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3/13/24

The following (Q&A) will serve as Amendment #2 to NYSIF's Request for Proposals (RFP) for Utilization Review Services, bid number 2024-03-INS. Material in this Amendment supersedes any contradictory material in the RFP.

Please note that the due date for the submission of bids **remains unchanged.**

All bids are due **3/27/24, by 2:00 p.m.(eastern).**

Sincerely,

A handwritten signature in black ink that reads "Alicia Jemmott".

Alicia Jemmott  
Contract Management Specialist

**Utilization Review Services  
RFP # 2024 - 03 - INV  
Amendment 2**

Question #	RFP Page #	RFP Section and Sub-Section Reference #/Heading	Question	NYSIF Response
1	22	2.13 Cost/Invoicing	What price points are services being performed at today?	Not material to the RFP.
2	22	2.13 Cost/Invoicing	Are there currently price escalators based on higher number of requests per PAR?	Yes, flat rate up to 3 requests, then additional for each request thereafter.
3	22	2.13 Cost/Invoicing	Are there estimated monthly or annual volumes for each case type?	MTG Confirmation: 987 MTG Variance: 1533 MTG Special Services: 265 Non-MTG Under or=\$1,000: 5 Medication: 612 Durable Medical Equipment: 228
4	28	4.2 Bid Format	Is there any specific format that bid proposal and technical requirement answers should be submitted in, outside of what is already described in this section? File type to be used?	All requirements for bid formats submission is outlined in Section 4, and there are no additional requirements.
5	N/A	N/A	Does NYSIF use any sort of internal UR management software today?	No.
6	N/A	N/A	How are Level 1 reviews performed today?	By in house staff.
7	N/A	N/A	Are there any set criteria that would automatically approve PAR requests?	No.
8	N/A	N/A	What is the average number of requests per PAR Case?	We do not have this information.
9	N/A	N/A	Is each PAR a unique level 2 case, or are PAR reviews ever combined into a single case?	They can be combined.
10	1.4	Purpose of this RFP	Can the IRO upload the determinations on behalf of the physicians once completed by the physician in OnBoard under 1 login or does the upload have to be submitted under the physician reviewer's individual login?	This questions should be directed to the WCB who maintains the OnBoard system.
11	2.5	Review Services	What is the average monthly volume of Level 2 Reviews vended that will be vended to the IRO?	Currently between 3,000 - 4,000.

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12	2.7	Reviewers	Do the NY licensed physicians need to have WCB Certification for IME and/or Treat Only to perform the work?	No.
13	8	1.4 Purpose of this RFP	Are IME organizations qualified to bid?	It is the bidders responsibility to review the requirements and determine whether they are able to meet NYSIF's needs.
14	Attachment 1	Mandatory Requirements Certification	Is there a specific URAC accreditation the Bidder must hold?	No.
15			In order to ensure proper coverage, can you share the number of utilization reviews performed by each specialty?	We do not have this information.
16	28	4.1. Bid Preparation	Can you elaborate on what items are to be included in the Administrative file?	The Administrative file needs to include all the completed Appendices.
17	134	Appendix T. Data Exchange, Q. 8 & 9	Please elaborate on what unit of measurement you are looking for in the amount of volume? (Claims, bills, files, terabytes, etc)	Terabytes.
18	15	2.3 Services to be Provided	Does NYSIF want Level 3 reviews tracked?	No.
19	20	2.7 Reviewers, Q. 1	Is it required for Level 2 reviewers to be licensed in NY?	No.
20	15	2.3 Services to be Provided	Understanding that NYSIF receives 3-4k Level 2 requests through "OnBoard" each month, could the monthly request volume be further broken down for each type of PAR? Drug formulary prior authorization, Non-MTG services, Durable medical equipment (DME), MTG Confirmation, MTG Special Services, MTG Variance	See Question 3 response.
21	9	1.7 Method/Distribution	To verify, does this section mean that there will only be one contract awarded?	Correct, there will be a single contract awarded.

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22	29	4.2.3.c	Please clarify what 'staff' is being asked for. Does this mean internal office staff, or the providing physicians who will be performing the reviews?	The staff that would be completing the work outlined in the RFP if the bidder is awarded.
23	Attachment 1	Mandatory Requirement	Our URAC accreditation is pending and may be in place prior to the contract going into effect, depending on when the contract will go into effect. Would our bid be considered?	No, Bidders must have URAC accreditation prior to bid submission.
24	6	RFP Calendar	Do you have a rough idea of when is anticipated that the contract will go into effect?	Estimated to start in April 2025.
25	1	Attachment 1: Bidder Certification/Mandatory Requirements	If the company is a WBE/MBE, does that supercede the need for URAC certification?	No.
26	1	Attachment 1: Bidder Certification/Mandatory Requirements	Is a WBE/MBE able to bid the work and secure URAC accreditation upon award?	No, Bidders must have URAC accreditation prior to bid submission.
27	8	NYSIF Exhibit C: Contracting Provisions: Subcontractors Suppliers	If the primary bidder is URAC Accredited, is the expectation that the WBE/MBE subcontractor also is URAC Accredited?	Only the prime contractor needs URAC accreditation.
28	8	NYSIF Exhibit C: Contracting Provisions: Subcontractors Suppliers	Do primary bidders who are not WBE/MBEs have to get sign off from an interested WBE/MBE according to Appendix M?	It is the responsibility of a prime to seek out MWBE firms should they decide that they would like to subcontract certain services under this contract.
29	8	NYSIF Exhibit C: Contracting Provisions: Subcontractors Suppliers	Can you please clarify the process that a WBE/MBE should expect from the primary bidders asking for an exemption From a WBE/MBE?	Please see Appendix M on instructions for how a prime vendor should request an MWBE utilization waiver.
30	8	NYSIF Exhibit C: Contracting Provisions: Subcontractors Suppliers	How do we notify NYSIF, if a primary bidder did not ask an interested WBE/MBE to participate with them in the bid as a subcontractor?	Primary bidders must complete Appendix M in accordance with their business structure. NYSIF does not require MWBE firms to reach out to us directly.
31	76 of 139	Exhibit C Contract Provisions, #21 Contract Billings	Do you require submission of a copy of the PAR Response with the invoice via email?	No, the invoice shall be a bulk invoice without individual PAR responses attached.

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32	76 of 139	Exhibit C Contract Provisions, #21 Contract Billings	Do you require that the invoice be indentified with the PAR ID?	Yes, it would be at a line level in each invoice.
33	pgs. 12-13 of 139; and p. 122 of 139	Section 1 - General Information, 1.10 Participation of Service-Disabled Veteran Owned Business (SDVOB); and Appendix S	As NYSIF conducted a comprehensive search and determined that the Contract does not offer sufficient opportunities to set specific goals for participation by SDVOBs as subcontractors, service providers, and suppliers to Contractor, does Appendix S have to be completed and submitted at the time of bid submittal? If so, to what extent does Appendix S have to be completed?	Appendix S needs to be completed if the firm plans to utilize SDVOB subcontractors.