



Request for Information (RFI) 22157

Claims Management Related to Iowa DOT Property/Vehicle Damage

IOWA DEPARTMENT OF TRANSPORTATION
Office of Finance, Purchasing Section

Information must be received no later than

May 8, 2019

1 p.m. Central Time

*For information about the notice
Interested persons shall contact only:*

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Ames, Iowa 50010
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Section 1.0 Purpose

1.1 Purpose for the RFI

The intended purpose of the Request for Information (RFI) is to allow interested vendors an opportunity to present information of the availability of products or services as described below. The information provided by vendors will be used by the Iowa DOT to identify solutions for management of property damage data to facilitate submission of claims for reimbursement to insurance companies and at fault parties.

Goal- The goal of the RFI is to utilize technology to match property damage to related parties utilizing information from law enforcement accident reports, Iowa DOT accident reporting system and Iowa DOT damage reports. Ideally, the solution would track all claims, identify status of claim and identify when all required information is gathered to 'file a claim' for reimbursement to Iowa DOT from Insurance companies and at fault parties. The Iowa DOT is also interested in a solution that will provide varying degrees of management of claims including methods of collection. We are interested in how technology can be used to manage claims so that claims are addressed within the 5 year statute of limitations.

This is not a request for proposal (RFP) where *bidders* respond with a specific solution to Iowa DOT specifications. An RFP process is a separate process with further defined requirements.

1.2 Relevant Dates

Issuance of RFI – April 5, 2019

Submittal of questions by vendors (no later than) – April 15, 2019

Iowa DOT responses to vendor questions deadline (no later than) – April 17, 2019

RFI response by vendor deadline – May 8, 2019

Section 2.0 Definitions

Acronyms:

Iowa DOT: The Iowa Department of Transportation

IT: Information Technology

RFI: Request for Information

TraCS- Traffic and Criminal Software

TMC- Traffic Management Center

MCR – Memorandum Cost Report

Section 3.0 RFI Responses

3.1 Submittal instructions

The RFI is for information gathering purposes only. All information provided shall be at no cost and without obligation to the Iowa DOT.

All RFI's shall be submitted electronically. A signed transmittal letter on the Vendor's letterhead shall be in the electronic document including all company and contact information.

Vendors may be requested to submit general pricing where applicable. ***If cost is requested, it will be for budget purposes only.***

3.2 Questions and Requests for Clarification

All questions or requests for clarification shall be submitted by E-mail to Jean Gustafson listed on the RFI cover page.

3.3 RFI ownership

All submitted responses are subject to Iowa Code Chapter 22. Responses become the property of the Iowa DOT.

Section 4.0 Requirements

The Iowa DOT is seeking a software solution that will utilize technology to gather and match data from various data bases to file a claim for reimbursement to insurance companies and affected parties. Information would identify type of damage, parties involved, location of incident, equipment damaged, property damaged and other information that would supplement existing application.

Minimum requirements:

Comparisons between available Iowa DOT data bases, for example:

TRACs (State Patrol, Local Enforcement entities at city and county levels use this application to record accident reports.)

TMC: records accidents reported to Iowa DOT.

Claims Management System: Iowa DOT application that records damage reports from field locations. Iowa DOT staff also record and enter property damage claims into this system.

IowaSaver – data mapping of accidents and locations.

Other data bases with pertinent information (Drivers Records, Insurance companies, addresses)

Desired Capabilities of the System Application to:

- Gather and match accident data identifying location and responsible parties.
- Create a claim when all required information has been completed.
- Communicate with Driver Services regarding damages.
- Submit claim to responsible parties Via online filing with insurance companies or at fault parties.
- Create an invoice and send to accounts receivable.
- Create an aging of claims to enable reminder and collection process.
- Allow for various methods of payment.
- Reporting features to include status of claims, age of claims.
- Ability to create customized reports.
- To identify the status of claims from beginning to end.

Additional Desired Features:

- Mobile application for field staff to fill out report of damage from a mobile device.
- Location information for incident (mile marker, GPS, other identifiers)
- Electronic Accident Reports
- Accident diagrams