December 21, 2016

The following (Q&A) will serve as Amendment #1 to NYSIF's Request for Proposals (RFP) for a hosted, automated Claims Management and/or Policy Underwriting solution to administer Disability Benefits (DB), including Paid Family Leave (PFL) insurance, bid number 2016-46-CL. 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 12/28/16, by 2:00 p.m.(eastern).

Sincerely,

Cynthia McGrath
Contract Management Specialist

Automated Claims Management and/or Policy Underwriting Solution
RFP #2016-46-INS
Amendment 1

#	Question	NYSIF Response
1	Whether companies from Outside USA can apply for this? (like,from India or Canada)	See RFP Section 3. for RFP requirements
2	Do we need to come over there for meetings?	Yes, there will be some on-site meetings required, however telephone and video conferences can be substituted on occasion.
3	Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	Services may not and should not be performed where NYSIF information or data is transmitted outside of or accessed from outside of the United States
4	Can we submit the proposals via email?	See RFP Section 4.B.
5	RFP item 3B2g - The system must perform calculations such as claimant benefit rates. Can you provide an example of output so we can determine what the rates will look like?	Benefit rates are based on the average weekly wage of a claimant per the NYS Disbility Law and as defined by NYSIF for Enriched Disability Benefits Insurance.
6	RFP item 3B2k - The system must integrate with NYSIF's internal and external systems, including Esignature, payment, and billing systems. Please specify what they are. How can one interface with them?	We expect the system to integrate with standard platforms such as Oracle e-Business Suite. The method of integration is based upon the offered product solution.
7	RFP item 3B2cc - The system must establish benefit payments/schedules and allow NYSIF users to manually change if necessary. Please define what the benefit payments/schedules involve? How are they calculated and presented?	Benfits rates and payment schedules can change according to multiple factors. The system must allow for setting and calculating benefits rates and provide the flexibility to amend these rates when necessary. The system must also provide a mechanism to alter benefit schedules and provide for the taxable benefit of claimant withholdings for payment to FICA, Federal, State, and Local tax requirements when applicable.
8	Based on a hosted solution of 60,000 registered users, what is the approximate concurrent online user count?	With regard to the underwriting system, the 60,000 registered users would most likely not be utilizing the system simulatlousy. NYSIF has a high count of policy renewals in July which may increase the usage of payroll reporting during that period, however we do not anticpate more than 5% concurrent usage by our policyholders and 100 NYSIF internal users of the system daily.
9	Can the due date for submission be extended to February 1, 2017?	No
10	There is a 5 year minimum experience requirement in Claims Management and Policy Underwriting solution under Clause A (Mandatory Requirements). Is this is a qualifying criteria? Or is there a weightage for experience (meaning, bids will not be disqualified if the 5 year minimum experience criteria is not met)?	This is a mandatory requirement. Any Bidder not meeting the mandatory requirements will be disqualified.
11	Term. Does the term start once implementation is complete or does it start from the date of project award/ project start? When is the expected project start date (Q4 2017)?	The total contract term will be 5 years, to include implementation and hosting. The project will start upon execution of the contract.