User Training.

2 Objectives

Solutions Overview in the Analysis Phase is sometimes referred to as "level setting" even though it resides in the Training Cross Phase. The purpose of the overview is to provide the customer resources that will participate in the Business Requirements Workshop a baseline as to the terminology used within the Microsoft Dynamics solution.

Core Team Training in the Design Phase is focused on educating the customer resources who will actively participate in making decisions about how the software will be implemented.

Training in the Deployment Phase is focused on preparing customer resources for participation in User Acceptance Testing. This training will also provide the users with the knowledge for using the new solution to complete their daily work, and for maintaining the solution in on-going daily operation.

Train-the-Trainer sessions are conducted with the customer resources responsible for conducting end user training. These sessions prepare the assigned customer resources, who may not be accustomed to providing such training, with the necessary skills required to conduct end user training.

If there are significant customizations being developed, additional training and/or procedure documentation may need to be created to supplement the documentation that is provided with the software. This additional documentation is typically created in the Development Phase.

After the successful go-live, final updates may be required to training and daily operating procedure documentation that will be given to the customer. Additional training may be needed for a variety of reasons. This training may be formal sessions for customer resources who were not trained prior to go-live, or it might be informal or follow-up refresher sessions to maximize work efficiency on the new solution. This ongoing training and maintenance effort will be West Virginia's responsibility.

3 TRAINING STRATEGY & PLAN

The Training Strategy and Plan identifies the objectives, vision, approach, and delivery mechanisms for the training over the course of the project. This is a critical aspect of Organization Change Management (OCM) to align and mobilize the organization's users. OCM activities include analyzing job impacts, identifying roles and responsibilities, and providing adequate initial and ongoing training to the users.
Knowledge transfer is a critical aspect in the transitioning of ownership of the Microsoft Dynamics solution to the customer. Adequate training of customer resources is crucial not only for the success of the implementation project, but also to ensure the customer's overall satisfaction with their new Microsoft Dynamics solution. Various options are available for scheduling and delivering training, depending on each customer's unique needs. It is important to gain customer commitment for allocating appropriate resources to be trained, both at the beginning of the implementation project and at the end, right before the go-live cutover to the new solution.

3.1 Solution Overview

The purpose of the solution overview is to provide the customer resources who will participate in the Business Requirements Workshop a baseline as to the terminology used within the Microsoft Dynamics solution.

3.2 Core Team Training

Core Team Training in the Design phase focuses on educating the customer resources who will actively participate in making decisions about how the software will be implemented. Training in the Deployment phase is focused on preparing customer resources for participation in User Acceptance Testing (which will also provide for training on using the new solution to complete their daily work and maintaining the solution in on-going daily operation.

3.3 Train-the-Trainer

Train-the-trainer session is conducted with the customer resources who will conduct the End User Training. This session prepares the customer resources to get accustomed to Product in conjunction with their business processes and also update necessary skills for providing training to end users.

3.4 End User Training

End-user training readies the customer's end users to participate in User Acceptance Testing. A well thought-out and published training agenda enhances the learning experience and enables end users to understand the overall solution, as well as perform their user-defined tasks.

3.5 Additional Training

If there are significant customizations being developed, additional training and/or procedure documentation may need to be created to supplement the documentation that is provided with the software. This additional documentation is typically created in the Development phase.
After the successful go-live, final updates may be required to training and daily procedure documentation that will be given to the customer. Additional training may be needed for a variety of reasons. This training might involve formal sessions for customer resources who were not trained prior to go-live, or it might involve informal or follow-up refresher sessions to maximize work efficiency on the new solution.

4 TRAINING SCHEDULE

4.1 Delivery

The Training scope for West Virginia will include the following components:

- Solutions Overview.
  - The purpose of the Conduct Solutions Overview for upgrades is to present the net-new functionality (or differences) for the Microsoft Dynamics® solution to the Customer Core Upgrade team like Organization Structure, Product and Information Management, Purchase Agreements, etc. With this knowledge of the net-new functionality, along with their knowledge of the existing functionality, the Customer Core Upgrade team will be better equipped to participate in the succeeding activities of the Business Requirements and Fit-Gap Analysis workshops.
- Core Team Training.
  - This will be a hands-on training session, conducted during the Design phase, to prepare the West Virginia Core team to provide input during solution design. There will be 5 training sessions, in a week, one for front office functionality and the other for back office functionality in Microsoft Dynamics. Each session can include 2 members from each department.
- Train-the-Trainer Sessions.
  - This will be a hands-on training session, conducted during the local country deployments. This will cover the breadth of the end user training roles and content. Each session can include 1 member from each department and session can be one go for the whole process.
- End User Training
  - End User Training on the Microsoft Dynamics will be delivered to up to 5 roles. These roles would span both the front office and back-office functions During the End User Training Strategy activity, planned to be completed during the Design Phase of Global Build., we will finalize the list of roles within West Virginia. Our estimate and scope of work covers up to 5 roles, with the assumption that one individual would be assigned to a role, along with the delivery of one round of end user training for each of these roles in each location. Subsequent training sessions will be conducted by West Virginia. On average each role is expected to take up to 2 days of classroom training. Mediums for various training sessions may be different and maximum number of people in any training session will be determined collaboratively between Online24x7 and West Virginia core team. For the purposes of this SOW, however, we have assumed that any hands-on classroom training session can include up to 15 people in each training session.

5 TRAINING METHODS

5.1 Hands-on Training

- Core Team Training.
  - This will be a hands-on training session, conducted during the Design phase, to prepare the West Virginia Core team to provide input during solution design. There will be 2 training sessions, each two weeks in duration, one for front office functionality and the other for back office functionality in Microsoft Dynamics. Each session can include up to 20 people.

- Train-the-Trainer Sessions.
  - This will be a hands-on training session, conducted during the local country deployments. This will cover the breadth of the end user training roles and content and is estimated to be a focused 1-week effort in duration for up to 5 West Virginia resources.

5.2 Presentation

- Solutions Overview.
  - This will be conducted during the Analysis phase and is limited to one session for the West Virginia Core Team members for both the front office and back office functionality in Microsoft Dynamics. This training will be instructor led and will be approximately 1 week long and can include up to 20 people.

5.3 Computer or Web-Based Training (CBT/WBT)

Microsoft Dynamics E-Learning is available.

5.4 Handouts

Tailored user manuals of Microsoft Dynamics will be provided as covered in the SOW

6 MATERIALS AND RESOURCES

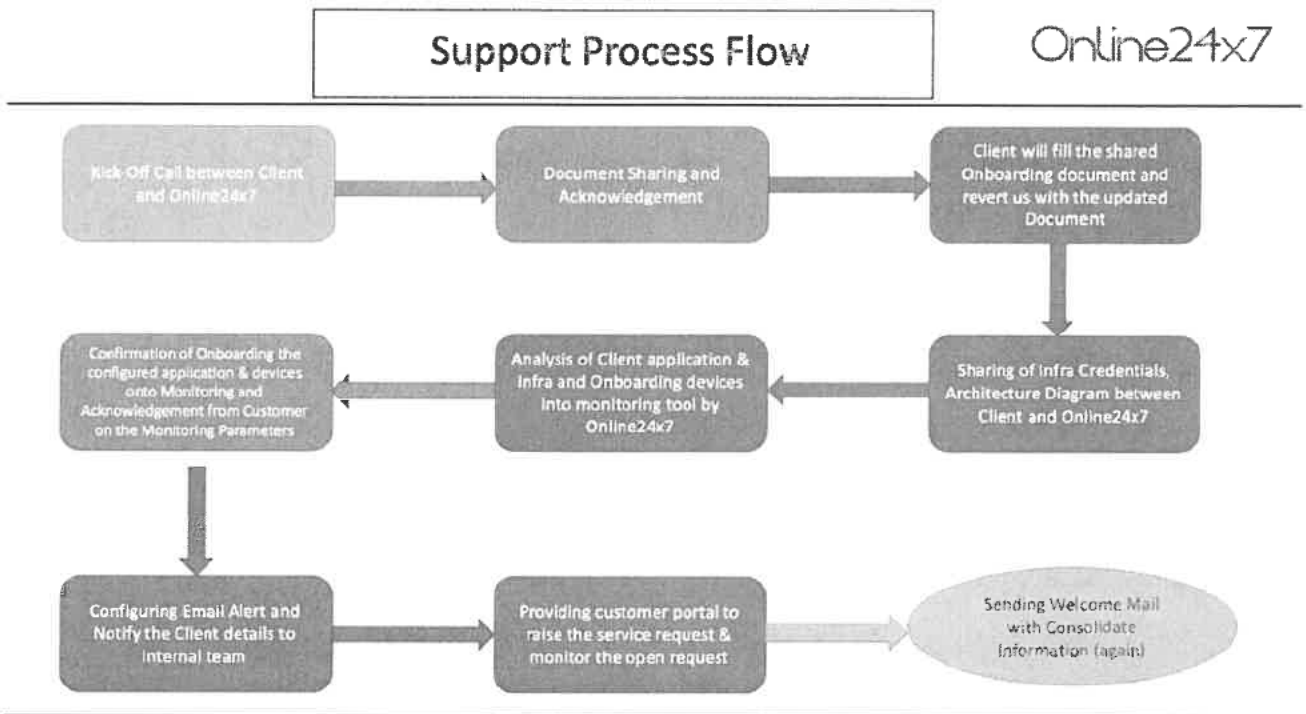
6.1 Materials

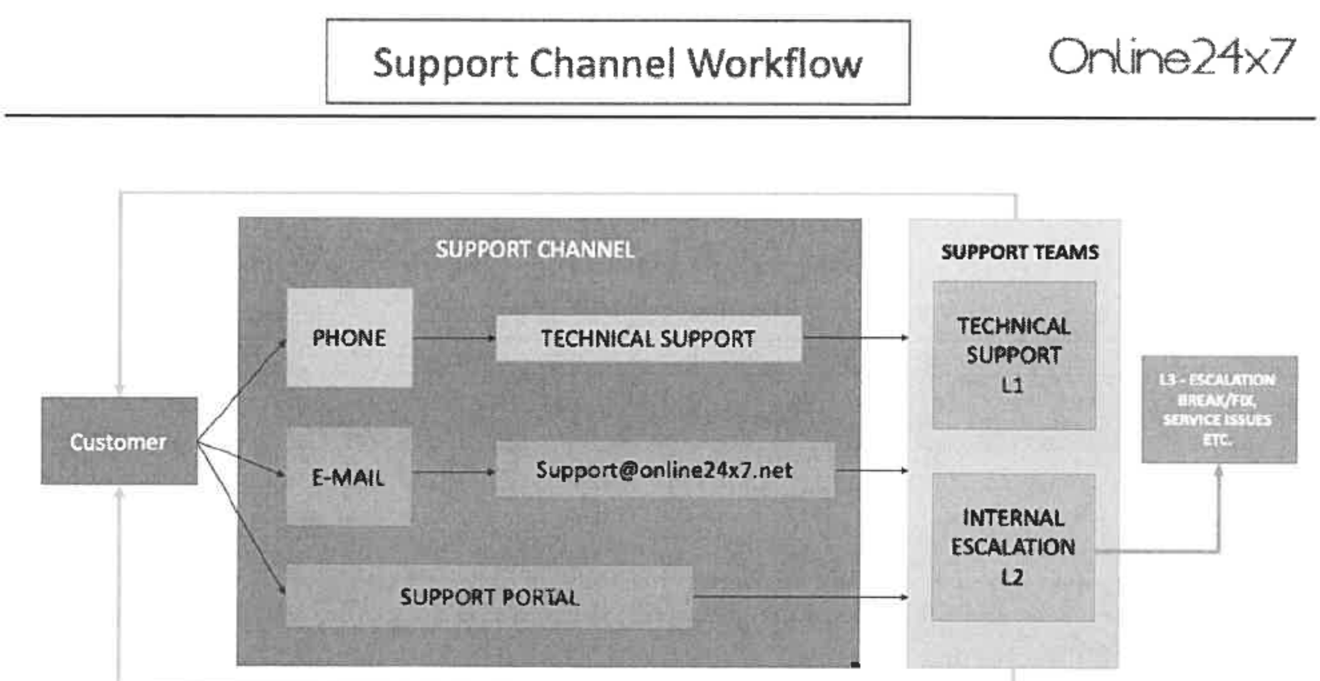
It is assumed that standard training manuals will be used. Training manuals for any customizations or enhancements to the application will be dealt with as part of the normal change control process for the relevant customization.

6.2 Resources

In accordance with the requirements of West Virginia, Online24x7 Resources will conduct the first round of End User Training across each role in each deployment country. West Virginia Trainers will be actively involved in this session, so as to gain enough confidence to conduct subsequent End User Training sessions. Details on the training to be provided are included in the scope section above.

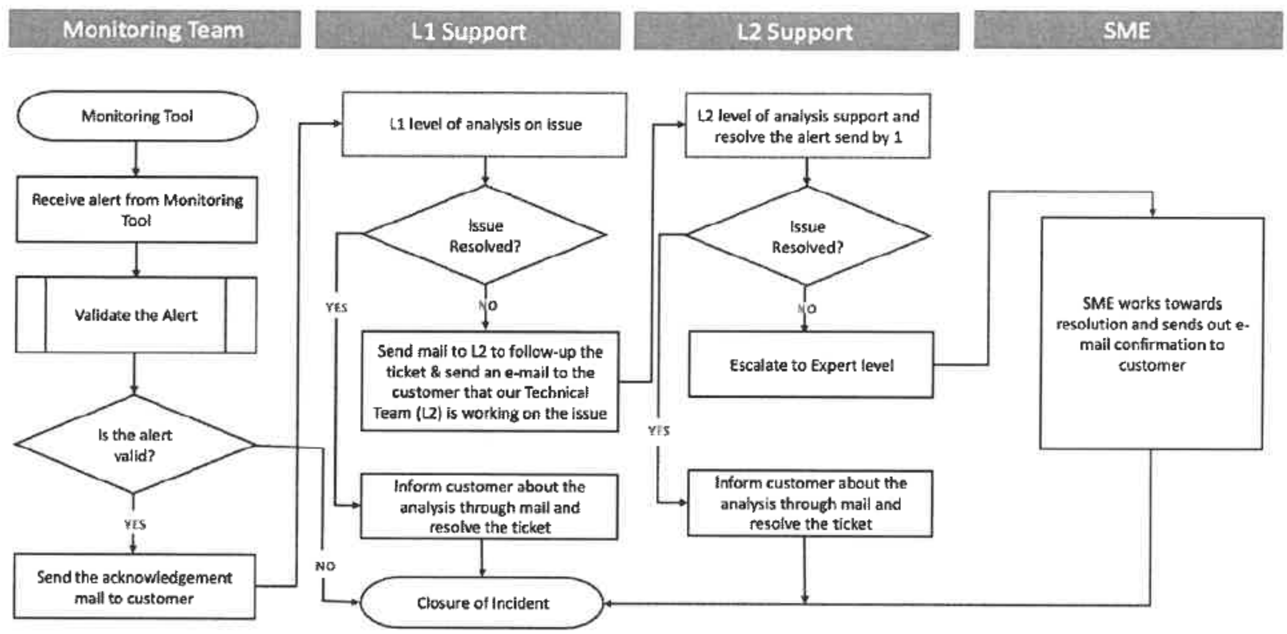
Customer Service Support





Delivery Model

Online24x7



DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

Gaurav Gautam Business Development Manager

(Name, Title) (Printed Name

and Title)

#400,10000 N US 75-Central Expy, Dallas Texas- 75231 US

(Address)

+1 (682) 350 9767

(Phone Number) / (Fax Number)

sales@online24x7.net

(email address)

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

By signing below, I further certify that I understand this Contract is subiect to the provisions of West Virginia Code 514-3-62, which automatically voids certain contract clauses that violate State law.

Online24x7 Inc

(Company)

DocuSigned by:

Gaurav Gautam

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(Authorized Signature) (Representative Name, Title)

Gaurav Gautam Business Development Manager

(Printed Name and Title of Authorized Representative)

5/21/2022

(Date)

+1 (682) 350 9767

(Phone Number) (Fax Number)

By signing below, I certify that I have reviewed this Request for Proposal in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that, to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

Online24x7 Inc

(Company)

Gaurav Gautam Business Development Manager

(Representative Name, Title)

+1 (682) 350 9767

(Contact Phone/Fax Number)

5/21/2022

(Date)

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFP WWV22-1

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
(Check the box next to each addendum received)

[X] Addendum No. 1	[ ] Addendum No. 6
[X] Addendum No. 2	[ ] Addendum No. 7
[X] Addendum No. 3	[ ] Addendum No. 8
[ ] Addendum No. 4	[ ] Addendum No. 9
[ ] Addendum No. 5	[ ] Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Online24x7 Inc

Company

DocuSigned by:

Gaurav Gautam

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Authorized Signature

5/21/2022

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.
Revised 6/8/2012

WV PEIA RFP Functional Requirements

ReqID	Process	Sub-Process	Requirement Detail	Response	Links
1	Eligibility and Enrollment	Foundational	Centralized eligibility and enrollment module to maintain and apply Agency rules, view and maintain eligibility and enrollment data, and import/export eligibility and/or enrollment data as necessary to carriers and other entities.	Yes	
2	Premium Management	Foundational	Centralized billing module to maintain current and historical premium rates, invoices, and payment records, calculate premium amounts, generate premium invoices, collect, apply, and reconcile invoice payments, and track open balances.	Yes	
3	Premium Management	Foundational	Reconciliation of outstanding invoices with incoming payments.	Yes	
4	System	Foundational	Management of coverage data.	Yes	
5	System	Foundational	Functions to support all required interfaces, including, but not limited to, interfaces between: •Supporting third party products such as Microsoft Great Plains. •Employers. •other related agencies (e.g., wvOASIS); and •TPAs.	Yes	
6	System	Reports, Forms, Letters, & E-communications	The system includes the capability to create templates/formats and generate reports, forms, and letters, including ad-hoc reporting capabilities.	Yes	
7	System	Reports, Forms, Letters, & E-communications	Provides an established library of forms, reports and letters that can be copied, modified and saved as a PEIA template.	Yes	
8	System	Reports, Forms, Letters, & E-communications	The system is capable of selecting groups of entities based on criteria(s) as defined by PEIA (i.e. based on plan enrollment specifics, employer type, employment status, user type, workflow triggers, etc.) and sending mass communications via email and SMS messaging. The system is also capable of updating the email or SMS message in the billing or enrollment portals "message center" to keep communications consistent across all channels.		
9	System	Foundational	The system should have the capability of interfacing with internal and external parties to exchange data at defined or ad-hoc frequency(ies). This includes the interface to exchange all data with PEIA's internal data warehouse at a frequency determined by PEIA.	Yes	
10	Cash Receipts	Accounting	The system should automatically reconcile electronic cash receipt types to billing invoices/amounts due where receipt amounts have been verified as having cleared with the financial institution.	Yes	
11	Cash Receipts	Accounting	The system should have the ability to accept miscellaneous revenue, deposit monies, and trigger appropriate workflows (ex. forfeitures, legal settlements, and old insurance contracts).	Yes	
12	Cash Receipts	Accounting	The system should have the ability to apply one payment to multiple AR and, or GL accounts.	Yes	
13	Cash Receipts	Accounting	The system should have the ability to support inter-fund accounting based on but not limited to, the employer, transaction type and insurance type for which a payment is made.	Yes	
14	Cash Receipts	Accounting	The system should have the ability to assign a status to a deposit (reconciled, pending, etc.).	Yes	
15	Cash Receipts	Accounting	The system should provide the ability for authorized PEIA staff to cancel or reverse invoices, including updating sub-ledger entries, while retaining all modifications in the account history.	Yes	
16	Cash Receipts	Accounting	The system should provide the ability to abate or reverse interest or fees.	Yes	
17	Cash Receipts	Accounting	The system should provide the ability to reverse payments submitted to PEIA (ex. bad check, Non-sufficient Funds, etc.) and re-set the invoice and invoice detail status.	Yes	
18	Cash Receipts	Employer Data	The system should have the ability to set a default payment type for employers and individual insurance subscribers.	Yes	
19	Cash Receipts	Interfaces	The system should be able to download and process an electronic, validated deposit file from the bank, making an image immediately available to designated authorized internal PEIA users and management.	Yes	
20	Cash Receipts	Interfaces	The system should provide the ability to transmit check images to PEIA bank accounts electronically in an automated deposit.	Yes	
21	Cash Receipts	Interfaces	The system should receive transactional data from financial institutions containing deposits regardless of method (ex. teller, ACH, wire transfer), check statuses (ex. cleared, suspended, open) and account balances.	Yes	
22	Cash Receipts	Invoices	The system should calculate interest for delinquent payment submissions by employers per PEIA business rules.	Yes	
23	Cash Receipts	Payment	The system should provide authorized internal PEIA users the ability to schedule and execute daily (or more frequent) electronic deposit processes.	Yes	
24	Cash Receipts	Reports, Forms, Letters, & E-communications	The system should automatically electronically notify the retiree when a direct bill payment is received on an invoice (partial or full).	Yes	
25	Cash Receipts	Reports, Forms, Letters, & E-communications	The system should create detailed and summary deposit reports by payment method and AR subledger account for daily deposits to PEIA bank accounts for reconciliation purposes.	Yes	
26	Cash Receipts	Reports, Forms, Letters, & E-communications	The system should notify employers, and direct bill retirees and PEIA of payments due, overdue balances, overpayments and credits.	Yes	
27	Cash Receipts	Reports, Forms, Letters, & E-communications	The system should notify the retiree when payment amount received is less than the expected amount.	Yes	

28	Cash Receipts	Reports, Forms, Letters, & E-communications	The system should produce barcoded or MICR remittance documents to accompany premiums and other payment submissions.	Yes	
29	Cash Receipts	Reports, Forms, Letters, & E-communications	The system should provide a means of accounting and reporting for aging unallocated cash receipts.	Yes	
30	Cash Receipts	Reports, Forms, Letters, & E-communications	The system should provide a view of employer reporting entities whose payments are delinquent, including an aging of delinquencies.	Yes	
31	Cash Receipts	Reports, Forms, Letters, & E-communications	The system should provide extensive reporting and analysis capabilities on all key data elements within the cash receipts process.	Yes	
32	Cash Receipts	Self-Service	The system should allow employers and members to select specific receivables or benefits to which to apply online payments and input partial payment amounts.	Yes	
33	Cash Receipts	Self-Service	The system should allow portal users to enter financial/banking information and payment frequency (auto-pay, one-time payment, etc.). The system should have the ability to store bank information, but should not store credit card information. Credit card information is passed directly to the to the financial institution used by PEIA.	Yes	
34	Cash Receipts	Usability	The system should allow authorized PEIA staff to search records against a number of demographic and payment data elements - such as member name, SSN, address, check routing number, account number, payment amount and payment date range.	Yes	
35	Cash Receipts	Usability	The system should enable all automated processes to be performed manually by designated internal PEIA users when necessary.	Yes	
36	Cash Receipts	Validation	The system should have the ability to limit automatic drafts for individuals, if the draft is over a certain amount. Where the amount is a system parameter that can be maintained by internal PEIA users.	Yes	
37	Cash Receipts	Validation	The system should have the ability to reject payments based on the status of the member (terminated, separated, etc.).	Yes	
38	Cash Receipts	Validation	The system should prevent employers from creating and/or submitting the same deposit form more than once.	Yes	
39	Cash Receipts	Validation	The system should warn employers or members when they attempt to make out-of-sequence payments.	Yes	
40	Cash Receipts	Workflow & Case Management	The system should automatically trigger workflow every "x" (days or weeks) when reimbursement is due to an annuitant retiree for an overpayment due to death or an erroneous premium billed amount.	Yes	
41	Refunds	Interfaces	Refund transaction data should be automatically processed in a batch mode and sent to wvOassis as part of the reimbursement workflow for annuitant retirees.	Yes	
42	Cash Receipts	Workflow & Case Management	The system should initiate a workflow for unidentified receipts to facilitate research, credit the appropriate accounts and notify the payer.	Yes	
43	Cash Receipts	Workflow & Case Management	The system should initiate a workflow if a receipt has not been received within a defined period of time (ex. forfeiture, insurance premium payments, contributions). Where the defined period of time is a system parameter that can be maintained by internal PEIA users.	Yes	
44	Cash Receipts	Workflow & Case Management	The system should initiate a workflow when a receipt is returned to create an accounts receivable and change the status of the account's payment type.	Yes	
45	Cash Receipts	Workflow & Case Management	The system should initiate workflows for electronic payments.	Yes	
46	Cash Receipts	Workflow & Case Management	The system should initiate workflows for physical payments that are front end imaged and route to the appropriate internal PEIA users.	Yes	
47	Customer Service	Interfaces	The system should enable integration with existing IVR (Interactive Voice Response) and supporting computer telephony integration (CTI) application that automatically displays all of the relevant caller and account information on a Customer Service Agent's screen during a call.	Yes	
48	Customer Service	Interfaces	The system should enable integration with the existing IVR system to obtain participant request for form mailings.	Yes	
49	Customer Service	Interfaces	The system should enable integration with a third party document management system to retrieve documents stored by participant or employer or other entity (assuming the system does not have it's own DMS functionality).	Yes	
50	Customer Service	Interfaces	The system should enable integration with other customer service tools and applications.	Yes	
51	Customer Service	Person Data	The system should be able to intake data relating to a subscriber's and their dependents' or survivor's eligibility, enrollment, other information including communications via phone, email, chat, mail or other.	Yes	
52	Customer Service	Relationship Management	PEIA users can categorize communications by intake type (phone, email, etc.), category (i.e. eligibility, enrollment, billing, etc.), date and time in order to efficiently access specific records and report on specific intake data.	Yes	
53	Customer Service	Relationship Management	The system should allow for an unlimited character field for tasks or notes.	Yes	
54	Customer Service	Relationship Management	The system should allow files or pictures to be attached or inserted to tasks or notes.	Yes	
55	Customer Service	Relationship Management	The system should be able to produce reports and dashboards showing a history of all intake data, contacts, notes, workflows, and cases.	Yes	
56	Customer Service	Relationship Management	The system should provide the ability to track a case (request or issue) from initial request to resolution. Tracking data includes the assigned user, entry date/time of information updates, status of issue (entered, assigned, in progress, resolved).	Yes	
57	Customer Service	Reports, Forms, Letters, & E-communications	The system should have ad-hoc query capabilities to select groups of participants and/or employers for mass mailings.	Yes	

58	Customer Service	Reports, Forms, Letters, & E-communications	The system has the capability of printing identifying information as a barcode on statements or letters to be used for document management purposes.	Yes	
59	Customer Service	Reports, Forms, Letters, & E-communications	The system should record all outgoing and incoming mail to the participant's record.	Yes	
60	Customer Service	Reports, Forms, Letters, & E-communications	The system has the capability of printing addresses on mass mailings as necessary to avoid label generation.	Yes	
61	Customer Service	Reports, Forms, Letters, & E-communications	The system should be able to read IVR data and requests, update the system accordingly and send requested forms to the participant.	Yes	
62	Customer Service	Reports, Forms, Letters, & E-communications	The system should provide Customer Service Representatives with a method of quickly and easily requesting various documents for a participant and route the requests to the mailroom where they can process the requests in batches or as individual requests.	Yes	
63	Customer Service	Reports, Forms, Letters, & E-communications	The system should be able to produce frequently requested letters (certificate of creditable coverage, premium verification, etc.).	Yes	
64	Customer Service	Reports, Forms, Letters, & E-communications	The system should provide the ability to link a document to a subscriber or employer contact record and/or case.	Yes	
65	Customer Service	Reports, Forms, Letters, & E-communications	The system should provide the ability to replicate any notification.	Yes	
66	Customer Service	Reports, Forms, Letters, & E-communications	The system should provide the functionality for alerts when requests for documents go unanswered.	Yes	
67	Customer Service	Reports, Forms, Letters, & E-communications	The system should provide reports on pended or "open" enrollments where enrollment has not been finalized. Reports can be run for a reason (i.e. documentation not received, approval not provided, etc.), by age, by enrollment type (retiree, dependent, Medicare, etc.) or other values or by combination of values.	Yes	
68	Customer Service	Security	The system should provide the capability to display key information for the participant or employer based on the user's role.	Yes	
69	Customer Service	Set Up and Maintenance	Entities other than participants and employers (i.e. vendors, TPAs, etc.) and their contact information can be configured within the CRM system to track tasks and cases.	Yes	
70	Customer Service	System Data	The system should house a knowledge management database with answers to typical questions, policies, and procedures that can be accessed by all employees.	Yes	
71	Customer Service	Usability	The system should provide a direct link from the customer service display for internal PEIA users to view the subscriber or employer information.	Yes	
72	Customer Service	Validation	The system should apply all business rules when processing customer service transactions.	Yes	
73	Customer Service	Workflow & Case Management	The system should be able to age a case or task and set up reminders to move cases into current day or other designated work queue.	Yes	
74	Death Notification and Processing	Benefit Payments & Refunds	The system should automatically terminate health and insurance coverage for the deceased and dependents when a death is confirmed, and trigger the survivor enrollment process if eligible.	Yes	
75	Death Notification and Processing	Benefit Payments & Refunds	The system should calculate and issue refunds for overpayment of insurance benefits premiums per PEIA business rules.	Yes	
76	Death Notification and Processing	Benefit Payments & Refunds	The system should provide the ability to reverse a death entered in error and to reinstate a retirement and/or insurance benefit for the member if applicable. The system should be able to automatically compute amount due for the period of time the account was terminated or suspended.	Yes	
77	Death Notification and Processing	Benefit Payments & Refunds	The system should track overpayments by identifying payments processed after the death of a payee as ineligible payments.	Yes	
78	Death Notification and Processing	Death Notification and Processing	The system should have the ability to receive and standardize death notifications and key data elements from multiple sources and automatically initiate appropriate workflow process based on member status.	Yes	
79	Death Notification and Processing	Foundational	The system should allow employers to report all necessary information for a death notification through the employer portal.	Yes	
80	Death Notification and Processing	Foundational	The system should provide the capability to record the initial source through which PEIA was notified of the death and the date of notification.	Yes	

81	Death Notification and Processing	Person Data	The system should provide the ability for internal PEIA users to edit or remove any death notification.	Yes	
82	Death Notification and Processing	Person Data	The system should provide the capability to mark a member as deceased.	Yes	
83	Death Notification and Processing	Person Data	The system should provide the capability to record the deceased date of death.	Yes	
84	Death Notification and Processing	Reports, Forms, Letters, & E-communications	The system should notify dependents of health and insurance benefits eligibility benefits available.	Yes	
85	Death Notification and Processing	Reports, Forms, Letters, & E-communications	The system should notify as necessary to provide information to the applicable third-party administrator or insurance provider to process life insurance claims and provide the ability to view and download required forms.	Yes	
86	Death Notification and Processing	Workflow & Case Management	The system should be able to assign a status and initiate appropriate workflows for death notifications per PEIA business rules.	Yes	
87	Eligibility	Foundational	The system should provide the capability to flag a Member's account as having terminated employment.	Yes	
88	Eligibility	Person Data	The system should provide the capability to capture required subscriber eligibility and enrollment attributes during the set-up process for a new participating employer.	Yes	
89	Eligibility	QDRO Processing	The system should provide for recording the receipt of a Qualified Domestic Relations Order (QDRO) and relate the QDRO to a specific Subscriber.	Yes	
90	Eligibility	Rules	All rules should be effective date based where the rule should be applied inclusive of the effective date and end inclusive of the expiration date.	Yes	
91	Eligibility	Rules	If a member enrolls for life insurance after initial enrollment, coverage should become effective the first day of the calendar month following approval from the life insurance carrier.	Yes	
92	Eligibility	Rules	The comprehensive rules engine should be accessible to PEIA (with appropriate security) to view, or to make rule additions or changes. All rule additions or edits should be documented with the username, date, time and a description of the addition/edit.	Yes	
93	Eligibility	Rules	The system should allow life insurance enrollment (basic, optional or dependent life insurance) for members or retirees at any time.	Yes	
94	Eligibility	Rules	The system should allow multiple health subscribers to cover the same dependents, but not for the same benefit. It should trigger a warning message and prevent the data from saving if a subscriber enters a dependent currently covered for the benefit.	Yes	
95	Eligibility	Rules	The system should apply eligibility rules and provide the appropriate choices for health and insurance enrollment during all applicable enrollment periods.	Yes	
96	Eligibility	Rules	The system should apply other eligibility rules for benefit options available to those members who are 65 or older, but do not qualify for Medicare.	Yes	
97	Eligibility	Rules	The system should automatically change health coverage to the Medicare Supplement when a retiree, survivor or their covered dependent gains Medicare due to disability.	Yes	
98	Eligibility	Rules	The system should automatically change health coverage to the Medicare Supplement when a retiree, survivor or their covered dependent turns 65 and is Medicare eligible.	Yes	
99	Eligibility	Rules	The system should automatically change health coverage to the Medicare Supplement, when appropriate, for a retiree or survivor when the Centers for Medicare and Medicaid Services (CMS) file reports the gain of Medicare for the member or covered dependents.	Yes	
100	Eligibility	Rules	The system should automatically terminate coverage for a dependent when they are no longer eligible based on age.	Yes	
101	Eligibility	Rules	The system should automatically terminate coverages when no longer eligible or a benefit is no longer available.	Yes	
102	Eligibility	Rules	The system should automatically update the subscriber or covered dependent's Medicare information (HICN, MBI, reason, effective dates) when they gain Medicare.	Yes	
103	Eligibility	Rules	The system should calculate eligibility for a benefit based on multiple factors including but not limited to: employer, member hire date, member address, PEIA status (active, retiree), job type (Deputy Sheriffs, elected official, etc.), job status, death, divorce, employment history (hire, termination), special event (birth, loss of other coverage), termination, years of service, etc. as documented in the PEIA Plan Documents and Summary Plan Descriptions noted below: SPD (link in column E): Page 11 - PPB Plan D WV only plan, Page 38 - Post 2010 employees ineligible for subsidized retiree health and life insurance Page 39 - Pre 1997 Retirees, Post 1997 Retirees, Surviving Dependents Page 40 - Employer Paid Retiree Insurance, pre and post 1988 hire dates Page 42 - Retiree Premium Assistance	Yes	https://peia.wv.gov/Forms-Downloads/Documents/summary_plan_descriptions/SummaryPlanDescription_ABD2022-web.pdf
104	Eligibility	Rules	The system should capture information on employee transfers and dual employments and provide enrollment opportunities for the benefits the member is eligible for per PEIA business rules (Employee/Employee Spouse Family Policy Tier) as documented in the PEIA Plan Documents and Summary Plan Descriptions noted below: SPD (link in column E): Page 22 - Family with Employee Spouse	Yes	https://peia.wv.gov/Forms-Downloads/Documents/summary_plan_descriptions/SummaryPlanDescription_ABD2022-web.pdf
105	Eligibility	Rules	The system should distinguish between different eligibilities of children (ex. temporary incapacitated, permanent incapacitated, child under 26, National Medical Support Notice).	Yes	

106	Eligibility	Rules	The system should enroll temporarily and permanently incapacitated children as dependents and trigger workflow for review by an internal PEIA user at intervals defined per PEIA business rules. The review process should include automated correspondence and follow-up until a response is received.	Yes	
107	Eligibility	Rules	The system should generate a report of policyholders affected by the rule edit in test or production mode.	Yes	
108	Eligibility	Rules	The system should have parameters on all plans or benefits that can be used to qualify those eligible to enroll based on specific criteria in the rules engine.	Yes	
109	Eligibility	Rules	The system should have the ability for the spouse to be of the same sex as the member.	Yes	
110	Eligibility	Rules	The system should not provide coverage in any plan unless the employee is enrolled. There is no default plan.	Yes	
111	Eligibility	Rules	The system should notify the member when coverage is terminated.	Yes	
112	Eligibility	Rules	The system should only allow health insurance enrollment for a qualifying event for a member and their dependents during the month in which the qualifying event occurred and the following two calendar months. After this "event enrollment period", the employee and existing dependents are no longer eligible for health insurance enrollment until the open enrollment period or if the member has another qualifying event.	Yes	
113	Eligibility	Rules	The system should only allow initial health insurance enrollment for a member and their dependents during the month in which the employee is hired and the following two calendar months. After this "initial enrollment period", the employee and existing dependents are no longer eligible for health insurance enrollment until the open enrollment period or if the member is within the month of or two subsequent months of a qualifying event.	Yes	
114	Eligibility	Rules	The system should provide a comprehensive rules engine for benefit administration, eligibility and termination determination and maintenance of all active and retiree health benefit and insurance program options.	Yes	
115	Eligibility	Rules	The system should provide the ability for a Medicare Primary eligible subscriber or dependent to independently elect or opt out of the plan and trigger workflow to an internal PEIA user to complete the process.	Yes	
116	Eligibility	Rules	The system should provide the capability to automatically notify a survivor of applicable insurance benefits based on PEIA business rules.	Yes	
117	Eligibility	Rules	The system should provide the capability to update enrollment eligibility requirements through configuration, without the need for programming updates.	Yes	
118	Eligibility	Rules	The system should provide the option to copy a rule addition or edit that is in test mode to production.	Yes	
119	Eligibility	Rules	The system should provide the option to execute a rule edit(s) in a test mode prior to promoting a rule change to production. Any rule edits or additions that were not promoted to production may be deleted by users with appropriate security.	Yes	
120	Eligibility	Rules	The system should use the Centers for Medicare and Medicaid Services (CMS) match file to automatically terminate COBRA benefits per PEIA business rules.	Yes	
121	Eligibility	Rules	When initial enrollment (new employee) is received, health and basic life insurance coverage should become effective the first day of the calendar month following the date of enrollment. If a member enrolls on the first day of employment or enrolls prior to the hire date, coverage should not be effective until the first day of the calendar month following the hire date. Optional additional life insurance coverage above the General Issuance Amount should be effective the first day of the calendar month after the insurance carrier provides approval. Optional life insurance up to the General Issuance amount can be added during the initial hire date without underwriting approval.	Yes	
122	Employer Reporting	Accounting	The system should automatically create debit/credit transactions to the general ledger for corrections in reported data with appropriate audit trail.	Yes	
123	Employer Reporting	Accounting	Upon acceptance and posting, the system should have the capability to automatically create appropriate general ledger transactions associated with employer remittances, penalties, services and interest charges including invoices for delinquent payments.	Yes	
124	Employer Reporting	Audit	The system should provide capability to audit or track rollback or reversal of payroll file.	Yes	
125	Employer Reporting	Audit	The system should provide capability to create and maintain an audit trail that should record any adjustment, cancellation or manual posting or other reporting data to a member or employer's record.	Yes	
126	Employer Reporting	Employer Data	The system should provide the capability to capture comments/notes regarding specific employer delinquencies or other employer-related information.	Yes	
127	Employer Reporting	Interfaces	The system should provide capability to process direct interface file records for certain reporting entities, such as OASIS and RHBT, when a remittance advice has been submitted and an IET payment type is selected. The interface file should contain all fields required to create the IET at the receiving entity.	Can be customised in the system	
128	Employer Reporting	Invoices	The system should automatically calculate and electronically notify employers of penalties, service charges and interest charges relating to late reports/remittances per PEIA business rules.	Yes	
129	Employer Reporting	Invoices	The system should have the capability to create Debit/Credit invoices for employer penalties, service charges and interest charges relating to late reports/remittances.	Yes	
130	Employer Reporting	Invoices	The system should have the capability to issue credit and/or debit invoices to employers for contributions remitted in error.	Yes	
131	Employer Reporting	Reports, Forms, Letters, & E-communications	The system should allow internal PEIA users to view employer report progress and produce reports about which employer reports have been received, late, delinquent, and view what patterns in reporting exist, etc. Employers should be automatically notified of late reports and non-compliant employers should be flagged per PEIA business rules.	Yes	
132	Employer Reporting	Reports, Forms, Letters, & E-communications	The system should have the ability to generate a reconciliation report based on the insurance premium data received on the employer report and what was previously billed to the employer. This report should be available on the employer portal and to internal PEIA users.	Yes	
133	Employer Reporting	Reports, Forms, Letters, & E-communications	The system should provide a summary report on any contribution transmittal file, including, for example, the following information: - Batch Number - Pay Period Begin Date - Pay Period End Date - Pay Date - Total Contribution Amount - Insurance Premium Amount - Number of Members Reported	Yes	

134	Employer Reporting	Reports, Forms, Letters, & E-communications	The system should provide employers the ability to produce pre-defined reports for their reporting population via the employer portal, such as variance reports (% or $), exception reports, Member historical contribution transaction reports and an employer account history.	Yes	
135	Employer Reporting	Reports, Forms, Letters, & E-communications	The system should provide the ability for employers and internal PEIA users to query and report on financial information by employer or member to include all appropriate financial data, (ex. amounts paid, amounts outstanding, interest adjustments, etc.).	Yes	
136	Employer Reporting	Reports, Forms, Letters, & E-communications	The system should provide the ability to produce annual statements for PEIA and for employers (ex. finances, PEIA membership information, etc.) for ACFR, PAFR, GASB or CEM Benchmark reporting.	Yes	
137	Employer Reporting	Reports, Forms, Letters, & E-communications	The system should provide the ability to produce on demand a report indicating one or more Members' names, Social Security Numbers, benefit elections, benefit amounts, subsidy amounts and service credit for any given period of time.	Yes	
138	Employer Reporting	Reports, Forms, Letters, & E-communications	The system should provide the capability for detailed reporting on those records that have not passed validation and have been written to the exceptions table. The following information must be reported: - Plan - Pay Period / Transmittal Number - Name - Employee or other ID Number - Validation rule violation description - Payment Imbalance Amount (if applicable)	Yes	
139	Employer Reporting	Reports, Forms, Letters, & E-communications	The system should provide the capability to generate electronic notifications to employer and employee with details on any adjustment made by internal PEIA users to salary, payments, and/or service.	Yes	
140	Employer Reporting	Self-Service	The system should allow employers to log on to the portal and view a dashboard of open invoices including an current invoice or past invoice indicator, the invoice period, the invoiced amount, the amount remaining due, a grand total amount due, a "Pre-March 2008 Balance (if applicable - and not included in the total amount due)and any unapplied payments (credit amounts). Internal PEIA users should have access to view an employer's dashboard as well.	Yes	
141	Employer Reporting	Service Data	The system should automatically post service credit upon receipt of data or reports from the retirement agency.	Yes	
142	Employer Reporting	Service Data	The system should have a set of effective dated configurable categories of pay types to accommodate non-standard compensation earnable pay elements. These pay types can be included on the employer payroll report, flagged based on business rules for review, and the detailed pay breakdown should be captured in the system. These non-standard pay types can include furlough supplements, special monthly contributions, supplemental postings, overtime, bonuses, etc.	Yes	
143	Employer Reporting	Service Data	The system should have configurable business rules to support service credit adjustments that have no change to earnings associated with them and may change for future or historical payroll periods based on legislation	Yes	
144	Employer Reporting	Service Data	The system should have the ability to capture employer payroll data elements for all pay types, (ex. regular pay, mandatory overtime pay, non-mandatory overtime pay, special pay, etc.), including but not limited to pay cycle/frequency, wage information, contributions remitted for each pay type, pay for annual leave and/or sick leave if permitted, contributions on leave pay, retiree wage indicator and employee class.	Yes	
145	Employer Reporting	Service Data	The system should import and store employer reporting data for non-members, for use in future purchase of service should the employee become a Member.	Yes	
146	Employer Reporting	Set Up and Maintenance	The system should provide automation tools to create an employer's member population using a file upload.	Yes	
147	Employer Reporting	Set Up and Maintenance	The system should provide automation tools to globally terminate or transfer an employer's member population for the applicable health and insurance benefits per PEIA business rules (ex. Local subdivision leaves coverage, one or more employers merge into a new employer).	Yes	
148	Employer Reporting	Usability	The system should provide the capability to display all transmittal exceptions on a user interface screen and with the ability to update the transaction data prior to posting of the report.	Yes	
149	Employer Reporting	Validation	The system should automatically cap service credit for each plan upon receipt of reports and contributions per PEIA business rules and with the ability for an authorized internal PEIA user to review and override exceptions.	Yes	
150	Employer Reporting	Validation	The system should notify the employer that a Member is not included on the employer's payroll report if PEIA data indicates that an employee status is active for a particular employer. The employer should be responsible for providing these corrections through the employer portal.	Yes	
151	Employer Reporting	Validation	The system should provide an authorized internal PEIA user the ability to reverse, or roll back the transmittal import process if the transmittal file is discovered to be invalid. No residual records or data of any sort should remain with regard to Member or employer records such as premium payments. In other words, the records should be reversed so that they are not posted.	Yes	
152	Employer Reporting	Validation	The system should provide capability for an internal PEIA user to select an exception and post it to the Member record once corrective action has been taken.	Yes	
153	Employer Reporting	Validation	The system should provide capability to prevent updates to committing to the system when fatal errors exist.	Yes	
154	Employer Reporting	Validation	The system should provide capability to store/archive historical employer reporting exception errors (messages) for reporting purposes, even after the exception has been "cleared" and "posted" to the Member's record.	Yes	
155	Employer Reporting	Validation	The system should provide exceptions via pop-up messages to employers who enter Member payroll data (member-by-member) via the employer portal. Employers who upload a payroll file should receive an email with a link directing them to the employer portal to view their exceptions and audit trail reports.	Yes	
156	Employer Reporting	Validation	The system should provide real-time validations to the reporting data that automatically balance/reconcile insurance premiums on a detailed member-by-member basis and at a summary report level per PEIA business rules. Upon validation, internal PEIA users can determine discrepancies and initiate workflow for required employer error correction.	Yes	
157	Employer Reporting	Validation	The system should provide the ability to process partial reports, allowing for the processing of acceptable records and suspending other transactions for correction/documentation by the employer, and to hold approved reports in a pending status until payment is received from the employer.	Yes	
158	Employer Reporting	Validation	The system should provide the capability for authorized PEIA internal users to flag Members as "auto-exception" for employer reporting purposes if they have known issues that should prompt continual messages or exceptions on future reports.	Yes	

159	Employer Reporting	Validation	The system should provide the capability for internal PEIA users to correct employer reported data by manual entry and make corrections to historical reporting periods, providing an audit trail for all transactions. These adjustments must be able to be displayed at the summary and detail level in the employer portal and internally to authorized PEIA staff.	Yes	
160	Employer Reporting	Validation	The system should provide the capability to collect certain demographic data to validate Members during the processing of employer reports. In the case of mismatches, error messages should be generated and correction by the employer should be required before the data can be posted to the Member account.	Yes	
161	Employer Reporting	Validation	The system should validate data based on PEIA business rules and defined report tolerances prior to accepting a submitted file (valid pay period, file layout, file format, batch ID, balanced dollar totals, balanced Member count totals, blank fields, and duplicate Member records) and generate error messages to the employer through the employer portal to investigate, correct, and resubmit transactions as needed.	Yes	
162	Employer Reporting	Workflow & Case Management	The system should provide the ability to classify data validation exceptions by severity and trigger workflow to the appropriate internal PEIA users prior to posting based on criteria such as severity of the error or time lapse for the employer to successfully submit a report.	Yes	
163	Employer Self Service	Accounting	The system should allow Benefit Coordinators or employer users to submit and maintain electronic payment(s) and payment methods.	Yes	
164	Employer Self Service	Accounting	The system should provide users with applicable GASB reporting requirements through the employer portal.	Yes	
165	Employer Self Service	Foundational	The system should provide portal content specific to external partners (ex. Benefit coordinators, payroll vendors, member, retirees, survivors) that need to access the system to complete functions such as viewing employee insurance coverage data, initiating enrollment transactions, or providing employer reporting data.	Yes	
166	Employer Self Service	Foundational	The system should provide the ability for users to perform multiple benefit changes related to one event per PEIA business rules.	Yes	
167	Employer Self Service	Invoices	The system should provide the capability for employers, retirees and PEIA staff to view, retrieve, and print billing statements through the portal.	Yes	
168	Employer Self Service	Person Data	The system should provide the ability for an authorized contact at each employer to elect a default communication method for all users of that employer, such that they can receive notifications, certain mailings, forms and documents, etc.	Yes	
169	Employer Self Service	Person Data	The system should provide the ability for each user of an employer to elect and maintain their own individual communication method preference, such that they can receive notifications, certain mailings, forms and documents, etc.	Yes	
170	Employer Self Service	Person Data	The system should provide the capability for employers to maintain employer and user contact information and store information for multiple employer contacts and role types.	Yes	
171	Employer Self Service	Person Data	The system should display the applicable employer Benefit Coordinator and their contact information as well as the PEIA Eligibility Representative and their contact information within one location.	Yes	
172	Employer Self Service	Premiums	When a Benefit Coordinator makes a coverage or benefit change, the system should display the expected premium cost change based on of the effective date of the change.	Yes	
173	Employer Self Service	Reports, Forms, Letters, & E-communications	The system should automatically generate notifications to employers when action is needed to process a member transaction (ex. required document needed, enrollment not complete, etc.).	Yes	
174	Employer Self Service	Reports, Forms, Letters, & E-communications	The system should automatically notify users to inform them that they have a message waiting on the portal.	Yes	
175	Employer Self Service	Reports, Forms, Letters, & E-communications	The system should automatically send confirmation to users and employer contacts based on their communication preference for events where they requested PEIA participation. Confirmations should include the names, contact information and pictures of Employer Services staff who are assigned to present/attend.	Yes	
176	Employer Self Service	Reports, Forms, Letters, & E-communications	The system should automatically send electronic reminders at configurable intervals to users and PEIA Employer Services staff who are registered to attend a seminar/event.	Yes	
177	Employer Self Service	Reports, Forms, Letters, & E-communications	The system should provide a message center through the portal (for employer users, members or retirees) that allows users to submit and receive secure messages, receive notification of new messages and mark messages as read/unread.	Yes	
178	Employer Self Service	Reports, Forms, Letters, & E-communications	The system should provide action items on the user's dashboard that contains time sensitive alerts or reminders (ex. enrollment deadline approaching, delinquencies, awaiting documentation, etc.).	Yes	
179	Employer Self Service	Reports, Forms, Letters, & E-communications	The system should provide inquiry access for users to view effective-dated information such as employer contributions, key member data, historical and pending billing, retiree statements, transactional data and statuses.	Yes	
180	Employer Self Service	Reports, Forms, Letters, & E-communications	The system should provide reporting metrics on the usage of the employer portal (ex. number of logins, most commonly requested information, identify low utilization employers, counts of hits v. confirmed transactions by application type, how long employers spent on the site and within application type, the different browsers utilized, IP addresses, etc.).	Yes	
181	Employer Self Service	Reports, Forms, Letters, & E-communications	The system should provide the ability for users to complete alerts or reminders and to remove from their action item(s).	Yes	
182	Employer Self Service	Reports, Forms, Letters, & E-communications	The system should provide the capability for employers to create/submit/download any required forms from the employer portal (ex. adjustment forms, employment forms, etc.).	Yes	
183	Employer Self Service	Security	The system should allow Benefit Coordinators the ability to access a member's information to view or make corrections to their account for the period in which they were working for them. Only certain information is viewable depending on if the member is a current or past employee with the employer.	Yes	
184	Employer Self Service	Security	The system should have the capability for employers to maintain Benefit Coordinator portal user logins and contact information and store information for multiple employer contacts and role types.	Yes	
185	Employer Self Service	Self-Service	The employer dashboard should indicate the last update date and time.	Yes	

186	Employer Self Service	Self-Service	The system should allow an employer user to adjust employee employment information which may or may not affect a historical or current invoice.	Yes	
187	Employer Self Service	Self-Service	The system should provide the capability for employers to view insurance coverage for a transferring member through the employer portal once the transfer process is initiated.	Yes	
188	Employer Self Service	Usability	The employer portal should use agency standards for the look and feel (branding) of the site.	Yes	
189	Employer Self Service	Usability	The system should allow users to personalize and maintain their employer portal view (ex. arrange dashboard to a view that appeals to them and fits their needs, with PEIA event registration links, recently visited or most popular screens).	Yes	
190	Employer Self Service	Usability	The system should generate random sample employer surveys to capture feedback on an employer's portal experience.	Yes	
191	Employer Self Service	Usability	The system should include access through the employer portal to interactive online help features including FAQ's, secure messaging, online chat or video conferencing for the employers to communicate with internal PEIA users regarding more in-depth data and member-specific discussions for resolution.	Yes	
192	Employer Self Service	Usability	The system should provide dynamic, targeted banners or messages, embedded audio or video through the employer portal to inform employers of available benefits and programs (ex. Wellness programs, announcements, etc.).	Yes	
193	Employer Self Service	Usability	The system should provide the ability for users to report any usability issues or suggestions for improvements through the employer portal which should be routed to internal PEIA users for review.	Yes	
194	Employer Self Service	Usability	The system should provide the ability to link to any section of PEIA's web site from the employer portal (ex. to access forms, agency publications, resources, etc.).	Yes	
195	Employer Self Service	Usability	The system should provide the capability for internal PEIA users to view the same screen and data being entered that the employer portal user is seeing to adequately help/troubleshoot with questions. The system should keep a log of any screen-sharing that is done by an internal PEIA user.	Yes	
196	Employer Self Service	Usability	The system should provide the capability for payment status tracking through the employer portal (ex. Member and employer premiums, credits, fees, etc.).	Yes	
197	Employer Self Service	Usability	The system should provide the capability for users to select the date the payment should be withdrawn from their account through the employer portal.	Yes	
198	Employer Self Service	Usability	The system should provide the capability to make available and display the employer portal screens and functionality appropriately through the use of a mobile device.	Yes	
199	Employer Self Service	Validation	The system should allow users to input retroactive member transactions through the employer portal, per PEIA business rules (ex. transfers, special eligibility situations during insurance open enrollment, etc.).	Yes	
200	Employer Self Service	Validation	The system should provide an option for employers to include or exclude retroactive billings as an "as of date" in order to assist in reconciling invoices.	Yes	
201	Employer Self Service	Validation	The system should provide employer portal support tools including transaction wizards that apply appropriate edits, messages, and guided step-by-step questions when submitting data (ex. interactive options provided during open enrollment to help employers assist members; new hires electing retirement plan; new retirees choosing benefit options).	Yes	
202	Employer Self Service	Validation	The system should provide the capability to capture all required fields for different employee types through the employer portal and prevent saving the transactions if the required fields are not complete. (ex. new employees, current employees, terminated employees, transferring employees, return to work retirees, dual employment employees, other health insurance information, etc.).	Yes	
203	Employer Self Service	Validation	The system should provide, for the employer portal, the capability to perform 'real-time' validations and provide on screen context-sensitive error, warnings, and help messages where applicable based on configurable business rules. Where appropriate, these business rules should allow for direct posting of data to the system (ex. validated employer reporting data posting directly to the Member account).	Yes	
204	Employer Self Service	Workflow & Case Management	The system should allow users to submit transactions and be able to view, save, update, retrieve, and check status.	Yes	
205	Employer Self Service	Workflow & Case Management	The system should initiate a workflow for the member or appropriate internal PEIA user when an action item or task is completed by a user through the employer portal. The workflow should automatically integrate with an interactive checklist module to prioritize items needed in preparation for the respective task.	Yes	
206	Employer Self Service	Workflow & Case Management	The system should provide the capability for supporting documentation submitted through the employer portal to be indexed according to document type and associated to an open transaction if applicable.	Yes	
207	Employer Self Service	Workflow & Case Management	The system should provide the capability for users to check the status of transactions or requests submitted to PEIA through the employer portal (ex. Request for Reviews, etc.).	Yes	
208	Employer Self Service	Workflow & Case Management	The system should provide the capability for users to submit a request to PEIA Employer Services staff to attend/present at employer events through the employer portal.	Yes	
209	Employer Self Service	Workflow & Case Management	The system should provide the capability for users to upload supporting documentation directly through the employer portal to fulfill requests from PEIA.	Yes	
210	Employer Self Service	Workflow & Case Management	The system should provide the capability for users to view and provide a printable version of the imaged documents directly through the employer portal per PEIA business rules.	Yes	
211	Employer Self Service	Workflow & Case Management	The system should provide the capability to display an individual workflow-driven action item to the employer initiated by PEIA, employer or member.	Yes	
212	Employer Self Service	Workflow & Case Management	The system should support the receipt and processing of documents signed using electronic signatures through the employer portal per PEIA business rules.	Yes	
213	Employer Set Up and Maintenance	Employer Data	The system should allow for an employer's insurance participation options to be edited, added or deleted independently by an internal PEIA administrator user.	Yes	
214	Employer Set Up and Maintenance	Employer Data	The system should have the ability to assign an employer ID.	Yes	
215	Employer Set Up and Maintenance	Employer Data	The system should keep and make viewable to employers and internal PEIA users a history of all Insurance Benefit plans and options eligible under an employer.	Yes	

216	Employer Set Up and Maintenance	Employer Data	The system should provide the capability for internal PEIA users to update employer demographic information and complete employer mergers or separations with an effective dated history of the changes.	Yes	
217	Employer Set Up and Maintenance	Employer Data	The system should provide the capability to capture employer attributes with effective dates including, but not limited to Retirement benefit participation	Yes	
218	Employer Set Up and Maintenance	Reports, Forms, Letters, & E-communications	The system should have the ability to mass generate recertification notifications electronically, track self-service responses, and send follow up requests.	Yes	
219	Employer Set Up and Maintenance	Reports, Forms, Letters, & E-communications	The system should notify employers of their employee and employer insurance premium rates upon enrollment or when there is a change.	Yes	
220	Employer Set Up and Maintenance	Reports, Forms, Letters, & E-communications	The system should provide the ability for employers to select their preferred method of communication (i.e. paper, electronic)	Yes	
221	Employer Set Up and Maintenance	Reports, Forms, Letters, & E-communications	The system should provide the capability to generate an automated welcome packet for new employers electronically or by paper based on the employer's correspondence preference.	Yes	
222	Employer Set Up and Maintenance	Reports, Forms, Letters, & E-communications	The system should retain a history of communications, including correspondence and case notes, with employers in compliance with applicable data retention policies.	Yes	
223	Employer Set Up and Maintenance	Usability	The system should include interactive online help features including FAQ's, secure messaging, online chat or video conferencing for employers to communicate with internal PEIA users regarding more in-depth data and member-specific discussions for resolution.	Yes	
224	Employer Set Up and Maintenance	Usability	The system should provide transaction wizards that apply appropriate validations, messages, and guided step-by-step questions when submitting data through web employer self-service (ex. Explanation of Unapplied Credits using a tool tip or link, message regarding the payment due date of the current remittance, etc.).	Yes	
225	Employer Set Up and Maintenance	Workflow & Case Management	The system should generate workflow upon an employer's request to withdraw from insurance benefits and route the request for review and follow up to the appropriate department.	Yes	
226	Employer Set Up and Maintenance	Workflow & Case Management	The system should provide the capability to hold an employer termination in a 'pending' state until all termination requirements have been met, including balances owed.	Yes	
227	Enrollment	Foundational	Ability to place alerts on accounts. Includes the ability to categorize the alert (i.e. security/suspicious account, ADA requirements, Difficult, etc.	Yes	
228	Enrollment	Foundational	PEIA should have the ability to update informational site content.	With integration of SharePoint	
229	Enrollment	Foundational	The system must use agency standards for the look and feel (branding) of the site.	Yes	
230	Enrollment	Foundational	The system should allow authorized PEIA staff to lock or unlock a member's user account, as necessary.	Yes	
231	Enrollment	Foundational	The system should allow for internal PEIA users and employers to enroll members and their dependents, elect health and life insurance and other special benefits or programs and submit pension applications. When registration or enrollment is complete, notification should be sent to internally to PEIA, to the Benefit Coordinator of the employer for whom the employee works and the employee.	Yes	
232	Enrollment	Foundational	The system should allow for enrollment of benefits in any order unless an order is necessary based on PEIA rules (i.e. basic life is required to elect optional life).	Yes	
233	Enrollment	Foundational	The system should allow for members to elect health and life insurance and other special benefits or programs and submit pension applications through the member portal after the member is registered with PEIA. When a member registration is complete, a notification should be triggered to the member to complete the enrollment process.	Yes	
234	Enrollment	Foundational	The system should allow for multiple methods of registering a member with PEIA. An employer benefit coordinator may enter the new member information or send the enrollment form to PEIA for entry. The method of registration may be different by employer.	Yes	
235	Enrollment	Foundational	The system should allow internal PEIA users with appropriate permissions to set and/or change the start and end date for the open enrollment period(s) (for active/retiree, Medicare and Mountaineer) per PEIA business rules.	Yes	
236	Enrollment	Foundational	The system should allow retirees to elect health and life insurance and other special benefits or programs through the portal after receiving their retirement application approval from PEIA. When the application approval from PEIA is received, a notification should be triggered to prompt the retiree to complete the enrollment process.	Yes	
237	Enrollment	Foundational	The system should be available and display appropriately through the use of a mobile device.	Yes	
238	Enrollment	Foundational	The system should have a configurable portal to allow for new benefits to be made available and terminating benefits to no longer be available on the portal per PEIA business rules. Effective dating should be used and all history should be maintained at both the benefit program level and the individual participant level.	Yes	
239	Enrollment	Foundational	The system should have the capability to display PEIA-issued communications and provide enrollment-related information (ex. welcome communications, instructions, new/retired benefit options, etc.)	Yes	
240	Enrollment	Foundational	The system should have the capability to properly store and track multiple hire dates and termination dates with one or more employers to record breaks in benefit eligibility with a history.	Yes	
241	Enrollment	Foundational	The system should make available for enrollment or update through the portal, only those options for which a subscriber (and their dependent(s))is eligible.	Yes	
242	Enrollment	Foundational	The system should merge two accounts into one with a history of prior accounts when needed (SSN keyed/reported incorrectly and has account under both correct and incorrect SSN).	Yes	
243	Enrollment	Foundational	The system should process all enrollments independently, as soon as all required information has been received for an individual benefit enrollment, even if information is still pending for a different family member's benefit enrollment. The system should allow for partial processing of a transaction when verification for some dependents is received, but not others.	Yes	

244	Enrollment	Foundational	The system should provide a comprehensive portal for registration, enrollment and maintenance of all employee health benefit and insurance program options as well as an option to submit an application for retiree benefits.	Yes	
245	Enrollment	Foundational	The system should provide a subscriber with the appropriate on-line enrollment capabilities based on configurable business rules such as open enrollment for a defined period of time, qualifying life event at the individual level, special enrollment or options available to change/enroll at any time according to PEIA business rules.	Yes	
246	Enrollment	Foundational	The system should provide an employer with the appropriate on-line enrollment capabilities based on configurable business rules to enroll or update employee enrollment, employment and informational data.	Yes	
247	Enrollment	Foundational	The system should provide dynamic, targeted banners, messages, embedded audio/video or other communications to specific members or employers based on data requirements (i.e. delinquency notice for employers with an open balance "x" days old, smoking cessation benefits to members to smoke, wellness benefits to a specific age population, etc.).	Yes	
248	Enrollment	Foundational	The system should provide portal access content specific to members, retirees, employers and internal PEIA users based on user roles.	Yes	
249	Enrollment	Foundational	The system should provide the ability for enrollment transactions to be manually keyed or corrected by designated PEIA or employer staff.	Yes	
250	Enrollment	Foundational	The system should serve as a single point of entry for enrollment regardless of whether the individual involved is a new subscriber enrollment or an existing account.	Yes	
251	Enrollment	Foundational	The system should store all data elements of enrollment transactions, including member demographic information, with effective dates, including the ability to set a future effective date for addresses. All historical data should be maintained through the use of effective dating.	Yes	
252	Enrollment	Interfaces	The system should automatically generate an electronic notification or data file to each employer advising of their employees insurance enrollment elections on a scheduled basis as determined by PEIA.	Yes	
253	Enrollment	Interfaces	The system should be able to use health and insurance enrollment data to create billings.	Yes	
254	Enrollment	Interfaces	The system should be able to interface with external PEIA wellness and disease management system to exchange data and permit eligibility determination.	Yes	
255	Enrollment	Interfaces	The system should import a periodic file from the Centers for Medicare and Medicaid Services (CMS) containing Medicare entitlement information (CMS match file) for those individuals in a Group Health Plan (GHP) that can be identified as Medicare beneficiaries.	Yes	
256	Enrollment	Interfaces	The system should provide enrollment data including all member and dependent demographics to all agencies and vendors that need demographic information for non-834 transactions through a data file. Refer to the Interfaces tab for a list of vendors/organizations with whom PEIA interfaces.	Throgh the integration of Office 365 and PoweBI we can do the convenient requirement	Interfaces
257	Enrollment	Interfaces	The system should provide links on the portal to external program vendors' registration pages. The links provided should be determined by the eligibility of the member.	Yes	
258	Enrollment	Interfaces	The system should provide the capability to generate a daily file to the administrators of benefit, special benefit(s) or program(s) containing data a "full" file of all employees or a "change" file of employees who have changed/elected the benefit/program since the last file was generated. All data enrollment data collected should be available for export.	Yes	
259	Enrollment	Interfaces	The system should support PEIA's participation in the Medicare Voluntary Data Sharing Agreement program by generating a quarterly data extract to submit group health plan (GHP) entitlement information about employees and dependents to the Centers for Medicare and Medicaid Services (CMS) Benefits Coordination & Recovery Center.	Yes	
260	Enrollment	Interfaces	The system should use automated workflow and PEIA business rules to send a subscriber's optional life, dependent life spouse and/or dependent life child coverage data to the life insurance vendor to trigger action by that vendor to contact the member regarding continuation/conversion options of the life insurance upon termination.	Yes	
261	Enrollment	Reports, Forms, Letters, & E-communications	The system should generate aging reports to identify transactions that are "x" days old that are not completed or resolved.	Yes	
262	Enrollment	Reports, Forms, Letters, & E-communications	The system should generate production level reports for PEIA users that show the number of tasks assigned, completed and in-progress for a given time period.	Yes	
263	Enrollment	Reports, Forms, Letters, & E-communications	The system should generate random sample member surveys to capture feedback on a member's system experience.	Yes	
264	Enrollment	Reports, Forms, Letters, & E-communications	The system should have the ability to solicit and capture feedback from employees on reason for refusal of all optional benefits offered by PEIA and create system generated reports on the feedback.	Yes	
265	Enrollment	Reports, Forms, Letters, & E-communications	The system should provide reporting metrics on the usage of the portal (ex. number of logins, most commonly requested information, identify low utilization employees, counts of hits v. confirmed transactions by application type, how long subscribers spent on the site and within application type, the different browsers utilized, IP addresses, etc.).	Yes	
266	Enrollment	Rules	The system should apply enrollment rules and provide the appropriate choices for health and insurance enrollment during all applicable enrollment periods.	Yes	
267	Enrollment	Rules	The system should build individual member enrollment content based on configurable enrollment rules using member and employer data attributes for each plan or benefit. The enrollment rules should contain effective and expiration dates and be accessible to PEIA to add, change or expire. For example, (1) effective 1/1/2018, a member who lives outside of a coverage area for Plan A, should not have Plan A as an enrollment choice, (2) effective 6/1/2010, allow members to elect coverage for dependents up to the age of 26.	Yes	
268	Enrollment	Security	The system should provide access based on role-based security with multiple layers of user types and user permissions. Ability to secure users to no access, view only, add, update and/or delete functionality within a given area or process.	Yes	
269	Enrollment	Security	The system should provide internal PEIA staff with the appropriate on-line capabilities based on a user security roll or profile to enroll or update employee enrollment, employment and informational data, or approve or deny enrollment. Ability to view, update and approve/deny data and transactions is determined by the security role assigned to each PEIA staff member.	Yes	
270	Employer Set-up and Maintenance	Security	The system should provide employer users with the appropriate on-line capabilities based on a user security roll or profile to enroll or update employee enrollment employment and informational data, or approve or deny enrollment. Ability to view, update and approve/deny data and transactions is determined by the security role assigned to each employer user.	Yes	

271	Enrollment	Self Service	Ability to configure automated member reminders based on events or other actions (i.e. Remind employees that have not submitted their elections that there are only two days left to enroll. Notify employees of a new benefit or a discontinued benefit.)	Yes	
272	Enrollment	Self Service	Based on the account type and status (retirees, active, QDRO, COBRA, Alternate Payee, etc.) the system should allow members, employers and internal PEIA staff to view and update their personal information per PEIA business rules, to include but not limited to: - Name (pended for approval of uploaded documentation) - Contact Information (Address, Telephone, Email) - Direct Debit Information - Dependent information (Address, Telephone, Email) - Beneficiary(ies) and beneficiary information (Address, Telephone, Email) Updates should be available in audit trails, confirmation emails should be sent, and IP should be authenticated based on PEIA defined business rules.	Yes	
273	Enrollment	Self Service	Employers have an option to search for a member or dependent by SSN, alternate ID, or name. Search results for employers should only contain those members (and their dependents) that currently or have previously worked for the searching employer. Because a previous employee may still be active, working for another employer, the data viewed by the employer should be limited (i.e. currently salary should not be available).	Yes	
274	Enrollment	Self Service	If desired, after entering coverage elections (single, family, etc.) a subscriber can enter maintenance drugs, or other known upcoming health expenses (i.e. orthodontia) and the system should provide estimated cost comparisons across eligible plans. The cost comparison is only available when eligible for a plan change.	Yes	
275	Enrollment	Self Service	In addition to the wizard interface or enrollment guidance, employees should have access to a shopping tool to assist them with their benefit plan decisions for all types of enrollments (open, special, initial).	Yes	
276	Enrollment	Self Service	PEIA staff users, with appropriate user security, have an option to search for a subscriber or dependent by SSN, alternate ID, name or employer that exist in the PEIA database whether active, retiree or inactive/terminated/deceased.	Yes	
277	Enrollment	Self Service	Provide a summary to the member of all elected items, accumulated total benefit cost and open actions at the end of the enrollment guidance or when enrollment is saved. During open enrollment, if a future salary is maintained in the participant's record, the future salary should be used in the benefit cost calculation and display.	Yes	
278	Enrollment	Self Service	Provides the ability for a subscriber to request an ID card or a request a Creditable Coverage certificate. Member may immediately print the requested document.	Yes	
279	Enrollment	Self Service	The system displays the subscriber's current medical and RX benefit deductible amounts (with effective date/time) and coinsurance indicator.	Yes	
280	Enrollment	Self Service	The system should allow a member to review and update their demographic, contact information and preferred contact method during the benefit enrollment process. Allowed demographic updates are subject to PEIA business rules. Contact information updates are allowed at any time.	Yes	
281	Enrollment	Self Service	The system should allow a subscriber (or employer on behalf of the subscriber) to designate and enter information for a current spouse or dependents for insurance coverage.	Yes	
282	Enrollment	Self Service	The system should allow for beneficiary and covered dependent changes electronically through the portal per PEIA business rules.	Yes	
283	Enrollment	Self Service	The system should allow for Refusal of Coverage by a member or Benefit Coordinator. All refusals should be recorded and maintained in the member record.	Yes	
284	Enrollment	Self Service	The system should allow members to elect and maintain their communication method preference, such that they can receive notifications, certain mailings, forms and documents, etc.	Yes	
285	Enrollment	Self Service	The system should allow members to submit transactions and be able to view, save, update, retrieve, and check status (ex. enrollment, special enrollment, payment refunds, retiree insurance applications, etc.).	Yes	
286	Enrollment	Self Service	The system should allow National Medical Support Notice (NMSN) dependents or their legal guardians to log into the system using their own credentials to update their demographic information, per PEIA business rules.	Yes	
287	Enrollment	Self Service	The system should allow retirees to elect a payment method, maintain payment information (i.e. bank account information) and manage (ex. cancel, update, etc.) electronic payment(s) and payment methods for health and insurance payments. Payment methods include ACH, check, and for retirees only, deduction from retirement distribution and credit card. Credit card transactional data must be transferred to the Treasurer for processing.	Yes	
288	Enrollment	Self Service	The system should allow subscribers, internal PEIA users and employers to select a care provider for each subscriber and dependent(s) when enrolled in specific plans.	Yes	
289	Enrollment	Self Service	The system should allow subscriber, employers and internal PEIA staff to view their personal information, to include but not limited to: - Personal demographic, beneficiary(ies), dependent(s) information - Insurance coverage, plans and premiums (PEIA staff and subscribers can view current and historical data. Data is only available to employers for the time in which they were the subscriber's employer).	Yes	
290	Enrollment	Self Service	The system should be able to support electronic signatures.	Yes	
291	Enrollment	Self Service	The system should display an individual premium cost per selection and an accumulated total premium cost as the subscriber selects plans while completing the enrollment process.	Yes	
292	Enrollment	Self Service	The system should distinguish between different spouse and child relationship types (ex. lawful spouse, former spouse, natural child, adopted child, temporary child pending adoption, stepchild, foster child, other child).	Yes	
293	Enrollment	Self Service	The system should enable enrollment of referencing individuals (dependents and beneficiaries) who do not have a SSN assigned (ex. Children under the age of 1 year or foreign nationals) using a common ID.	Yes	
294	Enrollment	Self Service	The system should have the ability to capture and modify when a subscriber or dependent has other health insurance coverage within the data available to PEIA, for the purpose of coordination of benefits, and store that data.	Yes	
295	Enrollment	Self Service	The system should have the ability to display the subscriber account in both a summary and detailed view.	Yes	
296	Enrollment	Self Service	The system should have the ability to limit information displayed to a member or retiree, per PEIA business rules.	Yes	

297	Document Management	Achieving and Indexing	The system should have the capability for supporting documentation to be indexed according to document type, identifier and other identifying data for efficient search and retrieval.	Yes	
298	Enrollment	Self Service	The system should have the capability to automatically notify member at career/life event milestones (ex. disability, early and normal retirement age, newborn, marriage, attaining Medicare age, etc.).	Yes	
299	Enrollment	Self Service	The system should include interactive online help features including FAQ's, secure messaging or online chat for the members to communicate with authorized PEIA staff regarding more in-depth data and member-specific discussions for resolution/counseling.	Yes	
300	Enrollment	Self Service	The system should notify the member to inform them they have a message waiting on the system.	Yes	
301	Enrollment	Self Service	The system should provide a message center that allows members to submit and receive secure messages, receive notification of new messages and allow member to mark as read/unread.	Yes	
302	Enrollment	Self Service	The system should provide action items on the member's dashboard that contains time sensitive alerts or reminders (ex. enrollment deadline approaching, rejections, awaiting documentation, etc.).	Yes	
303	Enrollment	Self Service	The system should provide fillable forms that are applicable to the subscriber status. This should allow the member to either complete the form online, or print the empty form and complete it by hand. (Forms that are not particular to the subscribers' account are available on https://peia.wv.gov/find-a-form-or-document/Pages/default.aspx	Yes	
304	Enrollment	Self Service	The system should provide members the ability to view a confirmation of completed transactions.	Yes	
305	Enrollment	Self Service	The system should provide reporting metrics on the usage of the member system (ex. number of logins, most commonly requested information, identify low utilization employers, counts of hits v. confirmed transactions by application type, how long employers spent on the site and within application type, the different browsers utilized, IP addresses, etc.).	Yes	
306	Enrollment	Self Service	The system should provide self-service capabilities to members, retirees and employers that include but not be limited to: - view information about their PEIA benefits - update demographic and dependent information - initiate a defined set of available processes per a Business Rules Engine including: (1) enroll in health and insurance benefits during open enrollment period, (2) enroll in health and insurance benefits due to an eligible event, (3) make changes to existing enrollment information when and as applicable based on PEIA business rules - request ID cards and other documents - update beneficiary information - set-up recurring payment information for benefit payments (retirees only) - communicate with PEIA staff via a secure messaging system, including uploading/downloading documents.	Yes	
307	Enrollment	Self Service	The system should provide survivors with access to the system and allow account creation after documentation required for processing a death claim has been received, per PEIA business rules.	Yes	
308	Enrollment	Self Service	The system should provide the ability for members to report any usability issues or suggestions for improvements through the system which should be routed to the appropriate PEIA staff.	Yes	
309	Enrollment	Self Service	The system should provide the ability for members to view and provide a printable version of imaged documents, per PEIA business rules.	Yes	
310	Enrollment	Self Service	The system should provide the ability for members, Benefit Coordinators and PEIA to upload documents and other digital files as deemed appropriate. Supporting documentation should be submitted for internal review and processing.	Yes	
311	Enrollment	Self Service	The system should provide the ability to elect multiple life insurance beneficiaries by level (primary, secondary, etc.) and by percentage of total amount.	Yes	
312	Enrollment	Self Service	The system should provide the ability to identify special conditions within a Member's account (ex. active account, inactive account, approved QDRO, previously retired, judge, law enforcement, special plans, etc.), as it relates to eligibility and the cost of benefits.	Yes	
313	Enrollment	Self Service	The system should provide the ability to link to any section of PEIA's web site (ex. to access forms, agency publications, resources, etc.).	Yes	
314	Enrollment	Self Service	The system should provide the ability to notify the member through their preferred method of communication of any changes made to their account.	Yes	
315	Enrollment	Self Service	The system should provide the ability to select a dependent(s) as a beneficiary and auto-copy the necessary information to the beneficiary record (i.e. name, address, phone, birthdate).	Yes	
316	Enrollment	Self Service	The system should provide the ability to view the status of payments issued to and from the member.	Yes	
317	Enrollment	Self Service	The system should provide the capability for authorized PEIA staff to view the same screen and data being entered that the web self-service user is seeing to adequately help/troubleshoot with questions. The system should also keep a log of any screen-sharing that was done by a PEIA staff member.	Yes	
318	Enrollment	Self Service	The system should provide the members with the ability to view the status of pending enrollments and the estimated time of completion.	Yes	
319	Enrollment	Self Service	The system should use categories for members for use in the application of health and insurance business rules. These categories should describe employment parameters and coverage types (ex. employer, permanent full time, full time non permanent, salary, position type, etc.). These categories should be able to be changed due to life and employment situations.	Yes	
320	Enrollment	Usability	A participant may be viewed upon set up in the system. The system should provide multiple search capabilities such as SSN, alternate ID (multiple), dependent SSN, name, entry date, effective date, etc.	Yes	
321	Enrollment	Usability	If a member's previously elected plan is no longer available, highlight the closest "substitute" plan.	Yes	
322	Enrollment	Usability	Online application(s) must have intuitive, guiding navigation and prevent members from making unintentional errors such as adding dependents without selecting the appropriate coverage. The application allows members to easily save or discard selections while at the same time, notifying users when an action could result in unwanted changes.	Yes	
323	Enrollment	Usability	The system should allow for different menu options by type of user (PEIA, Benefit Coordinator or employee).	Yes	
324	Enrollment	Usability	The system should allow for different wizard interfaces (or enrollment guidance) by employer group or by member group (such as retirees) and by user (PEIA, Benefit Coordinator or employee).	Yes	
325	Enrollment	Usability	The system should generate random sample subscriber surveys to capture feedback on an employer's portal experience.	Yes	
326	Enrollment	Usability	The system should have the ability to display dynamic messages on communications (ex. letters, forms, correspondence, etc.) based upon specified parameters being fulfilled as well as any open activities associated with member.	Yes	

327	Enrollment	Usability	The system should include access through the portal to interactive online help features including FAQ's, secure messaging, online chat or video conferencing for the subscribers to communicate with internal PEIA users regarding more in-depth data and member-specific discussions for resolution.	Yes	
328	Enrollment	Usability	The system should include transaction wizards that apply appropriate edits, messages, and guided step-by-step questions when submitting data through web self-service.	Yes	
329	Enrollment	Usability	The system should minimize the need for members to enter redundant data when enrolling in both health and life insurance and submitting retirement applications. The system should also allow for independent enrollment in either health or life insurance.	Yes	
330	Enrollment	Usability	The system should provide a personal, wizard interface (or enrollment guidance) for employee enrollment that walks the user through the enrollment options and steps based on eligibility rules.	Yes	
331	Enrollment	Usability	The system should provide messaging during the wizard interface and benefit selection that explains the member's eligibility or ineligibility for Plans and/or Programs.	Yes	
332	Enrollment	Validation	The system should prevent all invalid entries and provide feedback in real time and edit/validate real time corrections.	Yes	
333	Enrollment	Validation	The system should provide the ability to associate insurance coverage for spouses when both are participating in PEIA insurance benefits for the purpose of shared deductibles, employee/employee spouse coverage tier and trigger a notification to each spouse to confirm before finalizing the change. The system should provide the ability to remove the association as needed.	Yes	
334	Enrollment	Validation	The system should run edits on all enrollment transactions initiated through the member portal to validate data and generate real-time messages for invalid entries to guide the user to make valid elections before committing the transaction.	Yes	
335	Enrollment	Workflow & Case Management	Ability to execute a different workflow task to PEIA users or Benefit Coordinators based on the event or change (i.e. If an employee enrolls themselves (no dependents), the approval is required from the benefit coordinator only. However, if the employee has dependents, the benefit coordinator must "approve" the member's enrollment record and then send to PEIA where the record is approved. Retirement application requires employer approval, then PEIA approval.)	Yes	
336	Enrollment	Workflow & Case Management	The status of a workflow or change is visible when the transaction is viewed and an indicator of an "open item" is viewable from any location in a participant's record.	Yes	
337	Enrollment	Workflow & Case Management	The system provides a dashboard for employers and PEIA staff that contains a task list of assigned transactions, any timed or scheduled tasks and reminders or notifications of recent employer or member mailings.	Yes	
338	Enrollment	Workflow & Case Management	The system provides a dashboard for supervisors showing all tasks assigned to all users with an indicator that highlights late or dated transactions.	Yes	
339	Enrollment	Workflow & Case Management	The system provides the capability for supervisors to reassign tasks to other users, mark a user as unavailable for a period of time (for vacations, time off, etc.) and provide a "substitute" inbox where tasks should be routed.	Yes	
340	Enrollment	Workflow & Case Management	The system supports configurable workflow rules based on the user role, type of transaction, employer type and other variables as defined by PEIA. Workflow configurations may be added, removed or changed as work processes change over time.	Yes	
341	Enrollment	Workflow & Case Management	The system should allow members to enter retroactive life event enrollment transactions (ex. newborn, marriage, enrollments) through the portal within 90 days of the event, and should initiate a workflow for review.	Yes	
342	Enrollment	Workflow & Case Management	The system should generate and route workflow to the appropriate internal PEIA user (or employer if desired) when an age-eligible dependent has been added by a subscriber or employer but has not enrolled or when all required documentation has not been received to complete enrollment.	Yes	
343	Enrollment	Workflow & Case Management	The system should have the ability for the employer to register an employee electronically and for an enrollment notification to be sent to the employee for completion through their preferred contact method.	Yes	
344	Enrollment	Workflow & Case Management	The system should import and use the Centers for Medicare and Medicaid Services (CMS) match file to trigger appropriate workflow tasks associated with benefit program enrollment according to PEIA business rules.	Yes	
345	Enrollment	Workflow & Case Management	The system should initiate a workflow for the employer or appropriate PEIA staff when an action item or task is completed by the member, employer or internal PEIA staff. The workflow should automatically integrate with an interactive checklist module to prioritize items needed in preparation for the respective task.	Yes	
346	Enrollment	Workflow & Case Management	The system should allow a retiree with a future retirement date to enroll for health benefits in a pending status until the retirement date is reached. When the retirement date is reached, the system should automatically un-pend the enrollment record and continue with the normal workflow for the retiree health enrollment.	Yes	
347	Enrollment	Workflow & Case Management	The system should initiate appropriate workflows when PEIA is notified a retiree returns to work for a covered employer.	Yes	
348	Enrollment	Workflow & Case Management	The system should provide the capability to input, modify, store and delete a return to work date for any retiree and create appropriate enrollment or re-enrollment workflows per PEIA business rules, while maintaining all record change history with effective dates.	Yes	
349	Enrollment	Workflow & Case Management	The system should provide work management tools to appropriate PEIA staff for use in workload balancing and case management.	Yes	
350	Enrollment	Workflow & Case Management	The system should route enrollments to PEIA staff based on the users role, user availability as well as member or employer specific elements (i.e. assign SSN range to user, assign employer ID to a user.)	Yes	
351	Enrollment	Workflow & Case Management	The system should send an automated confirmation to the member using the member's preferred contact method when PEIA defined actions, such as enrollment is approved and/or when payment is received, are completed.	Yes	
352	Enrollment	Workflow & Case Management	The system should set incomplete individual enrollment transactions to pending until all required information / documentation is received and then automatically update the transaction status to complete upon the receipt and confirmation of the required information.	Yes	
353	Enrollment	Workflow & Case Management	The system should track enrollments and produce reports showing a history of workflows and statuses.	Yes	
354	Enrollment	Workflow & Case Management	The system should trigger workflow task queue items to internal PEIA users when required documentation to support enrollment is received to allow the documents to be reviewed for approval or additional follow up.	Yes	
355	Enrollment	Workflow & Case Management	The system should use workflow and task queues to route enrollment transactions requiring special review per PEIA business rules.	Yes	
356	Enrollment	Workflow & Case Management	When applicable, the system should provide the capability to generate and route workflow to the appropriate internal PEIA user for approval when an enrollment is submitted by a Benefit Coordinator.	Yes	
357	Enrollment	Workflow & Case Management	When applicable, the system should provide the capability to generate and route workflow to the appropriate internal PEIA user when a request for coverage is initiated by a surviving spouse to review eligibility and enroll in benefits when applicable.	Yes	
358	Enrollment	Workflow & Case Management	When applicable, the system should provide the capability to generate and route workflow to the employer's Benefit Coordinator for approval when an enrollment is submitted by an employee.	Yes	

359	Member Self-Service	Self Service	The system should present only the appropriate information and workflow initiation relative to a person's membership status (ex. active members should only see information and workflow relevant for them).	Yes	
360	Periodic Processes	Batch Processing	For employers that designate PEIA as their Designated Government Entity (DGE), the system should generate 1095 B files for printing and to make the forms available on the employer portal.	Yes	
361	Periodic Processes	Batch Processing	For employers that did not designate PEIA as their Designated Government Entity (DGE), the system should generate 1095 extract files to be loaded to the employer portal for employer use.	Yes	
362	Periodic Processes	Batch Processing	The system should have the ability to extract 1095 B/C data based on the health care coverage history maintained in the system.	Yes	
363	Premium Management	Accounting	The system should enable authorized PEIA staff to move balances and credits carried forward for employers whose identities are changed or who merge with other entities.	Yes	
364	Premium Management	Accounting	The system should move balances and credits carried forward for Members who move from one employer/status to another.	Yes	
365	Premium Management	Billing	The system should allow for the definition of premium due based on configurable business rules and effective and expiration dates. For example, any changes in tobacco status should be effective the following month of the change; changes in salary index codes should be effective the following month of the salary effective date, in 2020 the member portion of the premium amount is based on the member's salary level . In 2021, the salary levels change for active enrollment. As a result, the 2020 rule is copied to the 2021 rule, the effective date for the 2021 rule is 7/1/2021 and the 2020 rule is expired on 6/30/2021.	Yes	
366	Premium Management	Billing	The system should allow for the designation of population types or member attributes that qualify for the various bill payment discount or subsidy options.	Yes	
367	Premium Management	Billing	The system should allow for the establishment of a configurable cap (i.e. percentage of premium amount to monthly benefit amount), beyond which EFT payments should not be drawn from an retiree's account. Workflow should be triggered to manage these cases according to PEIA business rules.	Yes	
368	Premium Management	Billing	The system should allow Retirees with delinquent balances to pay online through the portal, as long as coverage has not been terminated.	Yes	
369	Premium Management	Billing	The system should apply employer and employee partial payments or overpayments according to PEIA business rules.	Yes	
370	Premium Management	Billing	The system should automatically generate a direct pay mailer (DPM) if a Retiree's or employer's EFT debit for insurance premiums is rejected by the bank for insufficient funds. The system should continue to generate EFT charges for one additional billing cycle. After the second rejection, the system should apply the setting in the Retiree record to prevent future EFT debit transactions and only issue direct pay mailer (DPM). The system should allow the preference to be reset back to EFT debit by authorized PEIA staff.	Yes	
371	Premium Management	Billing	The system should automatically revert the retiree's insurance premium to be directly billed to the employer upon suspension of a re-hired Member's retirement payment.	Yes	
372	Premium Management	Billing	The system should enable authorized PEIA staff to modify the number of times after which an EFT payment type is automatically changed to direct pay mailer (DPM) due to EFT rejection by the bank. An authorized user may change a Subscriber or employer's payment type at any time.	Yes	
373	Premium Management	Billing	The system should enable loading of premium rate schemes via file upload or direct entry, and assigning those rate schemes to specific employer numbers or types and/or subscriber type (member, retiree, survivor) as defined by authorized PEIA staff.	Yes	
374	Premium Management	Billing	If an annuitant has their premium withheld from their pension benefit and a refund is due, the system should generate a refund check for overpaid premium.	Yes	
375	Premium Management	Billing	The system should generate EFT files to pull funds from designated bank accounts in the amount of the current accounts receivables for the designated accounts.	Yes	
376	Premium Management	Billing	The system should have the ability to designate by employer or employer type, how associated Subscribers' premiums should be billed per PEIA business rules (ex. some retirees should be automatically set up for retiree benefits deduction and some should have premiums billed to the employer. Some agencies are billed a flat amount, others are billed based on salary.)	Yes	
377	Premium Management	Billing	The system should have the ability to designate by retiree, how associated retiree premiums should be billed per PEIA business rules. A Retiree whose retirement benefit is less than the premium amount should be billed, an automatic payment deduction should not be allowed.	Yes	
378	Premium Management	Billing	The system should maintain and apply an operational schedule by which critical processing deadlines are applied, for example premium due dates and EFT processing dates.	Yes	
379	Premium Management	Billing	The system should process insurance premium refunds (according to PEIA rules) in the same manner in which the payment was made. For example, if payment was made by EFT, a crediting EFT should be issued.	Yes	
380	Premium Management	Billing	The system should provide a setting in the Retiree's account to designate the Retiree's payment option election. PEIA staff may override the election, such as removing a Retiree's ability to participate in the EFT debit option.	Yes	
381	Premium Management	Billing	The system should provide a setting in the Subscriber record that should prevent EFT debit when a Subscriber no longer qualifies.	Yes	
382	Premium Management	Billing	The system should provide the ability to designate and assign fees at the employer level based on PEIA business rules. Fees, late charges and other miscellaneous charges should have an associated type to distinguish the fee for accounting purposes. The type should appear on the invoice with the associated fee/charge.	Yes	
383	Premium Management	Billing	The system should provide the configurable order by which payments are applied, as stated by PEIA rules.	Yes	
384	Premium Management	Billing	The system should refund insurance premium collected after a Subscriber's death to beneficiaries on file per PEIA business rules.	Yes	
385	Premium Management	Billing	The system should reinstate coverage upon approval of appeal and payment of all outstanding premium due.	Yes	
386	Premium Management	Billing	The system should set the Subscriber payment option to direct pay mailer (DPM) if an EFT debit is rejected due to bank account closure or a stop payment order by the account owner.	Yes	
387	Premium Management	Billing	The system should use effective dating to allow for the input of future coverage for which billing should not be issued until the applicable billing cycle.	Yes	
388	Premium Management	Billing	The system should use PEIA business rules to determine and apply funding of retiree premium. The retiree may be responsible for paying all or a portion of the premium, based on factors such as years of service, employer, initial date of hire, and employer discretion.	Yes	

389	Premium Management	Billing	The system should waive premiums for designated Subscriber types or by manual indicator set by authorized PEIA staff.	Yes	
390	Premium Management	Billing	The system is capable of producing PEIA self-billed invoices based on their enrollment data to certain vendors.	Yes	
391	Premium Management	Employer Data	The system should capture employee demographic data changes (ex. name, gender, date of birth, date of death, address, marital status, salary info, etc.) through the employer reporting process and trigger workflow for review. Changes requiring verifying documentation should not be committed to the system until documentation is received.	Yes	
392	Premium Management	Employer Data	The system should capture the following from reported employer payroll data: information concerning an employee's status including termination date, date last paid, leave without pay information, salary info, suspensions and date returned to work (for working retirees). Data should include both beginning and ending dates for status changes.	Yes	
393	Premium Management	Employer Data	The system should provide the capability to automatically update the employer ID for each impacted employee if a change is made to the employer record due to agency reorganization, such as a merger or split.	Yes	
394	Premium Management	Employer Data	The system should provide the capability to collect employee salary information via the employer report and automatically update this information in the system annually to support insurance processing.	Yes	
395	Premium Management	Foundational	The system should be capable of determining the type of employer and applying different billing and payment workflows based on the employer's type. Examples of employer types are state agency, non-state agency, Board of Education, etc.)	Yes	
396	Premium Management	Foundational	The system should calculate and apply all premiums and any applicable fees due according to PEIA eligibility and enrollment business rules. These premiums due should be recorded in the person records as a receivable amount, to be credited when payment is posted through one of the following means: A. Electronic Funds Transfer by EFT from the individual retiree's account B. Electronic Funds Transfer by EFT from the employer reconciled to payroll transmittal C. Money order or personal check from the employer or retiree, posted by user or through workflow D. Credit card transaction, transacted through the member portal by a retiree E. OASIS IET transfer from the employer, reconciled to billing F. Through pension benefit payment deduction for a retiree	Yes	
397	Premium Management	Foundational	The system should calculate and apply any premium credits according to effective date premium rules.	Yes	
398	Premium Management	Foundational	The system should calculate and apply any retro-active billing according to effective date premium rules.	Yes	
399	Premium Management	Foundational	The system should calculate premiums, apply subsidies and any applicable fees due from all enrollment transactions on a Subscriber level basis, and apply the appropriate transactions as follows: A. Generate a combined monthly billing to active member employers and subdivisions B. Generate individual monthly billings for all individual Subscribers (a detailed level of A above). C. Apply retiree premiums due as monthly benefit deductions D. Generate individual retiree monthly direct pay billings to any retiree or associated payee for whom the total pension benefit is not sufficient to cover the cost of premiums due.	Yes	
400	Premium Management	Foundational	The system should have the ability to assign one unique identifier to an employer and grant access to certain employer portal functions based on employer type.	Yes	
401	Premium Management	Foundational	The system should identify all add, change and delete transactions as well as ongoing, active billing amounts at the individual program subscriber level. Any applicable retro-active transactions should also be identified. Transactions should be applied when approved by PEIA according to business rules. For active employees and associated Subscribers, the premium amounts should be provided with both summary and detailed information and a bill generated to the appropriate employer and available for view or download.	Yes	
402	Premium Management	Foundational	The system should only display through the employer portal the member's or retiree's data and documents for the benefits that employer offers. In the case of dual employment, only the benefits the member is enrolled in should be viewable for the corresponding employer.	Yes	
403	Premium Management	Foundational	The system should provide capability to process invoices, payments and other reporting data at PEIA-defined frequencies.	Yes	
404	Premium Management	Foundational	The system should provide fully integrated functionality to manage premium billing and associated accounting for all programs and all qualified, participating active employees and their associated Subscribers, at the individual level and should generate employer billing for monthly premiums.	Yes	
405	Premium Management	Foundational	The system should provide fully integrated functionality to manage premium billing and associated accounting for all programs and for all qualified, participating retired members and their associated Subscribers at the individual level and should generate billing for monthly premiums.	Yes	
406	Premium Management	Foundational	The system should provide functionality by which an employer's participation in benefits programs may be added or terminated, and their Subscribers by association. This functionality should be limited to PEIA users with appropriate security.	Yes	
407	Premium Management	Foundational	The system should provide functionality to define an unlimited number of benefit plans and programs for employees', retirees' and associated Subscribers' participation. These plans should include eligibility logic, rate structures that maintain history and effective dates, and an interface through which revisions and updates can be easily made by a user. Rate structures may be plan and participant-based, service formula, salary or based on a calculated percentage of salary, based on participation in other programs, etc. Programs may result in receivables, such as heath and life insurance premiums, both employee owed and employer owed.	Yes	
408	Premium Management	Foundational	The system should provide the capability to capture required employer reporting, eligibility and enrollment attributes during the set-up process for a new participating employer.	Yes	
409	Premium Management	Foundational	The system should provide the capability to update effective dates (including retroactive dates) for terminated and deceased Members.	Yes	
410	Premium Management	Interfaces	The system should have the ability to integrate with State Treasurer for processing credit card payments (acting as WV PEIA bank).	Yes	
411	Premium Management	Interfaces	The system should produce a file for printing and sending monthly direct pay mailers.	Yes	
412	Premium Management	Interfaces	The system should provide integration with SAP general ledger systems, for the purpose of generating Accounts Receivable and Accounts Payable summary journal entries, and to manage the allocation of cash receipts at the member and employer level.	Yes	

413	Premium Management	Foundational	The system should provide the ability to age premium account billings for receivables management; provide aging reports, utilize aging logic to allow for dunning per PEIA business rules.	Yes	
414	Premium Management	Invoices	The system should allow an option to export the detail to Excel. If this option is selected, the member ID should not be available in the exported data.	Yes	
415	Premium Management	Invoices	The system should apply appropriate benefit payroll deductions and credits, including automatically calculated retroactive adjustments, beginning with the first benefit payment issued after the coverage effective date.	Yes	
416	Premium Management	Invoices	The system should automatically deduct insurance premiums from the Member's monthly benefit payment when authorized. If a Member's benefit amount is not sufficient to cover the insurance premium amount, the amount available should be deducted. The system insurance premium status should be switched to 'Direct Pay' for that Subscriber and an invoice should be generated for the remaining premium amount.	Yes	
417	Premium Management	Invoices	The system should capture and automatically populate appropriate employee and employer contribution rates for the applicable insurance premiums, load factors and other fees once employer demographic information is entered.	Yes	
418	Premium Management	Invoices	The system should enable authorized internal PEIA users to manually adjust billing amounts for subscribers or employers, as required. Any manual adjustment must maintain a full audit record.	Yes	
419	Premium Management	Invoices	The system should enable designated PEIA employees to execute premium billing trial batch runs and produce associated validation and reconciliation reports used to verify billing statements/feeds prior to committing to the Employer and retiree records, and generation and publication of retiree and employer bills. The system should allow trial batches to be re-run as many times as needed, each with a unique batch number such that corrections can be made to retiree or employer records and a batch then reconciled prior to posting. Unposted batches should not appear in a retiree or employer record, and may be cleared according to PEIA business rules.	Yes	
420	Premium Management	Invoices	The system should generate uniquely identifiable invoices, making it possible to automatically allocate payments to those invoices (ex. barcoded, include an ID number, etc.).	Yes	
421	Premium Management	Invoices	The system should provide a method of accessing the detail for each invoice (whether open or closed).	Yes	
422	Premium Management	Invoices	The system should provide batch run capability for premium billing to Retirees, in the form of direct pay mailers for those who do not have payment deducted from their monthly retirement benefit. The system should provide the ability to generate a billing for a single, multiple or all retirees.	Yes	
423	Premium Management	Invoices	The system should provide batch run capability for premium billing, whereby the internal PEIA user is able to select one, multiple or all employers for whom to generate electronic monthly premium bills.	Yes	
424	Premium Management	Invoices	The system should provide the ability for employer Benefit Coordinators and authorized PEIA staff to apply outstanding credits to outstanding balances.	Yes	
425	Premium Management	Invoices	The system should provide the ability for employers and retirees to submit payments (insurance premium payments, contributions, service purchase payments, etc.) using electronic payment methods (online portals, inter-departmental transfers), and apply those payments to outstanding accounts receivables or amounts due.	Yes	
426	Premium Management	Invoices	The system should provide the capability to capture current and historical employer contribution rates, insurance premiums and surcharge, load factors, and admin fees in effective dated tables.	Yes	
427	Premium Management	Invoices	The system should provide the following invoice detail: employee ID, employee name (alpha format), insurance benefit description (i.e. Basic Life, Employee Health Premium, Employer Health Premium, Optional Life, etc.) and insurance benefit cost.	Yes	
428	Premium Management	Invoices	The system should publish employer billing statements to the employer's account.	Yes	
429	Premium Management	Invoices	The system should publish retiree billing statements to the retiree's account.	Yes	
430	Premium Management	Invoices	The system should recalculate health and insurance eligibility and the appropriate invoice when an employment change is made. The recalculation should be automatic and immediate upon the employer submitting he employment change. The invoice should be immediately refreshed for the employer user.	Yes	
431	Premium Management	Invoices	The system should track credits due to overpayment, and allow employers to apply these amounts to subsequent billings, creating new bills that include line-items reflecting credit amounts applied.	Yes	
432	Premium Management	Invoices	The system should track receivables and apply delinquent amounts to subsequent billings, creating new bills that include detailed line-items for past-due receivables.	Yes	
433	Premium Management	Invoices	The system should use date parameters to specify the effective and termination dates of insurance premiums and other deduction types at both an employer level and Subscriber level. For example, insurance plans could be assigned to Subscribers in advance of their being effective for a future date.	Yes	
434	Premium Management	Payment	A user can "confirm" the summary payment transaction or cancel and navigate to other pages.	Yes	
435	Premium Management	Payment	Historical remittance advices are assessable to the employer as is all historical employee payroll information	Yes	
436	Premium Management	Payment	The system should have the capability to add/store/modify banking institutions and corresponding routing number information and to track all payments of any sort.	Yes	
437	Premium Management	Payment	The system should allow entry of a payment comment.	Yes	
438	Premium Management	Payment	The system should allow for selection of an unapplied credit amount to apply to an open invoice(s).	Yes	
439	Premium Management	Payment	The system should allow for selection of multiple open invoices for which to pay.	Yes	
440	Premium Management	Payment	The system should automatically post deductions for insurance premiums at the individual benefit level with the ability to view total premiums paid at the employer (group) level and subscriber level.	Yes	
441	Premium Management	Payment	The system should generate and display a payment summary when all payment details are complete. The payment summary should contain the Billing Agency name, Invoiced Agency Name, Coverage Period, Benefit Item Description (i.e. Basic Life, Dependent Optional Life, Health Premium Member, Health Premium Employer, etc.), the Payment Amount for each Benefit Item, the total Payment Amount of all Benefit Items, Unapplied Credits used (negative amount), the Grand Total Payment, the payment type and a system generated transaction ID.	Yes	

442	Premium Management	Payment	The system should provide a drop down list of available payment types (ACH, IET, Lockbox).	Yes	
443	Premium Management	Payment	The system should provide a method of accessing the detail for any unapplied payments (credits).	Yes	
444	Premium Management	Payment	The system should provide employers the ability to select a default payment type (to eliminate the need of selecting a payment type for each payment.	Yes	
445	Premium Management	Payment	When the user indicates the summary payment transaction is confirmed, a remittance advice is generated. The remittance advice format may be different depending on the payment type and/or employer type. The employer must access the remittance advice from the portal. The remittance advice can then be printed, emailed or saved by the employer.	Yes	
446	Premium Management	Payment Reconciliation	The system should provide an automated reconciliation process to match ACH payment types with the payment(s) contained in the bank's ACH deposit advice file. The system should finalize all payments reconciled and notify PEIA of mismatches or items containing errors for manual review.	Yes	
447	Premium Management	Payment Reconciliation	The system should provide an automated reconciliation process to match IET payment types with the payment(s) contained in the payment file that comes from the state system (OASIS). The system should finalize all payments reconciled and notify PEIA of mismatches or items containing errors for manual review.	Yes	
448	Premium Management	Payment Reconciliation	The system should provide a means of searching for a transaction to match a check payment received through the lock box that could not be matched by the Treasurer's office. Search capability includes by check number, employer/member name, check amount, check date, etc.	Yes	
449	Premium Management	Payroll	The system should be capable of supporting multiple employer payroll reporting methods including, but not limited to: - Text files (.txt) - Excel spreadsheet files - CSV files (.csv) - Manual input	Yes	
450	Premium Management	Payroll	The system should provide a compare tool that should compare the deductions on the payroll file to the billing amount for each individual member, for each individual benefit on the file. The comparison tool should highlight differences in the deduction(s) and calculated premium amount(s) due.	Yes	
451	Premium Management	Payroll	The system should provide a file mapping tool to identify the required upload data in an employer's payroll file and map to the system's required fields for upload.	Yes	
452	Premium Management	Payroll	The system should provide capability for employers to submit an electronic data file at PEIA-defined frequencies through the employer portal that contains information to support insurance processing, including member demographic and job data, contribution data, and deductions for insurance premiums.	Yes	
453	Premium Management	Refunds and Chargebacks	The system should allow for internal PEIA users to view refund payment details based on payment instructions on file. Payment details should be dynamic based on payments, interest calculations, payment instructions, etc.	Yes	
454	Premium Management	Refunds and Chargebacks	The system should automatically reset the retiree's account balance when payments are refunded or a chargeback is incurred in system and create the associated accounting entries.	Yes	
455	Premium Management	Refunds and Chargebacks	The system should provide authorized users the ability to generate premium refund checks for overpayments, according to PEIA business rules. The system should notify employers or Subscribers when an insurance overpayment refund is processed.	Yes	
456	Premium Management	Refunds and Chargebacks	The system should provide the capability to identify overpayments per PEIA business rules, initiate a workflow to request a recoupment and follow up until the refund payment is received. This process should integrate with receivables functionality to track the total payment owed and any payments applied.	Yes	
457	Premium Management	Refunds and Chargebacks	The system should provide the capability to issue a refund as either a paper check or electronically per PEIA business rules.	Yes	
458	Premium Management	Refunds and Chargebacks	The system should provide the capability to maintain payment history with check numbers for all refunds or transaction numbers for chargebacks.	Yes	
459	Premium Management	Refunds and Chargebacks	When a chargeback is requested, the system should recognize the type of transaction, identify the original payment transaction and create an adjusting transaction for every invoice paid with the original payment. The paying entity (employer or participant) and the PEIA employer representative should be notified of the chargeback.	Yes	
460	Premium Management	Reports, Forms, Letters, & E-communications	The system should automatically issue notifications with important information (such as delinquencies, credits, modifications, etc.) to Members or employers using the method of communication designated as the Member or employer's preferred communication method.	Yes	
461	Premium Management	Reports, Forms, Letters, & E-communications	The system should generate enrollment reports for all programs and make them available in the required formats, including electronic vendor proprietary report formats. The system should also generate Adds/Changes/Terminations reports for all programs and make them available in various formats including PDF, CSV and electronic formats.	Yes	
462	Premium Management	Reports, Forms, Letters, & E-communications	The system should produce billing documentation once the bill is created including: the ability to print paper bills for employers without online access, electronic billing statements for employers with online access, electronic subscriber rosters, reconciliation and balance forward reports, and the ability to produce and print retroactive balance letters.	Yes	
463	Premium Management	Reports, Forms, Letters, & E-communications	The system should produce reports for PEIA employers showing required adjustments to employee records.	Yes	
464	Premium Management	Reports, Forms, Letters, & E-communications	The system should provide all annual reports necessary to determine revenue and expense balance for all benefit programs.	Yes	
465	Premium Management	Reports, Forms, Letters, & E-communications	The system should provide reporting tools to enable internal PEIA users to create flexible, ad-hoc reports on premium billing parameters, configurable according to the user's needs.	Yes	
466	Premium Management	Reports, Forms, Letters, & E-communications	The system should provide reports, summary and detail, that should be used to manage transfers between funds within PEIA and with State funds.	Yes	
467	Premium Management	Reports, Forms, Letters, & E-communications	The system should provide carrier reports to verify against carrier billings received by PEIA.	Yes	
468	Premium Management	Rules	The system should apply premium rate rules and provide the appropriate premium amount for individual health and insurance benefits.	Yes	

469	Premium Management	Rules	The system should have parameters on all plans or benefits that can be used to determine an individual health or insurance benefit premium based on specific criteria in the rules engine. Example of benefit rules can be found in PEIA's SPD and Shopper's Guide. SPD: - Page 37 - Tobacco Free Discount - Page 38 - Salary based employee premium for State Fund active employees and no employee premium for Non State Fund employees, Post 2010 employees ineligible for subsidized retiree health and life insurance - Page 39 - Pre 1997 Retirees, Post 1997 Retirees, Surviving Dependents - Page 40 - Employer Paid Retiree Insurance, pre and post 1988 hire dates - Page 42 - Retiree Premium Assistance Shopper's Guide: - Page 32 - Salary based premium rate tables - Page 36 - Non State premium rate table (no employee share) - Page 38 - Years of Service premium rate tables	Yes	https://peia.wv.gov/Forms-Downloads/Documents/summary_plan_descriptions/SummaryPlanDescription_ABD2022-web.pdf https://peia.wv.gov/Forms-Downloads/Documents/shopper%27s_guides/Shopper%27s_Guide_Plan_Year_2022.pdf
470	Premium Management	Rules	The system should provide configurable premium rate rules which may be updated, created or terminated by PEIA staff when applicable.	Yes	
471	Premium Management	Rules	The system should provide premium rate schemes which may be updated, created or terminated by PEIA staff when applicable.	Yes	
472	Premium Management	Self-Service	The system should provide the following invoice information: Invoice period, number of members, total cost by insurance benefit, total cost overall and detailed member premium information by product (health, life, dependent life, etc.).	Yes	
473	Premium Management	System Data	The system should retain all billing records according to the records retentions policy in place at the time of system implementation.	Yes	
474	Premium Management	Validation	The system should have the ability to run a test bill (trial batch run) for selected groups for validation.	Yes	
475	Premium Management	Validation	The system should provide automation tools and reconciliation reports necessary to verify all premium billing transactions are correct prior to the insurance premium bill finalization. Validations and reconciliations should be available at the individual and employer levels, for both active and retired Members and associated Subscribers.	Yes	
476	Premium Management	Validation	The system should provide the ability to reconcile calculated insurance premiums with the enrollment transactions that correspond with that period.	Yes	
477	Premium Management	Workflow & Case Management	The system should allow for the definition of transactional thresholds at which senior-level authorization is required, using workflow to route the case to the appropriate approver.	Yes	
478	Premium Management	Workflow & Case Management	The system should provide configurable Premium Management workflow and case management functionality that should route cases to supervisors or other designated senior staff when case specific scenarios dictate. An example of this functionality is the required supervisor approval when transactions terminating coverage retroactively outside of the current billing cycle are entered into the system.	Yes	
479	Premium Management	Workflow & Case Management	The system should provide the capability for employers to approve enrollment transactions through the employer portal and to also provide a secondary approval level by PEIA for dependents and members according to PEIA rules.	Yes	
480	Premium Management	Workflow & Case Management	The system should provide workflow and case management functionality to facilitate the appeals process available to Subscribers for whom insurance coverage has been cancelled. This workflow should model all key deadlines and generate associated correspondence.	Yes	
481	Premium Management	Workflow & Case Management	The system should provide workflow functionality in support of Premium Billing, to manage past-due premium, under-payments and over-payments at the individual Subscriber level and at the employer level. This workflow should have the ability to generate automated correspondence, suspend the workflow case for follow-up and terminate coverage according to PEIA business rules and timelines.	Yes	
482	Premium Management	Workflow & Case Management	The system should terminate coverage due to non-payment according to PEIA's business rules, using case management and workflow to manage the insurance coverage termination and appeals process. Workflow should reflect all critical deadlines and generate appropriate correspondence.	Yes	
483	Refunds	Payment	The system should provide the capability to make changes to the financial institution after the payment has initially been set up without having to cancel or terminate the actual setup of the payment, even if the payment record has already been generated, so long as the payment has not been posted in the system.	Yes	
484	Refunds	Reports, Forms, Letters, & E-communications	The system should automatically generate an electronic notification to the payee with the total refund amount and expected disbursement date at a defined point in the workflow.	Yes	
485	Refunds	Reports, Forms, Letters, & E-communications	The system should automatically provide notifications to the Member or Retiree when the request is initiated on eligibility and/or status based on PEIA business rules. The notifications should include information such as Member/Retiree ineligible for refund, review by PEIA needed to proceed, additional documentation needed, or ready for processing.	Yes	
486	Refunds	Reports, Forms, Letters, & E-communications	The system should electronically notify a retiree applying for refund if there is an impact to insurance benefits when the refund request is initiated.	Yes	
487	Refunds	Self-Service	The system should provide the capability for a Member to initiate a request for a refund of contributions through the member portal.	Yes	
488	Refunds	Self-Service	The system should provide the capability for a Member to view, modify, or cancel a refund request through the member portal per PEIA business rules.	Yes	
489	Refunds	Self-Service	The system should provide the capability for Members and employers to upload supporting documents via the employer or member portal per PEIA business rules.	Yes	
490	Refunds	Validation	The system should provide the capability to automatically cancel a request and notify the Member per PEIA business rules (ex. an enrollment transaction is received that disqualifies a refund of contributions, etc.).	Yes	
491	Refunds	Validation	The system should provide the capability to provide a warning when processing refunds for a Member who has applied for service retirement or disability. A Member who is in the process of applying for a disability may not elect a refund without invalidating the Member's application, as it severs his or her membership.	Yes	

492	Refunds	Workflow & Case Management	The system should allow for internal PEIA users to add, modify, close, or reopen refund requests per PEIA business rules.	Yes	
493	Refunds	Workflow & Case Management	The system should allow internal users to initiate a workflow to process a refund.	Yes	
494	Refunds	Workflow & Case Management	The system should automatically alert internal PEIA users when the refund request is initiated that there is a special condition with the Member's account (ex. legal hold, QDRO, garnishment, levy, etc.).	Yes	
495	Refunds	Workflow & Case Management	The system should automatically assign and update the status of a refund request based on completion of tasks and receipt of required documentation defined in the refund workflow.	Yes	
496	Refunds	Workflow & Case Management	The system should automatically cancel a refund after a configurable period of time if the required information to process the payment is not received per PEIA business rules. An internal PEIA user should also have the capability to cancel a refund request.	Yes	
497	Refunds	Workflow & Case Management	The system should automatically generate an electronic request for required information to recent employers per PEIA business rules (ex. termination, final contributions, leave payout, etc.) and generate follow up requests if the required documents are not received. The system should provide the capability to modify the request for additional/different employers or delete the request.	Yes	
498	Refunds	Workflow & Case Management	The system should provide a set of required review, reconciliation and quality assurance checks as part of the refunds workflow. Per PEIA business rules, some refund disbursements may be only require one level of review prior to payment.	Yes	
499	Refunds	Workflow & Case Management	The system should provide the capability to create an alert or warning when address or payee name is altered.	Yes	
500	Self-Service	Compliance	The system should determine the type of user - subscriber, employer, PEIA staff - and present the appropriate website policies.	Yes	
501	Self-Service	Compliance	The system should provide the ability to display PEIA website policies such as Terms of Use, Privacy Policy, Acceptable Use, Disclaimer, etc.	Yes	
502	Self-Service	Compliance	Upon initial log in and upon a change to the website policies, a user must agree to the Terms of Use. The agreement of the Terms of Use must be stored in the user's authentication history along with the date and time.	Yes	
503	Self-Service	Compliance	The system should, at a frequency set by the PEIA, request renewal of the Confidentiality agreement, terms of use and portal user recertification. If a confidentiality agreement, terms of use or other security or legal document is changed, an automatic recertification is employed.	Yes	
504	Self-Service	Security	The system should allow the authorized contact at each employer the ability to register and manage their Benefit Coordinator user accounts, once the authorized contact has been set up by PEIA (ex. modify user permission, lock/unlock accounts, etc.).	Yes	
505	Set-Up and Maintenance	Security	The system should allow authorized internal PEIA users to register and manage user accounts, as necessary (ex. modify user permission, lock/unlock accounts, etc.).	Yes	
506	Set-Up and Maintenance	Security	The system should automatically revoke employer access to PEIA portals for the authorized employer contacts upon their terminated participation in Health and Insurance Benefits, per PEIA business rules.	Yes	
507	Set-Up and Maintenance	Security	The system should be configurable to allow only certain employer contact types to be automatically updated by the employer through the employer portal. Other employer contact updates should require review by an internal PEIA user before the update is finalized.	Yes	
508	Set-Up and Maintenance	Security	The system should be configurable to allow updates to certain employer or member attributes to only be completed internally by an internal PEIA user.	Yes	
509	Set-Up and Maintenance	Security	The system should have the ability to limit information displayed to a member or employer, per PEIA business rules.	Yes	
510	Set-Up and Maintenance	Security	The system should have the ability to limit information displayed to an employer Benefit Coordinator per PEIA business rules.	Yes	
511	Set-Up and Maintenance	Security	The system should have the capability for an internal PEIA administrative user to add, modify, or revoke access for an employer or member.	Yes	
512	Set-Up and Maintenance	Security	The system should have the capability for an internal PEIA administrative user to unlock a non-PEIA user account (member or Benefit Coordinator) and reset the log in credentials.	Yes	
513	Set-Up and Maintenance	Security	The system should have the capability for an internal PEIA user to add, modify, or revoke access for an employer contact, including required contact types.	Yes	
514	Set-up and Maintenance	Security	The system should display only the members' data and documents only for the benefits that employer offers. In the case of dual employment, only the benefits the member is enrolled in should be viewable for the corresponding employer.	Yes	
515	System	Foundational	The system should also provide seamless and secure integrations with any necessary external third party systems (i.e. OASIS, third party health administrator, etc.) with which data exchange whether constant, scheduled or manually requested data exchange is required. This integration should support functionality such as receiving participant deductible amounts, initiating the creation of an IET on OASIS, receiving an IET number from OASIS, providing the insurance carriers with enrollment data, etc..	Yes	
516	System	Foundational	The system should provide a comprehensive, single source portal with functionality for all users - members, employer Benefit Coordinators and PEIA staff.	Yes	
517	System	Foundational	The system should provide appropriate access to the different components of the system - billing, enrollment, eligibility, CRM and case management - depending on user role and security levels. The system should also provide seamless integration with any necessary internal third party systems (i.e. Document Management System and MS Great Plains) with which a constant connection is required. This integration should support functionality such as direct database access to documents and payment information, the ability to initiate requests for pre-filled forms and publications, and transmit transactions into PEIA work queues.	Yes	
518	System	Foundational	The system should provide data export functionality for any data including eligibility and enrollment data in standard or proprietary formats as required by PEIA.	Yes	
519	System	Foundational	The system should allow data import functionality from third parties (such as Medicare) as required by PEIA.	Yes	
520	System	Audit	Audit indicator capabilities such that a participant's account can be identified as to whether it has been audited, through what date, and by whom and that satisfies HIPAA Privacy and Security regulations.	Yes	
521	System	Audit	Full data audit trail including what, who, when (system timestamp) sufficient to satisfy HIPAA Privacy and Security regulations	Yes	
522	System	Security	Use of recognized security practices developed under section 2(c)(15) of the National Institute of Standards and Technology (NIST) Act	Yes	
523	System	Security	The system should have two factor authentication for each user.	Yes	
524	System	Security	The system should conform to NIST standard for username and password requirements.	Yes	
525	System	Security	The system should require mandatory employer contact types to be set by the employer at time of enrollment.	Yes	

526	System	Security	The system should detect mass data exports/movement or suspicious activity indicative of malware or hacker activity.	Yes	
527	System	Security	The system should provide timeout and log off configurations consistent with NIST standards.	Yes	
528	System	Security	Database encryption at rest and encrypted remote connection channels.	Yes	
529	System	Security	Back-up and restore process in support of overall disaster recovery and business resumption plans.	Yes	
530	System	Security	Fail-safe shutdown/recovery processes.	Yes	
531	System	Security	Maintains full HIPAA EDI, Privacy and Security compliance.	Yes	
532	System	Security	Meets HITECH's Safe Harbor Provision(s).	Yes	
533	System	Set Up and Maintenance	PEIA expects different system experiences for different statuses (such as active, retired, survivor) and different employer types (state, non-state, EDU, etc.).	Yes	
534	System	Set Up and Maintenance	The system should provide a "forgot password" function for an authenticated user that meets NIST standards.	Yes	
535	System	Set Up and Maintenance	If a user tries to log off of the system with unsaved data changes, the system should message the user to continue logging off and lose changes or return and save changes.	Yes	
536	Enrollment	Person Data	The system should allow for selection of gender as male, female and other.	Yes	
537	System	Set Up and Maintenance	The system should provide a hierarchical structure of accounts which indicates the entity's reason for plan access. Entities include employers, employees, retirees, cobra participants, survivors, and dependents. The hierarchy may change over time and therefore the system should provide the ability to revise or add to the structure.	Yes	
538	System	System Data	The system should be capable of querying and exporting any data element(s) calculated or collected through the system using standard file formats (.csv, .txt, .xml, etc.) in the requested layout(s) for consumption of legislative, legal, and regulatory initiatives.	Yes	
539	Document Management	Archiving and Indexing	The system should provide the ability to store images, email, voicemail, or messages in industry-accepted formats.	Yes	
540	Document Management	Search	The system should provide the ability to search for and view stored items by multiple keywords or indexed values (such as document type, PEIA ID, employer number, etc.).	Yes	
541	Document Management	Archiving and Indexing	The system should provide the ability to capture annotations on stored items. Ability to add annotations to images to include but not be limited to highlighter, sticky notes, redact, digital stamp, watermark, date stamping, and shapes.	Yes	
542	Document Management	Archiving and Indexing	Ability to apply security to the input, editing and deletion of annotations with an appropriate audit trail.	Yes	
543	Document Management	Security	The system should inhibit any alterations to stored images including overwriting or re-indexing.	Yes	
544	Document Management	Foundational	The system should utilize optical or magnetic storage technologies. Optical Write Once Read Many (WORM) solution is preferred.	Yes	
545	Document Management	Security	The system should provide security controls at document, document type, group and user levels.	Yes	
546	Document Management	Archiving and Indexing	The system should allow for de-duplication functionality where one document can be tagged or linked to multiple folders.	Yes	
547	Document Management	Foundational	The system should allow conversion of records from the current document management system. Includes the ability to import records using the record's original indexed value(s). Also, includes the ability to apply new document types or index values using a cross-walk of old to new values.	Yes	
548	Document Management	Audit	The system should allow for identification of user scans and indexes for auditing purposes.	Yes	
549	Document Management	Audit	The system should provide a history of document interactions including additions, updates, deletions and retrievals.	Yes	
550	Document Management	Security	The system should limit accessibility to authorized users by role and/or by document type.	Yes	
551	Document Management	Reporting	The system should provide the ability to report statistics on the records stored by document type, date stored, employer and other criteria as specified by PEIA.	Yes	
552	Document Management	Archiving and Indexing	The system should provide the ability to track, archive and manage all in- and out-bound communication channels as electronic correspondence.	Yes	
553	Document Management	Archiving and Indexing	The system should provide the ability to archive and index all auto-generated correspondence along with the method of distribution at the same time that it is generated and distributed.	Yes	
554	Document Management	Verification and Workflow	The system should provide the ability to preview, verify and edit indexed documents prior to the committal and/or update to the imaging system.	Yes	
555	Document Management	Verification and Workflow	The system should provide the ability to automatically route and send unknown or illegible document types to an investigation queue for resolution	Yes	
556	Document Management	Archiving and Indexing	The system should provide the ability to read Bar Codes and perform optical character recognition of the Bar Code to assist in validation and verification.	Yes	
557	Document Management	Archiving and Indexing	The system should provide the ability to perform optical character recognition on standard forms to assist in validation and verification of indexing.	Yes	
558	Document Management	Records	The system should provide the ability to create an electronic, skeleton member record for individuals upon the first receipt of a document, especially when there may not be a member in the system yet.	Yes	
559	Document Management	Records	The system should provide the ability to merge two individuals' imaged member folders into a single consolidated folder with full auditing.	Yes	
560	Document Management	Archiving and Indexing	The system should provide the ability to re-index all items in a member folder with full auditing .	Yes	
561	Document Management	Format	The system should provide the ability to format the data entered from internet Self-Service into a PEIA defined standard template so that it can be stored as an image in the imaging system for historical reference	Yes	
562	Document Management	Archiving and Indexing	The system should provide the ability to index a single page, a single document, or a set of documents.	Yes	
563	Document Management	Archiving and Indexing	The system should provide the ability to perform a double key entry index validation and/or verification process to ensure accuracy.	Yes	

564	Document Management	Search	The system should provide the ability to assist the indexer when the only data available from an imaged document may not uniquely determine the member to whom the document belongs. Assistance to include but not be limited to popping up a list of all members with the indicated last name and allowing the indexer to select one by DOB, by address, Member ID or by SSN.	Yes	
565	Document Management	Archiving and Indexing	The system should provide the ability to change index attributes for an entire set of documents.	Yes	
566	Document Management	Archiving and Indexing	The system should provide the ability to automatically assign a scanned document to the correct member's electronic folder based on various data combinations to include but not be limited to a unique member identifier, the member name, the member DOB, and the member SSN or other data identified by PEIA.	Yes	
567	Document Management	Archiving and Indexing	The system should provide the ability to group like documents into batches for scanning based on document properties to include but not be limited to document size, document type, color, and orientation; or to group documents into like batches based on member or Pensioner and/or pensioner properties to include but not be limited to SSN and Member ID..	Yes	
568	Document Management	Scanning	The system should provide the ability to automatically identify and eliminate blank pages within the batch during document scanning and indexing.	Yes	
569	Document Management	Scanning	The system should allow the insertion of single pages when scanning and indexing.	Yes	
570	Document Management	Scanning	The system should provide the ability to manage scanning simultaneously with multiple industry-standard scanners.	Yes	
571	Document Management	Verification and Workflow	The system should provide the ability to integrate image processing with the electronic workflow processing such that the release of an image to the image archive initiates the appropriate workflow process(es) for each document.	Yes	
572	Document Management	Audit	The system should provide the ability to record receipt of documents when they are received, scanned and indexed.	Yes	
573	Document Management	Scanning	The system should provide the ability to scan different sizes and/or orientation of documents to include but not be limited to portrait, landscape, A4, executive and legal.	Yes	
574	Document Management	Scanning	The system should provide the ability to represent a multi-page document as a single document within the imaging archive.	Yes	
575	Document Management	Scanning	The system should provide the ability to scan both single-sided and double-sided documents.	Yes	
576	Document Management	Scanning	The system should provide the ability to scan color paper and save as a white document with black text.	Yes	
577	Document Management	Archiving and Indexing	The system should provide the ability to perform index validation through an automatic look-up in the Benefit Administration database during the index process .	Yes	
578	Document Management	Scanning	The system should provide the ability to scan documents in duplex mode	Yes	
579	Document Management	Archiving and Indexing	The system should provide the ability to do full-text indexing of documents to support later retrieval via full text searches.	Yes	
580	Document Management	Exporting and Printing	The system should provide the ability to export images into multiple standard image formats.	Yes	
581	Document Management	Exporting and Printing	The system should provide the ability to extract and/or print a page, a selection or an entire imaged document.	Yes	
582	Document Management	Exporting and Printing	The system should provide the ability to print annotations superimposed on image as well as to print without annotations.	Yes	
583	Document Management	Exporting and Printing	The system should provide the ability to route output from the imaging system to any printer on the PEIA network or a local PC printer.	Yes	
584	Document Management	Exporting and Printing	The system should provide the ability to redact specific portions of retrieved correspondence and forms when sending copies of that material to other recipients.	Yes	
585	Document Management	Security	The system should provide the ability to manage PEIA defined user security features that control whether a given user can print documents.	Yes	
586	Document Management	Security	The system should provide the ability to track all access within the image archive and to generate reports of that access.	Yes	
587	Document Management	Viewing	The system should provide the ability to browse through image pages without returning back to a menu or list.	Yes	
588	Document Management	Viewing	The system should provide the ability to compare two documents side by side.	Yes	
589	Document Management	Search	The system should provide the ability to display a list of the members matching the search criteria entered, if the member ID, or other unique identifier, does not uniquely identify a member upon performing a retrieval from within the Benefit Administration application. The list should include names, dates of birth, and Social Security numbers so that the user can select the specific member being queried.	Yes	
590	Document Management	Viewing	The system should provide the ability to allow a document to be viewed by more than one user concurrently.	Yes	
591	Document Management	Viewing	The system should provide the ability to retrieve a member or employers documents (when a the record is open on the screen) with a single operation, such as clicking on an Imaging Folder link.	Yes	
592	Document Management	Verification and Workflow	The system should provide the ability to accommodate returned mail as one of the imaging document types and to trigger a returned mail workflow process based on PEIA defined parameters.	Yes	
593	Document Management	Viewing	The system should provide the ability to open multiple documents in separate windows.	Yes	
594	Document Management	Viewing	The system should provide the ability to pan, size and zoom images.	Yes	
595	Document Management	Search	The system should provide the ability for the system to query based on standard criteria.	Yes	
596	Document Management	Search	The system should provide the ability to apply further search criteria to the results of a search.	Yes	

597	Document Management	Search	The system should provide the ability to create and distribute pre-defined search templates for multiple users.	Yes	
598	Document Management	Search	The system should provide the ability to inform the user that a search is being processed by displaying the percentage of completion.	Yes	
599	Document Management	Search	The system should provide the ability to combine words and phrases using the words AND, OR and NOT to limit, widen, or define a search.	Yes	
600	Document Management	Search	The system should provide the ability to perform range searches for indexed dates.	Yes	
601	Document Management	Viewing	The system should provide the ability to perform full page browsing through a member or employer document, a set of a member or employer documents, or all of a member or employer documents from any starting point.	Yes	
602	Document Management	Viewing	The system should provide the ability to allow the viewing of documents at "fit-to-page" as the default.	Yes	
603	Document Management	Viewing	The system should provide the ability to view various document and/or image formats to include but not be limited to ASCII, BMP, GIF, HTML, JPEG, PDF, RTF, TIFF, XML and Microsoft Office documents.	Yes	
604	Document Management	Viewing	The system should provide the ability to simultaneously view thumbnail sketches of multiple documents and multiple pages in a single document allowing users to browse rapidly through pages.	Yes	
605	Document Management	Archiving and Indexing	The system should provide the ability to support the upload of employee or employer-scanned documents in PDF (or other) format through member or employer self-service.	Yes	
606	Document Management	Verification and Workflow	The system should provide the ability to manage the uploaded documents in the same way (indexing, workflow routing) that a faxed or mailed and scanned document would be processed.	Yes	
607	Document Management	Exporting and Printing	The system should provide the ability to ensure that any electronic form completed on the internet can be immediately archived, viewed and printed by the user or submitted and later recalled for viewing or printing from the archive and when printed or viewed looks substantially like the paper version of the same form (including details such as the form number)	Yes	
608	Implementation	Deliverables	The vendor should provide a Project Charter that contains the project's objectives, scope, roles and responsibilities of the individuals involved in the project, and risks and constraints.	Yes	
609	Implementation	Deliverables	The vendor should provide a Statement of Work that contains the activities, deliverables and timetable for the project as well as defines the terms and conditions agreed upon between the vendor and PEIA.	Yes	
610	Implementation	Deliverables	The vendor should provide an Implementation Plan and Schedule to implement the project according to the Project Charter and Statement of Work.	Yes	
611	Implementation	Deliverables	The vendor should provide a Work Plan that identifies each objective and the timeline, resources, resource responsibilities and strategy to achieve the objective.	Yes	
612	Implementation	Deliverables	The vendor should provide a Project Communication Plan that defines the guidelines on how project information will be shared, who is responsible for communicating and to whom.	Yes	
613	Implementation	Deliverables	The vendor should provide a Change Control Plan describing the methodology used to manage any change requests that impact the project scope.	Yes	
614	Implementation	Deliverables	The vendor should provide a Requirements Traceability Matrix which traces system testing to the user requirements.	Yes	
615	Implementation	Deliverables	The vendor should provide a project Integration Plan which shows the process in which other systems or sub-systems talk to each other or exchange data and ensure they all work together.	Yes	
616	Implementation	Deliverables	The vendor should provide a Test Strategy and Plan describing the scope, objectives, approach and timing of the software testing tasks.	Yes	
617	Implementation	Deliverables	The vendor should provide test cases describing what should be tested (process(es), calculation(s), workflow(s), etc.), the preconditions, inputs, actions and expected results.	Yes	
618	Implementation	Deliverables	The vendor should provide a Test Progress showing the number of test cases tested, the number of test cases tested and passed/failed, the number of test cases remaining to test, % of test cases tested, % of test cases remaining, % of test cases passed/failed by subject matter and/or category and/or testing resource.	Yes	
619	Implementation	Deliverables	The vendor should provide a Defect Tracking Report that tracks defect reported, their disposition and expected correction delivery date.	Yes	
620	Implementation	Deliverables	The vendor should provide Regular Status Reports indicating the overall status of the project to project stakeholders as defined in the Project Communication Plan.	Yes	
621	Implementation	Deliverables	The vendor should provide Design Documents for significant design decisions or specifications or configurations that provide details for how the software should be configured or built.	Yes	
622	Implementation	Deliverables	The vendor should provide a Data Migration Strategy and Plan describing the tasks to migrate historical and current data including plans to find and mitigate data issues and the tools require for query, cleanup and migration.	Yes	
623	Implementation	Deliverables	The vendor should provide a Release and Deployment Management Plan which describes the process for building, testing, scheduling, pushing and deploying a software release to PEIA's testing environment and then moving the tested software to the production environment.	Yes	
624	Implementation	Deliverables	The vendor should provide a Production Cutover Plan that describes the steps and tasks required when PEIA is ready to go-live with the new system.	Yes	
625	Implementation	Deliverables	The vendor should provide a Release Readiness and Validation Report that provides a list of tasks and validations to ensure the project has followed the defined software development and release process and that the project team has identified any system interdependencies and risks that may have an impact on the software and/or system deployment.	Yes	
626	Implementation	Deliverables	The vendor should provide a Training Plan that outlines the training strategies, organizational change management process(es), activities and deliverables used to train the targeted audience. The vendor should also provide training materials outlined in the training strategy.	Yes	
627	Implementation	Deliverables	The vendor should provide a Security Plan which describes the security controls in place or planned for the implementation to provide levels of security appropriate for the information processed and/or accessed users or groups of users.	Yes	
628	Implementation	Deliverables	The vendor should describe their Problem Incident Reporting methodology which includes a set of procedures and actions taken to respond to critical incidents.	Yes	

629	Implementation	Deliverables	The vendor should describe their Risk Management and Reporting Methodology	Yes	
630	Implementation	Deliverables	The vendor should provide a sample of Software Release Content Documentation, the documentation provided when software is released indication what is included in the release and the impacts of the changes.	Yes	
631	Implementation	Deliverables	The vendor should provide a description of their Implementation Methodology	Yes	
632	Implementation	Deliverables	The vendor should describe their system and solution, including but not limited to all software, equipment, converted data and hosting services.	Yes	

Integration/Interface/File	From	To	Servers involved	Occurrence	ftp folder	MF Program Name	Layout
BB&T ARbox file	BB&T	PEIA	Mainframe, Biztalk, GP	M-F	isc_bbandt	EIBBTFTP	
CPRB Active Previous Month Not Next Month file	CPRB	PEIA	Mainframe	monthly	CPRB_Files	EICPRBFL	
CPRB Retirement Interface	CPRB	PEIA	Mainframe	Mondays	CPRB_Files	EICPRBJ	
CPRB Payment File	CPRB	PEIA	Mainframe/BizTalk/GP	Monthly - 25th	CPRB_Files	EICPRB	
CPRB Deceased File	PEIA	CPRB	Mainframe	Mondays	CPRB_Files	EIWEEK	
CVS Recon file	CVS	PEIA	Mainframe	10th & 25th	ISC_CVS_Health_Eligibility	EICVSRCN	
BOE Salary file	Dept. of Ed	PEIA	Mainframe	End of Month	isc_fars_2017_boards_of_educat	EIUPDSAL	
BOE State Aid	Dept. of Ed	PEIA	SQL Server,GP, & MF	Once a month	isc_peia_rpts	BOESQL BOEPROC BOECHK1 BOECHK2 BOECHK3 BOECHK4	
BOE Payroll files	Dept. of Ed	PEIA - file put on mainframe	Mainframe	Every day	N/A	EIBOEPAY	
DHHR Death file	DHHR	PEIA - file put on mainframe	Mainframe	Tuesday's	N/A	EIDTHRPO	
DHHR Divorce file	DHHR	PEIA - file put on mainframe	Mainframe	Tuesday's	N/A	EIDIVRPO	
HICN updates file	Humana	PEIA	Mainframe	Thursday's	ISC_Humana	EI50029J	
Address Updates	Humana	PEIA	Mainframe	Thursday's	ISC_Humana	EI50030H	
CMS Name/Date of Birth Changes	Humana	PEIA	Mainframe	Thursday's	ISC_Humana	EI50083H	
Humana Name Changes	Humana	PEIA	Mainframe	Thursday's	ISC_Humana	EIHUMNAM	
Humana Capitation file	PEIA	Humana	Mainframe	15th of Month	ISC_Humana	EIMONTH	
Disenrollments file	Humana	PEIA	Mainframe	Thursdays	ISC_Huamana	EI50022H	
Marshall Salary file	Marshall	PEIA	Mainframe	End of Month	isc_marshall_hr_finance	EIUPDSAL	
Marshall Payment Contributions file	Marshall	PEIA	Mainframe	Around monthend	isc_marshall_hr_finance	EIMRLCON	
Salary file (Secondary Schools Activities Commission)	SSAC	PEIA	Mainframe	End of Month	ISC_WVSSAC	EIUPDSAL	
SSDC 29M Master file	SSDC	PEIA	Mainframe	Manually around 15th	isc_ssdc_vdsa	EI50029M	
Treasurer Agency Lockbox file	WVSTO	PEIA	GP	M-F	retrieves from Treasure ftp site and puts on PE	EIDPFTP	
Treasurer Retiree Lockbox file	WVSTO	PEIA	GP	M-F	PEIA ftp site for Biztalk to pick up	EIDPFTP	
Treasurer Credit Card file	WVSTO	PEIA	GP	Daily	retrieves from Treasure ftp site and puts on PE	EIDPFTPC	
AR9 Direct Draft (web service)	WVSTO	PEIA	Biztalk, GP	7th & 22nd	web service		
COBRA file	UMR	PEIA	Mainframe	M-F	isc\tallen	EICOBRAJ	
Provider Directory	UMR	PEIA	Mainframe	1st each month	isc_umr	EI50113J	
Salary file (WV Job Investment Trust Board)	WVJITB	PEIA	Mainframe	Monthend	ISC_WVJITB	EIUPDSAL	
WVOASIS.1.246 Cash	WVOASIS	PEIA	SQL Server	Tue - Sat	ftp.wvoasis.gov	SSIS	
WVOASIS I.249 payment file	WVOASIS	PEIA	GP	4-6 times a month	ftp.wvoasis.gov		
WVOASIS I.248 file	WVOASIS	PEIA	Mainframe	every 2 weeks	ftp.wvoasis.gov	EI248GET, EI50248J	
WVU address file	WVU	PEIA	Mainframe	Monthly 1st week	education\wvu	EIWVUADJ	
WVU Salary file	WVU	PEIA	Mainframe	End of Month	education\wvu	EIUPDSAL	
WVU Escrow	WVU	PEIA	SQL Server & MF	Once a year		N/A	
CVS Weekly Claims to Data Warehouse	CVS	Mike Madalena		once a week		N/A	
Securian Enrollment file	Mike Madalena	Securian				N/A	
BOE Eligibility files:	PEIA	BOE's (all 55 counties)	Mainframe	once a month	education\"county name"	EIMONTH2 & 3	
Rec04 file (Continuing Care Actuaries)	PEIA	Continuing Care Actuaries	Mainframe	once a month	isc_jason_ccrc		
Employer Participation change file (CPRB) – Monthly	PEIA	CPRB		1st each month	cprb_files	EICPRBER	
CVS Eligibility file	PEIA	CVS	Mainframe	1st each month	isc_cvs_health_eligibility	EI50115J	
Health Plan Eligibility file – Monthly and Weekly files	PEIA	Health Plan	Mainframe	Monthly full file	healthplan_monthlyfile	EIMONTH2 & 3	
Health Plan Capitation	PEIA	Health Plan	Mainframe	9th each month	healthplan_monthlyfile	EI.BAS.TEMP(CARRIER)	
and Dec.	PEIA	Humana	Mainframe	Dec	ISC_Humana	EIBAGMBR	
Terms and Adds file (Humana) – send end of Oct., Nov., Dec.	PEIA	Humana	Mainframe	Oct, Nov and Dec mon	ISC_Humana	EIHTRMAD	
Humana Age-In file	PEIA	Humana	Mainframe	8/1, 9/1, 10/1	ISC_Humana	EIMSWP65	
Humana Eligibility file (runs per PEIAMAPD calendar)	PEIA	Humana	Mainframe	MAPD ctm calendar	ISC_Humana	EI50105H	
Surviving Dependent file (Humana)	PEIA	Humana	Mainframe	Monday's	isc\tallen	EI50105S	
ACA 1094B and 1095B	PEIA	IRS	SQL Server	once a year	isc_irs	N/A	
Marshall University Eligibility file – monthly interface	PEIA	Marshall	Mainframe	once a month	education\marshall	EIMONTH2 & 3	
PEIA interface files (11 files)	PEIA	Mike Madalena (internal Data Warehouse)	Mainframe	once a month	madalena_tallen	EIMONTH2 & 3	
Minnesota Life/Securian Decision file	PEIA/Minn Life	Minnesota Life/PEIA	Mainframe	Friday's	isc_minnlife	EIMLFTP	
Minnesota Life Beneficiary file	Minn Life	PEIA	Mainframe	March-May varies	isc_minnlife	EI50071J	

Minnesota Life Census file	PEIA	Minn Life	Mainframe	Jan5th / July 5th	isc_minnlife	EIMLCENJ	
SSDC eligibility file	PEIA	SSDC	Mainframe	1st of each month	isc_ssdc_vdsa	EISSDCFL	
ARB Direct Draft (web service)	PEIA	WVSTO		5th and 20th			
Retiree (CPRB) Member file to Treasurer	PEIA	WVSTO			isc_treasurer		
Disease Management file (UMR)	PEIA	UMR	Mainframe	Tuesday's	isc\tallen	EIDSMATT	
UMR Attribute file	PEIA	UMR	Mainframe	Tuesday and Friday	isc_umr	EIUMRATR	
UMR Eligibility file	PEIA	UMR	Mainframe	Tuesday and Friday	isc_umr	EIUMRATR	
UMR Recon	UMR	PEIA	Mainframe	20th	isc_umr	EIUMRRCN	
Face to Face - Report of visits	PEIA	UMR					
WVOASIS I.247 deduction file	PEIA	WVOASIS	Mainframe	Control-M calendar	ftp.wvoasis.gov	EI50205J, EI50247F	
WVOASIS I.247R deduction file for recent retirees	PEIA	WVOASIS	Mainframe	Control-M calendar	ftp.wvoasis.gov	EI50205J, EI50247F	
WVOASIS Blank member id file I.247	WVOASIS / PEIA	PEIA / WVOASIS	Mainframe	Control-M calendar	ftp.wvoasis.gov	EI50247F, EI50247R and EI50247S	
WVOASIS Reject file I.247	WVOASIS	PEIA	Mainframe	Control-M calendar	ftp.wvoasis.gov	EI50247R, EI50247S	
WVOASIS Success file I.247	WVOASIS	PEIA	Mainframe	Control-M calendar	ftp.wvoasis.gov	EI50247R, EI50247S	
WVOASIS I345 (Active Dependents)	PEIA	WVOASIS	Mainframe	On request	ftp.wvoasis.gov	EI50345J, EI50345F	
WVOASIS I345R (Retiree Dependents)	PEIA	WVOASIS	Mainframe	On request	ftp.wvoasis.gov	EI50345J, EI50345F	
WVOASIS I346 (Active Dependents)	PEIA	WVOASIS	Mainframe	On request	ftp.wvoasis.gov	EI50345J, EI50345F	
WVOASIS I346R (Retiree Dependents)	PEIA	WVOASIS	Mainframe	On request	ftp.wvoasis.gov	EI50345J, EI50345F	
WVU ESPS	PEIA	WVU	Mainframe	1st each month	education\wvu	EIBILL & EIBILSPL	
WVU Eligibility file - monthly interface	PEIA	WVU	Mainframe	once a month	education\wvu	EIMONTH2 & 3	
UMR Weekly Claims to Data Warehouse	UMR	Mike Madalena		once a week			
Direct Draft/DirectPay Billing file	PEIA	WVSTO	SQL Server	Monthly	sfx.wvsto.com	SSIS	
CPRB Billing File	PEIA	WVSTO	SQL Server	Monthly	sfx.wvsto.com	SSIS	
Death/Divorce File for FBMC	PEIA	FBMC	Mainframe	Every Monday	fbmc_tallen	EIFBMC	
UMR Dropped Records file	UMR	PEIA	Mainframe	Tues/Friday	isc_umr	EIUMRCVG	
CVS No Part B Waiver file	PEIA	CVS	Mainframe	Mondays	isc_cvs_health_eligibility	EIWEEK	
Naturally Slim (Weight loss) file	NS	PEIA	Mainframe	Adhoc	ISC_Naturally_Slim	EINATSLM	
CCP Attributions file	UMR	PEIA	Mainframe	Adhoc	isc_umr	EICCPATR	