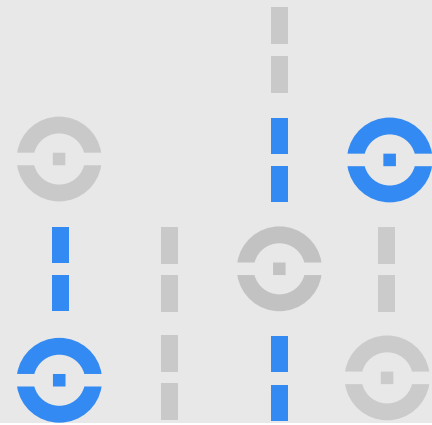# Intelligent Intake RFX

Indico Data Solutions Inc.
Indico Data c/o Venture Lane
55 Court Street Floor 2
Boston, MA 02108

www.indicodata.ai

RFX Contact:

Sales, Indico Data Solutions

contact@indicodata.ai

How to use this document

Copy, borrow, or summarize as much of this document's content as is helpful. This is a collection of sample problem statements, future state expectations, and core functionality requirements for an AI driven intelligent intake solution.

While most organizations have a format and structure for RFX documents they do not have domain specific content. The following is a simulated RFX request from a mythical large global insurer.

In many cases the teams that are seeking and will benefit from an intelligent intake solution do not routinely write requests for information or proposals. However vendors, like Indico Data who specializes in solving the intake dilemma, regularly respond to a variety of requests for technology, services, and consulting related to the processing of inbound data handling. Based on this experience we've compiled the attached content to support the development of your RFX.

For vendors to provide you with content and information that support an accurate assessment of capabilities it is important to outline the big picture of what you are trying to accomplish as well as the current pain points and your expectation for an improved future process. The first two sections, Introduction and Problem Statement, are for you to get an idea for framing the solution you are looking for and clarifying the impact a successful implementation will deliver to your organization.

The sections after the introduction and problem statement represent common considerations from finding a partner that will work with you to accomplish your goal to making sure that the product you choose can scale to meet not only the current level of need but future growth as well. Based on your needs you can leverage entire sections or select questions that resonate with your organization.

If you would like to learn more about this document, specific questions, or Indico Data in general please contact **kevin.mcadams@indicodata.ai**

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Introduction

Wonderful Global Reinsurance Company (WGI) is one of the leading global insurance companies, providing a wide range of insurance services to companies across the globe. With an ever-growing client base, WGI is committed to driving profitable premium growth, improving operational efficiency, and enhancing the customer experience.

One of the key operational areas that we are looking to improve is the current manual intake process for incoming communications such as underwriting submissions, claims including first notice of loss, policy servicing requests, and other supporting materials. These manual processes have resulted in missed opportunities, delays in response times, increased costs, and a lack of standardized data processing.

WGI has launched a multi-year transformation program called "Ascend", designed to improve customer satisfaction and digitize operational processes using modern digital technologies. Ascend will better empower teams to effectively work virtually, and leverage all the data provided by customers and prospects. The highlight of this effort is an End-to-End (E2E) Customer Journey (CJ) redesign to create digitized, highly automated, and simplified customer experience, including the underlying technology and data infrastructure. The result of this effort is a measurable improvement in key business metrics - reduced loss ratio, increased underwriting profit, and a lower combined ratio. A key component of this is the Intelligent Intake Platform.

The Intelligent Intake Platform will play a key role in delivering an integrated experience for underwriting, claims, and policy management through an automated data intake process. Additional benefits include closing data capture gaps and improving data quality.

The core of the Intelligent Intake Platform is a document ingestion service leveraging enterprise large language model technology and human-in-the-loop engagement with model output. The ingested data will be transformed into a structured output that is ready to use by downstream services, including underwriting tools, rating workbenches, claims processing and policy servicing. Currently, we are seeking to purchase a technical solution that can be integrated within a wider solution architecture.

This RFX is intended to provide enough information about our goals and expectations to support a response that includes context so that we can understand your offering and identify the right technical and commercial partner for WGI.

Problem Statement

Wonderful Global Reinsurance Company is looking to implement an intelligent intake solution to address the challenges outlined below. The Current State summarizes the processes in place today for certain key tasks. Future State represents the desired process to be achieved by leveraging impactful technology solutions. Once fully implemented the Future State process is expected to deliver the following positive business outcomes:

- Increasing quote to bind by 15% or more

- 90% of opportunities processed based on preferred value metrics (prioritizing the valuable submissions over a first in first out approach)

- 20% or greater increase in quotes issued

- 80% reduction in time from submission to data availability

- 40% increase in data captured to drive decisioning

- 30% reduction in submission status queries (improved customer satisfaction)

Current State: Manual processing of diverse incoming documents results in slow response times, high costs, and a lack of standardization in data extraction and processing.

Future State: Leverage advanced artificial intelligence and machine learning techniques to accurately and efficiently process a wide range of incoming documents while extending the data available for decisioning and reducing the cost of data acquisition.

Current State: Temp and contract employees classify and categorize documents, leading to errors, fluctuations in cost, and slow or unpredictable response times.

Future State: Automatically classify and index documents utilizing an intuitive machine learning solution that can be easily managed and quickly trained by a non-technical user. Leveraging machine learning will drive consistency, auditability, speed and efficiency.

Current State: Difficulty in extracting critical information from unstructured data sources such as handwritten notes, images, and other complex document formats leads to data loss and expensive exception handling.

Future State: Extract critical information from unstructured data sources, such as handwritten notes, images, and complex document formats, with high accuracy, minimal human intervention, and without data loss.

Current State: Inability to easily integrate extracted data into existing systems and workflows. Currently requires SMEs to "swivel chair" between a document reader and a variety of backend systems.

Future State: Seamlessly integrate with existing systems and workflows, ensuring smooth and secure data exchange and unlocking subject matter experts to focus on higher value activities.

Current State: Limited ability to scale and adapt the current intake process to accommodate growing client base and evolving business needs leads to lost business and unsatisfied customers. Options are limited to hiring or outsourcing.

Future State: A highly scalable and adaptable platform that can accommodate varying business cycles and staff capacity while supporting profitable growth and future demands of WGI's projected client base. Leveraging technology for intake processing improves staffing flexibility, allowing high value resources to focus on higher value tasks.

Current State: A loose collection of point solutions, some managed at the department level others managed by line of business, are expensive to manage, create redundancy, and limit visibility into regulatory and compliance standards.

Future State: A single enterprise platform ensures compliance with data privacy and security regulations, and maintains high levels of data integrity without creating burdensome administrative inefficiencies or requiring enablement across point solutions.

Current State: Both corrections and extensions of technology solutions require lengthy business and budgetary justifications due to the contracts with outsourced solution providers that developed one off approaches to working with data.

Future State: Easily extended use of the automation technology and receive ongoing product support, maintenance, and regular updates to ensure the solution remains up-to-date with industry standards and technological advancements.

Current State: Manual data validation steps with third parties. Including but not limited to valid mailing addresses, NAICS codes, and account numbers.

Future State: Custom integration within the workflow supporting automated call-outs to check submitted data elements against authoritative sources. This includes third-party data connectors as well as internal systems and lookup processes.

WGI invites prospective vendors to submit proposals detailing their intelligent intake solutions that meet the requirements outlined above and their approach to helping us arrive at the Future State.

Detailed partner and product requirements are listed in the sections below.

Supplier Information

1. Explain how your solution integrates with a broker submission inbox and extracts key data from various attachments/document types including email body and ACORD form.

2. Explain how your solution supports an email first notice of loss that includes claim details in attached documents including images and forms.

3. Explain how your solution provides policy servicing capabilities for common occurrences like mid year changes, change of address requests, and extending or contracting coverages.

4. Does your solution maintain any security certifications or licenses?

5. Have you deployed your solution in environments requiring GDPR compliance or other data security certifications?

6. How long have you been shipping an LLM based solution?

7. When was the first version of a GPT incorporated into your product?

8. Describe your implementation process (i.e. PMI, Scrum, etc).

9. How long (in range of weeks) would you expect a typical production implementation to last?

10. What percentage of your customers have been able to successfully go from concept to production for an intelligent intake workflow?

11. Explain your project start up and close down processes for moving from MVP definition to production Go-Live.

12. Provide details on your experience in developing and managing strategic partnerships (Deloitte, PwC, EY, etc.) to drive business growth and innovation. Specifically, how would you leverage these partnerships to enhance our company's capabilities, expand our market reach, and generate new revenue streams?

13. Provide details on your experience and success in developing and managing strategic partnerships across industries and sectors.

Usability

1. Product can be deployed on industry standard public clouds (AWS, Azure, GCP).

2. Non-technical users are able to devise and train models that produce a consumable output for downstream system consumption.

3. Product can be deployed with no enterprise data being sent to external services.

4. Default installation is capable of defining, building, evaluating, and deploying machine learning models without additional set-up or customization.

5. Product is versioned and has a development roadmap including new features and capabilities.

6. Product does not require users to purchase or maintain technology licenses with other vendors.

7. Product includes multiple user roles that allow differentiation between management and administration users and task/project focused users.

8. Product includes a standard graphical "point and click" user interface for model training and evaluation that is intuitive and easy-to-use.

9. Product includes model metric views that allow users to understand and remediate model performance without vendor engagement.

10. Users can easily define data schema and field names on a per-use case basis.

11. Models can be stacked to simulate a process workflow that leverages multiple model types such as classification → extraction or classification to multiple different extraction models.

12. Labeled documents in the dataset can be inspected for annotation accuracy and completeness.

13. Documents labeled for model training can be sorted based on a variety of details - labeler, specific field present, specific field absent, complete, etc.

14. Can training datasets be uploaded through a user-friendly file upload interface?

15. Do training datasets have to leave the platform for labeling or processing?

16. Performant models can be trained with datasets of 200 or fewer sample documents.

17. Product does not require templates or document style information to support an array of document types/variations.

18. Does model training include any helper functions that leverage model results to simplify and improve the model training process?

19. Explain how models can be trained and evaluated in one environment (dev environment) and exported and used in a production environment (prod environment) by our internal team.

20. Please share screenshots of your Model training interface, Model Evaluation display and Production Workflow Analytics interface. (Note: if these functions rely on third party or open source applications please clearly call out the name and version used for the screen shots.)

21. Explain how users engage with model outputs to make corrections or validations based on a variety of criteria including model confidence and business rules.

22. Please provide benchmarks for how long model training and retraining takes.

23. Does the system support documents that contain handwriting?

24. Describe your ability to leverage pre-trained models for common data sources (Passports, Invoices, Vehicle Registrations).

25. Does your system offer any named entity recognition options to redact or obscure private data elements?

26. What languages does your system support for intake? Specifically, are there capabilities for ingesting Japanese and Korean language documents?

Explainability

WGI operates in highly regulated markets. The ability to audit and justify decisions is paramount to adherence with the law. Process automation technology cannot operate as a black box. The following requirements ensure that we can monitor and explain our process automation both internally and with regulatory agencies.

1. Each model must provide the following metrics through an easy to access, on product interface:

    a. Recall

    b. Precision

    c. F1 Score

2. Are model metrics always calculated prior to human intervention or post processing?

3. Explain the platform's ability to retain and version models from initial train through model remediation and input from human in the loop engagement with a production model.

4. Extracted data elements must be available with meta data identifying the source document and model confidence scores.

5. Is any data stored in your platform? If so, what data is stored and what is the retention policy / traceability of that data?

6. Source documents and data extractions must be available for two systems:

    a. Backend decisioning platform that leverages the data elements.

    b. Data archive that stores source documents, data extractions, and model confidence scores for each extraction.

7. Platform must have an option to export source documents with model annotations clearly highlighted on the document.

8. Describe your workflow analytics. Specifically detail how you report on the following metrics:

    a   Number of items submitted

    b. Average time on task

    c   Average time items spend waiting for Human in the Loop review

    d. Document straight through processing percentage

    e. Per data field straight through processing percentage

9. Does the platform include an ability to compare human annotated documents to model predictions on the same documents?

10. Who owns the intellectual property of models that are trained on the platforms?

11. Explain how you measure and track straight through processing levels.

12. Can customers select a level of field level precision that optimizes straight through processing and accuracy?

13. Structured Output designed for traceability: Includes Raw Model Predictions as well as Reviewer Corrected Predictions.

14. Can you recommend performance metrics or other elements to track that will help us to cost effectively optimize speed and accuracy?

Scalability

The WGI Chief Underwriting Officer is driving the initial intelligent intake process. It is expected that after deployment in the Underwriting workflow the intake solution will be leveraged for other areas of the business. The following requirements will ensure that the selected product can scale across use cases as well as intake volume.

1. Is there a set limit on the number of workflows that can be created on the platform?

2. Are there additional charges applied on a per workflow or per model basis?

3. Please indicate the standard compute, memory, and storage requirements.

4. Explain how compute resources are used during off hours and weekends.

5. Explain your support for elastic compute capacity (i.e. during our busy season intake volume may double, we do not want to maintain that level of compute capacity year round).

6. Provide examples of performance management and cluster utilization management that help users prevent incurring costs from unused resources.

7. Describe your load testing methodology and the type and size of content used for this evaluation.

8. Explain how you measure capacity - submissions, documents, pages, words?

9. How many customers do you have processing over 1 million pages per year through your product?

10. What is the response time for receiving data extractions from a document submitted to the platform?

11. Are there limits to the number of data elements that can be identified using a single extraction model?

12. Please give examples of the highest number of data elements in a single extraction model as well as an average or typical number of extraction elements included in an extraction model.

13. Explain how a performant model can be leveraged to support additional workflows in different lines of business or intake paths.

14. What capabilities are available for integrating ingestion and output sources? Specifically are integrations done on a per use case approach or can they be leveraged across use cases?

Interoperability

WGI is a large organization with a variety of historic and emerging points of intake and output. This section outlines the expectations for the Intelligent Intake product to connect with different ingestion and output sources.

1. Can your solution support an intake stream that includes structured, semi-structured and unstructured documents through a unified workflow that generates a single structured "submission" output?

2. Do you include an out of the box email connector for Exchange?

3. Explain how inbound content can be picked up from a storage volume?

4. Describe the approach for integrating with a fax server that stores PDF in a document management system.

5. How is your structured output formatted? Please provide an example for a related or adjacent document type.

6. What languages do you provide connectivity helpers in?

7. Does your product support call outs for data validation? I.e Check mailing address is valid against USPS, verify a NAICs code via Dun & Bradstreet, lookup account number from internal systems etc.

8. Describe the approach for combining multiple models, data augmentation, field normalization, and the application of business logic to develop a comprehensive workflow.

9. Explain how differing levels of automation are handled. Is there an option for model output review and correction on the platform? Does the structured output provide enough model meta-data to support a partial automation scenario using an existing user interface?

Implementation

WGI has adopted an Agile mindset to project execution and software development. Instead of betting everything on a "big bang" launch, our agile teams and approach are designed to continuously deliver work in small, but consumable, increments. All WGI engagements are evaluated continuously and transparently, so teams have a natural outlet for rapid response to changing scope and requirements. Please expand on your company's experience with Agile and preferred implementation considerations.

1. Describe your company's experience with Agile

2. Do you have an implementation methodology for your solution? If so please describe.

3. What are the typical roles and responsibilities required to successfully implement your solution (vendor, customer, partner)

4. Does your company have a professional services team and if so please describe how it is structured

   a. Please include a services rate card if applicable

5. How long does it typically take to put a first use into production in weeks

6. Are there any specific success factors that WGI should consider to ensure a timely and successful go live

7. Post-go live, what is your support structure/model that will ensure continued success?

8. Does your company use subcontractors?

9. WGI maintains ongoing relationships with a number of third party system integrators who manage and maintain numerous downstream systems to the Intelligent Intake platform. Please describe your approach to working with our existing or your preferred partner.

10. What is your standard SLA? Are there options for increased SLA commitments for mission critical processes?

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