

## **Request for expressions of interest for the procurement of a claims experience data steward for the Council of Australian Life Insurers**

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Table 1 Glossary of terms

| Term                 | Definition   |
|----------------------|--|
| APRA                 | Australian Prudential Regulation Authority   |
| ASIC                 | Australian Securities and Investments Commission   |
| ATO                  | Australian Taxation Office   |
| CALI                 | Council of Australian Life Insurers  |
| Closing time         | The closing time and date for lodgement of responses under this EOI as listed in Table 4 of the EOI. The closing time is AEST unless specified otherwise.  |
| Conflict of interest | A situation in which a respondent, its personnel or referees have a private interest which may or do improperly influence the performance of their duties and responsibilities. Conflicts of interest can arise in relation to financial interests such as shareholdings, employment opportunities, real estate and trusts, as well as private interests such as relationships and other interests that can conflict with duties and responsibilities. Conflicts can include not only the interests of individual employees and contractors, but also the interests of their immediate family (such as spouses, children or other dependents) and the interests of their business partners or associates.  |
| DI                   | Disability income  |
| EOI                  | Expression of interest. This document and any Attachments and Forms, together with any Addenda to this EOI issued by CALI.   |
| LRS 750              | A reporting standard used by APRA for the purposes of assisting APRA to perform its functions including prudential supervision, enabling APRA to publish information given by financial sector entities and assisting the ASIC to perform its functions. All life companies authorised under the Life Insurance Act 1995 (Life Act) which write business as per section 'A. Application' in the Instructions must provide APRA with the information required by LRF 750.0 for each reporting period. <sup>1</sup> Form LRF 750.0 Claims and Disputes consists of 8 core data entry tables. These tables are duplicated to cover different combinations of the relevant dimensions, including: Insurance Type, On-sale Status, Advice Type, Cover Type, Product Type, Dispute Type, claim measurement type (i.e. claim numbers, claim sum insured and claim amounts paid), and dispute measurement type (i.e. disputes by number, disputes by sum insured and disputes payment amounts). <sup>2</sup> |
| LS                   | Lump sum   |
| NDA                  | Non-disclosure agreement   |
| Respondent           | A person or entity that submits a Response to this EOI   |
| Response             | A response submitted to this EOI, using the response template of this EOI  |
| RFQ                  | Request for quotation  |

<sup>1</sup> Australian Prudential Regulation Authority, 2018. Reporting Standard LRS 750, [Link](#).

<sup>2</sup> Australian Prudential Regulation Authority, 2018. Reporting Standard LRS 750, [Link](#).

# Part A: EOI overview and requirements

## 1. Background

The Council of Australian Life Insurers (CALI) is the peak body for life insurers in Australia. CALI's purpose is to support Australians to make informed choices about their future and as an advocate for policies that broaden access to suitable life insurance. CALI invests in data and research to inform its evidence-based approach to policy advocacy.

CALI sponsors the collection of life insurance data from its members for various purposes, including performing analytics on claims, identifying emerging industry trends, improving the accuracy of pricing and reserving within life insurance, CALI's policy advocacy, and enhancing the community's understanding of health issues. The data collected is used to meet the Australian Prudential Regulation Authority (APRA) [LRS 750 regulatory requirements](#) and contribute to CALI's advocacy. CALI is now retendering its life insurance data steward contract.

## 2. Overview

CALI is seeking expressions of interest (EOI) from qualified consultant firms and/or technology providers to deliver data steward services relating to the infrastructure development, data collection, management, actuarial analysis, and reporting of life insurance claims data from CALI member companies. CALI's budget for the ongoing running and maintenance of this project is approximately \$2 million per annum. The new contract duration is to be 5 years with a 3 year option for CALI to extend, providing service delivery performance is acceptable. Through this tendering process, CALI aims to maximise value for money, improve transparency and efficiency, and foster innovation.

This EOI is the first stage of a three-stage process to select a suitable provider(s) to provide the required services. Potential tenderers may bid for all or a part of the required scope of work. Where consultants are shortlisted to the next stage, they will be provided with a request for quotation (RFQ) document and be asked to prepare a full proposal. A preferred provider(s) will then be selected and engaged to undertake the work. This process will allow a sufficient transition period before the start date for data collection in January 2027.

## 3. Objectives and outcomes

The following objectives are driving the tendering process:

- Maximise value for money.
- Improve transparency.
- Foster innovation.
- Improve efficiency.

CALI is seeking the following key outcomes from the next data steward:

- Provide dedicated project governance function for effective project management.
- Develop and maintain a data portal, data specification, and data validation tool.
- Collect claims and policy data from industry participants.
- Produce LRS 750 reports for APRA regulatory submission.
- Provide transparency into the methodology for the actuarial analysis in preparing the annual industry experience investigation reports for retail lump sum and disability income claims.
- Provide the annual industry experience investigation reports within six months after data collection.
- Conduct presentations of the above findings.
- Contribute to CALI's policy advocacy vision through a thought leadership report, data summary and periodic insights.

- Develop standard tables every 5 years, with potential to update more frequently on an ad hoc basis when necessary.
- Provide a data infrastructure system that keeps individual member's data confidential and secure. This system should provide individual companies with access to their submitted data. It should also ensure reinsurers and CALI have access to the aggregate dashboards and industry tables. Access to de-identified data should be able to be granted to approved third-party researchers for advocacy projects, subject to execution of CALI's standard NDA.
- Ensure CALI and industry participants retain full ownership and intellectual property of all the respective data submitted and solutions developed. This includes but is not limited to:
  - all raw claims and policy data
  - all processed/cleaned data
  - all analytical methodologies developed specifically for this project
  - all derived works, data specifications, models, methodologies, reports, analyses, dashboards, insights, and outputs.
- Ensure that CALI and industry participants retain perpetual access to all data and outputs. The contract will mandate a seamless data transition to a successor provider upon completion.

#### 4. Eligibility

To ensure a fair and transparent process and to avoid potential conflicts of interest, the following eligibility criteria apply to this EOI:

- i. Current CALI members are not eligible to submit an EOI or participate in this tender process; and
- ii. Potential tenderers must declare any actual, potential, or perceived conflicts of interest. A perceived conflict of interest is any situation where a reasonable person might believe that the tenderer's ability to be impartial could be compromised due to other commitments, relationships, or financial interests.

#### 5. Scope of work and deliverables

CALI requires the services of qualified suppliers to effectively undertake the role of the data steward. The successful respondent(s) will be responsible for the collection, management, analysis, and reporting of life insurance claims data, including insights into experience, trends, and drivers of that experience, and will contribute to CALI's policy advocacy vision. CALI and industry participants are open to innovative methods that reduce data collection efforts and/or which add new insights, even if they involve the collection of more data.

The data steward will collect life insurance data from CALI member companies who agree to participate (industry participants) in this engagement. Industry participants can choose whether to submit claims and policy data to the data steward, and this will influence the deliverables required to be produced. The following list outlines the current industry participants in this engagement:

- Participants who submit data: AIA Australia Limited, Allianz Australia Life Insurance Limited, ART Life Insurance Ltd, ClearView Life Assurance Limited, MetLife Insurance Limited, MLC Limited, NobleOak Life Limited, Resolution Life Australasia Limited, TAL Life Limited, Zurich Australia Limited.
- Participants who do not submit data but who access aggregate reports: General Reinsurance Life Australia Ltd, Hannover Life Re of Australasia Ltd, HCF Life Insurance Company Pty Ltd, Munich Reinsurance Company of Australasia Limited, Pacific Life Re (Australia) Pty Limited, RGA Reinsurance Company of Australia Limited, SCOR Global Life Australia Pty Limited, Swiss Re Life & Health Australia Limited, CALI and APRA/ASIC (if requested).

The number and type of deliverables required to produce, as outlined in this EOI, are based on the assumption that the data is received as described above, with ten (10) industry participants currently submitting data from the above parent companies.

To provide clarity on what is expected as part of this project, Table 2 outlines the main workstreams that feature in how the engagement could be delivered and Table 3 lists the deliverables to be generated in this engagement.

CALI will provide samples of some of the current deliverables to shortlisted tenderers during the RFQ stage, subject to execution of an NDA and a hold harmless letter. This will include the data specification (Output 1) and examples of standard tables. Additionally, recent examples of the Experience investigation report for public release (Output 26) and the Thought leadership report for CALI (Output 28) are also publicly available, with links provided in Table 3.

Innovative methods of data collection, analysis, and reporting are encouraged, such that the existing data specification is retained and innovative components are added to it.

Respondents may express interest in one or more of these components. It is CALI's strong preference that tenderers responding to the EOI will either respond individually as a single service provider delivering a bundled service or as collective consortia of consultants. However, CALI are open to strong candidates responding to individual components of the scope of work.

CALI may select a single provider or multiple providers to deliver the new data solution. If a tenderer responding for individual components of the scope of work is selected, CALI reserves the right to contract directly with multiple providers.

Table 2 Summary components of the scope of work

|                | Project governance  | Framework development  | Data infrastructure development and collection   | Actuarial analysis   | Advocacy and public research   |
|----------------|---|--|--|--|--|
| Key activities | <ul style="list-style-type: none"> <li>Organise fortnightly meetings with CALI and CALI's members to provide updates on deliverable progress, budget, timeline, current actions, and any other relevant items</li> <li>Organise quarterly meetings to discuss strategic direction</li> <li>Provide agendas a week in advance of meetings</li> <li>Participate in CALI working groups and lead discussions</li> <li>Draft common contract for CALI to review. Then negotiate contracts with all industry participants</li> <li>Seek data collection feedback after every data collection process</li> <li>Liaise with CALI and CALI's members</li> </ul> | <ul style="list-style-type: none"> <li>Develop data specification document that aligns with LRS 750 submission</li> </ul> <p><b>Claims experience investigation framework:</b></p> <ul style="list-style-type: none"> <li>Generate a standard set of hypotheses to understand the movement in claims experience</li> <li>Engage with industry to capture areas and new analysis companies wish to explore</li> <li>Engage with industry to identify any qualitative insights they would like to be tested</li> <li>Develop a framework to generate a standardised analysis of the claims experience for LS and DI claims</li> </ul> <p><b>Standard tables framework (every 5 years):</b></p> <ul style="list-style-type: none"> <li>Meet with industry to discuss philosophy of graduation and any potential changes to table structure</li> </ul> | <ul style="list-style-type: none"> <li>Develop and maintain technology infrastructure for data submission, storage, and calculations</li> <li>Develop a data security, privacy, and access policy</li> <li>Develop data portal</li> <li>Develop data validation tool</li> <li>Collect data on claims written through retail, master trust, and direct business on a half yearly basis. Data collection to align with the scope of the data specification in either a summary or detailed format (at the discretion of each insurer), while also allowing for provision of detailed, but de-identified, datasets to CALI and industry participants</li> <li>Identify odd movements that may be related to submission errors and exclude data or request resubmission if this occurs</li> <li>Summarise data in the format of the APRA LRS 750 reporting standard</li> </ul> | <ul style="list-style-type: none"> <li>Perform reasonableness checks on the data submitted and share observations with the industry participant</li> <li>Finalise and confirm data submitted with industry participants and discuss any resubmission requirements</li> <li>Perform data cleaning and apply adjustments</li> <li>Perform backward reconciliation of key analysis to those of previous provider</li> </ul> <p><b>Cause of claims reports:</b></p> <ul style="list-style-type: none"> <li>Produce participant, and industry reports for retail LS and DI business half-yearly</li> </ul> <p><b>Claims experience investigation:</b></p> <ul style="list-style-type: none"> <li>Produce participant, industry, and high level LS and DI reports</li> <li>Discuss results with industry participants to identify potential errors</li> <li>Formulate and test hypotheses and share results with industry participants</li> <li>Present final findings from lump sum and disability income investigation</li> </ul> <p><b>Standard tables (every 5 years):</b></p> <ul style="list-style-type: none"> <li>Generate a well-defined table structure and meet requirements such as smoothness and monotonicity</li> <li>Update standard tables, provide technical reports, and calculation tools</li> </ul> | <ul style="list-style-type: none"> <li>Conduct deep dive analysis/thought leadership piece(s) for CALI's advocacy</li> <li>Produce an annual public facing report that reflects the main claim experience thematic</li> <li>Summarise data for CALI to use in advocacy with optional ad hoc updates if required by industry consensus</li> </ul> |
| Deliverables   | <ul style="list-style-type: none"> <li>Fortnightly work in progress meeting</li> <li>Quarterly strategic meeting</li> </ul>   | <ul style="list-style-type: none"> <li>Data specification (Output 1)</li> </ul>  | <ul style="list-style-type: none"> <li>Data portal opened 2 months half-yearly (Output 2)</li> <li>Data validation tool half-yearly (Output 3) (H1, H2)</li> <li>Data security, privacy, and access policy (Output 4)</li> <li>LRS 750 submission (Output 5) (H1*10 + H2*10)</li> <li>Data collection half-yearly (H1, H2)</li> </ul>  | <p><b>Backward reconciliation</b> (Output 6)</p> <p><b>Cause of claims reports</b> (Outputs 7-8) (H1*11 + H2*11)</p> <p><b>Claims experience investigation:</b></p> <ul style="list-style-type: none"> <li>LS and DI reports (Outputs 9-17) * 36</li> <li>Spreadsheet (Output 18)</li> <li>Presentation (Output 19)</li> </ul> <p><b>Standard tables (every 5 years):</b></p> <ul style="list-style-type: none"> <li>Updated standard tables (Output 20, 23)</li> <li>Technical reports (Output 21, 24)</li> <li>Calculation tools (Output 22, 25)</li> </ul>  | <ul style="list-style-type: none"> <li>Report for public release (Output 26)</li> <li>Data summary (Output 27)</li> <li>Thought leadership report (Output 28)</li> </ul>   |

Note: H1: 1 January - 30 June, H2: 1 July - 31 December periods. LS = Lump sum; DI = Disability income. Outputs are numbered with an index provided overleaf and details of each deliverable described further in the appendix.

Table 3 Summary of required outputs

See Table 6 in the Appendix for a detailed outline of outputs including purpose, format, and frequency of deliverables.

| Scope phase  | Ref. # | Output name   |
|--|--------|---|
| <b>I. Project governance</b>                               | -      | Work in progress meeting (fortnightly)  |
|  | -      | Strategic meeting (quarterly)   |
| <b>II. Framework development</b>                           | 1      | Data specification (once off)   |
| <b>III. Data infrastructure development and collection</b> | 2      | Data portal (once off)  |
|  | 3      | Data validation tool (H1 and H2)  |
|  | 4      | Data security, privacy, and access policy (once off)  |
|  | 5      | Spreadsheets for APRA LRS 750 submission (H1*10 and H2*10)  |
|  | -      | Data collection (H1 and H2)   |
| <b>IV. Actuarial analysis</b>                              | 6      | Backward reconciliation (once off)  |
|  | 7      | Individual participant cause of claim report (H1*10 and H2*10)^   |
|  | 8      | Aggregate industry cause of claim report (H1*1 and H2*1)  |
|  | 9      | Lump sum high level aggregate analytics (H1*1 and H2*1)   |
|  | 10     | Experience investigation for lump sum industry participant report - detailed tables (*10)^ (annually)                       |
|  | 11     | Experience investigation for lump sum aggregate industry report - detailed tables (*1) (annually)                           |
|  | 12     | Experience investigation for disability income industry participant report - detailed tables and insights (*10)^ (annually) |
|  | 13     | Experience investigation for disability income aggregate industry report - detailed tables and insights (*1) (annually)     |
|  | 14     | Experience investigation for lump sum and disability income industry participant report - summary report (*10)^ (annually)  |
|  | 15     | Experience investigation for lump sum and disability income aggregate industry report - summary report (*1) (annually)      |
|  | 16     | Lump sum experience investigation technical report (*1) (annually)  |
|  | 17     | Disability income experience investigation technical report (*1) (annually)   |
|  | 18     | Experience investigation spreadsheet containing key data (*1) (annually)  |
|  | 19     | Final presentation for lump sum and disability income investigation (*1) (annually)   |
|  | 20     | Australian lump sum (ALS) standard tables (every 5 years)   |
|  | 21     | Lump sum technical report (*1) (every 5 years)  |
|  | 22     | Lump sum calculation tool (*1) (every 5 years)  |
|  | 23     | Australian disability income (ADI) standard tables (every 5 years)  |
|  | 24     | Disability income technical report (*1) (every 5 years)   |
|  | 25     | Disability income calculation tool (*1) (every 5 years)   |
| <b>V. Advocacy and public research</b>                     | 26     | <u>Experience investigation report for public release (*1) (annually)</u>   |
|  | 27     | Summary data for CALI to use in advocacy (*1) (annually)  |
|  | 28     | <u>Thought leadership report for CALI (*1) (annually)</u>   |

^ Assume 10 industry participants that submit claims and policy data  
H1: 1 January - 30 June, H2: 1 July - 31 December



## 6. Selection process

Applicants will be selected through a three-stage process.

### Stage 1: Expression of interest

- This call for expressions of interest invites qualified applicants to register their interest at **Stage 1** in the process.
- Tenderers may ask questions up until 6 pm (AEST) on 16 May 2025. All questions and answers will be issued to registered respondents.
- EOI submissions must be lodged as per the terms of this document.
- EOI submissions are due by 6 pm (AEST) on 23 May 2025.
- Submissions will be reviewed by a panel to determine the extent that they meet the EOI requirements.

### Stage 2: Request for quotation

- Shortlisted providers will be invited to submit additional information in line with a more detailed RFQ.
- There is no limit on the number of applicants that may be selected to participate in the RFQ.
- Only providers that are shortlisted in Stage 1 will be invited to respond to the RFQ.
- The proposals received by CALI in response to the RFQ will be evaluated against the tender evaluation criteria.
- Shortlisted providers may be invited to interview with the evaluation panel to clarify or elaborate on their proposals.

### Stage 3: Negotiation

- CALI will undertake contract negotiations with one or more preferred tenderers.

## 6.1. Timeframes

The general timeframe for the process is outlined in Table 4. CALI reserves the right to alter the timeline, with due notice to providers that have registered their interest by submitting an EOI.

Table 4 Timeframes

| Stage                    | Item  | Due dates                        |
|--------------------------|---|----------------------------------|
| <b>EOI</b>               | EOI issued  | 2 May 2025                       |
|                          | Last day for EOI clarifications                   | <b>6:00pm AEST 16 May 2025</b>   |
|                          | <b>EOI closes</b>                                 | <b>6:00pm AEST 23 May 2025</b>   |
| <b>EOI evaluation</b>    | Evaluation of EOIs                                | 26 May 2025 - 6 June 2025        |
| <b>RFQ</b>               | RFQ issued  | 4 July 2025                      |
|                          | Tender briefing                                   | 9 July 2025                      |
|                          | Last day for RFQ clarifications                   | <b>6:00pm AEST 25 July 2025</b>  |
|                          | <b>RFQ closes</b>                                 | <b>6:00pm AEST 8 August 2025</b> |
|                          | Interview/presentation of proposals               | August 2025                      |
|                          | Notification of outcome for successful applicants | September 2025                   |
| <b>Service commences</b> | Commencement of contract                          | January 2026                     |
|                          | Commencement of data flow to provider             | January 2027 (or earlier)        |

## 7. Expression of interest requirements

### 7.1. Completing your EOI

Using the response form in part B.

### 7.2. Lodgement of EOI

Responses must be emailed using the response form to [david.williamschen@cali.org.au](mailto:david.williamschen@cali.org.au) by the EOI closing time given in Table 4.

If you have any technical difficulties when lodging your response, please contact CALI procurement:

- Phone: +61 421 726 078 or
- Email: [david.williamschen@cali.org.au](mailto:david.williamschen@cali.org.au).

### 7.3. Evaluation of EOIs

Following submission of EOIs, eligibility will be assessed by a panel using the approximate weightings for each part as summarised in Table 5.

Table 5 Approximate EOI evaluation criteria weightings

| EOI requirements   | Weighting |
|--|-----------|
| Demonstrated expertise and relevant projects               | 40%       |
| Capacity to deliver and team and organisational capability | 20%       |
| Ability to meet key project objectives                     | 40%       |

## 7.4. Other parts of the procurement process

### **Contractual arrangements**

CALI will lead the contract negotiation process to establish the terms of the engagement. Following this process, one head contract will be signed between the successful provider(s) and CALI, outlining the overarching agreement for the services. In addition to this head contract, the successful provider(s) will also be required to sign separate contracts with each individual industry participant, governing the specific data sharing and service arrangements with those participants.

### **Questions**

You can ask us questions up to the date given in Table 4. If you have any questions about this EOI process, please submit your question(s) to [david.williamschen@cali.org.au](mailto:david.williamschen@cali.org.au).

CALI will only respond to questions submitted in writing to this email address and the questions and their answers will be issued to the parties who have registered their email addresses when downloading this document from the CALI website.

### **Changes to our process / notifications**

If we need to change anything in this request for EOI or need to provide organisations with additional information, we will notify the email addresses used to register to download this document from the CALI website if and when CALI posts notifications.

### **Conformity and compliance screening**

CALI will undertake conformity and compliance screening of tenders received to ensure they comply with the minimum content and format requirements below, especially the use of the response form and page limits. Tenders that do not comply will be set aside and will not be evaluated.

### **Minimum content and format requirements**

CALI will exclude a tender from further consideration if CALI considers that the tender does not comply with any one or more of the following requirements:

- The tender is written in English and in a font that is readable when printed in low resolution black and white.
- All measurements are in Australian legal units of measurement unless otherwise specified.
- The EOI includes a substantially completed response form in PDF or Microsoft Word.
- The EOI response is within the specified page limits using the response form.
- EOI responses are submitted via [david.williamschen@cali.org.au](mailto:david.williamschen@cali.org.au) by the closing time and date.

## 8. Terms and Conditions

### 1. Proposal conditions

By submitting a proposal, potential suppliers agree to be bound by these terms and conditions. All details in the Expression of Interest (EOI) must be provided in English, and prices must be quoted in Australian dollars (AUD) unless specified otherwise.

### 2. Proposal lodgement

CALI may, at its discretion, grant extensions to the closing time for submissions. CALI will not consider any responses received after the specified closing time, unless it chooses to do so at its sole discretion.

### 3. Evaluation

CALI reserves the right to review all proposals to ensure compliance with this EOI and to determine the proposal that best meets its requirements.

### 4. Alterations

CALI may choose not to consider any proposal that contains alterations, erasures, illegibility, ambiguity, or incomplete details.

### 5. CALI's rights

CALI has the right to: discontinue the EOI process; decline to accept any proposal; terminate, extend, or vary its selection process; decline to issue any contract, seek information, or negotiate with any potential supplier not invited to submit a proposal; satisfy its requirements independently of the EOI process; terminate negotiations at any time and begin negotiations with any other potential supplier; evaluate proposals as it sees fit (including using information from the prospective supplier or a third party); and negotiate with any one or more potential suppliers.

### 6. Amendments and queries

CALI may amend or clarify any aspect of the EOI before the EOI closing time by issuing an amendment in the same manner as the original EOI. These amendments or clarifications will be issued to all parties simultaneously, as far as practicable. Any questions about this EOI should be directed to the Contact Person specified in the EOI.

### 7. Clarification

CALI may seek clarification or additional information from, and enter into discussions and negotiations with, any or all potential suppliers regarding their proposals at any time before contract execution. However, CALI will not allow any potential supplier to substantially tailor or amend their response.

### 8. Confidentiality

Potential suppliers must identify any parts of their response they wish to keep confidential, with reasons. CALI will only agree to treat information as confidential in appropriate cases. Without such an agreement, potential suppliers acknowledge CALI's right to disclose the information in their response. The potential supplier acknowledges that they may become acquainted with CALI's Confidential Information during this EOI process and agrees to maintain its confidentiality and prevent its unauthorised disclosure. If required to disclose Confidential Information by law or legal proceedings, the potential supplier will provide reasonable notice to CALI. This obligation applies during and after the EOI process.

### 9. Alternatives

Potential suppliers may submit proposals for alternative methods of addressing CALI's requirements if this option is stated in the EOI or agreed to in writing with CALI before the EOI closing time. The potential suppliers must provide sufficient detail about the alternative solution for evaluation.

### 10. Reference material

If the EOI references other materials like reports, plans, drawings, samples, or other reference material, the potential supplier is responsible for obtaining and considering that material when preparing their proposal, and providing it to CALI upon request.

### **11. Information provision and capacity**

If requested by CALI, potential suppliers must provide any information or documentation that CALI reasonably requires to assess the potential supplier's capacity and ongoing ability to fulfill its obligations under any agreement. This may include, but is not limited to, information relating to the supplier's financial stability, insurance coverage, resources, experience, structure, and relevant capabilities.

### **12. Referees**

CALI reserves the right to contact the potential supplier's referees or any other person directly and without notifying the potential supplier.

### **13. Conflict of interest**

Potential suppliers must immediately notify CALI of any actual, potential, or perceived conflict of interest, where a perceived conflict of interest is one in which a reasonable person would think that the person's judgment and/or actions are likely to be compromised, whether due to a financial or personal interest (including those of family members) in the procurement or CALI.

### **14. Collusion and unlawful inducements**

Potential suppliers, their officers, employees, agents, and advisors must not engage in any collusive, anti-competitive conduct or any similar conduct with any other potential supplier or person, or offer any unlawful inducements concerning their proposal or the EOI process. Potential suppliers warrant that they have not provided or offered any payment, gift, item, hospitality, or other benefit to CALI, its employees, consultants, agents, subcontractors, or any person involved in the decision-making process for this EOI, which could give rise to a perception of bribery or corruption.

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## Part B: EOI response form

Please see separate attachment.

# Appendix

Table 6 Detailed description of contract deliverables

| Deliverables category                                      | Reference number | Output name              | Purpose   | Format and key contents of output  | Frequency   |
|--|------------------|--------------------------|---|--|-------------|
| <b>I. Project governance</b>                               | -                | Work in progress meeting | Update CALI and CALI's member on current data collection/claims experience investigation process  | 1. Online or in-person<br>2. Agendas to be provided one week in advance<br>3. Provide updates on: <ul style="list-style-type: none"> <li>• Deliverable progress</li> <li>• Budget progress</li> <li>• Timeline</li> <li>• Current actions</li> <li>• Any other relevant items</li> </ul> | Fortnightly |
|  | -                | Strategic meeting        | 1. Review CALI's strategic direction<br>2. Provider(s) to agree and align on advocacy agenda  | 1. Online or in-person<br>2. Agendas to be provided one week in advance  | Quarterly   |
| <b>II. Framework development</b>                           | 1                | Data specification       | 1. Specifies the format and structure of how data should be submitted<br>2. Aligns with APRA's specifications   | Excel spreadsheet and PDF  | Once off    |
| <b>III. Data infrastructure development and collection</b> | 2                | Data portal              | To facilitate data collection and reporting   | A web-based frontend portal that stores historical reports, data specifications, and timelines for future deliverables, allowing participants to navigate, access, and download uploaded data, outputs, and reports, with multiple user logins for each participant.                     | Once off    |
|  | 3                | Data validation tool     | 1. Enable industry participants to self-check the quality of their claims and policy data<br>2. Convert the data provided by Industry Participants into the format required for the APRA LRS 750 submission | An internet-based tool available on the data portal  | Half-yearly |



| Deliverables category | Reference number | Output name                               | Purpose   | Format and key contents of output   | Frequency   |
|-----------------------|------------------|---|---|---|---|
|                       | 4                | Data security, privacy, and access policy | Develop a data security policy to keep industry participant's data confidential and secure while specifying access arrangements to meet the varying needs of CALI and its members | <p>To include development of policies on:</p> <ul style="list-style-type: none"> <li>• Data storage location: All data to be stored within Australian territory to ensure compliance with Australian data protection laws.</li> <li>• Legal jurisdiction: All data must remain under Australian legal jurisdiction at all times.</li> <li>• Third-party access: Restrictions on third-party access to data, particularly from entities outside Australia.</li> <li>• Data transfer controls: Controls to prevent unauthorised transfer of data outside Australian jurisdiction.</li> <li>• Security standards compliance: Compliance with industry standards and relevant regulatory frameworks.</li> <li>• Data protection measures: Details on encryption (both in transit and at rest), access controls, authentication protocols, and security monitoring capabilities.</li> <li>• Security testing: Regular penetration testing, vulnerability assessments, and security audits of the infrastructure.</li> <li>• Incident response protocols, including notification procedures, recovery processes, and post-incident analysis.</li> <li>• Security governance structures, including dedicated security personnel and regular security reviews.</li> <li>• Compliance with Australian privacy laws.</li> </ul> | Once off  |
|                       | 5                | Spreadsheets for APRA LRS 750 submission  | Provide and assist industry participants for APRA LRS 750 submission for the first half (1 Jan - 30 Jun) and the second half (1 Jul - 31 Dec) of the year                         | Excel spreadsheet for LRS 750 submission  | Half-yearly<br>Provided to each industry participant that submit claims and policy data |

| Deliverables category         | Reference number | Output name   | Purpose   | Format and key contents of output  | Frequency  |
|-------------------------------|------------------|---|---|--|--|
|                               | -                | Data collection   | Collects data of the first half (1 Jan - 30 Jun) and the second half (1 Jul - 31 Dec) of the year for the corresponding analysis  | Collects the following claims and policy data from each industry participant: <ul style="list-style-type: none"> <li>• Death</li> <li>• Total and permanent disablement/disability (TPD)</li> <li>• Trauma</li> <li>• Disability income (DI)</li> <li>• Products providing funeral insurance, consumer credit insurance and accident insurance (optional)</li> <li>• Insurance benefits that are rider benefits on investment account and investment linked contracts where the insurance benefits include Death, TPD, DI or Trauma cover</li> </ul> | Half-yearly  |
| <b>IV. Actuarial analysis</b> | 6                | Backward reconciliation   | To reconcile key outputs of the current process with comparable outputs from incoming provider  | 1. A report that contains a reconciliation of results<br>2. A presentation to CALI & industry participants of the findings   | Once off   |
|                               | 7                | Individual participant cause of claim report  | For industry participant to compare their own cause of claim results to aggregated industry results and use insights and data obtained from the individual participant report | Dashboard  | Half-yearly<br>Provided to each industry participant that submit claims and policy data    |
|                               | 8                | Aggregate industry cause of claim report  | For industry participants that do not submit data to obtain aggregated industry cause of claim results and use insights and data obtained from the industry dashboard         | Dashboard  | Half-yearly<br>Provided to industry participants that do not submit claims and policy data |
|                               | 9                | Lump sum high level aggregate analytics   | Provide lump sum high level aggregate analysis  | Dashboard  | Half-yearly<br>Provided to all industry participants and CALI                              |
|                               | 10               | Experience investigation for lump sum industry participant report - detailed tables | Provide analysis on each industry participant's death, trauma, and TPD claims   | Dashboard that contains: <ul style="list-style-type: none"> <li>• Goodness of fit to the standard tables</li> <li>• Quantitative analysis of the overall top causes of claim and by gender and age groups</li> <li>• Qualitative analysis of key drivers of changes in the claims experience and top causes of claim</li> <li>• Actual versus expected claims costs in that year</li> </ul>  | Annually<br>Provided to each industry participant that submit claims and policy data       |

| Deliverables category | Reference number | Output name   | Purpose  | Format and key contents of output  | Frequency  |
|-----------------------|------------------|---|--|--|--|
|                       | 11               | Experience investigation for lump sum aggregate industry report - detailed tables                         | Provide analysis on the aggregate industry results of death, trauma, and TPD claims  | Dashboard that contains: <ul style="list-style-type: none"> <li>• Goodness of fit to the standard tables</li> <li>• Quantitative analysis of the overall top causes of claim and by gender and age groups</li> <li>• Qualitative analysis of key drivers of changes in the claims experience and top causes of claim</li> <li>• Actual versus expected claims costs in that year</li> </ul>                        | Annually<br>Provided to industry participants that do not submit claims and policy data and CALI |
|                       | 12               | Experience investigation for disability income industry participant report - detailed tables and insights | Provide analysis on each industry participant's disability income claims   | Dashboard that contains: <ul style="list-style-type: none"> <li>• Goodness of fit to the standard tables</li> <li>• Quantitative analysis of the overall top causes of claim and by gender and age groups</li> <li>• Qualitative analysis of key drivers of changes in the claims experience and top causes of claim</li> <li>• Actual versus expected claims costs in that year</li> </ul>                        | Annually<br>Provided to each industry participant that submit claims and policy data             |
|                       | 13               | Experience investigation for disability income aggregate industry report - detailed tables and insights   | Provide analysis on the aggregate industry results of disability income claims   | Dashboard that contains: <ul style="list-style-type: none"> <li>• Goodness of fit to the standard tables</li> <li>• Quantitative analysis of the overall top causes of claim and by gender and age groups</li> <li>• Qualitative analysis of key drivers of changes in the claims experience and top causes of claim</li> <li>• Actual versus expected claims costs in that year</li> </ul>                        | Annually<br>Provided to industry participants that do not submit claims and policy data and CALI |
|                       | 14               | Experience investigation for lump sum and disability income industry participant report - summary report  | A summary report for management that summarises the analytics in each industry participant's lump sum and disability income experience | Dashboard that contains the summary results of: <ul style="list-style-type: none"> <li>• Goodness of fit to the standard tables</li> <li>• Quantitative analysis of the overall top causes of claim and by gender and age groups</li> <li>• Qualitative analysis of key drivers of changes in the claims experience and top causes of claim</li> <li>• Actual versus expected claims costs in that year</li> </ul> | Annually<br>Provided to each industry participant that submit claims and policy data             |
|                       | 15               | Experience investigation for lump sum and disability income aggregate industry report - summary report    | A summary report for management that summarises the analytics in aggregate lump sum and disability income experience                   | Dashboard that contains the summary results of: <ul style="list-style-type: none"> <li>• Goodness of fit to the standard tables</li> <li>• Quantitative analysis of the overall top causes of claim and by gender and age groups</li> <li>• Qualitative analysis of key drivers of changes in the claims experience and top causes of claim</li> <li>• Actual versus expected claims costs in that year</li> </ul> | Annually<br>Provided to industry participants that do not submit claims and policy data and CALI |

| Deliverables category | Reference number | Output name   | Purpose   | Format and key contents of output  | Frequency   |
|-----------------------|------------------|---|---|--|---|
|                       | 16               | Lump sum experience investigation technical report                  | A report that contains the technical details that inform the development of the lump sum investigation  | PDF  | Annually<br>Provided to all industry participants and CALI      |
|                       | 17               | Disability income experience investigation technical report         | A report that contains the technical details that inform the development of the disability income investigation   | PDF  | Annually<br>Provided to all industry participants and CALI      |
|                       | 18               | Experience investigation spreadsheet containing key data            | To allow CALI and industry participants to conduct their own claims experience analysis   | Excel spreadsheet that contains de-identified and anonymised data from the lump sum and disability income experience investigation                   | Annually<br>Provided to all industry participants and CALI      |
|                       | 19               | Final presentation for lump sum and disability income investigation | To present final key insights from the claims experience investigation  | An online or in-person presentation of the final aggregate key findings and results from the lump sum and disability income experience investigation | Annually<br>Provided to all industry participants and CALI      |
|                       | 20               | Australian lump sum (ALS) standard tables                           | 1. To provide industry participants with: <ul style="list-style-type: none"> <li>Up-to-date standard tables for pricing and reserving, including data from the previous five years</li> <li>A base set of incidence and termination rates on which to set assumptions, reflecting trends over the past five years</li> </ul> 2. CALI to support its strategic agenda and answer questions about the industry from the public, the consumers, media and other stakeholders, such as the regulators | Excel  | Every 5 years<br>Provided to all industry participants and CALI |
|                       | 21               | Lump sum technical report   | A report that contains the technical details that inform the development of the lump sum standard tables  | PDF  | Every 5 years<br>Provided to all industry participants and CALI |
|                       | 22               | Lump sum calculation tool   | To assist companies' understanding of the lump sum standard tables for implementation   | An Excel spreadsheet which calculates claims rates   | Every 5 years<br>Provided to all industry participants and CALI |

| Deliverables category                  | Reference number | Output name  | Purpose   | Format and key contents of output  | Frequency   |
|--|------------------|--|---|--|---|
|  | 23               | Australian disability income (ADI) standard tables | 1. To provide industry participants with: <ul style="list-style-type: none"> <li>Up-to-date standard tables for pricing and reserving, including data from the previous five years</li> <li>A base set of incidence and termination rates on which to set assumptions, reflecting trends over the past five years</li> </ul> 2. CALI to support its strategic agenda and answer questions about the industry from the public, the consumers, media and other stakeholders, such as the regulators | Excel  | Every 5 years<br>Provided to all industry participants and CALI |
|  | 24               | Disability income technical report                 | A report that contains the technical details that inform the development of the disability income standard tables   | PDF  | Every 5 years<br>Provided to all industry participants and CALI |
|  | 25               | Disability income calculation tool                 | To assist companies' understanding of the disability income standard tables for implementation  | An Excel spreadsheet which calculates claims rates   | Every 5 years<br>Provided to all industry participants and CALI |
| <b>V. Advocacy and public research</b> | 26               | Experience investigation report for public release | A formal report of simple, easy to understand, evidence-based information that reflect the main thematic arising from the experience investigations   | A 10-15 pages PDF  | Annually<br>Publicly available                                  |
|  | 27               | Summary data for CALI to use in advocacy           | A document that includes the key data for CALI to use for advocacy purposes   | A word document/PDF that include death, trauma, TPD, disability income claims data on: <ul style="list-style-type: none"> <li>Number of claims</li> <li>Aggregate top causes of claim</li> <li>Top causes of claim by demographics (age, gender)</li> <li>Any other areas specified by CALI</li> </ul> | Annually<br>Provided CALI                                       |
|  | 28               | Thought leadership report for CALI                 | To support CALI's strategic objectives and visions  | A PDF report on specific topic(s) to be selected by CALI and agreed by provider  | Annually<br>Provided CALI                                       |