

**MARYLAND AUTOMOBILE INSURANCE FUND**  
**1215 East Fort Avenue Suite 400**  
**Baltimore, Maryland 21230**

**Request for Information**

Outbound Payment Outsourcing

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## **Introduction:**

By way of background, the Maryland Automobile Insurance Fund (Maryland Auto) is an independent state agency created by the legislature of Maryland in 1972, and commenced operations on January 1, 1973.

Maryland Auto Insurance consists of two divisions. The Insured Division provides insurance coverage to Maryland residents who are unable to obtain it from private insurance carriers. The Uninsured Division has two roles, first it provides financial protection to Maryland residents who are innocent victims of traffic accidents involving motor vehicle negligence and cannot obtain recovery from any other source. Second, it is responsible for activities relating to reducing the rate of uninsured motorists in the State.

Maryland Auto invites offerors to submit information in conformance with the following specifications:

### **Part I. - General Information**

- A. Purpose:** Maryland Auto is soliciting information from qualified vendors for outsourcing outbound claim payments to recipients, primarily through electronic payments. This would replace the current process of issuing all claim payments in the form of drafts. The purpose of this Request for Information (RFI) is to gather insights, capabilities, and potential solutions from vendors experienced in digitizing and automating outbound payments. Maryland Auto will evaluate submitted proposals according to criteria put forth in Part IV of this document.
- B. Minority Business:** Maryland Auto encourages minority business enterprises to respond to this solicitation.
- C. Contract Administration and Issuing Office:**

#### **Issuing Office**

Maryland Automobile Insurance Fund  
1215 East Fort Avenue, Suite 400  
Baltimore, Maryland 21230

#### **Contract Administration**

Amy Knell, Fiscal Manager

- D. Closing Date:** Maryland Auto requests responses to this request for proposal no later than Thursday, August 8, 2024 at 5:00pm EST. Information beyond this deadline will not be considered.
- E. Questions:** Please submit all questions related to this Request for Information (RFI) to [Responses@marylandauto.net](mailto:Responses@marylandauto.net). The deadlines for all questions shall be Wednesdays of July 17, July 24, and July 31 at 5:00pm EST. Maryland Auto will post answers, on a weekly

basis on eMaryland Marketplace on July 18, July 25, and August 1, to all questions offerors ask related to this RFI.

## **Part II. – Purpose**

The purpose of this RFI is to solicit information from outbound payment vendors who can demonstrate they possess the organizational, functional and technical capabilities to provide an automated digitized outbound payment solution for Maryland Auto’s claim payment needs.

The ideal vendor shall have experience in successfully implementing the proposed solution at Insurance companies both Private and/or Public with similar requirements to Maryland Auto. The successful vendor shall be responsible for the final approved design and integration of the outbound payment solution with Maryland Auto’s system(s) and implementation.

This RFI process seeks to provide the best overall outbound claim payment automation and digitization solution for Maryland Auto. Information related to the total costs of implementation as well as recurring and transaction costs should be included but will not be the only factor in making the determination whether this RFI results in a request for proposal (RFP). Other factors that may contribute to the consideration process include, but are not limited to:

- Project approach and understanding of Maryland Auto’s objectives and requirements
- Vendor’s implementation methodology and success
- Vendor’s installed base and experience with customers similar to Maryland Auto
- Feedback from customer references
- Ability to meet Maryland Auto requirements (software functionality, usability, performance, flexibility, integration, and technology)
- Ability to meet Maryland Auto selection and implementation timeframe
- Ongoing maintenance and support

## **Part III – Scope**

As noted above, Maryland Auto consists of two separate divisions, the Insured Division and Uninsured Division. Claims are processed and payments issued by each Division in accordance with its purpose. Each division has its own claim system used to process claims.

Insured Division claim payments are batched daily from the claim system and printed and mailed daily in the form of drafts. Uninsured Division claim payments are manually processed by hand through writing on a draft which is then mailed to the recipient. Approximately 1,500-3,000 claim payments are issued by the Insured Division monthly. Approximately 35-50 claim payments are issued by the Uninsured Division monthly.

Maryland Auto is seeking a vendor to integrate an outbound claim payment solution with Maryland Auto such that approved claim payments are submitted to the recipient in real time upon

approval. Methods of payment should include electronic options such as ACH, debit card, etc. with an option for delivery via check.

The vendor would work with the IT, Claims, and Fiscal departments to execute this project.

#### **Part IV- Submission**

All submissions must provide clear, direct and comprehensive responses to the following questionnaire. Do not deviate from the order or format of the questions. Provide only those attachments which you note in your response. Maryland Auto will not review any other attachments.

Submissions must adhere to the following format and be submitted in accordance with the due date specified in Part 1-D. Maryland Auto will **not** grant requests for extensions. Maryland Auto will **not** consider any late requests.

You may submit your response by email to [Responses@marylandauto.net](mailto:Responses@marylandauto.net). **Please do not submit electronic responses through eMaryland Marketplace.** Responses by email must contain the phrase “**Outbound Payment Outsourcing**” in the subject line.

Please respond to each of the following, as applicable:

#### **1. Company Background and Information:**

- Company Name
- Company Address
- Company Mission Statement
- Company structure (corporation, LLC, etc.)
- Parent Company Name and Address, if applicable
- Contact name, Phone number, Email
- Recent financial report
- Years in business
- Number of clients
- Industries served and relative size of client base to whole
- Number of employees
- Any litigation your company is currently involved in or been involved in during the last 5 years
- SOC 1 Type I and Type II Reports of your product from 2023-2024

#### **2. Product Specific and Samples of Work:**

- Is solution cloud-based?
- Do mobile and application options exist?
- Identify any third-party vendors or subcontractors used and their role
- What payment method options are available with your product
- Methods of communicating with payment recipients
- How multi-party payments are handled

- Processes for voiding payments
- Process for funding the claim payments
- Describe reporting and/or reconciliation functionality
- Descriptive information indicating how each firm and/or business entity has participated in providing services like those requested in this RFI.
- Examples of statements of work for similar organizations
- Examples of timelines for implementing solution

**3. Market Differentiators:**

- Please identify for Maryland Auto why your company is the vendor we should consider for this engagement and identify how your company differentiates itself from your competitors.
- How many insurance clients do you have and what is their size?

4. **Pricing:** Include all pricing information in your response. Cost must be clearly stated, must be sub-totaled by phase (i.e., feasibility, design, implementation, training, and must state the overall total). Total price must contain all direct and indirect costs, including out-of-pocket expenses. Include discounted pricing for Government agencies where applicable.

5. **References:** Please provide three references, listing company name and address, contact name, phone, email for each company, and a brief description of the services you provided.

**Evaluation Criteria:**

Submissions will be evaluated on, but not limited to the following general criteria:

- Price/Cost of Service
- Quality (based on examples)
- Data Transfer Ability
- Ability to integrate with/accommodate Maryland Auto's systems
- Functionality
- References
- Stability of Company

**Part V. - Disclaimer**

This RFI is not a request for proposal or an offer. Maryland Auto reserves the right to reject any or all responses received in response to this RFI.