ENTERPRISE INFORMATION PORTAL
REQUEST FOR PROPOSAL
RFP-CDI-0845-33

I INTRODUCTION AND OVERVIEW

I.1 Purpose of this Request for Proposal

The purpose of this procurement is to obtain proposals from responsible firms that can develop and implement an Enterprise Information Portal (EIP) for the California Department of Insurance (CDI). This procurement includes implementation of business intelligence (BI) software that will provide CDI Executive management with user-friendly access to information about the Department's operational status and metrics, industry health and potential problem areas, and provide an environment to better share data across the Department. This solution will leverage modern technology and use the extensive information currently available through CDI's existing Integrated Data Base (IDB).

This procurement is being conducted under the provisions of Public Contract Code 12102. Responses to this Request for Proposal (RFP) will be evaluated based on **best value to the State.** **Best value to the State** is the proposal that best meets, and potentially exceeds, the State's administrative and technical requirements at the most reasonable overall cost to implement and operate, with an acceptable level of risk. Bidders should carefully read Section IX, Evaluation and Selection, to ensure they understand the evaluation process.

Issuance of this RFP in no way constitutes a commitment by the State of California to award a contract. The State reserves the right to reject any or all proposals received if the State determines that it is in the State's best interest to do so. The State may reject any proposal that is conditional or incomplete.

This procurement is conducted in compliance with the Americans with Disabilities Act (ADA) as further explained in Exhibit I-1, ADA Compliance Policy. If you have any questions or requests pertaining to this compliance, contact the Procurement Official identified in Section I.4, Procurement Official.

I.2 Overview

The Office of the Insurance Commissioner has the responsibility to enforce the insurance laws found in the California Insurance Code, California Code of Regulations, and other related laws. The role of the Insurance Commissioner is to regulate the insurance industry, thereby protecting California consumers from abusive insurance practices.

The CDI regulates the largest insurance market in the United States with over $105 billion in direct premiums written in the State. In fulfilling its responsibility to protect California's insurance policyholders, the Department conducts examinations of insurance companies and producers to ensure that operations are consistent with the requirements of the Insurance Code and that insurance companies are financially viable and able to meet their obligations to policyholders and claimants. The Department also investigates complaints and responds to consumer inquiries; administers the conservation and liquidation of insolvent and delinquent insurance companies; reviews and approves insurance rates; and is a major contributor in combating insurance fraud.

CDI's current data computing environment is made up of multiple client/server systems, Webbased systems, and commercial-off-the-shelf (COTS) systems. Approximately eighty-five percent of CDI's data is located and maintained in one Oracle integrated database (IDB) that is located at Teale Data Center (TDC). As the name implies, the IDB is a collection of software applications and data stores that reside in a common, enterprise-wide technical architecture.

Staff, management and Executive personnel across geographically dispersed organizational units utilize the IDB to support core business functions. The other data sources include a variety of systems, such as the CalSTARS financial system, the National Association of Insurance Commissioners' (NAIC) systems, and various CDI business area Microsoft Access databases, among others.

CDI is organized into nine branches (Administration & Licensing Services, Consumer Services & Market Conduct, Rate Regulation, Enforcement, Legal, Financial Surveillance, Community Relations, Policy/Planning, and Communications & Press Relations). Each Branch consists of multiple Divisions or Bureaus. Typically, each business area has its own client/server (Oracle Forms interface) or Web-based systems, which together make up the IDB. The original intent of the IDB development was to have a single cross-organization information source for the Department. However, as the IDB has evolved, the database has become a warehouse of multiple silos of information serving the specialized interests of the Department's program areas. While this development has resulted in numerous applications that efficiently service CDI's lines of business, it does not lend itself well to providing global Department-wide information that is reliable and accurate. Furthermore, this approach has resulted in duplicative information in a variety of business area silos.
For Executive staff this poses a problem, as they do not have a simplified method to access critical Department-wide business information due to the "silo-ing" of application information and the various areas' representation of the data. This is problematic as Executives want to ensure they have reliable data at their fingertips in order to stay abreast of the overall health and welfare of the Department—or at a minimum, they want access to the information in their business areas that they direct. CDI Executive staff requires information that is current, accurate and readily available that presents an image of the Department's business activities in a selfservice format.

III EXISTING SYSTEMS OVERVIEW

III.1 Program Overview

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among others.
The CDI organization chart is provided below. Typically, each business area has its own client/server (Oracle Forms interface) or Web-based systems, which together make up the IDB. The original intent of the IDB development was to have a single cross-organization information source for the Department. However, as the IDB has evolved, the database has become a warehouse of multiple silos of information serving the specialized interests of the Department's program areas. While this development has resulted in numerous applications that efficiently service CDI's lines of business, it does not lend itself well to providing global Department-wide information that is reliable and accurate. Furthermore, this approach has resulted in duplicative information in a variety of business area silos.
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III.2 Business Objectives

CDI currently lacks the analytical tools to consolidate, analyze and report on management information that is maintained by different Bureaus and contained in the IDB. In order to address these problems, CDI is undertaking the EIP project to meet the following objectives:
1. Provide Executives, managers and staff with easy access to strategic and tactical information from a consolidated source of data that can be used for analytical purposes.
2. Improve the ability to share IDB information across the organization.
3. Reduce the reliance on ITD staff to develop queries of IDB data that support management decision-making.
4. Track effectiveness of CDI's programs in meeting established targets, goals and performance objectives.
5. Respond more timely to external information requests from constituents, industry, Legislature, control agencies, and other stakeholders.

III.3 Existing Systems Overview

The following systems currently provide IT support for the business processing needs of the seven CDI Branches. The following diagram depicts the core CDI applications, and the sources of the information stored in the IDB. The COTS products (depicted in yellow) are interfaces with the IDB. NAIC (depicted in red) shows the connection with the external NAIC database.

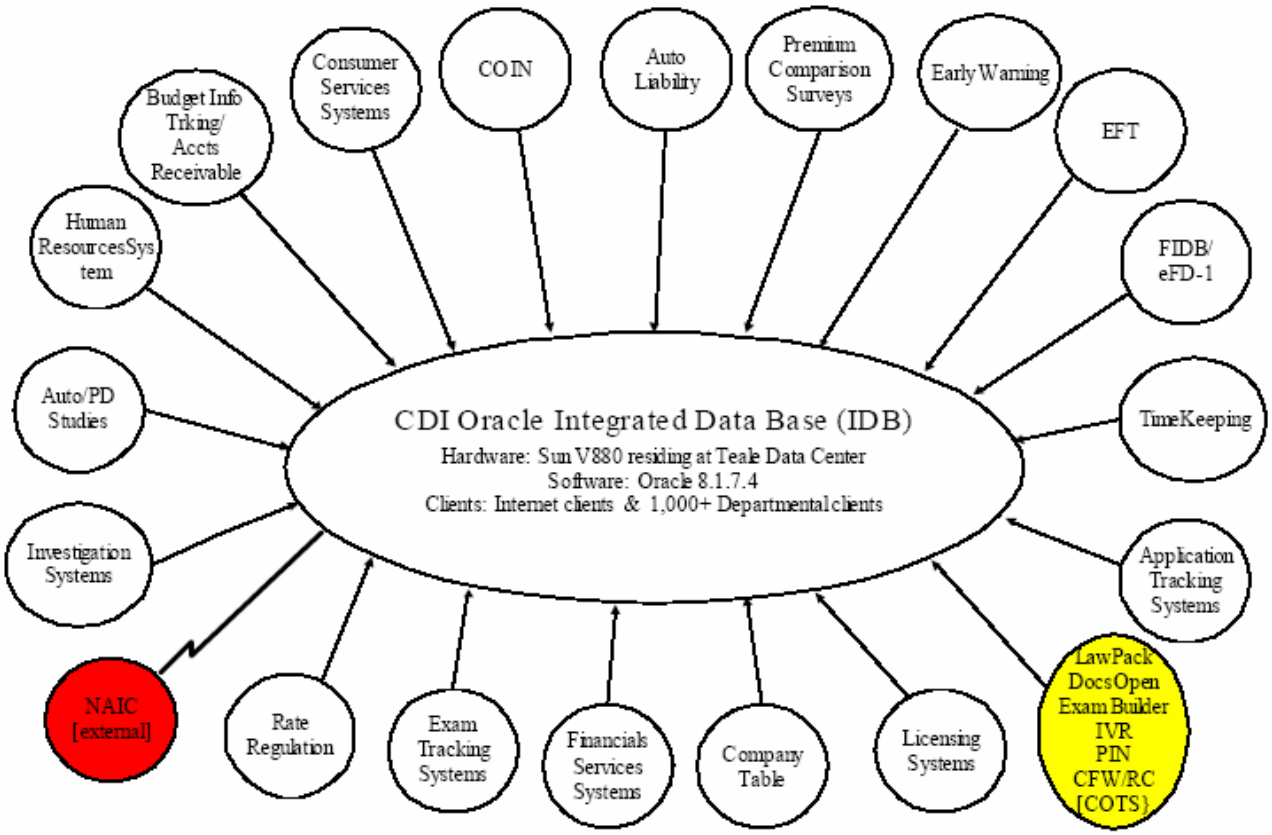

Figure 1. CDI Core Applications

III.4 Existing Technical Infrastructure

The existing CDI technical infrastructure consists of the following components:

1. **Databases** – CDI utilizes a variety of database technologies within its environment. The main application database platform is Oracle. Microsoft Access is used for data extraction storage and reporting, and for small Bureau-specific applications.
2. **Application development environment –**The standard application development tool set is Oracle Development Suite. Other application development and reporting tools include Oracle Discover, Access, Quest Tools, and Excel.
3. **Web application development environment** – Web Java development is done using Oracle JDeveloper, Dreamweaver, Concurrent Versions System (CVS), Ant, and Oracle Enterprise Manager.
4. **Operating system software –** The application server operating system (OS) is Sun Solaris. At the desktop, PCs run on Microsoft Windows 2000 Professional and XP Professional.
5. **Security** – The current technology environment addresses security on various platforms. Access into the Department's network is password protected. Applications have different access levels (e.g., update and query) and segregated access to screens within the applications.
6. **Connectivity** – Sacramento, Los Angeles and San Francisco are the CDI's major office sites. The CDI's major office sites in San Francisco and Los Angeles connect to the TDC through the Sacramento site. San Francisco connects to Sacramento over two T1 lines, and connects to Los Angeles over one T1 line. Los Angeles connects to Sacramento over three (3) T1 lines, and connects to San Francisco over two T1 lines. Remote office sites are connected to one of the major office sites over a T1 line. The Department has two failover T1 lines to TDC in case any of the other lines fail.

7. **LAN & WAN** – Sacramento is connected to the TDC over a DS3 line (up to 45 MIPS).
8. **Internet Service Providers** – The TDC provides CDI's Internet service.
9. **Data Center Services** – Data center services are provided by the TDC.
10. **Project Management** – CDI PMO has created project management policies and practices for implementing IT projects, based on the Project Management Institute (PMI) and Institute for Electrical and Electronics Engineers (IEEE) project management policies and practices. These project management methodologies conform to the Department of Finance's (DOF) requirements for implementing IT projects.
11. **Procurement and Contracting** – The Project Coordination and Administrative Support Bureau within the ITD and the Business Management Bureau within the Administration and Licensing Services Branch support the procurement strategy and contracting of IT services. These units provide support to Request for Proposal (RFP) processes.

III.4.1 Current Hardware

The CDI IT infrastructure includes the following hardware components:
Network Servers – The CDI has 89 network servers installed throughout 14 physical sites. The current network servers are a minimum XEON or Pentium IV processor.
Database Server (Enterprise) – The CDI leases a SunFire V880 with eight processors to support CDI's development, test, and production database environment. The enterprise database server is housed at the TDC.
Web Servers – The CDI's Internet/intranet websites are supported on Sun servers running the Solaris operating system.
Application Servers – CDI currently has eight application servers that support the CDI's Internet/intranet Web-based applications. Three of these servers also support CDI's Development staff. All eight application servers are Sun entry-level servers, as described below:

- Two production Internet application servers (connects to production DB): SUN 420 R; dual 450 Mhz processors; 2 GB RAM; 2 – 9.1 GB internal disk drives.
- Three production intranet application servers (connects to production DB): SUN V480; dual 900 Mhz processors; 4 GB RAM; 2 – 36 GB internal disk drives
- Two test servers (connect to development, test and production DB): SUN 420 R; dual 450 Mhz processors; 2 GB RAM; 2 – 18 GB internal disk drives and SUN V480, dual 900 Mhz processors; 4 GB RAM; 2 – 36 GB internal disk drives.
- One patch server (to use to test patches): SUN V480; dual 1.2 Ghz processors; 4 GB RAM; 2 – 72 GB internal disk drives

Routers and Switches – The CDI's network consists of Cisco routers and switches.
Firewall Servers – The CDI has installed the Cisco PIX appliance technology as its firewall.
FTP Servers – The CDI uses the Microsoft FTP protocol on a Windows 2000 server with Internet Information Server (IIS) enabled.
Virtual Private Network (VPN) – The CDI uses the Cisco VPN 3000 concentrator appliance to provide secure network access to remote users.
Desktop PCs – The CDI's network consists of approximately 1400 desktop PCs.
Notebook PCs – The CDI's network consists of approximately 400 notebook PCs.
Printers – The CDI's network consists of approximately 200 networked printers.
Other networked devices – The CDI's network also includes a limited number of scanners, plotters, and copiers that are attached to the network.
Connectivity Lines – Sacramento, Los Angeles and San Francisco are the CDI's major office sites. Sacramento is connected to the TDC over a DS3 line (up to 45 MIPS). The CDI's major office sites in San Francisco and Los Angeles connect to the TDC through the Sacramento site. San Francisco connects to Sacramento over two T1 lines, and connects to Los Angeles over one T1 line. Los Angeles connects to Sacramento over three (3) T1 lines, and connects to San Francisco over two T1 lines. Remote office sites

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Backup Tape Libraries - The CDI uses ADIC and Exabyte backup tape library products in support of backup processes.
Sniffers – The CDI has deployed a Sniffer Distributed appliance to analyze and troubleshoot the network.
Failover – Standby units are installed for CDI's firewall and MSExchange, ready to take control should the active unit fail to perform its functionality.

III.4.2 Current Software

The CDI IT infrastructure includes the following software:
Network Operating System (NOS) – Network servers are currently running Microsoft Windows 2003 Advanced Server as its NOS.
Authentication – The CDI uses AAA server for Authentication, Authorization, and Accounting services. The devices and applications communicate with AAA server through the Remote Authentication Dial-In User Service (RADIUS). The CDI also uses Microsoft Active Directory.
Desktop Operating System (OS) – Network desktops and notebooks are running Microsoft Windows 2000 Professional and XP Professional.
Web Server Operating System – Web servers in support of the CDI's public website are running Apache Web Server (Unix) version 1.3.2.9. Microsoft Internet Information Server (IIS) version 5 runs on Web servers in support of the CDI's intranet, and on the Web development servers. The OS for the web server is Sun Solaris 2.9.
Application Operation System/Software – Six CDI application servers run Sun Solaris operating system version 2.8, as well as Oracle's 10g Middle Tier software version 9.0.4.1. Oracle 10g also makes use of Apache's Web Server software version 1.3.28. Two CDI application servers run Sun Solaris operating system 2.8 and Oracle's 9IAS Release 1 software version 1.0.2.2.2, Oracle 9IAS Release 1 makes use of Apache Web Server software version 1.3.19. The database server (SunFire V880) located at TDC, runs Sun Solaris operating system version 2.8. The eight CDI application servers are configured with the following software:

- Two SUN 420 R production Internet application servers: O/S is Solaris 2.8 64 Bit; Oracle 10g Enterprise Edition: 9.0.4.1 – configured w/HTTP Server, PLSQL DAD, Report Server, J2EE. These machines also have an SSL certificate for security
- Two SUN V480 production intranet application servers: Oracle 10g Enterprise Edition: 9.0.4.1 – configured w/HTTP Server, PLSQL DAD, Reports Server, Forms Server, Discoverer, J2EE.
- One SUN 420 R test server: O/S is Solaris 2.8 64 Bit; Oracle 10g Enterprise Edition: 9.0.4.1 – configured w/HTTP Server, PLSQL DAD, Report Server, Forms Server, J2EE
- One SUN V480 patch server: O/S is Solaris 2.8 64 Bit; Oracle 10g Enterprise Edition: 9.0.4.1 – configured w/HTTP Server, PLSQL DAD, Report Server, Forms Server, J2EE
- One SUN V480 production Intranet application server: Oracle 9IAS Release 1 Enterprise Edition – configured with HTTP server and 11i Financials Suite version 11.5.9
- One SUN V480 test Intranet application server: Oracle 9IAS Release 1 Enterprise Edition – configured with HTTP server and 11i Financials Suite version 11.5.9

Database Management System – The CDI Integrated Database (IDB) is Oracle Database 9.2.0.4 and is located at TDC. The NAIC database is Oracle Database 8.1.7.4 and is located at NAIC in Kansas City, Missouri. The protocol for accessing the NAIC Oracle database is TCP/IP.

Helpdesk Tracking Software – The CDI uses Track-It! to assist with Helpdesk support.
Office Applications – The standard applications installed on the CDI's desktops and notebooks is Microsoft Office 2003 Professional Suite that includes WORD, Excel, PowerPoint, and Access.
E-Mail/Calendaring Software – The CDI uses Microsoft Outlook 2002 for e-mail and calendaring functions.
Web Browser Software – The CDI uses Microsoft Internet Explorer version 6.x as its primary Web browser.
Project Management Software – The CDI uses Microsoft Project 2002 for automated project plans.
Flowcharting and Diagram Software – The CDI uses Microsoft Visio 2002 to prepare flowcharts and diagrams.
Portable Document Format (PDF) Read and Write Software – The CDI uses Adobe Acrobat in support of PDF files.
Anti-Virus/Virus Detection Software – The CDI uses TrendMicro Office Suite anti-virus software that includes OfficeScan for the desktop, ServerProtect for servers, ScanMail for MS Exchange environment, and VirusWall for Internet protection.
Backup Software – CDI uses CommVault Galaxy enterprise-wide backup software. TDC uses Legato NetBackup for the SunFire V880 database server.
Internet Tools – Includes Javascript, HTML, VB Script, and Frontpage.
NetTracker is used to track Web statistics, LinkScan is used for website analysis, and Websense is used for Internet filtering.
Middle Ware – includes Oracle Internet Application Server, Discoverer, J2EE, and JDeveloper.
Application Development Tools – The CDI uses Oracle Internet Development Suite of applications to include: Oracle Forms, Reports, Developer, Designer, Discoverer, JDeveloper; TOAD (Tool for Oracle Application Development)/SQL Navigator; Oracle Portal; WebPL/SQL; PL/SQL; Ant; Oracle Enterprise Manager, and Concurrent Versions System (CVS - version control).
Internet Development Tools – The CDI uses Javascript, HTML, VBScript, Macromedia Dreamweaver MX, and Frontpage software to support Internet development.
Credit Authorization System Software – The CDI has established the use of ICVERIFY software to perform e-commerce transactions.
The following database management systems are supported by TDC, but are not part of the CDI IT infrastructure:
• Microsoft SQL Server (Windows)
• ADABAS (mainframe)
• DB2/UDB (mainframe/AIX/pSeries)
• Tamino XML (Windows)
The following web operating system software is supported by TDC, but is not part of the CDI IT infrastructure:
• WebSphere on AIX/pSeries
• WebSphere on mainframe
The diagram on the following page depicts CDI's network infrastructure.

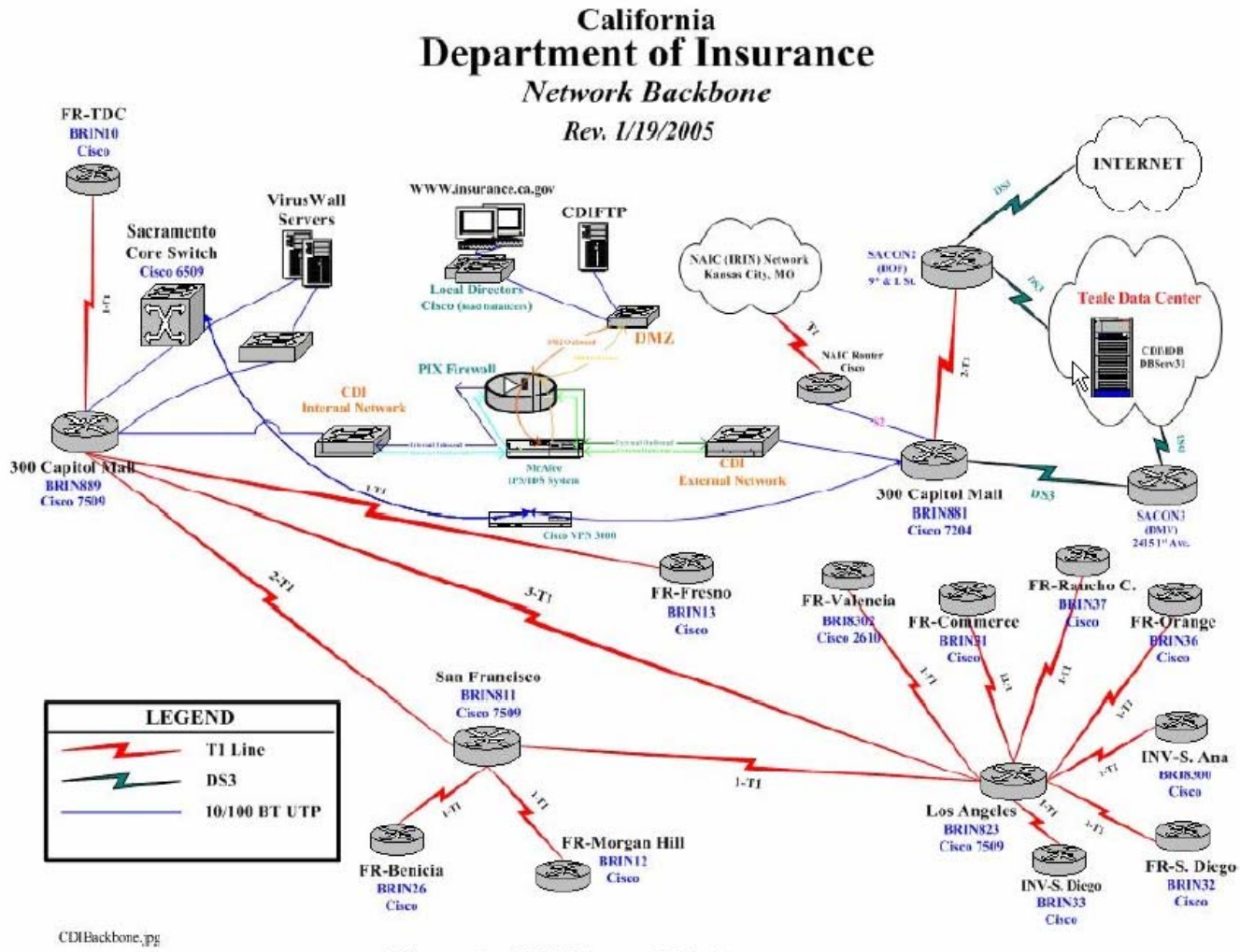

Figure 2. CDI Network Infrastructure

III.4.3 Database Design

The CDI Database Architecture Design Document (DADD) defines the overall architecture of the CDI database (dbserv31) which resides at Teale Data Center and includes a listing of all schemas on the three CDI instances. The other three INFIN instances contain all of the Financials schemas with the addition of Repos_Mgr (9i Designer) in INFINPRD and BurridgeM in INFINTST. These two schemas are temporary in the INFIN instances and will be moved to the appropriate CDI instance when the CDI instances are upgraded to 9i.

IV CONCEPTUAL SYSTEM

The proposed solution is the implementation of business intelligence (BI) software that will provide CDI Executive management with user-friendly access to information about the Department's operational status and metrics, industry health and potential problem areas, and provide an environment to better share data across the Department. This solution, the EIP, will leverage modern technology and use the extensive information currently available through the IDB.

IV.1 Conceptual Solution

While the State is seeking, through this RFP, the best solution from the Bidders to determine the detailed structure of the actual solution, the following diagram illustrates the conceptual architecture of the proposed solution. (Note: It is anticipated that the IDB will be upgraded from Oracle 8i to Oracle 9.2.0.4 by the time the EIP project begins.)

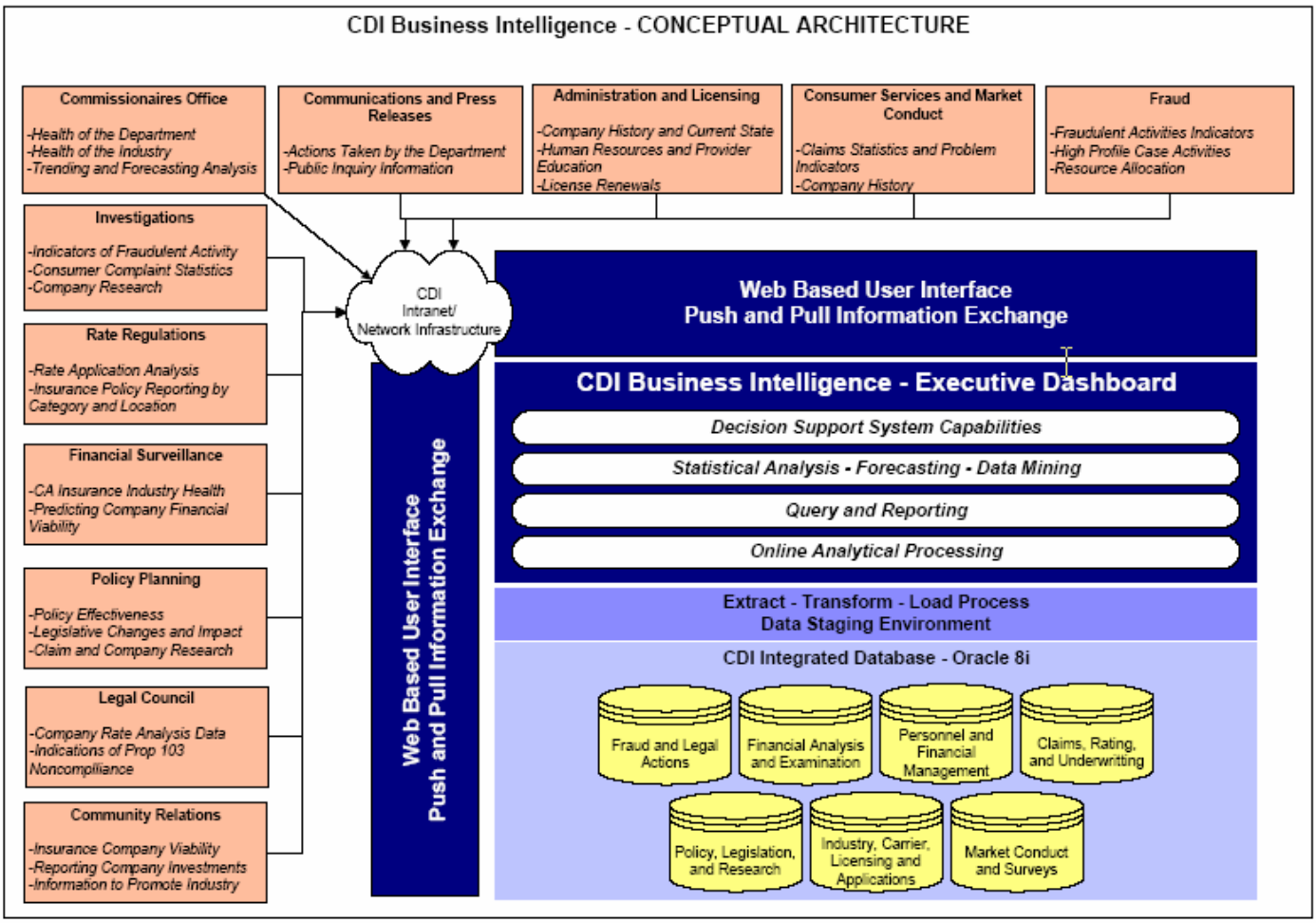

Figure 3. EIP Conceptual Architecture

Key Features of the Solution Architecture should include:

♦ A common portal to view the EIP, as well as other CDI maintained information.

♦ The ability to have key insurance company health indicators "pushed" to CDI Executive management with the ability to quickly and efficiently drill down into detailed information.

♦ A web-based architecture to promote a cost effective support and maintenance environment by eliminating the need to maintain thick client applications that are loaded on CDI desktop computers.

♦ A web-based architecture to enable CDI Executive management to access Department information anywhere and at anytime.

♦ The ability to perform statistical analysis, trending and forecasting using IDB and NAIC data.