



New York State Insurance Fund
Procurement Unit

June 14, 2011

The following (Q&A) will serve as Amendment #1 to NYSIF's Request for Proposals (RFP) for Modernization Billing and Collection System Solution, #2011-24-ITS. Material in this Amendment supersedes any contradictory material in the RFP.

Please note that the due date for the submission of bids has not changed.

All bids are due Thursday, June 23, 2011, by 2:00 p.m.(eastern).

Sincerely,

Leslie Hepp
Chief Clerk

#	Questions	Answers
1	1.3 Is NYSIF committed to Oracle Fusion Middleware as a Service Oriented Architecture (SOA) deployment and orchestration tool or will it consider an open source platform such as .Net using Oracle RAC database tools?	NYSIF is committed to Oracle Fusion Middleware as a Service Oriented Architecture (SOA) deployment and orchestration tool but will consider an open source platform such as .Net using Oracle RAC database tools.
2	1.4 Does NYSIF wish to keep the functionality of the existing Billing and Collections System components intact? If so, what percentage of the existing Billing and Collections System business logic and data needs to be retained or carried forward to the target platform?	The existing functionality that are outlined in the requirements need to remain intact. Our goal is to have as little disruption and impact on NYSIF and our business partners as possible.
3	1.4 Do the current NYSIF Billing and Collections System components reside on a Unisys platform? If so, what details can be provided regarding the current Unisys environment such as: What languages are currently used by the developers supporting the Billing and Collections System? How many MIPS are on the production mainframe? What are the database types and sizes? Can you estimate the number of lines of code that exist for Billings & Collections? How many binary or indexed flat files are used for storing data or interfacing with other systems? How many Batch and Online programs (as well as copylibs) currently make up the Billing and Collections System? Will the current mainframe developers and operators need to learn and be able to support the replacement system?	Yes Cobol,Algol, .NET 2,000 MIPS See attached copy of primary databases with population. The lines of code are estimated at 514,739. Varies, estimate the number to be approximately 50. Estimate the number of programs to be approximately 575. Yes
4	1.4 Can NYSIF provide an estimate on the amount of data to be converted and archived?	See attached copy of primary databases with population.
5	1.5 Workers' Compensation Policy underwriting and billing experience – how critical for the bidder vs. the bidder's team, given bidder's extensive experience in other insurance policy underwriting and billing (Medicare/Medicaid, child support, health/life insurance)?	NYSIF will evaluate and rate each product and the bidder based on experience and response to bid. The level of experience is one of many factors rated/scored and the amount of experience as well as WC specific experience is also rated.
6	Can NYSIF provide some additional guidelines about the preferred (project phase based) timeline for completing this Project?	Goal is to award and begin late 2011 with full implementation start of 2013.
7	Can you please share with us a list of major applications running at NYSIF that use the SIF framework?	NYSIF has developed in house applications for its policy operation and support applications for enterprise solutions using the SIF Framework. These include NYSIF's policy Administration, Renewal, Rating Engine, Reporting, Document Management, and Form Systems.
8	Response time requirements seem pretty onerous; can you please clarify that response time is indicated is response time experienced by the end user in a remote office? That means network latency is included in the 2-3 seconds response time.	Response time is for all NYSIF users, NYSIF has 12 office locations throughout the state of NY all connected by T3 data lines (45MBPS). Response time is for system response and does not include latency.
9	Are current applications built using SIF Framework meeting the response time criteria?	Yes
10	Does NYSIF have any preference for any Rule Engine products? E.g. Drools.Net or iLog etc.	Preference is for a rules engine that can be easily maintainable by both ITS and the business user.
11	We are requesting 2 week extension for the submission deadline (current published deadline is 6/23); responses to questions by NYSIF are not due until 6/14, this leaves very little time to finalize & submit a quality response.	An extension will not be granted.
12	Data migration from legacy system – can you please provide some indication of legacy data quality?; e.g 1. Referential integrity – is DMS II enforcing referential integrity 2. Implicit use of fields (e.g. same field used to store multiple attributes based on the context, common practice in legacy mainframe applications)	Legacy data quality is high. No Yes
13	Data Volume and number of structures: DASDL listing of current database along with approximate number of records in each table will be helpful in estimating data conversion effort	See attached copy of primary databases with population.
14	The cost of developing a UI rich browser based application that is truly browser neutral is generally very high, would NYSIF consider stipulating specific browsers and versions to limit scope (e.g. Solution must run on IE 8 & 9, Google Chrome 11...)?	Yes, however NYSIF will evaluate and rate each product and the bidder based on their response to the RFP. Providing a browser neutral solution is one of many factors rated/scored.
15	Can NYSIF provide a list of current systems and plug-ins being used and also their purpose pertaining to the Modernization Billing and Collection System Solution?	No
16	Can NYSIF provide a list of preferred mobile devices that Modernization Billing and Collection System Solution should support?	NYSIF prefers browser/device neutrality.

17	Please clarify regarding the number of concurrent users are these logged in users OR concurrent, also please provide an approximate number of external users.	2500 logged in NYSIF users not concurrent and NYSIF has 180,000 active workers compensation and 60,000 disability policyholders as well as approximately 11,000 insurance representatives who may need access to the system.
18	Does NYSIF have any preferred reporting tool?	NYSIF is in process of implementing data warehouse solution that utilizes IBI Web Focus/Info Assist.
19	3.2.3 - With regard to your open item accounting practices, are payments applied by account, policy, or invoice level?	Payments by policy and then open items are applied in logical order established by NYSIF business rules.
20	3.2.6.2 - Is interest only calculated on unpaid audits? What are the rules on identifying items that should have interest calculated? What are the rules surrounding the interest calculation?	Interest is calculated only on unpaid audit balances greater than 30 days old for active policies. Audit balances are tracked separately and if an audit balance is not paid in its entirety within 30 days of billing, then system will determine the unpaid audit balance and calculate interest starting 30 days after initial billing. The interest is calculated on a monthly basis at 1% of the unpaid audit balance.
21	3.2.9.2 - Please explain the rules on when an account should receive a dividend? How are the dividends calculated?	A dividend is a return of premium based on the loss performance for all policies in a safety group, which is group policies (trade group or association) of similar risk, sharing the same policy period.
22	How does the billing process differ between a disability benefit policy and a worker's comp policy?	The differences are minor. Disability does not enforce interest charges and the business rules for closing open accounting items are different. In addition, per the Statement of Statutory Accounting Principals (SSAP) Disability premium is determined based on SSAP 53 paragraph 3, Written premium is defined as the contractually determined amount charged by the reporting entity to the policyholder for the effective period of coverage based upon the expectation of risk, policy benefits, and expenses associated with the coverage provided by the terms of the insurance contract. Frequently, insurance contracts are subject to audit by the reporting entity and the amount of premium charged is subject to adjustment based on the actual exposure. Per the Statement of Statutory Accounting Principals (SSAP), Workers' Compensation premium is determined based SSAP 53 paragraph 4 - For workers' compensation contracts, which have a premium that may periodically vary based upon changes in the activities of the insured, written premiums will be recorded on an installment basis to match the billing to the policyholder. Under this type of arrangement, the premium is determined and billed according to
23	When NYSIF refers to Service Oriented Architecture (SOA), does it mean a composite application that is created by orchestrating (or choreographing) discrete, individually compiled Services? Or would NYSIF be satisfied by a so-called SOA product that merely enables the sending and receiving of messages to/from external Services?	By SOA NYSIF means a composite application that is created by Orchestrating discrete, individually compiled Services. NYSIF currently owns a SOA product (Oracle SOASuite).
24	Does NYSIF intend to specify the use of SOAP messaging or RESTful messaging, both, or something else when defining SOA?	SOAP Messaging
25	Oracle's SOA solution can be configured in many ways. Does NYSIF intend the application to reside outside of the RDBMS and exchange messages with the database as SOA Data Services? Or rather, does NYSIF intend that the application will be integrated more heavily with the database, using, for example, both Java and PL/SQL programming languages?	Preferably Outside of RDBMS and exchange messages with the SOA Data Services, but open to second approach if recommended
26	Does NYSIF wish the response to include the hardware required for a state-of-the-art, high volume SOA implementation (process server, security server, BPEL server, etc.)?	Yes, please include recommendation as addendum
27	Does NYSIF expect the provider to utilize an agile development method and turn out modules (Services) on a continuing basis?	Preferred but not required.
28	Does NYSIF contemplate a separate contract for Quality Control to assure that the primary provider is, in fact, producing a SOA solution that remains flexible and open?	Preferred but not required.

Attachment

DBNAME	STR_NAME	STR_NBR	Structure Organization	Extracted	AREAS USED	AREA GROWTH IN THE LAST:				POPULATION	POPULATION GROWTH IN THE LAST:				PHYSICAL	DBRIDGED?	TRIGGERS?
						1 DAY	7 DAYS	30 DAYS	360 DAYS		1 DAY	7 DAYS	30 DAYS	360 DAYS			
WCPOLICY	ACCESS-ENTITY	458	Disjoint Standard Dataset	2/28/11	1	0	0	0	0	79	0	0	0	0	WCPOLICY/ACCESS-ENTITY	N	
WCPOLICY	CA-FEE	730	Disjoint Standard Dataset	2/28/11	3	0	0	0	1	2,161	2	8	30	309	WCPOLICY/CA-FEE	Y	N
WCPOLICY	CA-FILE	714	Disjoint Standard Dataset	2/28/11	3	0	0	0	0	4,238	0	13	47	604	WCPOLICY/CA-FILE	Y	N
WCPOLICY	CA-NON-REMITTS	725	Disjoint Standard Dataset	2/28/11	54	0	0	0	6	54,131	0	98	483	6,320	WCPOLICY/CA-NON-REMITTS	Y	N
WCPOLICY	CA-REMITTANCE	718	Disjoint Standard Dataset	2/28/11	40	0	0	0	5	59,495	6	176	528	6,913	WCPOLICY/CA-REMITTANCE	Y	N
WCPOLICY	ACCESS-LINK	711	Disjoint Standard Dataset	2/28/11	1	0	0	0	0	45	0	0	0	0	WCPOLICY/ACCESS-LINK	N	
WCPOLICY	ACFACTORS	594	Disjoint Standard Dataset	2/28/11	1	0	0	0	0	2	0	0	0	0	WCPOLICY/ACFACTORS	N	
WCPOLICY	ACHDR	591	Disjoint Standard Dataset	2/28/11	318	0	0	1	11	480,448	135	373	1,291	16,325	WCPOLICY/ACHDR	Y	N
WCPOLICY	ACHISTORY	596	Disjoint Standard Dataset	2/28/11	504	1	2	4	38	12,423,099	19,406	34,380	89,334	926,014	WCPOLICY/ACHISTORY	Y	N
WCPOLICY	ARATE-CAL-FACTORS	280	Disjoint Standard Dataset	2/28/11	1	0	0	0	0	12	0	0	0	0	WCPOLICY/ARATE-CAL-FACTORS	N	
WCPOLICY	ARATE-DETAIL	278	Disjoint Standard Dataset	2/28/11	1	0	0	0	0	1,544	0	0	0	0	WCPOLICY/ARATE-DETAIL	N	
WCPOLICY	ARATE-MASTER	275	Disjoint Standard Dataset	2/28/11	2	0	0	0	0	4,990	0	0	0	0	WCPOLICY/ARATE-MASTER	N	
WCPOLICY	ARM-RATE-MASTER	4	Disjoint Standard Dataset	2/28/11	16	0	0	0	1	32,700	0	0	0	605	WCPOLICY/ARM-RATE-MASTER	Y	N
WCPOLICY	ASSESS-TABLE	300	Disjoint Standard Dataset	2/28/11	1	0	0	0	0	21	0	0	0	1	WCPOLICY/ASSESS-TABLE	N	
WCPOLICY	BFD-BILL-STATUS	703	Disjoint Standard Dataset	2/28/11	324	0	0	4	48	15,671,655	0	0	212,336	2,332,268	WCPOLICY/BFD-BILL-STATUS	N	
WCPOLICY	BILL-INFO	532	Disjoint Standard Dataset	2/28/11	308	0	0	0	0	1,238,817	0	0	0	0	WCPOLICY/BILL-INFO	N	
WCPOLICY	BILL-INFO-NEW	620	Disjoint Standard Dataset	2/28/11	329	1	1	2	23	17,126,385	22,626	37,658	110,485	1,165,892	WCPOLICY/BILL-INFO-NEW	Y	N
WCPOLICY	BILLS-CHANGES	602	Disjoint Standard Dataset	2/28/11	1	0	0	0	0	374	0	0	0	22	WCPOLICY/BILLS-CHANGES	N	
WCPOLICY	BILL-SERIES-INFO	319	Disjoint Standard Dataset	2/28/11	2	0	0	0	0	10,107	8	24	84	908	WCPOLICY/BILL-SERIES-INFO	N	
WCPOLICY	BILL-STMT-REPS	224	Disjoint Standard Dataset	2/28/11	19	0	1	1	2	72,644	18	96	392	4,886	WCPOLICY/BILL-STMT-REPS	N	
WCPOLICY	BILLS-UPDATE	606	Disjoint Standard Dataset	2/28/11	1	0	0	0	0	1,027	0	0	0	52	WCPOLICY/BILLS-UPDATE	N	
WCPOLICY	BILL-SUPPRESS	744	Disjoint Standard Dataset	2/28/11	1	0	0	0	0	2,215	1	5	6	100	WCPOLICY/BILL-SUPPRESS	N	
WCPOLICY	BILL-TICKLER	538	Disjoint Standard Dataset	2/28/11	553	1	2	6	60	53,459,188	99,675	192,278	561,166	5,765,919	WCPOLICY/BILL-TICKLER	Y	N
WCPOLICY	BRKR-INFO	753	Disjoint Standard Dataset	2/28/11	1	0	0	0	0	1	0	0	0	0	WCPOLICY/BRKR-INFO	N	
WCPOLICY	BRKR-RATE	755	Disjoint Standard Dataset	2/28/11	1	0	0	0	0	19	0	0	0	1	WCPOLICY/BRKR-RATE	N	
WCPOLICY	BRM-RATE-MASTER	6	Disjoint Standard Dataset	2/28/11	16	0	0	0	1	76,247	0	0	0	1,905	WCPOLICY/BRM-RATE-MASTER	Y	N
WCPOLICY	BROKERACTGPERIOD	759	Disjoint Standard Dataset	2/28/11	1	0	0	0	0	755	0	0	10	110	WCPOLICY/BROKERACTGPERIOD	N	
WCPOLICY	BROKER-PERIOD	761	Disjoint Standard Dataset	2/28/11	1	0	0	0	0	12	0	0	0	1	WCPOLICY/BROKER-PERIOD	N	
WCPOLICY	CA-FEE	730	Disjoint Standard Dataset	2/28/11	3	0	0	0	1	2,161	2	8	30	309	WCPOLICY/CA-FEE	Y	N
WCPOLICY	CA-FILE	714	Disjoint Standard Dataset	2/28/11	3	0	0	0	0	4,238	0	13	47	604	WCPOLICY/CA-FILE	Y	N
WCPOLICY	CA-NON-REMITTS	725	Disjoint Standard Dataset	2/28/11	54	0	0	0	6	54,131	0	98	483	6,320	WCPOLICY/CA-NON-REMITTS	Y	N
WCPOLICY	CA-REMITTANCE	718	Disjoint Standard Dataset	2/28/11	40	0	0	0	5	59,495	6	176	528	6,913	WCPOLICY/CA-REMITTANCE	Y	N
WCPOLICY	CHECKINFO	570	Disjoint Standard Dataset	2/28/11	40	0	0	0	3	65,951	14	82	370	3,903	WCPOLICY/CHECKINFO	N	
WCPOLICY	CLOSING-TRAIL	133	Disjoint Standard Dataset	2/28/11	495	1	2	4	44	29,214,975	30,053	72,920	226,277	2,575,926	WCPOLICY/CLOSING-TRAIL	N	
WCPOLICY	COL-FEE-INFO	371	Disjoint Standard Dataset	2/28/11	187	0	0	1	19	282,616	96	539	2,073	28,646	WCPOLICY/COL-FEE-INFO	Y	N
WCPOLICY	CRM-RATE-MASTER	8	Disjoint Standard Dataset	2/28/11	1	0	0	0	0	982	0	0	0	6	WCPOLICY/CRM-RATE-MASTER	Y	N
WCPOLICY	DBE-BILL-EXT	298	Disjoint Standard Dataset	2/28/11	204	0	0	1	0	20,296,774	17,180	35,305	130,197	0	WCPOLICY/DBE-BILL-EXT	Y	N
WCPOLICY	DBF-BILL-FILE	10	Disjoint Standard Dataset	2/28/11	295	0	0	2	18	35,620,200	29,146	57,199	206,432	2,227,151	WCPOLICY/DBF-BILL-FILE	Y	N
WCPOLICY	DBS-BILL-SEQ	750	Disjoint Standard Dataset	2/28/11	1	0	0	0	0	42	0	0	0	10	WCPOLICY/DBS-BILL-SEQ	N	
WCPOLICY	DCL-CLASS	518	Disjoint Standard Dataset	2/28/11	404	0	0	2	20	22,387,574	8,179	25,314	115,467	1,126,727	WCPOLICY/DCL-CLASS	Y	N
WCPOLICY	DEDUCT-TABLE	323	Disjoint Standard Dataset	2/28/11	1	0	0	0	0	87	0	0	0	7	WCPOLICY/DEDUCT-TABLE	N	
WCPOLICY	DSM-SUMRY-LINES	312	Disjoint Compact Dataset	2/28/11	578	0	1	4	36	0	0	0	0	0	WCPOLICY/DSM-SUMRY-LINES	Y	N
WCPOLICY	DSP-PREM-INFO	525	Disjoint Standard Dataset	2/28/11	78	0	0	0	0	133,778	0	7	7	18	WCPOLICY/DSP-PREM-INFO	Y	N
WCPOLICY	DSV-SUMRY-VARINFO	523	Disjoint Standard Dataset	2/28/11	132	0	0	0	0	2,979,403	0	126	126	339	WCPOLICY/DSV-SUMRY-VARINFO	Y	N
WCPOLICY	EPR-EXTENSION	384	Disjoint Standard Dataset	2/28/11	584	0	1	2	19	5,833,714	1,648	4,442	23,274	184,431	WCPOLICY/EPR-EXTENSION	Y	N
WCPOLICY	EPR-PERIOD-FILE	19	Disjoint Standard Dataset	2/28/11	325	1	1	2	11	5,833,714	1,648	4,442	23,274	184,431	WCPOLICY/EPR-PERIOD-FILE	Y	N
WCPOLICY	GENCLASS	296	Disjoint Standard Dataset	2/28/11	81	0	0	0	4	324,281	39	285	1,105	14,927	WCPOLICY/GENCLASS	N	
WCPOLICY	GENEXPHDR	293	Disjoint Standard Dataset	2/28/11	77	0	0	0	4	178,430	20	156	661	8,528	WCPOLICY/GENEXPHDR	N	
WCPOLICY	HPL-POLICY	23	Disjoint Standard Dataset	2/28/11	748	0	0	10	1,130,802	147	395	1,324	16,299	WCPOLICY/HPL-POLICY	Y	Y	
WCPOLICY	ICASOFDT	681	Disjoint Standard Dataset	2/28/11	1	0	0	0	0	11	0	0	0	0	WCPOLICY/ICASOFDT	N	
WCPOLICY	ICCONSOL	677	Disjoint Standard Dataset	2/28/11	109	0	0	0	8	457,745	506	966	3,103	36,615	WCPOLICY/ICCONSOL	N	
WCPOLICY	ICDETAIL	674	Disjoint Standard Dataset	2/28/11	101	1	1	1	9	1,664,043	1,849	3,783	12,952	145,814	WCPOLICY/ICDETAIL	N	
WCPOLICY	ICRATE	679	Disjoint Standard Dataset	2/28/11	1	0	0	0	0	1	0	0	0	0	WCPOLICY/ICRATE	N	
WCPOLICY	JOURNAL-ENTRIES	609	Disjoint Standard Dataset	2/28/11	195	0	1	2	22	391,510	147	840	3,230	44,344	WCPOLICY/JOURNAL-ENTRIES	N	
WCPOLICY	JOURNAL-MESSAGES	615	Disjoint Compact Dataset	2/28/11	65	0	0	0	5	0	0	0	0	0	WCPOLICY/JOURNAL-MESSAGES	N	
WCPOLICY	LEGAL-AGY-FILE	241	Disjoint Standard Dataset	2/28/11	1	0	0	0	0	8	0	0	0	0	WCPOLICY/LEGAL-AGY-FILE	Y	N
WCPOLICY	LEGAL-COL-AGY	235	Disjoint Standard Dataset	2/28/11	1	0	0	0	0	148	0	0	0	4	WCPOLICY/LEGAL-COL-AGY	Y	N
WCPOLICY	LEGAL-COL-FILES	238	Disjoint Standard Dataset	2/28/11	1	0	0	0	0	8	0	0	0	0	WCPOLICY/LEGAL-COL-FILES	Y	N
WCPOLICY	MBA-MIN-AMTDUE	327	Disjoint Standard Dataset	2/28/11	641	2	3	7	66	153,783,193	314,369	518,521	1,502,797	15,867,030	WCPOLICY/MBA-MIN-AMTDUE	Y	N

WCPOLICY	MBM-BILL-MASTER	259	Disjoint Standard Dataset	2/28/11	168	0	0	1	17	11,186,420	22,558	37,504	110,012	1,159,269	WCPOLICY/MBM-BILL-MASTER	Y	N
WCPOLICY	MBT-BILL-TRANSDTL	272	Disjoint Standard Dataset	2/28/11	386	1	1	4	39	74,604,922	145,342	239,872	716,943	7,550,974	WCPOLICY/MBT-BILL-TRANSDTL	Y	N
WCPOLICY	NEW-TICKLER	584	Disjoint Standard Dataset	2/28/11	645	1	2	6	62	12,985,489	16,556	32,816	111,997	1,232,451	WCPOLICY/NEW-TICKLER	N	
WCPOLICY	OPEN-ITEM-DETAIL	569	Disjoint Standard Dataset	2/28/11	432	1	1	3	35	28,993,963	33,918	63,530	220,476	2,356,991	WCPOLICY/OPEN-ITEM-DETAIL	Y	N
WCPOLICY	RETRO-FACTORS	315	Disjoint Standard Dataset	2/28/11	1	0	0	0	0	217	0	0	0	5	WCPOLICY/RETRO-FACTORS	N	
WCPOLICY	SEQ-MON-MAST	858	Disjoint Standard Dataset	2/28/11	1	0	0	0	0	9	0	0	0	0	WCPOLICY/SEQ-MON-MAST	Y	N
WCPOLICY	SEQ-MON-TRANS	861	Disjoint Standard Dataset	2/28/11	4	0	0	0	1	7,285	9	45	180	2,232	WCPOLICY/SEQ-MON-TRANS	Y	N
WCPOLICY	STM-ACCTS	520	Disjoint Standard Dataset	2/28/11	197	0	0	1	12	71,430,490	63,571	124,364	404,538	4,425,638	WCPOLICY/STM-ACCTS	Y	N
WCPOLICY	TRAN-UPD-TRAIL	587	Disjoint Standard Dataset	2/28/11	184	0	0	1	0	35,571,088	33,396	79,201	244,492	0	WCPOLICY/TRAN-UPD-TRAIL	N	
WCPOLICY	TRANHDR	289	Disjoint Standard Dataset	2/28/11	255	0	0	1	10	405,214	54	264	1,076	15,978	WCPOLICY/TRANHDR	Y	N
WCPOLICY	TRNINFO	527	Disjoint Standard Dataset	2/28/11	47	0	0	0	0	140,266	0	0	7	19	WCPOLICY/TRNINFO	N	
WCPOLICY	TTK-TICKLER	37	Disjoint Standard Dataset	2/28/11	248	0	0	0	0	958,351	-1,129,207	-1,058	3,825	4,279	WCPOLICY/TTK-TICKLER	N	