



***New York State Insurance Fund  
Procurement Unit***

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June 26, 2017

The following (Q&A) will serve as Amendment #1 to NYSIF's Request for Information (RFI) for a Claims Management Solution, response number 2017-32-CL. Material in this Amendment supersedes any contradictory material in the RFI.

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

**All responses are due 7/6/17, by 2:00 p.m.(eastern).**

Sincerely,

A handwritten signature in black ink that reads "Alexandria Romano".

Alexandria Romano  
Contract Management Specialist

**Claims Management Solution**

**RFI # 2017-32-CL**

**Amendment 1**

#	Question	NYSIF Response
1	<p>I discovered that you have resolved the problem and now have a further question. As background for my question, <i>vendor name redacted</i> specializes in using specialized technology to re-engineer existing client/server applications in modern browser based architecture based on client requirements in Java or .Net. We work on a fixed price basis and this type of project delivers exact fit systems with native source code that can be supported by existing resources. Little or no retraining is required for end users while the project is delivered in a much shorter time frame with significantly reduced risk. To be able to respond to your RFI, <i>vendor name redacted</i> needs to understand more about your existing application, including if it generally meets your business needs, what language it is written in, do you own the source code and any similar information that might be required to allow us to respond to your RFI questions.</p> <p>Question: Can you share more information about your current application?</p>	<p>This is a Request for Information (RFI) to serve as a fact finding method to determine what claim management solutions are available to NYSIF.</p>
2	Whether companies from Outside USA can apply for this? (like, from India or Canada)	All firms with knowledge of workers' compensation claims solutions are encouraged to respond.
3	Whether we need to come over there for meetings?	Per Section 2.C. NYSIF, at its own discretion, may ask respondents to give a presentation/interview. Presentation/interviews will be conducted in New York City or Albany.
4	Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	This is a Request for Information (RFI), not an Request for Proposals (RFP). There will not be a contract award for purchase of services or products directly resulting from this RFI. All firms with knowledge of workers' compensation claims solutions are encouraged to respond.
5	Can we submit the proposals via email?	<p>Per the RFI: Submission must include one (1) hard copy and one (1) exact electronic copy (CD/DVDrom or USB flash drive) of your response. An envelope and/or package containing a response should be clearly marked as follows, and shall be delivered to:</p> <p>NYSIF – Procurement Unit RFI # 2017-32-CL 15 Computer Drive West Albany, NY 12205</p>
6	Should you move forward, when would NYSIF like to procure a solution?	Per the RFI, "The intent of this RFI is to explore the spectrum of existing solutions and capabilities that automate and streamline the management of workers' compensation claims. NYSIF may use this information garnered from the RFI process in future procurement(s). Any decision to subsequently issue a RFP for such services will be at the sole discretion of NYSIF, and NYSIF is under no obligation to initiate such an RFP."
7	Where will you seek funding from? Please include the fund name and fiscal year.	Not material to this RFI.
8	Can you provide any sort of cost threshold for this effort?	Not material to this RFI.
9	Who is the internal project manager/technical lead on this?	Not material to this RFI.
10	What solution or processes are currently in place that will handle the scope of the CMS? Please include vendor name and approximate age.	Not material to this RFI.
11	What solutions have been identified thus far that may need to integrate with a future CMS? Please include vendor names and approximate age.	Not material to this RFI.
12	Do you have plans to upgrade/replace any of the potentially integrated solutions? If so, which ones, to what version/system and how will the work be complete?	Per the RFI, "The intent of this RFI is to explore the spectrum of existing solutions and capabilities that automate and streamline the management of workers' compensation claims. NYSIF may use this information garnered from the RFI process in future procurement(s). Any decision to subsequently issue a RFP for such services will be at the sole discretion of NYSIF, and NYSIF is under no obligation to initiate such an RFP."
13	Who assisted NYSIF in developing this RFI?	Not material to this RFI.

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14	Can you identify additional project drivers not mentioned in the RFI?	Not material to this RFI.
15	<i>Does your product allow out-of-the-box integration?</i> Can you elaborate on expectations you have for integration points?	Expectations for integration are unknown at this time, this is a Request for Information (RFI) to serve as a fact finding method to determine what claim management solutions are available to NYSIF.
16	<i>How are user customizations incorporated (at/after installation)?</i> Can you expand on any necessary customizations NYSIF is seeking, or are you looking for a general response to our approach?	NYSIF is seeking a general response to your approach.
17	Can you please describe the NYSIF legacy system?	Not material to this RFI.
18	Is this a single system or is it a combination of multiple systems (database, Access, Excel spreadsheets, manual work etc.)?	Unknown at this time, this is a Request for Information (RFI) to serve as a fact finding method to determine what claim management solutions are available to NYSIF.
19	How is the data stored in each part of the legacy system: Fox DB, Oracle, XML, Access?	Not material to this RFI.
20	With regards to the following question, could you please clarify what is meant by user customizations and/or provide an example? Section 2 - Requested Information A. Experience and Operational Specifications Type of Solution g. How are user customizations incorporated (at/after installation);	The expectation of user customizations is unknown at this time, this is a Request for Information (RFI) to serve as a fact finding method to determine what claim management solutions are available to NYSIF.
21	For any interfaces that require data movement to or from NYSIF to a vendor system, can you identify the vendors, and the format and layout of the files that will be transmitted?	Unknown at this time, this is a Request for Information (RFI) to serve as a fact finding method to determine what claim management solutions are available to NYSIF.
22	Are there any feeds to or from NYSIF to any third party systems or internal NYSIF systems, and if so can you identify them and provide a format?	Unknown at this time, this is a Request for Information (RFI) to serve as a fact finding method to determine what claim management solutions are available to NYSIF.
23	What reports would be required, specifically, for NYSIF claim adjusters, management, or third parties. Can you provide samples of these documents?	Unknown at this time, samples are not material to this RFI.
24	How many FROI/SROI transactions are there per year?	About 350,000 Per year for both FROI and SROI combined, this number will potentially increase each year.
25	Can we assume NYSIF needs to file claims with Medicare for section 111 reporting? If so, how many records per year? How many users for the Medicare section 111 reporting are there?	Yes, NYSIF needs to file claims with Medicare for Section 111. NYSIF sent approximately 17,000 records per year. Currently, NYSIF has one business person who is the contact for CMS reporting.
26	How many users by function type/ and or per line of coverage for 1. Claim Adjusters 2. Medicare only 3. FROI SROI submissions 4. Management for reporting 5. Third party claim reporting 6. Initiate burst email reports	There is an estimated 2,000 users combined.
27	Besides FROI & SROI what other WC forms do you need, could you list them please.	Refer to the Workers Compensation Board website for what forms are required.
28	Can we assume that this is for NYS claims only? Or are there other states we need to do FROI/SROI reporting?	Just New York State claims.
29	How many attached documents can we expect each year, and on an historically basis?	Not material to this RFI.
30	Describe how a claim would receive a location code with an employer identifier?	Unknown at this time, this is a Request for Information (RFI) to serve as a fact finding method to determine what claim management solutions are available to NYSIF.
31	How many code tables do you have for things like cause, body part, lost time, etc. and how are they derived and/or what is their source?	Unknown at this time, this is a Request for Information (RFI) to serve as a fact finding method to determine what claim management solutions are available to NYSIF.
32	Please outline your claim processing flow as it exists today.	Not material to this RFI.

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33	What is your internal corporate reporting hierarchy? i.e., your management structure?	Not material to this RFI.
34	NYSIF issued an RFP for a Claims Management Solution in July 2016. What do are the differences between the solution you are looking for this year and what was requested in 2016?	Not material to this RFI.
35	Do you have a target date for implementation of this solution to be completed by?	Per the RFI, "The intent of this RFI is to explore the spectrum of existing solutions and capabilities that automate and streamline the management of workers' compensation claims. NYSIF may use this information garnered from the RFI process in future procurement(s). Any decision to subsequently issue a RFP for such services will be at the sole discretion of NYSIF, and NYSIF is under no obligation to initiate such an RFP."
36	Understanding that there is no award coming directly from this RFI, is there any portential timeframe within which you will determine that this is going to become an RFP?	Per the RFI, "There will not be a contract award for purchase of services or products directly resulting from this RFI. However, we may use this information garnered from the RFI process in future procurement(s). Any decision to subsequently issue a RFP for such services will be at the sole discretion of NYSIF, and NYSIF is under no obligation to initiate such an RFP."
37	What is the current system that you are utilizing?	Not material to this RFI.
38	Of the list of desireable functions that you listed, which ones are the most important to you?	Unknown at this time, this is a Request for Information (RFI) to serve as a fact finding method to determine what claim management solutions are available to NYSIF.
39	Will NYSIF allow vendors to respond to individual components of the Claims Management Solution such as bill review and document management?	Unknown at this time, this is a Request for Information (RFI) to serve as a fact finding method to determine what claim management solutions are available to NYSIF.
40	Can the volume of the annual medical bills be provided?	There is an average of 2,800,000 bills logged annually.