Questions by Potential Submitters

Outbound Payment Sourcing RFI

The following documents questions and answers which have been raised by potential submitters during the RFI period July 11 - July 17, 2024.

1. You recently shared an RFP for Outbound Payment Outsourcing. Can I forward it to my company's agencies and consultants?
   Yes.

2. Who is responsible for mailing out checks or would we pass this information back to the system for Maryland Auto for checks to be mailed out?
   The service provider would be responsible for mailing any checks.

3. Is all information (recipient, claim number, payment amount, etc) all available in a database?
   Yes, all information resides in a homegrown claims system.

4. Is it possible to have a review of the current process before submitting a proposal?
   If your organization is selected for an interview, Maryland Auto will review the current process at that time.

5. Is a mobile app (from an app store i.e. ios/ play store) required or if the solution is web based, does it have to be a responsive website to be able to show on a mobile device?
   A mobile app is not required as a part of the solution. A web-based solution which would be able to be viewed on a mobile device is required.