



**NATIONAL INSURANCE CORPORATION**

**IMPLEMENTATION OF A SOCIAL SECURITY  
ADMINISTRATON SYSTEM FOR SAINT LUCIA'S  
NATIONAL INSURANCE CORPORATION**

**REQUEST FOR PROPOSAL**

Issued: April 11, 2022

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## 1. Background

The National Provident Fund of Saint Lucia was established in 1970 and operated until 1979. The National Insurance Act No.10 of 1978 transformed the National Providence Fund into the National Insurance Scheme (the “NIS”). The Act became effective, April 1979. Until 2000, The National Insurance Act No. 10 of 1978 and The National Insurance Regulations of 1984 provided the statutory requirements for the operation of the National Insurance Corporation (NIC). In January 2000, The National Insurance Corporation Act No.18 of 2000 took effect and new National Insurance Regulations, No. 22 of 2003 were introduced in 2003. Today, the enabling legislation may be cited as the National Insurance Corporation Act Cap. 16.01 of the Revised Laws of Saint Lucia.

The primary mandate of the National Insurance Corporation (NIC) is the provision of a social security mechanism to ensure the collection of payroll deductions and the payment of short-term and long-term benefits to contributors to the National Insurance Fund (the “Fund”).

The principal activities of the NIC are as follows:

1. Policy development for administration of the Act;
2. Registration of eligible employees and employers;
3. Assessment and collection of contributions due from employers;
4. Receipt and screening of claims from and payment of benefits to contributing employees and eligible beneficiaries;
5. Compilation of statistics for actuarial purposes;
6. Financial management;
7. Investment of “surplus” funds;
8. Provision of public information;
9. Legal;
10. Internal Audit;
11. Corporate secretarial.

In the execution of its business the NIC is responsible for paying out both short-term and long-term benefits to contributors. A list of these benefits is presented below.

<b>Short-term Benefits</b>	<b>Long-term Benefits</b>
<ol style="list-style-type: none"><li>1. Sickness Benefits</li><li>2. Maternity benefits<ol style="list-style-type: none"><li>a. Maternity allowance</li><li>b. Maternity grant</li></ol></li><li>3. Employment injury benefits. Including disablement benefit and medical expenses</li></ol>	<ol style="list-style-type: none"><li>1. Retirement benefits<ol style="list-style-type: none"><li>a. Retirement pensions</li><li>b. Retirement grants</li></ol></li><li>2. Invalidity benefits - Invalidity pension Invalidity grants</li><li>3. Survivor’s benefits -</li></ol>

<p>4. Hospitalization and Medical treatment</p> <p>5. Funeral grant</p>	<p>Survivor's pension</p> <p>Survivor's grant</p> <p>4. Death benefits</p> <p>5. Refunds of contributions</p>
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The NIC, as a statutory body, reports to the Minister responsible for the National Insurance Corporation. The National Insurance Board, whose members are appointed by the Minister, has oversight of the organisation's affairs. The Director serves as the Chief Executive Officer of the corporation and is responsible for its day-to-day operations. The Director is appointed by the Board.

The NIC is required to conduct periodic actuarial reviews of its system to assess the balance between the rates of contributions and the rates of benefits at intervals not greater than five years.

To achieve a forward-looking Information and Communications Technology (ICT) environment in any organization requires an understanding of the organization's current technological capacities, coupled with an understanding of trends in important and relevant information technology and user expectations. This is certainly the case for the NIC. As a social security organisation, ICT plays an important role in ensuring that there is a high level of customer service and operational efficiency. The NIC cannot perform its functions effectively without the use of ICT, and this current reliance on technology will increase as the NIC's portfolio grows and as demands from its customers increase.

The changing nature of the business environment, the demands of the NIC's business and its customers' needs, added to rapid advances in digital technology warrant a modern multi-tiered / web-enabled approach to engage our customers and facilitate maximum business efficiency. This was further compounded by the advent of the COVID-19 pandemic, which has placed additional demands on the NIC - demands which the current social security application cannot handle.

Over the last few years, successful efforts have been made to improve the infrastructure, including the gradual replacement of older servers and workstations. Recently, a new ICT Strategic Plan was developed. A key recommendation of this plan was that the core application - the Saint Lucia National Insurance System (SLNIS), which is over 30 years old, should be replaced. As such, this RFP is being issued to identify a new social security application for implementation at the NIC. The application solution is to be proposed as one or both of the following options:

1. Option 1 - an "on-premise" solution deployed at NIC; and
2. Option 2 - a cloud-based SaaS solution.

## 2. Current Environment

An overview of our all processes is provided below to assist the bidders in understanding the social security function at NIC:

### Social Security

Customer Care	Registration, Contribution & Collections	Compliance Enforcement	Benefits & Claims Management	Process Maintenance
<ul style="list-style-type: none"> <li>• Customer Queries               <ul style="list-style-type: none"> <li>• Phone</li> <li>• Email</li> <li>• Written</li> <li>• Walk-In</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Customer Registration</li> <li>• On site business place visits</li> <li>• Assigning of a Compliance Officer</li> <li>• Contribution &amp; Data Collection               <ul style="list-style-type: none"> <li>• Data Capture</li> <li>• Cash Reconciliation</li> <li>• Bank Deposits</li> </ul> </li> <li>• Manage Discrepancies</li> <li>• Issue Contribution Statements</li> <li>• Manage Pension Ready Program</li> </ul>	<ul style="list-style-type: none"> <li>• Conduct Audits</li> <li>• Monitor area Contributions</li> <li>• Investigate Claims</li> <li>• Issue Compliance Certificates</li> </ul>	<ul style="list-style-type: none"> <li>• Process Claims               <ul style="list-style-type: none"> <li>• Claim Validation</li> <li>• Medical advisor review of claim</li> <li>• Administrative/ Technical Review of claim</li> <li>• Create benefit record</li> <li>• Generate Allowance/ disallowance notice</li> </ul> </li> <li>• Manage appeals               <ul style="list-style-type: none"> <li>• Receive appeal form</li> <li>• Reverse appeal</li> <li>• Defend appeal</li> <li>• Review appeal</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Data Modification</li> <li>• UAT of new programs</li> <li>• Generate reports</li> </ul>

Figure 1 – Process View of Social Security Function

The key processes are:

#### Registration, Contributions and Collections

This service group manages the registration of employers and employees; the collection of employer and employee contributions; verifies reported salaries, and contributions by employees; collects short payments and arrears; monitors compliance with the NIC Act by employers; generates query notices; and applies penalties and interest to arrear amounts.

#### Compliance Enforcement

This pertains to services related to ensuring compliance with the NIC Act including conducting periodic audits of employers' records, investigating claims, and issuing of Compliance Certificates.

#### Benefits and Claims Management

These are the services that allow contributors (i.e. insured persons including self-employed individuals and dependents) to register for NIC benefits and view eligibility status. This service group also enables the NIC to receive, evaluate, approve/reject and process benefit claims; and make claim payments to clients. Also includes services to address and resolve appeals and disputes from external stakeholders by liaising with internal departments and external tribunal.

## 2.1 Current Business Volumes

Description	Value
Number of operating locations	4 – Head Office, 1 <sup>st</sup> Floor, Francis Compton Building, John Compton Highway; and 3 sub offices: Vieux Fort Sub Office, Rodney Bay Sub Office, Soufriere Sub Office
Number of employees	139
Number of employers registered	10,000 of which 3,684 are active
Number of contributors registered	95,000 of which 59,000 are active
Number of contributions per month	49,200
Number of employer payments per month	5,147

Benefit Claims	2017-18	2018-19	2019-20
<i>Sickness Benefit</i>	19,607	19,827	16,147
<i>Maternity Benefit</i>	877	968	833
<i>Maternity Grant</i>	846	960	806
<i>Employment Injury</i>	236	227	136
<i>Funeral Grant</i>	343	397	347
<i>Retirement Pension</i>	6,333	6,744	7,130
<i>Retirement Grant</i>	693	659	613
<i>Invalidity Pension</i>	654	681	687
<i>Invalidity Grant</i>	49	44	43
<i>Survivor's Pension</i>	1,319	1,364	1,485
<i>Survivor's Grant</i>	67	76	58
<i>Disablement Pension</i>	13	11	12
<i>Disablement Grant</i>	-	-	2
<b>Total</b>	<b>31,037</b>	<b>31,958</b>	<b>28,299</b>

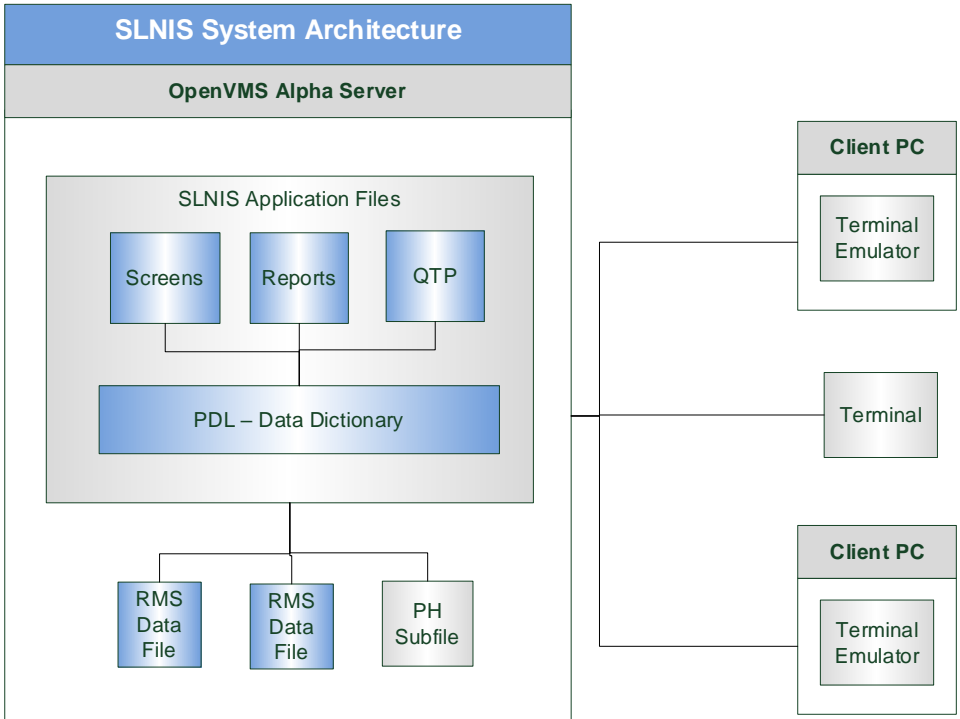
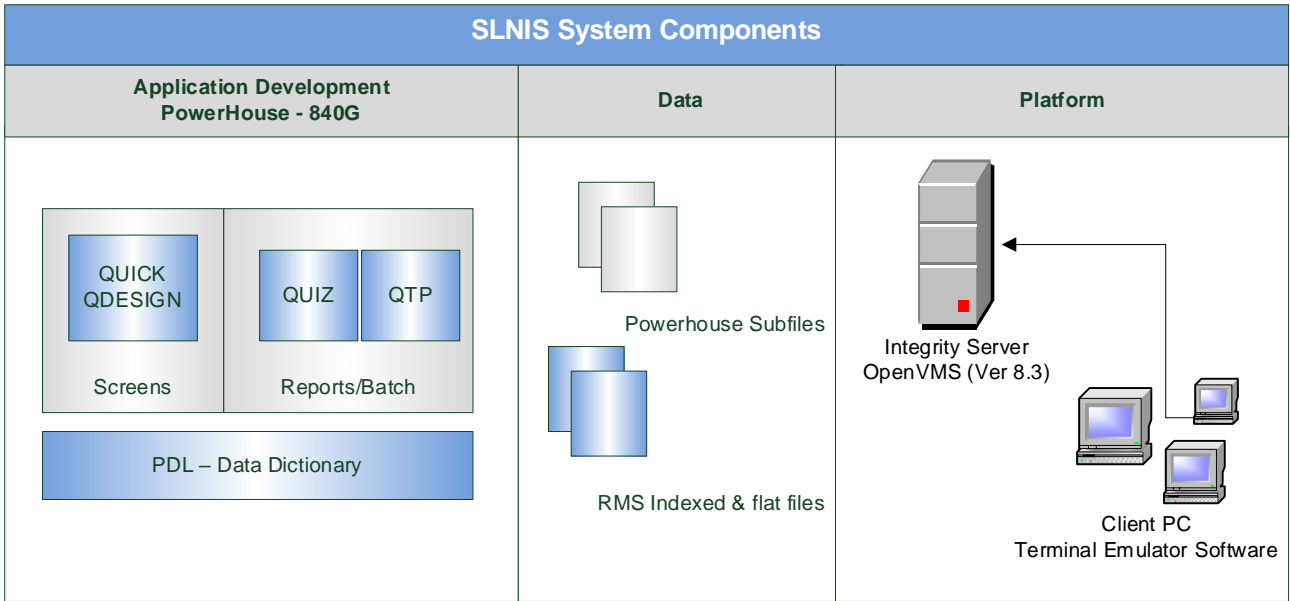
## 2.2 Current ICT Environment

The SLNIS is a bespoke application built for the NIC and developed using the Legacy language called *Cognos Powerhouse*. This application is supported on a proprietary HP Integrity rx2800 i2 server. It contains a flat file system and Powerhouse Dictionary which allows the access to data services. For the last 30 years, both application and hardware have worked hand in glove and, over the years, a number of updates have occurred. The most recent upgrade of the Powerhouse application moved from version 7.10G to version 8.40G allowing the system a breath of new life. The upgrading of hardware has also occurred over the years to increase processing power, memory and hard disk space to improve efficiency.

The existing application consists of the following components:

1. COGNOS Powerhouse QUICK Screens (Application Interface): ~ 1929
2. COGNOS Powerhouse QUIZ Reports: ~ approximately 6,000
3. COGNOS Powerhouse QTP (batch processing routines): ~ 1052
4. COGNOS Powerhouse Data Dictionary
5. RMS Indexed Data files: ~ 784
6. OpenVMS Operating system Command files: ~ 316

See the Component Diagram Below:

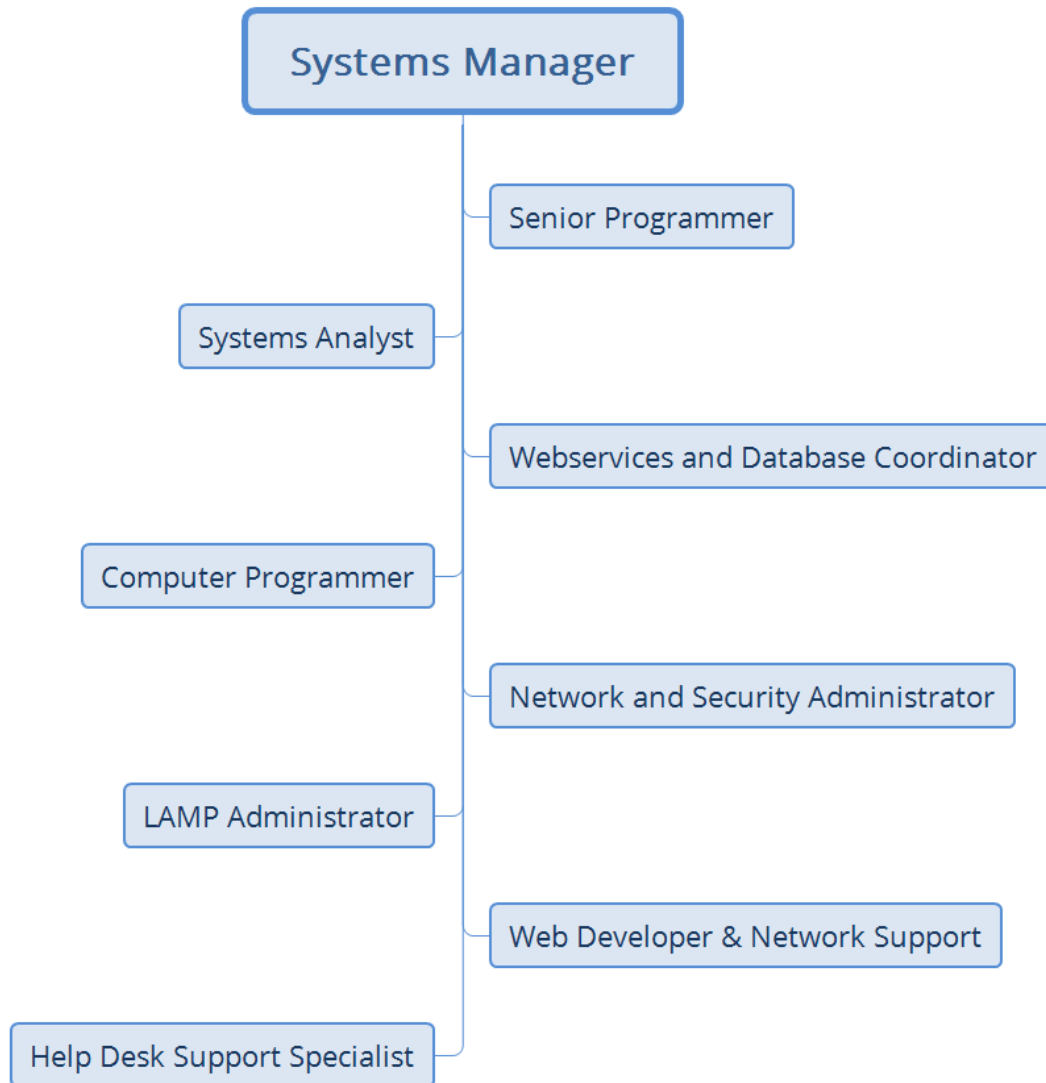


**Figure 2 – ICT Component Diagram**

**2.3 ICT Support**

The NIC’s ICT infrastructure and applications are internally supported by its Computer Department. This includes support for all aspects of the SLNIS application. Currently, the Department has a staff complement of nine (9) persons, as shown in Figure 3 below:





**Figure 3 – NIC Computer Department staffing**

The NIC anticipates that its ICT staff will be significantly involved in the deployment and subsequent support of the new application.

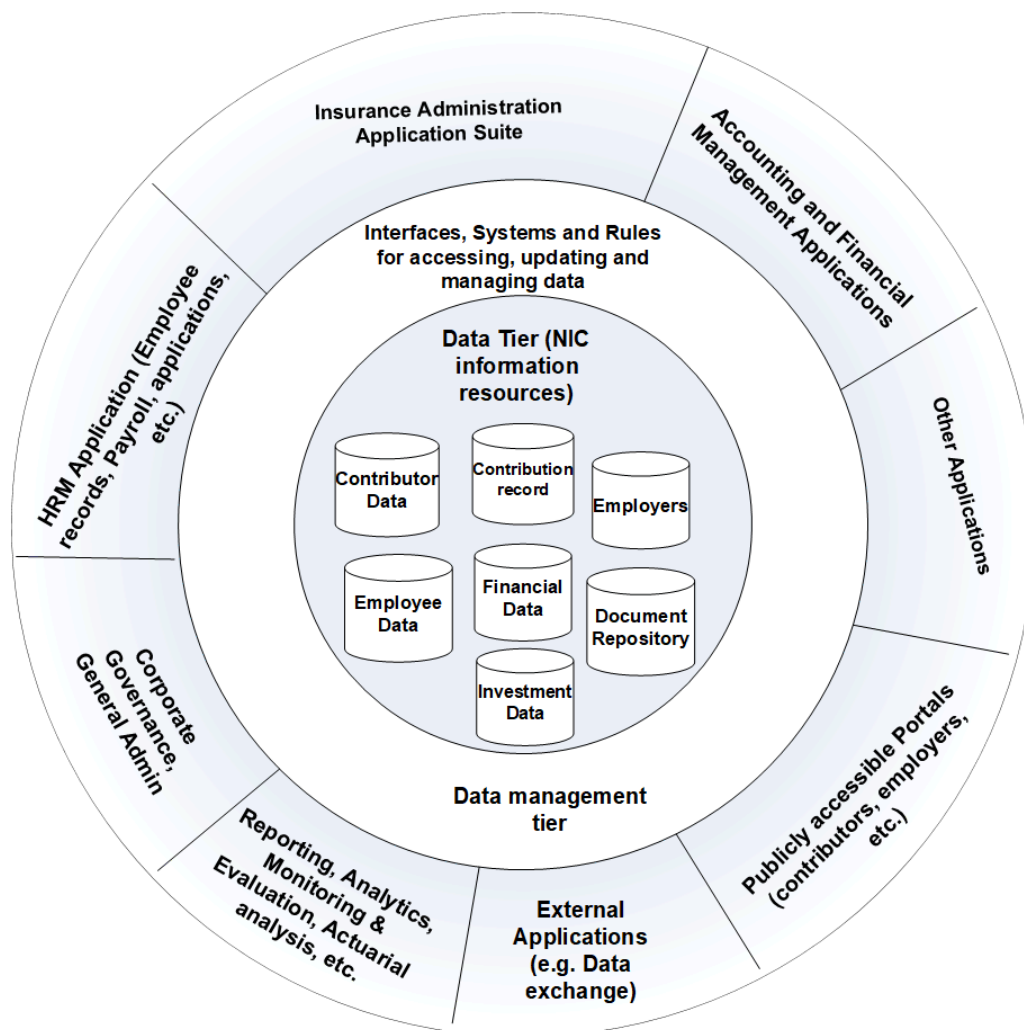
## 2.4 Enterprise ICT Architecture

Figure 4 provides a simplified conceptual illustration of the proposed ICT architecture for the NIC. The illustration, which excludes the infrastructure platform for simplicity, represents the NIC’s data and application infrastructure as 3 tiers – data tier, data management tier and application tier. It proposes that the NIC’s various data stores be viewed as a consolidated information resource that can be accessed as needed by a suite of applications. The methods, tools and rules for accessing the data (some of which may simply be part of specific applications) represents the data management layer.

The architecture emphasizes two related attributes that should be factored into the implementation of the activities proposed in the plan:

1. *Integration.* As far as practical, in selecting and deploying ICT applications in the future, the NIC will aim to ensure that data interchange among applications is possible, and the need for manual data extraction and data entry is minimized;
2. *Interoperability:* Where practical and desirable, applications should be able to interface with each other in executing relevant functions.

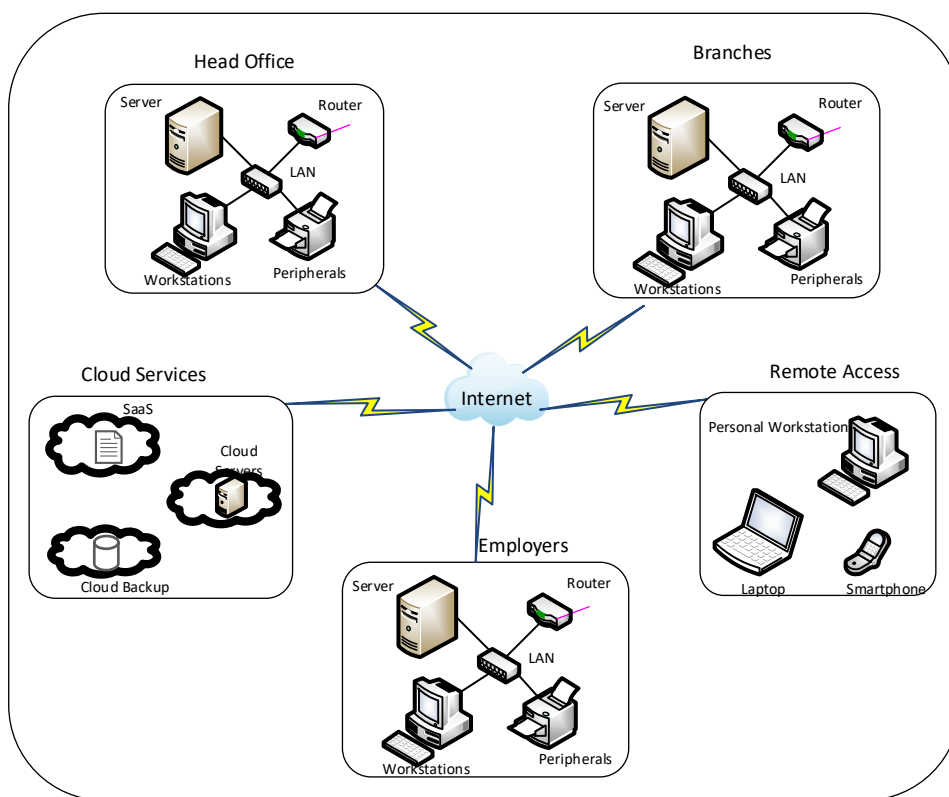
The above will help minimize duplication of effort, reduce errors and inconsistencies and contribute to improved operational efficiency. The proposed ICT architecture will also simplify future efforts to implement and enforce data governance policies.



**Figure 4: Simplified ICT architecture concept**

### 3. NIC's ICT Infrastructure

Bearing in mind what the NIC is intending to achieve with the new social security application, the following diagram provides a high-level view of the conceptualized infrastructure within which NIC will be operating. This infrastructure illustrates that the NIC will be a web-enabled environment allowing authorized access to the relevant NIC applications. Employers will be able to access the NIC's system from their workplace, while insured persons will have remote access from their homes. It is likely that NIC will avail itself of cloud services such as backup in the cloud, software as a service, and even the possibility of hosting a failover site in the cloud.



**Figure 5 – NIC's Target Conceptual Infrastructure**

Since 2010, the NIC has been preparing the organization's ICT infrastructure and systems to coexist in the age of customer-centric and agile systems. In keeping with its vision statement to remain on the cutting edge of technology, the corporation is intent on leapfrogging to the next stage of ICT development.

## **NIC Current virtualized environment. -**

The NIC currently manages a Virtual Server environment that allows for quick provision of servers and webservices such as VMs and VDIs. The current infrastructure is on **HPE 250 HYPERCONVERGE** platform. However, the NIC is due for changeover and upgrade **DELL EMC** virtual server environment. This will increase virtual capability significantly for the next 3- 5 years. See related specs below.

### **1. Current - HPE HC 250 System - 2 nodes (Servers)**

- (2)- Intel HPE XL1x0r Gen9 E5-2680v4 FIO Kit
- (6)- HPE 32GB 2Rx4 PC4-2400T-R Kit
- (8)- HP 1,2TB 12G SAS 10K 2,5in SC ENT HDD
- (4)- HP 480GB 6G SATA MU-3 SFF SC SSD

### **2. Scheduled Upgrade- DELL EMC VSAN-RN R7515 -AMD - 5 nodes (Servers)**

#### **3 – Nodes- (For VMs)**

- (1) AMD EPYC 7282 2.80GHz, 16C/32T, 64M Cache (120W) DDR4-320
- (12) - 3.84TB SSD SAS ISE Read Intensive 12Gbps 512 2.5in Hot-plug AG Drive, 1 DWPD
- (3) - 800GB SSD SAS Mix Use 12Gbps 512e 2.5in Hot-plug AG Drive, 3 DWPD
- (8) 32GB RDIMM, 3200MT/s, Dual Rank 8Gb BASE Performance Optimized

#### **2- Nodes – (For VDIs) – (150 users)**

- (1) -AMD 7352 2.30GHz,24C/48T,128M,155W,3200 (8) 32GB RDIMM, 3200MT/s, Dual Rank
- (8) - 32GB RDIMM, 3200MT/s, Dual Rank 8Gb BASE Performance Optimized
- (12) 1.92TB SSD SATA Read Intensive 6Gbps 512 2.5in Hot-plug AG Drive, 1 DWPD
- (3) 800GB SSD SAS Mix Use 12Gbps 512e 2.5in Hot-plug AG Drive, 3 DWPD

The NIC would prefer the provisioning of any new servers to be accommodated through its virtual server infrastructure.

## 4. Instructions to Bidders

### 4.1 Bid Submission

The bids and proposals in response to this Request for Proposal (RFP) must comply with the following procedures. Failure to comply may result in disqualification.

- a. The application solution is to be proposed as either one or both of the following options:
  - i. Option 1 - an “on-premise” solution at NIC and
  - ii. Option 2 - a cloud-based *Software as a Service* (SaaS) solution.
- b. All firms intending to bid are requested to confirm by the date specified at **Activity 2** in section 4.3 , that they intend to submit a bid, and if so, whether they intend to bid alone or as part of a consortium. Confirmation should be sent via e-mail to [aburke@stlucianic.org](mailto:aburke@stlucianic.org), copied to [henrydd@stlucianic.org](mailto:henrydd@stlucianic.org)
- c. Firms that have confirmed their intention to bid will be invited to the pre-bid conference indicated at **Activity 3** in section 4.3.
- d. Bidders are required to submit **separate Technical and Financial Proposals** for each option, as per the instructions provided in section 4.6
- e. The Technical and Financial proposals must be submitted by e-mail in Adobe PDF or Microsoft Word format. The total size of the files should not exceed 15 Mb. Note that **PDF files must allow copying of text**.
- f. Bids should be addressed to **The Director** and must be sent to both of the following e-mail addresses, **to be received no later than 4:30pm (GMT-4)** on the deadline date specified at **line 6** in the schedule in section 4.3 below. E-mail addresses: [lmmathurin@stlucianic.org](mailto:lmmathurin@stlucianic.org) and [vsjoseph@stlucianic.org](mailto:vsjoseph@stlucianic.org).
- g. Each bidder must be prepared to include any or all statements made in its proposal in the formal contract for services or in an annex to that contract.
- h. Acceptance of bids and proposals from bidders does not obligate NIC in any manner. The right to accept or reject any or all proposals shall be retained by the management of NIC.
- i. The proposal must be signed by an authorized officer of the bidding firm or consortium.

- j. All costs incurred in the preparation, submission and possible presentation of the proposal shall be wholly absorbed by the bidder. All supporting documentation and manuals submitted with this proposal will become the property of NIC.
- k. Any material submitted by any bidder that is considered to be confidential in nature must be clearly marked as such.
- l. The bidder’s response must follow the format outlined in Section 4.6 – (Content of Bid Documents). Failure to follow the prescribed format may result in disqualification of the bid.

#### 4.2 Requests for Clarification

All requests for clarification or further information on this RFP must be submitted in writing via e-mail to the following address: [aburke@stlucianic.org](mailto:aburke@stlucianic.org) copied to [henrydd@stlucianic.org](mailto:henrydd@stlucianic.org) on or before the question submission deadline stated at **Activity 4** in section 4.3 below. The subject of the e-mail should state: “**Request for Clarification – Implementation of Social Security Administration System**”. Any responses provided will be sent to all bidders, without identifying the bidder who submitted the question.

#### 4.3 Schedule

The following schedule applies to the bidding process:

	<b>Activity</b>	<b>Date</b>
1	Publication of RFP	April 11, 2022
2	Written confirmation of bidders' intent to bid	April 25, 2022
3	Pre-bid conference	April 27, 2022
4	Deadline for submitting questions in writing	May 3, 2022
5	Written responses to all bidders (latest date)	May 10, 2022
<b>6</b>	<b>Proposals Due</b>	<b>May 20, 2022 – (4:30pm GMT-4)</b>

#### 4.4 Bid Evaluation

This section describes the guidelines that will be used for analysing and evaluating the various proposals. Although the cost of the solution will be an important factor in evaluating the proposals, the need for a competent and high-quality end product is of primary importance. We will put great emphasis on the following criteria in evaluating the quality of the system proposed:

The bid will be assessed by the NIC's evaluation team, which includes independent consultants. The team will apply various criteria, including but not necessarily limited to the following:

1. Suitability of the proposed solution;
2. Sites with Similar installations;
3. Financial viability of the vendor company;
4. Currency of technology and architecture;
5. Implementation approach and ease of implementation;
6. Training approach and costs;
7. Vendor's experience and support;
8. Cost of the solution.

During bid evaluation and subsequent selection, the NIC will be looking for a solution that is highly responsive to the NIC's needs in terms of functionality and capability; is a good fit for the technical and operational environment; and can be deployed and maintained cost effectively. The NIC will also pay particular attention to extent to which the system architecture, method of implementation, support and contracting arrangements allow the corporation to independently enhance and support the system on an ongoing basis. e.g. with regard to adding/ modifying functionality and features such as benefits, forms, reports and workflows.

The Bidders are required to complete the Functional Requirements table and submit the completed table with their proposal. This will be an important part of the evaluation and the NIC will expect that the Bidders' responses to the Functional Requirements will include clarifying comments, where necessary, to help the evaluation team confirm the adequacy of the relevant capability.

The Bidders are encouraged to be clear, succinct and direct in their responses, ensuring that they address the specific points that will allow the NIC to determine the suitability of their proposed solutions.

The Bidders shortlisted after initial evaluation may be invited to present their proposals and/or demonstrate their proposed systems to the NIC. Thus, after responding to this Request for Proposal, each bidder must be prepared to have the operational aspects of its proposed system reviewed in detail by the NIC's evaluation team. This may include visits to reference sites to be arranged by the Bidder.

It is important to understand that the management of the NIC will investigate thoroughly whether responses of each recommended bidder accurately represent its system's capabilities. Demonstrations and other procedures that are deemed appropriate will be the vehicles to verify the accuracy of the responses.



## 4.5 Bidder Eligibility

The RFP is open to registered firms/companies whose place of operation is located either within or outside of Saint Lucia, which are eligible to do business in Saint Lucia under the relevant Laws of Saint Lucia in force at the time of bidding. The bidder may also be a consortium of two or more firms/companies, which jointly fulfill the eligibility conditions listed below:

- The bid shall be signed by an authorized representative of the firm/company submitting the bid. In the case of a consortium, one firm/company must be identified as the leader, as indicated below.
- In the case of a consortium the, following applies:
  - a. The lead firm/company, referred to as the Bidder, will be the single point of contact between the NIC and the Bidder, and shall be responsible for all liabilities and issues relating to this contract and shall address/execute/resolve all issues relating to this contract.
  - b. There shall be a valid Agreement between the leader of the consortium and the respective members that authorizes the consortium leader in writing to represent them and act on their behalf in all matters related to the bid and subsequent assignment. The date of such Agreement must be prior to the date of submission of the bid. The Agreement shall clearly specify the role and responsibility of each member of the consortium and shall be exclusively for this project. A copy of the Agreement is to be submitted with the bid.
- Bidders, including members of consortia, can only submit one bid per option identified.
- The Bidder shall be evaluated based on various parameters as defined in this RFP.
- The Bidder should have been in existence for a minimum period of seven (7) years and must have been involved in providing centralized core social security systems to national social security providers or private pension firms (providing similar services to national social security entities), for the last three (3) years.

## 4.6 Content of Bid Documents

The bid must be submitted as **separate Technical and Financial Proposals**. The content of each of these proposals is described below. **Note that the Technical Proposal must not include any cost or pricing information**. Cost and pricing information must only be reflected in the Financial Proposal.

### 4.6.1 Technical Proposal Content

#### A. Executive Summary

Present a summary of the proposal suitable for non-technical persons. The summary should briefly describe the applications and systems software proposed. The Executive Summary must also contain the following table with the relevant information:

<b>Item</b>	<b>Details</b>
Bidder Name	
Name of Solution	
Technical Summary including Operating System, Database, Programming Language etc	
Experience and results with similar projects. Please list the sites which use a similar solution	
Key Personnel and qualifications	
Proposed approach to implementation, training and commissioning	
Extent to which the system allows for customization, enhancement or other modification of functionality and features by the Client	
Availability / Arrangement for preservation of source code	
Ability to adhere to timelines and deliverables	
Other ICT services provided	

Item	Details
Contact information for references for similar systems	
Comments	

## B. Bidder Profile

Include a profile of your business. The profile should highlight information that demonstrates or reinforces the Bidder’s ability to successfully undertake the assignment.

The Bidder must be a financially solvent entity as evidenced by audited financial statements for the last three (3) years, presented as part of the bid.

## C. Proposed Solution

In this section the Bidder is required to provide the substantive description of the proposed solution and how it meets the NIC’s needs. This should include at least the following:

1. Description of the solution including all modules or components to be included. Where appropriate, include diagrams showing major functions and interrelationships;
2. A completed response to the **Functional Requirements summary at Appendix 1**. In addition to completing the “Response” column for each item, the Bidders should include brief relevant comments where appropriate, to clarify the system’s capabilities. (NIC can make the template available to the Bidders in Microsoft Word format on request)
3. Response to the questions in **Appendix 3: (“Additional Statements for Proposed Solution”)**
4. Description of the work necessary to implement the system, up to the commissioning stage. This should include for example, description of any customization and configuration required. The proposed arrangements for undertaking this work should be reflected in the Implementation Plan
5. Other relevant datasheets, technical literature, etc.

## D. Technical Requirements

While the Bidder is not required to quote for the acquisition of the network, hardware and other infrastructure, in this section, the Bidder is required to :

1. Present detailed network, hardware and other infrastructure necessary to support the software solution;
2. Outline the assistance the Bidder will provide in preparing the site for the installation of the network and hardware;

3. Present an opinion as to whether and to what extent the NIC's current network and hardware may be upgraded to be integrated into the Bidder's proposed solution, i.e. in terms of servers, storage capacities, client machines, RAM, operating system, internal and external network connectivity, etc.

## **E. Implementation Plan**

The Bidder is required to outline the plan for implementing the proposed system, up to the point of commissioning. This should include at least the following:

1. A breakdown of all major activities to be undertaken during the implementation;
2. Identification of the tasks the Bidder expects to undertake vis-à-vis those it expects the NIC to undertake;
3. The Bidder's proposed implementation team structure, highlighting key roles, personnel to be assigned and the suitability of individuals for their assigned roles;
4. Time frame and sequence for implementing the tasks, including a high-level Gantt chart;
5. Identification and timing of major deliverables during the project.

The Bidders are encouraged to use an adaptive approach to implementation that will allow for system functionality to be delivered early and progressively throughout the life of the project.

## **F. Training Provided**

In this section, the Bidder is to include the proposed plan to provide relevant training for the NIC's management and staff. This must include information on:

1. The nature of the training, physical or online, scheduling, average duration and target participants;
2. Specify the number of personnel who will assist in the training;
3. State the Bidder's policies covering continued training for additional or new personnel.

## **G. Documentation**

In this section, the Bidder is to provide a list of the user and technical manuals that will be provided and indicate the form, i.e. hardcopy and/or electronic. The Bidder shall also include its policy on the updating of user and technical manuals for enhancements and new releases.

## **H. Post-Installation Support**

The Bidder is to state its policy and/or practice concerning post-installation support. This will include the arrangements for ongoing software support.

The Bidder is to specify what assistance will be provided in the implementation of new software enhancements if the NIC elects to utilise them after the initial installation.

The Bidder is to include any warranty period after installation during which changes may be made to the system with no additional charges; and indicate any limitations regarding these changes.

The Bidder is to indicate the options available for changes/enhancements to the core system software, and to what extent these can be performed by the NIC's in-house ICT staff. It is noted that changes to the system will likely be required to accommodate changes in the legislative responsibilities of the corporation which may include unemployment insurance, and more sophisticated arrangements for self-employed persons in the near future.

## **I. Back-up and Recovery**

Back-up is construed to mean alternate processing capabilities, redundant program and data storage, degraded system operation and alternate manual back-up procedures.

In this section the Bidder is to provide details of a disaster recovery site as a failover or back-up site; specifically define the back-up capabilities that will be provided as part of the proposed solution.

Also, the Bidder is must explain the recovery procedures utilised by the proposed system; including how the system isolates the problem and describe the procedure used to bring the system back up after a hardware/software failure.

## **J. Validation of System Capability and Operation**

In this section, the Bidder must:

1. State the total number of installations of this system that are currently in operation and where these systems have been installed. Also provide a separate list of organisations that are in the process of installing the proposed system;
2. Provide a reference for at least one (1) comparable organisation that has installed the proposed system, preferably within the Caribbean region if applicable. Include the name of the company, the location, contact information for an individual of authority that can be contacted, the size of the company, the applications installed and the date of installation;

3. State whether the system has been independently audited to validate its internal controls, security and functionality. Please provide access to any written evidence of any such validation.

NIC reserves the right to carry out site visits, arranged by the Bidder, with one or more Bidder installations.

## **K. Contracts**

The Bidder is to provide a draft contract template (or templates) that would be applicable if the NIC accepts the Bidder's proposal, for consideration by the NIC's Legal Department. The contract should address all agreements that would be required should the NIC select the Bidder's offering, including the following:

1. Software licenses and/or subscriptions;
2. Software maintenance and support;
3. Third party software (e.g. database and/or operating system license);
4. Warranties;
5. Source code escrow arrangements if applicable.

The Bidder must also state the policy on Intellectual Property rights for any enhancements or modifications made by the NIC or made by the Bidder at the NIC request.

### **4.6.2 Financial Proposal**

The Financial Proposal must show the **itemized** costs of the system and implementation, corresponding to the products and services covered by the Technical Proposal. This should reflect all the costs involved in implementing and commissioning the system to bring it to an operational state.

Thus, the Financial Proposal should include the following:

1. Software costs (licenses, subscriptions, etc). If applicable this should be broken down by module/ option and/or per user costs, etc as appropriate;
2. Costs for services to be provided in customization, configuration, deployment, training, commissioning, etc;
3. Reimbursable costs (e.g. travel, accommodation, etc.);
4. Training costs;
5. Any other significant charges involved.

In addition to the costs of implementing and commissioning the system, the Financial Proposal must also state applicable costs beyond initial implementation including ongoing licensing, subscription or support costs. It should also identify which costs if any, are optional.

**In general, the Financial Proposal must provide adequate information to allow NIC to estimate the total cost of ownership of the proposed solution over a period of no less than 5 years.**

All costs should be stated in Eastern Caribbean (EC) or US Dollars.

## Appendix 1: Functional Requirements

### Instructions

Each Bidder is to complete the Functional Requirements tables below to indicate the extent to which its system complies with the requirements stated.

The “NIC Rank” column indicates the relative importance of each of the capabilities specified, as follows:

<b>H</b>	High Priority
<b>M</b>	Medium Priority
<b>L</b>	Low Priority

The Bidder is required to complete the “Bidder’s Response” column for each item, using the following key:

<b>A</b>	Available	The functionality is readily available (“out of the box”) in the proposed system
<b>NA</b>	Not Available	The system does not offer this functionality
<b>C</b>	Available with Customization	Customization of the system is required to make the functionality available

Bidders may (and are encouraged to) include brief comments clarifying the functionality where appropriate.

The sections of the table are as follows:

#### **A. General Requirements**

##### **A.1 General Operations**

##### **A.2 System Operations**

#### **B. Social Security**

##### **B.1 Customer Care**

##### **B.2 Registration, Contribution and Collections**

##### **B.3 Compliance Enforcement**

##### **B.4 Benefits and Claims Management**

The table below will be made available to the Bidders in Word Format on request.



Summary of Functional Requirements

	Functional Requirement	NIC Rank	Bidder's Response	Bidder's Comment
<b>A</b>	<b>General Requirements</b>			
<b>A.1</b>	<b>General Operations</b>			
1.	The system should operate as an integrated suite, providing interoperability of components based on standard interfaces. This includes all system components, i.e. Hardware, Operating System, Application and Security.	H		
2.	The system should be based on industry-standard relational database technology.	H		
3.	The system must be parameter driven to allow easy customization.			
4.	The systems or immediate predecessor versions should have been commercially available and in use for at least three (3) years.	H		
5.	The system must employ appropriate security techniques for the protection of software, data, and operations.	H		
6.	The system must be capable of importing data into its tables in a standard format. The import process must be capable of accepting data from different sources.	H		
7.	The system must be capable of exporting data from its tables in a standard format. The export process must be capable of sending data using different methods.	H		
8.	The system must be capable of performing 'reasonability record-matching checks', to avoid duplication of records wherever possible	H		
9.	The system should provide meaningful prompts during user interaction, including immediately advising of actions necessary.	H		

	<b>Functional Requirement</b>	<b>NIC Rank</b>	<b>Bidder's Response</b>	<b>Bidder's Comment</b>
10.	The system should have a step-by-step online help system, simultaneously viewable while conducting a transaction. This should be simple enough so as to facilitate hands-on training and new users.	H		
11.	The system should be able to incorporate a check list of tasks to be performed and documents required for processes.	H		
12.	The system should have detailed search and drill down capabilities throughout.	H		
13.	The system should automatically prompt when there are alerts or messages for a particular account.	H		
14.	The system should have full reminders and calendar administration functionalities.	M		
15.	The system must have the ability to support a variety of communications links to other computer systems, direct and remote attached devices.	M		
16.	The system must have the ability to log all application events in a secure database.	H		
17.	The system must have the ability to print reports to a locally attached device.	H		
18.	The system must have the ability to transmit reports to remote devices, such as remote printers and read only mass storage media.	H		
19.	The system must provide the ability to create, run, print and view user designed reports.	H		
20.	In addition to regular weekly, monthly, yearly reports, other ad-hoc or periodic reports should be definable.	H		

	<b>Functional Requirement</b>	<b>NIC Rank</b>	<b>Bidder's Response</b>	<b>Bidder's Comment</b>
21.	The system must provide the ability to maintain a secure systems user file with "user specific" task and file access assignments.	H		
22.	The system must provide the ability for system control of user passwords with edits to ensure that passwords are changed regularly and not reused, as well as to ensure that ineffective passwords, such as single letter passwords, are not employed by users.	H		
<b>A.2</b>	<b>Systems Operations</b>			
23.	The system must be implemented with easy to use workflow	H		
24.	The system must isolate user-defined help so that it can be included in new help versions or upgrades.	M		
25.	The system must provide online error and action messages for validation errors at the field level.	H		
26.	The system must allow users to move between screens and other on-line functions while saving original and all previous screens.	H		
27.	The system must allow transaction input to be suspended, save details up to the point of suspension, and allow for continuation of input in a later session.	H		
28.	The system must allow all input fields in a transaction to be altered up to the point of submission. Business rules must be applied for certain entry screens and the user must be prevented from entering incorrect combinations that may have disastrous effects.	H		
29.	The system must allow the definition of a processing calendar.	H		
30.	The system must provide system error logging capabilities (all errors recorded in common error log).	H		
31.	The system must provide messages for online data entry errors.	H		

	<b>Functional Requirement</b>	<b>NIC Rank</b>	<b>Bidder's Response</b>	<b>Bidder's Comment</b>
32.	The system must provide messages for processing logic errors.	H		
33.	The system must provide messages for application software failures.	H		
34.	The system must allow the specification of additional (extension) fields.	M		
35.	The system must allow appropriately authorised users to broadcast messages to all or selected system users.	M		
36.	The system must allow the rounding of all figures to a user-defined level of precision (i.e. set the number of decimal places applicable for each element of data).	H		
37.	The system must validate information entered by users, either online or in-house	H		
38.	The system must generate unique transaction numbers for all transactions.	H		
39.	The system must facilitate unique transaction codes for each transaction type.	H		
40.	The system must preserve on-line updates. Should a system failure occur while updates are being entered, no online update should be lost.	H		
41.	The system must maintain system security. All users logged on at the time of a system failure should either be logged off, or left in a secure environment, i.e. without access to the operating system, or parts of the system for which they have no authorisation.	H		

	<b>Functional Requirement</b>	<b>NIC Rank</b>	<b>Bidder's Response</b>	<b>Bidder's Comment</b>
42.	The system must maintain all employer and employee account balances in real time. This implies that all transactions which affect employer and employee account balances should be applied in real time.	H		
43.	The system must be able to generate accounting entries on both entry date and effective date of transactions and sub-transactions.	H		
44.	The system must provide the ability to select transactions based on a set of predetermined criteria for auditing purposes	H		
45.	The system must be able to provide a standard set of reports currently available from the existing system. These include among others, transaction reports, statistical reports and reports for the Legal Department's use. <b>A listing of standard reports currently used is provided for guidance at Appendix 4</b>	H		
46.	The system must allow users the ability to generate non-standard reports with a built-in, easy to use report generating capability	H		
47.	The system should be capable of supporting Electronic identity (eID) including through use of a smartphones	M		
48.	The system should support Automatic Document Recognition as part of the automation of the Benefit Calculations Workflow	M		
49.	The system should support the use of kiosk devices to provide portal access at public locations such as supermarkets, malls, post offices, etc	M		
50.	The system should be <i>Electronic Exchange of Social Security Information (EESSI)</i> access point Ready	M		

## B. Social Security

No.	Functional Requirement	NIC Rating	Bidder's Response	Bidder's Comments
<b>B.1 Customer Care</b>				
1.	Ability to record customer queries and complaints online	H		
2.	Ability to view customer complaints history	H		
<b>B.2 Registration, Contribution and Collections</b>				
3.	Ability to accept employer and employee registration online	H		
4.	Ability to generate a unique employer identification number and employee identification number i.e. national insurance number for employer and employees	H		
5.	Ability for an employee to have more than one employer	H		
6.	Ability for an employer to verify national insurance number of a new employee	H		
7.	Ability to calculate applicable amounts for contributions and benefits as per existing legislation and NIC's procedures (See Appendix 2 for specific rules to be included)	H		
8.	Ability to accept contributions online including accepting payments and forms	H		
9.	Ability to maintain credits of contributions	H		
10.	Ability for an employer with the proper authorisation to maintain their employee details including salary changes	H		
11.	Ability of an employee to access their contributions history online to verify accuracy	H		

<b>No.</b>	<b>Functional Requirement</b>	<b>NIC Rating</b>	<b>Bidder's Response</b>	<b>Bidder's Comments</b>
12.	Ability to capture whether employee is local or foreign	H		
13.	Ability to access the Government's register of deaths to determine if insured is still alive (when this capability becomes available within the register of deaths)	M		
14.	Ability to store personal information of employee – birth certificate, national photo identification, marriage certificate, death certificate, compliance status etc. in a manner compliant with applicable security and privacy standards	H		
15.	Ability to store details of spouse – e.g. name, national identification number, date of birth, marital status -married, common-law, etc.	H		
16.	Ability to store dependent's details – name, identification, date of birth, etc.	H		
17.	Ability to store details of beneficiaries	H		
18.	Ability to store information on survivors – name, identification, status, current employment status etc.	H		
19.	Ability to store banking credentials for employers	H		
20.	Ability to store banking credentials for employees per claim	H		
21.	Ability to age the outstanding contribution receivables	H		
22.	Ability to issue warning letters based on the number of days contribution outstanding – 1 <sup>st</sup> warning, 2 <sup>nd</sup> warning, prosecution action etc.	H		
23.	Ability to apply a change in contribution across the board	H		
24.	Ability to maintain a history of contribution changes including date of change	H		

No.	Functional Requirement	NIC Rating	Bidder's Response	Bidder's Comments
<b>B.3 Compliance Enforcement</b>				
25.	Ability to process applications for and issue Compliance Certificates	H		
26.	Ability to track the status of Compliance Certificate processing	H		
<b>B.4 Benefits and Claims Management</b>				
27.	Ability for employers and employees to submit claims online	H		
28.	Ability to verify that employers and employees submitting a claim are registered	H		
29.	Ability to assign a claims handler for each claim	H		
30.	Ability to access contribution history to assess claim	H		
31.	Ability to access claims history	H		
32.	Automatic claims calculator based on specified rules	H		
33.	Ability to generate a unique claims identifier	H		
34.	Ability to determine if eligibility criteria for claim is satisfied	H		
35.	Ability to combine multiple claims as a continuous claim	H		
36.	Ability to cater for a number of waiting days during which claim is not paid	H		
37.	Ability to store claims information e.g. date of submission of claim, date last worked, date of start of sickness etc.	H		
38.	Ability for Investigating Officer to access details of claim electronically to validate claim	H		
39.	Ability to attach Investigating Officer report to claim	H		
40.	Store and maintain eligibility and calculation rules for determining claims and benefits	H		
41.	Ability to maintain the history of claims for an employee	H		



No.	Functional Requirement	NIC Rating	Bidder's Response	Bidder's Comments
42.	Alerts about past due dates for claims	H		
43.	Ability to create an automatic pension calculator which will calculate pensions based on number and amount of contributions	H		
44.	Ability to determine a beneficiary's eligibility and entitlement to benefits	H		
45.	Ability to store details of a panel of doctors to validate sickness and injury benefits	M		
46.	Ability to store doctor's reports regarding validity of claim	H		

## Appendix 2: Special considerations for calculation of Contributions and Benefits

Bidders should note the following considerations for calculation of contributions and benefits, that must be accommodated by the system.

1. *Contribution months* and not *contribution weeks* are used for calculations under the NIC Act. Hence if someone works for 4 weeks in a month, s/he is awarded 1 contribution, and not 4. In the case of benefits, contribution months are utilized and not weeks. (This feature is required) (it is noted that most systems in use in the Caribbean utilise contribution weeks, and this represents a major feature within the system. All reports, contributions and benefits would therefore need to be configured accordingly.)
2. Ability to award credits on the basis of certain benefits paid, for example, sickness benefit. For instance, if someone has been sick for a month, and is paid a sickness benefit for the period, a 'notional' contribution must be awarded to enable him/her to satisfy the prescribed conditions for entitlement to another benefit at a later date. The system should be capable of implementing this feature and would be required within the short to medium term.

## Appendix 3: Additional Statements for Proposed Solution

Bidders are required to address each of the following questions in their description of the “Proposed Solution” in the Technical Proposal

1. How data integrity on Contributions, benefits etc is maintained
2. Checks and balances or reconciliations to ensure data accuracy
3. What data is exported to the accounting system and how?
4. Level of automation used to calculate benefits
5. Overview of reports generated for actuarial reviews
6. What services/features are available via mobile phone app

## Appendix 4: Listing of Standard Reports

This section lists the standard SLNIS reports used by the NIC's various departments (as reported by the departments)

The listing is provided for the benefit of Bidders as an indication of **minimum** reporting capability expected, rather than as a definition of the NIC's reporting requirements. Accordingly, the lists provided below should not be considered exhaustive.

The listing includes reports for the following units:

	<b>Department of Business Unit</b>	<b>Number of Reports</b>
1	Accounts	13
2	Audit	22
3	Collections	29
4	Compliance & Records	58
5	Computer Dept	76
6	Customer Service	141
7	Operations	6
8	Rodney Bay	45
9	Statistics	82
10	Vieux-Fort & Soufriere	35
	<b>Total</b>	<b>507</b>

<b>ACCOUNTS DEPARTMENT - 13 Reports</b>	
<b>Heading – Department A: Standard Reports</b>	
<b>Daily - Reports</b>	<b>Purpose</b>
Report 1: Cashbook (monthly)	To record benefits expense
Report 2: Cancelled Cheques (monthly)	To record the reversal of benefits expense
Report 3: C2APOST20-ACC-COPY.QZS (daily)	Records daily posted transactions
<b>Quarterly - Reports</b>	<b>Purpose</b>
<b>Yearly - Reports</b>	<b>Purpose</b>
Report 4: ACC-RECEIPTS-BY-PERIOD-AGE .QZS	Contribution payments received subsequent to year end for period prior to year end
Report 5: ACC-ANNUAL-UDIT1-MOD-EXT-AUDITOR-PRIOR	Payments of benefits subsequent to year end for periods prior to year end.

<b>Heading – Department A: Standard Reports</b>	
<b>Daily - Reports</b>	<b>Purpose</b>
03-01 PRINT SCHEDULE B FOR THE DAY – Summary of Contribution Receipts Report	A summary of all payments received. <ul style="list-style-type: none"> <li>- A Manual Sheet is attached if Manual Receipt payments were processed</li> <li>- An Adjustment sheet is attached if errors or changes need to be made to payments received.</li> </ul>
09 PRINT SEPARATION LIST OF CASH AND CHEQUE PMTS – Cashier Cash and Cheque Totals Report (aka. Cash & Cheque Listing)	To check that the totals for Cash and Cheques agree with what’s on hand.
11 PRINT BANK DEPOSIT SLIP FOR CHQS RECEIVED – Cheque Listing Report	Lists the cheque numbers and amounts, and is attached to the slip in the bank deposit book.
06 PRINT C3S ENTERED 12:30 PM AND PRIOR – List of C3s entered After 12:30 pm Report (aka. After C3 Listing)	List all the C3 forms and C5 forms entered into the system by the Cashier at a certain date, <b>before</b> 12:30 pm
07 PRINT C3S ENTERED AFTER 12:30 PM – List of C3s entered Before/At 12:30 pm Report (aka. Before C3 Listing)	List all the C3 forms and C5 forms entered into the system by the Cashier at a certain date, <b>after</b> 12:30 pm

<b>Heading – Department A: Standard Reports</b>	
<b>Daily - Reports</b>	<b>Purpose</b>
Short term/manual EFT Summary	Summary of Daily bank and credit Union Payments
<b>Monthly - Reports</b>	<b>Purpose</b>
Monthly Pension EFT Summary	Summary of Monthly pension bank and credit Union Payments
Comparison of previous & Current Month RP,SP,IP	Compare pensions from current with that of previous (Mainly used by the signatories)

<b>AUDIT DEPARTMENT - 16 Reports</b>	
<b>Daily/Monthly/Quarterly/Yearly - Reports</b> (As the audit engagement requires)	<b>Purpose</b>
01 AUDIT EMPLOYEE DATE-OF-BIRTH DATA 02 AGED GOVERNMENT ARREARS LISTING 03 AGED GOV.ARREARS LIST APRIL 01 - DATE 04 LIST OF REACTIVATED RPS 05 LIST OF RPS WITH RECIPROCAL AGREEMENTS 06 LIST OF BANK ACCOUNT CHANGES 07 LIST OF EMPLOYEE NAME CHANGES 08 LIST ACTIVE/VER.RPs WHO NEVER SUBMITTED A LIFE CERT. 09 LIST ACTIVE/VER.IPs WHO NEVER SUBMITTED A MED. CERT. 10 SP BENEFICIARIES WITH NO PAYEE NI NUMBERS 11 BENEFITS MENU 12 SICKNESS (SBs) PAID OVER \$1000 13 SICKNESS (SBs) PAID OVER \$1000 (TEXT FILE) 14 CSV TEXT-FILE REPORTS 16 C3 LIAB & #EMPLOYEES BY PERIOD	To perform IAD's various test's

<b>COLLECTIONS DEPARTMENT - 29 Reports</b>	
<b>Report</b>	<b>Purpose</b>
<b>Daily</b>	
ARREARS-REPORT ; full/condensed, 1.25%	To circulate statement of arrears
EMPLOYERS STATEMENT: Reconciliation	shows periods outstanding, short and over payments
PREVIEW EMPLOYERS STATEMENT	previewing the statements provides easy access to employer details,
	allows for more efficient use of resources: avoid having to print
EMPLOYER ARREARS SUMMARY	preview summary of all accounts (whether in arrears or not)
DETAILED EMPLOYER ENQUIRY	to view details of posted/nonposted payments, e.g. receipt#, cheque#, payment date.
EMPLOYER REGISTRATION DATA	Gives non-financial information on employer. Address, contact #, name of directors/owners

DIRECTORS	provides names of company directors. Useful when processing Compliance Certificates
C3 DATA ENTRY/VERIFICATION	displays C3 details to help reconcile accounts, and to provide information to employers
<b>Monthly</b>	
<b>EMPLOYERS w/ACTIVE COURT CASES PAYMENTS</b>	These reports provides payment details for categories of accounts, e.g. payments on accounts in agreement and accounts referred to Legal.
<b>EMPLOYERS w/PAYMENT AGREEMENT PAYMENTS</b>	
<b>EMPLOYERS REFERRED FOR PROSECUTIONS PAYMENTS</b>	
<b>EMPLOYERS/ARR \$40,000 &amp; OVER PAYMENTS</b>	
GEN.PERIODS AFTER CLOSURE/ERLIABC5	To update surcharge balance for closed accounts
ARREARS-REPORT WITH MID-RANGE SELECTION	This enables us to make temporary changes to the statement, to generate information for a specified period
ARREARS LETTERS	Invitation letters for employers in arrears
<b>Monthly Reports generated by Computer Department and shared in the Collections Docs</b>	
EMPLOYER ARREARS AGE LISTING	To identify accounts in arrears
<b>PROGRAM-NAME:</b>	
ACC-STATE-OF-ARREARS6-AGREE.QZS	Employers in agreement: active, dormant, closed
ACC-STATE-OF-ARREARS6-AGREE-CL.QZS	Accounts with Active Court cases
ACC-STATE-OF-ARREARS6-ACT-COURT.QZS	Accounts referred to Legal
ACC-STATE-OF-ARREARS6-CL-COURT-AGREE.QZS	Arrears classified by District: Vieux Fort, Soufriere, Castries
ACC-STATE-OF-ARREARS6-COURT-AGREE.QZS	
ACC-STATE-OF-ARREARS6-L-AGREE.QZS	
ACC-STATE-OF-ARREARS6-L-AGREE-CL.QZS	
ACC-STATE-OF-ARREARS6-P.QZS	



ACC-STATE-OF-ARREARS6-ACT-COURT.QZS	
ACC-ARREARS-AGE2-D-BKUP.QZS GOVERNMENT	Shows government accounts in arrears
ACC-ARREARS-AGE2-D-BKUP.QZS NON GOVERNMENT	Shows non-government accounts in arrears
ACC-ARREARS-AGE2.QZS	
<b>Quarterly</b>	
PREVIEW 1900 RECEIPTS BY PERIOD	Helps to identify payments allocated to the year 1900. The report assists in preparation of C2 adjustments to transfer these lumpsum payments to the appropriate months.

<b>RECORDS DEPARTMENT - 45 Reports</b>	
<b>Daily - Reports</b>	<b>Purpose</b>
PRINT C3 BATCH HEADER ENTERED	} Account for total C3s submitted
DISPLAY C3 BATCH HEADER ENTERED	}
PRINT UNPOSTED C3S LIST	} Monitoring of C3s unposted
DISPLAY UNPOSTED C3S LIST	}
POSTINGS REJECTED/QUERY C3S	Monitoring accuracy of Verifiers
SUMMARY OF C3 DATA ENTRY BY USER	} Monitoring productivity of Data Entry Clerks
DISP.C3 ADJUSTMENT COMPARISON FILES	To compare files before and after an adjustment
EES WITH SIMILAR AMTS WITHIN AN EMPLOYER	} Monitoring accuracy of contributions entered
DISP. EES WITH SIMILAR AMTS WITHIN AN EER.	}
EES WHO EXCEEDED MAX C3 AMOUNTS (\$500)	} Monitoring excess contributions submitted
DISP. EES WHO EXCEEDED MAX C3 AMT (\$500)	}
DISP. LIST OF SUSPENSES WITH CONTRIBUTIONS	Monitor number of suspense issued
CLAIMS PAID BY EMPLOYER	Monit. of inaccurate contrib. used to calcu. claims
CONTRIBUTION TRANSFERS BY USER	} Monitor transfer of contributions by users
DISPLAY CONTRIBUTION TRANSFERS BY USER	}
NON POSTED C3 CONTRIB ADJUSTMENT	Ensure verification of all adjustments
C3 CONT ADJUSTMENT PRODUCTIVITY	Account for total adjustments undertaken
REPRINT DATA ENTRY TOTALS FOR PREVIOUS DYS	Account for Data Entry Clerks productivity
<b>Quarterly - Reports</b>	<b>Purpose</b>
C3 DATA ENTRY SUMMARY (316)	} A/c for total number of Form C3s entered
DISPLAY C3 DATA ENTRY SUMMARY (316)	}
PRINT C3 DETAILS ENTERED	} A/c for total details on Form C3 entered
DISPLAY C3 DETAILS ENTERED	}
PRINT C3S VERIFIED REPORT	} A/c for total number of Form C3s verified
DISPLAY C3S VERIFIED REPORT	}
PRINT VERIFIED C3S (DETAILS)	} A/c for total number of C3 details verified
DISPLAY VERIFIED C3S (DETAILS)	}
C3S VERIFIED LATE	Monitor late verification of Form C3s
SUMMARY 999999 C3 ENTRIES BY DATE	} A/c for total no. of queries entered on Form C3

DISP SUMMARY 999999 C3 ENTRIES BY DATE	}
CUST. SERV.TRANSFERS VERIFIED BY RECORDS DEPT	} A/c for total transfers verified from CSD
DISP. CUST. SERV. TRANSFERS VERIF. BY RECORDS DEPT	}
TRANSFERS ENTERED & VERIFIED BY RECORDS DEPT	} A/c for total transfers verified by Records Unit
DISP. TRANSFERS ENTERED & VERIFIED BY REC. DEPT	}
SUSP. NUMBERS ENTERED WITHIN SPECIED PERIOD	} Monitor the non-submission of NI numbers by
DISP. SUSP NUMBERS ENT.WITHIN SPECIED PERIOD	} employers.
DISP. SUMMARY SUSP. NOS. ENT. WITHIN A PEROD	} A/c for total suspense numbers issued
C3's VERIFIED WITH SUSPENSES WITHIN A PERIOD	} Monitor outstanding NI numbers on Form C3s
DISP. C3'S VERIF. W/SUSPENSES WITHIN A PERIOD	}
<b>Yearly - Reports</b>	<b>Purpose</b>
PRINT LIST OF SUSPENSES WITH CONTRIBUTIONS	Monitor total no. of suspense numbers on system
PRINT SUSPENSES WITH GENUINE NI NOS W/CONTRI.	} To reduce suspense numbers on system
DISP. SUSPENSES WITH GENUINE NI NOS W/CONTRI.	
PRINT DUPLICATE SUSPENSE NAMES WITH CONTRIBU.	To reduce suspense numbers on system
DISP. DUPLICATE SUSPENSE NAMES WITH CONTRIBU	
PRINT DUPLICATE SUSPENSE NAMES WITH NO CONTRIB	To reduce suspense numbers issued
DISP. DUPLICATE SUSPENSE NAMES WITH NO CONTRIB.	

<b>COMPLIANCE DEPARTMENT - 13 Reports</b>	
<b>Daily - Reports</b>	<b>Purpose</b>
GENERATE ARREARS REPORTS	} To monitor employers' status for various reasons
PRINT CONDENSED (2YR) ARREARS REPORT	} To monitor employers' status
PRINT EMPLOYERS' RECONCILIATION STATEMENTS	} To monitor employers' status
<b>Monthly - Reports</b>	<b>Purpose</b>
EMPLOYERS WITH DORMANT PERIOD ENDING	} To determine employers' status after dormant period expires and update status
PRINT EMPLOYERS WITH AN X STATUS	} To monitor and update status accordingly
NEWLY REGISTERED EMPLOYERS	} To monitor newly registered employers for compliance with Act and Regulations
REGISTERED EMPLOYERS WITH NO PAYMENTS OR FORMS C3 3 MONTHS AFTER REGISTRATION	} To notify employers of noncompliance and enforce legislation.
AUDIT REPORTS	} To determine non auditable employers, auditable employers, summary of audited employers by period and Inspector and employers due to be audited during for any period
<b>Quarterly - Reports</b>	<b>Purpose</b>
VARIANCE IN DATE OF REGISTRATION, DATE OF COMMENCEMENT OF EMPLOYMENT AND MONTH OF FIRST CONTRIBUTION REMITTANCE	} To determine the reason/s for the variance and update records accordingly
MISSING FORM C3 REPORT	} To follow-up on missing Form C3
NUMBER OF EMPLOYERS WITH THE VARIOUS STATUSES IN ANY PERIOD	} To establish the number of employers per Inspector and level of work done in
<b>Yearly – Reports</b>	<b>Purpose</b>
EMPLOYERS AUDITED WITH NO AUDIT DETAILS ENTERED BY COMPLIANCE OFFICER	} To ensure all audit information is entered
ARREARS AGE REPORT BY INSPECTOR (GOV/NON GOV) SEPARATED	} To determine arrears status

<b>COMPUTER DEPARTMENT - 76 Reports</b>	
<b>Monthly - Reports</b>	<b>Purpose</b>
<b>Monthly C3</b> <i>C3PRT-2007</i> <i>POST-OFFICEC3</i>	2- Printing of C3's to send to Employers and Report to send to Records for number of forms printed
<b>Monthly Arrears</b> <i>ARREARS-REPORT-125-BOARD</i> <i>STATE-OF-ARREARS6C-125-BOARD</i> <i>STATE-OF-ARREARS6C-125-BOARD</i> <i>ACC-ARREARS-AGE2-D-BKUP</i>	4- Monthly arrears reports
<b>Daily - Reports</b>	<b>Purpose</b>
<i>ACC-BENTRANS-NONPOSTED</i> <i>COMPL-MISSING-C3S-MONTHLY-DET</i> <i>COMPL-MISS-C3S-ER-STATUS</i> <i>COMP-C3-CONT-ADJUST-MULTI</i>  <i>COMP-C3-CONT-ADJUST-TXT-MULTI</i> <i>COMP-C3-CONT-ADJUST-SOUF-MULTI</i> <i>COMP-C3-CONT-ADJUST-VF-MULT</i> <i>POSTINGS-RECON-C2</i> <i>C2APOST20</i> <i>C2APOST20-ACC-COPY</i> <i>ACC-C2APOST20</i> <i>ACC-C2APOST20-COPY</i> <i>COMP-C2APOST25-TXT</i> <i>COMP-C2APOST40-TXT.</i> <i>C2APOST45</i> <i>C2APOST45-ACC-COPY</i> <i>C2APOST45-ACC-COPY2</i> <i>VF-C3-UNPOSTED</i> <i>C3POST35</i> <i>REC-C3POST35</i> <i>C3POST35-VFORT-COPY</i> <i>C3POST35-SOUF-COPY</i> <i>COMP-C3POST35-TXT</i> <i>COMP-C3POST50-TXT</i> <i>POSTINGS-RECON-C34-A</i> <i>REC-C3POST85-WKS</i> <i>COMP-REC-C3POST85-WKS-TXT</i> <i>C3POST85-SOUF-COPY</i>	70 -Reports that are run every evening in the backups

C3POST85-VF-COPY  
C3POST70-2018  
C3POST70-VF-COPY  
COMP-C3POST70-TXT  
REC-ERRECON110  
AUD-ERRECON110  
VF-ERRECON110  
SOUF-ERRECON110  
REC-C4-UNPOSTED-BKUP  
C4POST35  
C4POST50  
POSTINGS-RECON-C34-B  
C4POST55  
C4POST45  
C4POST70  
LPCTRL20  
LPCTRL30  
UNVERIFIED-C2S  
LPCTRL10  
LPCTRL50  
LPCTRL60  
LPCTRL70  
UNVERIFIED-C4S  
POSTINGS-RECON  
COPY\_TO\_ALPHAVM\_DAT\_SUBMIT  
ACC-CASHIER-ADJUSTMENTS  
REC-DATA-ENTRY-316  
BEN-MGLOG20  
BEN-EILOG20  
BEN-SPLOG20  
BEN-IPLOG20  
BEN-DUE-DATE  
BEN-A-V-WEEKLY  
CUST-DUE-DATE-SUPER-5-DAY-RP  
CUST-DUE-DATE-SUPER-5-DAY-IP  
CUST-DUE-DATE-SUPER-5-DAY-SP  
CUST-DUE-DATE-SUPER-5-DAY-DP  
COMPL-C3-PMT-ARRS-BK-MULTI  
AUD-ERLIABC5-EST  
AUD-ERLIABC5-EST-COM  
COLL-MISSING-C3S  
CUST-VOL-SELF-DELINQUENT-  
PMTS-NEW

<b>CUSTOMER SERVICE DEPARTMENT - 141 Reports</b>
<b><u>DAILY / WEEKLY</u></b>
<b><u>PURPOSE: To facilitate calculation of benefit claims and movement of claims from one process to another</u></b>
BANK AUTHORIZATIONS ENTERED & VERIFIED BY USERS
NEW EMPLOYEES, EMPLOYERS, SELF-EMPLOYED, VOLUNTARY ENTERED & VERIFIED BY USERS
EMPLOYEES' BENEFIT HISTORY
CLAIMS & REFUNDS PROCESSED/ VERIFIED / APPROVED BY USER (LISTING & SUMMARY)
UNVER CLAIMS WITH BANKING INFO
UNVER CLAIMS WITH BANKING INFO (Q STATUS EXCLUDED)
UNVER CLAIMS WITH BANKING INFO \$1000.00 & OVER
PROCESSED SHORTTERM CLAIMS \$1000.00 & OVER
CLAIMS & REFUNDS NOT PROCESSED (SHORT & LONG)
CLAIMS & REFUNDS ACTIVE & NOT VERIFIED
ACTIVE/NOT VERIFIED CLAIMS BY APPLICATION DATE PENDING BANK INFORMATION
UNVERIFIED CLAIMS BY PROCESSOR
DISALLOWED CLAIMS ENTERED & VERIFIED BY USER
CLAIMS DISALLOWED BUT NOT VERIFIED
SHORT TERM CLAIMS DUE 5 DAY REPORT
BANK AUTHORIZATIONS (ACCOUNTS) NOT VERIFIED
VERIFIER STATUS B REPORTS
LIST OF LONG-TERM QUERIES (REMINDER)
REINSTATED PENSIONS UP TO \$999.99
REINSTATED PENSIONS \$1000 TO \$4999.99
REINSTATED PENSIONS \$5000 & OVER
MANUAL LONG-TERM BENEFIT MASTER LIST
LONG TERM BENEFIT MASTER LIST
PENSIONS DUE 10 DAYS OR LESS FROM TODAY
SHORT TERM BENEFIT MASTER LISTS
(MORNING) SHORT TERM BENEFIT MASTER LIST S
SHORT TERM CONTINUATIONS (BOTH FRONT AND CONTINUATION SUBSCREEN)
CLAIMS MOVEMENT FORMS (SUPERVISOR)
REFUND MASTER LISTS
LIST IP /SP/RP/EI/MG INSPECTOR ASSIGNMENTS DUE 0/7 DAYS
RP / SP ACTIVE / UNVERIFIED LIFE CERTIFICATES DUE 0/5DAYS
LIST OF EMPLOYEES WITH CONTRIB.TRANSFERS/BY USERS / VERIFIERS
REFERRED LONG-TERM QUERIES (COMPLIANCE & RECORDS)

<b>Total -33</b>
<b><u>MONTHLY / QUARTERLY / YERARLY</u></b>
<b><u>PURPOSE: Monitoring of claims and customer service activities to ensure accountability and efficiency</u></b>
LIST EMPLOYEE NAME CHANGES ENTERED & VERIFIED BY USERS
LIFE CERT'S ENTERED & VERIFIED BY USERS
LIFE CERTIFICATES DUE
LIFE CERTIFICATES NOT VERIFIED
NEW LONG TERM CLAIMS WITH NO LIFE CERTIFICATES
BANK AUTHORIZATIONS (ACCOUNTS) NOT VERIFIED
LISTING OF REGISTERED EMPLOYEES & EMPLOYERS
SUMMARY NI ELECTORAL / IMMIGRATION LETTERS ISSUED
LIST OF NON VERIFIED NAME CHANGES
LIST EMPLOYEE, EMPLOYER, SELF/VOL/OTHER REGISTRATIONS NOT VERIFIED
LIST OF EMPLOYERS WITH NO NATURE OF BUSINESS
CANCELLED NI NUMBERS BY USERS
SHORT-TERM CLAIMS NOT PROCESSED BY EMPLOYER
CLAIMS LOGGED BY USER/TYPE/PERIOD (DETAILED & SUMMARY)
LONG TERM CLAIMS WITH RECIPROCAL AGREEMENTS
LIST OF IP REVIEWS VERIFIED BY USER
PENSIONER REMINDER CARDS ISSUED BY USER
GOLD CARDS ISSUED BY USER
SHORT-TERM RETURN DATES IN A PERIOD
SUMMARY CLAIMS PAID BEFORE & AFTER RETURN DATE (SHORT & LONG-TERM)
SUMMARY CLAIMS PAID WITHIN A SPECIFIED PERIOD
CONTRIBUTIONS TRANSFERRED BY VERIFIER
LIST OF BANK ACCOUNT CHANGES BY PERIOD
SUMMARY OF ENTERED & VERIFIED UHC REGISTRANTS
SUMMARY COMPLIANCE CERTIFICATES ENTERED & VERIFIED
SUMMARY CLAIMS BY DOCTORS
LIST OF EXPIRED MEDICAL LICENSES
QUERIES BY BENEFIT / QUERY TYPE
LIST OF CLAIMS BY EMPLOYER
LIST OF CLAIMS PAID BY USERNAME AND DATE
LIST OF UNPAID CLAIME BY DATE
CHEQUES RETURNED TO ACCOUNTS DEPT. BY DATE
PAYMENTS SENT TO EMPLOYERS / SUB OFFICE
LIST OF EMPLOYERS, BENEFIT LETTERS ARE SENT TO
BENEFIT CANCELLED PAYMENTS
LIST OF CONTRIBUTIONS VERIFIED BY USER



LONG TERM BENEFITS WITH A QUERY STATUS
LIST & SUMMARY OF LONG-TERM QUERIES ENTERED & VERIFIED BY USER
SELF/VOL EMPLOYERS MISSING C3s WITH PMTS MADE
CLAIMS INVESTIGATED BY PERIOD/INSPECTOR
INVESTIGATING OFFICER ASSIGNMENTS WITHIN A PERIOD
SELF-EMPLOYED WITH DAYS DUE 0/1 MONTH
LIST BEDRIDDEN PENSIONERS
FUTURE RP IP/SP LIFE CERT DUE FOR BEDRIDDEN/HOUSE BOUND
<b>Total- 44</b>
RP GOLD CARDS ISSUED BY USER
BENEFIT AUTHORIZATIONS BY DATE RECEIVED
RP/SP/IP/DP/DB CLAIMS REINSTATED BUT NOT VERIFIED
ALL REINSTATED PENSIONS
SUMMARY NEW PENSIONS & GRANTS WITHIN A PERIOD
PENSION NAME CHANGES REPORT
CHANGE TO PENSIONS BY PERIOD
DUPLICATE BANK ACCOUNTS
RPs / SPs BELOW 65 & STILL CONTRIBUTING
REVIEWS ACCORDING TO DUE DATE
UNVERIFIED LONG-TERM CLAIMS NOT DUE TO LIFE CERTIFICATE OR MEDICAL REVIEW
MONTHLY PENSIONS WIRE TRANSFERS
GRANTS WIRE TRANSFERS
SHORT-TERM QUERIES ENTERED BY PERIOD (DETAILED & SUMMARY)
UNRESOLVED SHORT-TERM QUERIES SORTED BY PERIOD
RESOLVED SHORT-TERM QUERIES BY USER/PERIOD
LIST OF REACTIVATED PENSIONS BY TYPE
LIST OF RPs & IPs RECEIVING SP's (EXCD \$750)
LIST OF PENSIONERS WHO ALSO RECEIVED AN FG
DELAYED PENSIONS (21 DAYS & OVER)
PENSIONS DUE (START/END PERIOD)
NEW PENSIONS WITHIN A PERIOD
LIST OF CLOSED PENSIONS BY DATE
ACTIVE IPS WITH ACTIVE RPS
COMPARE CURRENT PENSION PMT W/(LAST 3 MTHS)
COMPARE CURRENT PENSION PMT W/HIST FOR MASTERLIST
PENSIONS PAID AT COUNTER
NEW PENSIONS BY 1st PMT
LIST OF POSSIBLE DUPL PAYMENTS
RP MASTER LIST SUMMARY TOTALS
MONTHLY LONG -TERM WIRE TRANSFERS
MANUAL LONG-TERM PENSIONS WIRE TRANSFERS

RP's WITH MODIFIED PENSIONS UNDER \$300.00
MINIMUM RP & IP PENSIONS (\$300)
PENSION MOVEMENT FORMS (SUPERVISOR)
ACTIVE/VERIFIED IPS WITH DATE OF BIRTH & AGE
ACTIVE IPS WHO HAVE ATTAINED PENSIONABLE AGE
IPS WHO WILL ATTAIN PENSION-AGE THIS MONTH
IPS TRANSFERRED TO RPs
LIST OF IP SCHIZOPHRENICS
IPS WITH NO MEDICAL REVIEWS
UNVERIFIED IPS WITH UP-TO-DATE REVIEWS
IPS WHO SUBMIT LIFE CERTIFICATE BUT ARE NOT OF RP AGE
BEN. WITH 0 % & FUTURE CLOSE DATE
SP's TO BE CLOSED FOR THE MONTH
SP PAYEEs WITH NO NI NUMBER
AUDIT SP/SG (BENEFICIARIES) SCREEN
MANAGER (PER PERIOD REQUIRED)
CLAIMS SENT TO DIRECTOR
NEW EMPLOYEE / EMPLOYER/ SEL-EMP/ VOLUN. REGISTRATIONS NOT VERIFIED WITHIN A PERIOD
CLAIMS REFERRED FOR INVESTIGATION BY DATE
NEW CLAIMS PAID FOR A SPECIFIC PERIOD
CLAIMS RETURNED BY INVESTIGATING OFFICER IN A PERIOD
QUERY CLAIMS RETURNED TO INVESTING OFFICER
CLAIMS NOT INVESTIGATED BY INVESTIGATING OFFICER
LIST OF ALL LONG-TERM RECIPROCAL AGREEMENTS
CLAIMS APPROVED BY BENEFITS SUPERVISOR
REPORT ON APPEAL CLAIMS RECEIVED
SBs & IPS SUMMED BY DISEASE
CLAIMS BY EMPLOYER PER PERIOD
SHORT-TERM'S WITH B STATUS (ALL VERIFIERS)
ALL CLAIMS NOT PROCESSED
ALL CLAIMS PROCESSED NOT VERIFIED
OVERTIME PRODUCTIVITY REPORT

<b>OPERATIONS DEPARTMENT - 6 Reports</b>	
<b>Daily/Monthly/Quarterly/Yearly - Reports</b> (As the audit engagement requires)	<b>Purpose</b>
01 SHORT/LONG-TERM CLAIMS/REFUNDS NOT PROCESSED 02 CLAIMS PROCESSED AND NOT VERIFIED 03 CLAIMS DISALLOWED AND NOT VERIFIED 04 OPER. VERSION OF STATS DATABASE 05 SHORT/TERM CLAIMS WITH A 'B' STATUS 06 SUMMARY ALL CLAIMS LOGGED	To perform Operations assessments

**RODNEY BAY DEPARTMENT - 45 Reports**

01 SUMMARY C3s ENTERED SORTED BY ENTRANT/PERIOD
02 SUMMARY CLAIMS LOGGED SORTED BY ENTRANT/PERIOD
03 SUMMARY AUTHORIZATION LETTERS ENTERED BY ENTRANT/PERIOD
04 SUMMARY LIFE CERTIFICATES ENTERED BY ENTRANT/PERIOD
05 SUMMARY EMPLOYEES REGISTERED BY ENTRANT/PERIOD
06 SUMMARY EMPLOYER REGISTRANTS BY ENTRANT/PERIOD
07 DETAIL EMPLOYER REGISTRANTS BY ENTRANT/PERIOD
08 EMPLOYERS STATEMENT(ERRECON58)
09 PREVIEW EMPLOYERS STATEMENT (ERRECON58)
10 GENERATE EMPLOYER ARREARS-REPORT
11 REPRINT ARREARS-REPORT
12 SELECTION CRITERIA FOR ARREARS-REPORT
13 ARREARS-REPORT WITH MID-RANGE SELECTION
14 GENERATE CONDENSED ARREARS-REPORT
15 ERLIABC5-TEMP SCREEN
16 ARREARS-FILE SCREEN
01 PRINT EMPLOYEE NAME CHANGES
02 PRINT BANK AUTHORIZATIONS ENTERED
03 PRINT SELF EMPLOYED LIST
04 PRINT VOLUNTARY EMPLOYED LIST
05 PRINT SUM OF COMPLIANCE CERT.EMPLOYEES/EMPLOYERS
06 PRINT SUM OF COMPLIANCE CERT.EMPLOYEES/EMPLOYERS (CUST SERV SCREEN)
07 PRINT SUM OF DISALLOWED CLAIMS
08 CLAIMS SENT/RECEIVED (CASTRIES)

09 SUMMARY ENTERED IP REVIEWS BY USER
10 LIST EMPLOYEE NAME CHANGE/BY USERS
11 LIST OF CLAIMS PAID BY DATE
12 LIST OF CLAIMS PAID BY USERNAME AND DATE
13 PENSIONER REMINDER CARDS ISSUED BY USER
14 LONG TERM CLAIMS WITH QUERY STATUS
15 SBs WITH QUERY STATUS
16 PRINT EMPLOYEES' BENEFIT HISTORY
17 PRINT EMPLOYEES' BEN/HISTORY(LETTER)
18 PRINT C3 BATCHES WITH 'Q' STATUS
19 PRINT EMPLOYEES' BENEFIT HISTORY
20 PRINT EMPLOYEE BENEFIT HISTORY(LET)
21 PRINT SUMMARY PRINTED LETTERS
01 PENSIONER LETTERS/STATEMENTS
02 PREVIEW TOTAL-NUMBER OF MONTHS FOR RP CLAIMANTS
03 COMPLIANCE CERTIFICATES(TRACKING)
04 EMPLOYERS FOR CERTIFICATES
05 PRINT EMPLOYEE C3/C4 & SUSP CONTRIB.
06 PRINT EMPLOYEE STATEMENT OF CONTRIB
01 PRINT MOVEMENT FORMS MENU
02 PRINT C3S ENTERED 12:30 PM AND PRIOR
03 PRINT C3S ENTERED AFTER 12:30 PM

**STATISTICS DEPARTMENT - 82 Reports**

Program name	objective
1. Registrants by sex, age nationality	Reporting and monitoring- monthly, quarterly and yearly
2. Registrants by sex, age nationality excluding pens, death ben, etc.	
3. Registrants by sex, age and purpose of registration	
4. Non-nationals registered for employment by sex, age, etc.	
5. Benefits by type, sex, age-group, pmts, days, etc.	Reporting and monitoring- monthly, quarterly and yearly
6. Specified benefits started and terminated within a period.	
7. Employment Injury data	
8. Sickness benefit by economic activity	
9. Sickness benefits sorted by disease	
10. Sickness benefits terminated and sorted by age and days paid	
11. Maternity benefits terminated and sorted by age and days paid	
12. Employment Injury database including Employer information	
13. RP-pensions awarded by birth-year, total-paid (detailed)	Reporting and monitoring- monthly, quarterly and yearly
14. New RP by sex, age no. mths paid in first pmt	
15. IP-pensions awarded by sex, age, total-paid	
16. New RP by sex, age no. mths paid in first pmt	
17. New SP by sex, age no. mths paid in first pmt	
18. SP-pensions awarded by sex, age and names	
19. Beneficiary SP-Pensions by sex, age names	
20. RP-pensions Terminated by birth-year, total-paid (detailed)	Reporting and monitoring- monthly, quarterly and yearly
21. SP's terminated by sex, age-group	
22. SP's terminated by sex, age-group and names	
23. IP's terminated by sex, age-group, total paid	
24. SP beneficiary paid in any period by age, sex	
25. RG-grants paid by sex, age, total-paid	
26. Newly -Reg emplrs count by econ activity	Reporting and monitoring of new employers- monthly, quarterly and yearly

27. New empls by econ-activity pmt included	
28. Employers count by status and econ activity	Reporting and monitoring of employers- monthly, quarterly and yearly
29. Employers count by number of employees	
30. Emplr pmts made in/and for a period by econ-activity	Reporting and monitoring of employers' payments- monthly, quarterly and yearly
31. Emplr pmts made by status and econ-activity	
32. Emplr pmts made to sub-offices by econ-activity	
33. Missing C3S by employer	Reporting and monitoring of C3S- monthly, quarterly and yearly
34. Missing C3S by emplr without vol & self-employed	
35. Received C3S by employer	
36. Received C3S by emplr without vol & self-employed	
37. C3S with payments-sorted-by-month-and year paid	
38. Missing C3S with values	
38. C3S amounts received /expected for a specified period	
39. Hotel by district, number of employees, contributions	Information on hotel industry to MOT
40. Employers' info(insp/nob/dist/payments)	Reporting and monitoring of contributions- monthly, quarterly and yearly
41. Active insured database	Reporting and monitoring of active insured- monthly, quarterly and yearly
42. New RP's by period	Reporting and monitoring of new pensions- monthly, quarterly and yearly
43. New IP's by period	
44. New DP's by period	
45. New SP's by period	
46. RG's paid by period	Reporting and monitoring of long-term grants- monthly, quarterly and yearly
47. IG's paid by period	
48. DG's paid by period	
49. SG's paid by period	
50. FG database (all FGs) where contributor died	Mortality assumption model development
51. RP's database paid in End-date/month	Reporting and monitoring of pensions- monthly, quarterly and yearly
52. RP's closed (deceased) database by period	
53. RP's closed (deceased) database (all)	
54. SP's active (all)	
55. SP's active up to end date	
56. SP's database paid in end-date/month	
57. IP's database paid in end-date/month	
58. DP's database paid in end-date/month	
59. SB's paid by period	

60. MB's paid by period	Reporting and monitoring of short-term benefits paid- monthly, quarterly and yearly
61. MG's paid by period	
62. EIB's paid by period	
63. FG's paid by period	
64. EX's paid by period	Reporting and monitoring of short-term benefits awarded- monthly, quarterly and yearly
65. SB's awarded within a period	
66. MB's awarded within a period	
67. EIB's awarded within a period	
68. FG's awarded within a period	Reporting and monitoring of short-term benefits terminated- monthly, quarterly and yearly
69. SB's terminated within a period	
70. EIB's terminated within a period	
71. MB's terminated within a period	
72. New contributors in a period w/totals up to end date	Input data in actuarial projection model-yearly
73. Active insured w/totals from 1970 to end date	
74. Active insured w/totals from start-date to end date	
75. Insured w/no contributions from start-date to end-date	
76. Insured totals & months by year from 1970 to end date	
77. Inactive insured w/totals & months by year from 1970 to end date	
78. Sickness benefits transferred to invalidity	
79. Arrears (aged)	
80. Arrears (aged/no estimates) new extended	
81. Generate arrears database	
82. Benefits paid within a period	Key performance indicator measurement for benefit claims- quarterly



<b>VIEUX- FORT &amp; SOUFRIERE DEPARTMENT - 35 Reports</b>		
<b>Daily - Reports</b>		<b>Purpose</b>
Report 1	PRINT SCHEDULE B FOR THE DAY	
Report 2	PRINT SEPARATION LIST OF CASH AND CHEQUE PMTS	
Report 3	PRINT BANK DEPOSIT SLIP FOR CHQS RECEIVED	
Report 4	PRINT EMPLOYER AGREEMENT/ARREARS PMTS	
Report 5	PRINT C3S ENTERED 12:30 PM AND PRIOR	
Report 6	PRINT C3S ENTERED AFTER 12:30 PM	
Report 7	SOFT COPY MOVEMENT/OTHER FORMS(HOME)	
<b>Monthly - Reports</b>		<b>Purpose</b>
Report 1	PAYMENTS MADE SORTED BY YEAR,MTH,CONTRIB./SURCH.PMTS	
Report 2	PAYMENTS MADE SORTED BY YR, MTH, CONTRIB./SURCH. SUMMARY	
	EMPLOYERS STATEMENTS WERE SENT TO & ARE STILL DELINQUENT	
Report 3	PRINT MISSING C3S LIST BY INSPECTOR	
Report 4	PRINT SUMMARY MISSING C3S LIST BY INSPECTO	
Report 5	NON-VERIFIED C3S REPORT	
Report 6	C3S ENTERED BY USERS REPORT	
Report 7	C3S VERIFIED BY VERIFY-ID REPORT	
Report 8	LIST TRANSFER OF CONTRIB.BY USER	
Report 9	LIST TRANSFER/CONTRIB.VERIF BY USER	
Report 10	SUSP.NUMBERS ENTERED WITHIN A PERIOD	
Report 11	C3 ADJUSTMENTS PROCESSED BY PERIOD	
Report 12	CESSATION PERIODS ENTERED	
Report 13	PRODUCTIVITY SCREEN -GENERATE REPORT BY PERIOD IN(VIEUX FORT)	
Report 14	PRINT EMPLOYERS ENDING DORMANT PERIODS	
Report 15	NEWLY REG. VFORT/SOUF EMPLOYERS REPORT	
Report 16	SUMMARY LIST OF LOGGED CLAIMS BY USER	
Report 17	STATUS REPORT OF LOGGED VFORT CLAIMS (7-3-7)	
Report 18	SHORT TERM CLAIMS PAID WITHIN 10 DAYS	
Report 19	LONG TERM CLAIMS PAID WITHIN 28 DAYS	
<b>Quarterly – Reports</b>		<b>Purpose</b>

Report 1	NEW EMPLOYERS WHO NEVER PAID	
Report 2	VFORT VOLUNTARY EMPLOYERS REPORT	
Report 3	VFORT SELF EMPLOYED EMPLOYERS REPORT	
Report 4	LIST OF NON CLOSED VIEUX FORT/SOUF EMPLOYERS	
Report 5	SUMMARY OF VFORT RPs	
Report 6	SUM VFORT IPs	
Report 7	SUM VFORT SPs	
Report 8	PRINT ACTIVE DEATH BENEFITS	
Report 9	LIST VIEUX FORT DP PENSIONERS	