

Management Committee

Meeting date: October 23, 2019

For the Metropolitan Council meeting of November 13, 2019

Subject: Risk Management Information System, Contract 19P142

District(s), Member(s): All

Policy/Legal Reference: 3-3 Expenditure Policy, Procurement of Goods and Services Greater than \$500,000

Staff Prepared/Presented: Phil Walljasper, Director, 651-602-1787

Division/Department: Regional Administration/Risk Management

Proposed Action

That the Metropolitan Council authorizes the Regional Administrator to negotiate and execute five-year contract with Origami Risk to provide software implementation, support and maintenance services for a Risk Management Information System (RMIS), in an amount not to exceed \$1,800,000.

Background

To administer the Council's self-insured claims, the Council's Risk Management department utilizes a Risk Management Information System. This system is not only used to appropriately administer the approximately 4,000 annual claims (comprised mostly of Auto Liability/No-Fault, Workers' Compensation, and General Liability), but is also utilized by other departments throughout the Council to track loss trends, report on key performance indicators, and establish appropriate financial reserves. The current RMIS, Riskconnect, has been used by the Council since 2002.

Given the changing needs of the Council, it was determined that exploring a formal solicitation was warranted. With the complexities and scope of the work, the Council issued a Request for Information (RFI) in 2018 to determine the viability of a formal Request for Proposal (RFP). After vendors provided a demonstration of their respective software, it was determined proceeding with a formal RFP was appropriate.

Rationale

The project was formally advertised on June 13, 2019 and sent to twenty-two companies identified as service providers. Targeted software vendors were included as part of this outreach. A pre-proposal meeting was hosted by Council staff on June 24, 2019 and attended by four plan holders. An addendum was issued on July 3, 2019 that responded to questions submitted by plan holders and the Council received four proposals on July 12, 2019.

After the initial individual evaluation of proposals, the evaluation panel determined that the two highest rated proposers would provide a demonstration of the proposed systems functionality. The evaluation panel considered the initial proposal and the demonstration rating and determined that Origami Risk was the most advantageous solution for the Council.

Key features of the system include; Claims Adjusting, Electronic Data Interchange Compliance, Reporting Dashboards, Mobile Claims Applications and Policy Management. The system will integrate with PeopleSoft providing data to other departments that share the relevant information.

Thrive Lens Analysis

The action advances the Thrive outcome of prosperity and stewardship. Increasing efficiency effectively lowers administration costs to manage claims and data-driven decision making is sound decision-making, leading to positive results that can be proven.

Funding

Funding for this contract is included in the Information Services operating budget.

Known Support / Opposition

This procurement has gone through the IS governance process and has been endorsed by both the Regional Administration Technology Committee (RATC) and the Cross Functional Team (CFT).