1/7/25

The following Q&A will serve as Amendment #1 to NYSIF's Request for Information (RFI) for NYSIF's Innovation Program, bid number #2024-120-INS. Material in this Amendment supersedes any contradictory material in the RFI.

All responses are due 1/27/25, by 2:00 p.m.(eastern).

Sincerely,

Alexandria Romano

Alex Romano
Contract Management Specialist 3

Question #	Question	NYSIF Response
1	Are there any other insurance lines of business being considered or is this strictly Workers Compensation?	Strictly Workers' Compensation
2	Does NYSIF procure the agency's IT infrastructure requirements, or is this handled by NYS Office of Information Technology Services?	Not material to this RFI.
3	Would products/services to improve IT operational efficiency be of interest in this RFI?	Yes
4	Could you elaborate on the specific business priorities or challenges that NYSIF aims to address through the innovation program? Are there particular areas (e.g., claims management, underwriting, customer service) where you envision the greatest need for technological advancements?	We are open to address challenges across our business priorities. That can include but is not limited to claims management, UW, Customer Service, Actuary, etc.
5	Are there any emerging technologies (e.g., artificial intelligence, machine learning) that NYSIF is particularly interested in exploring?	NYSIF remains focused on understanding and keep current on all emerging technologies that can improve business priorities including AI / GenAI, ML, etc.
6	Are there specific challenges you are aiming to address within areas like employee training, self-service capabilities, or process optimization?	Any challenges will be discussed further during engagement.
7	Should responses focus more on strategic alignment with your objectives, specific use cases, or examples of past successes?	Responses should highlight potential strategic alignment with NYSIF objectives, show use cases where applicable, and any examples of past successes.
8	Regarding proprietary details, would NYSIF prefer high-level overviews of solutions and methodologies, or are you seeking granular insights?	NYSIF is seeking to understand initial high-level overviews of solutions and capabilities. More granular insights where applicable also useful.

Question #	Question	NYSIF Response
9	What outcomes or KPIs are most important for this initiative? Examples could include increased customer satisfaction, reduced process times, or improved product adoption rates.	NYSIF is open to all useful KPIs that align to business priorities.
10	What is the technology stack of the applications in scope? Could you share details about the core systems in use (e.g., Guidewire, Salesforce, or custom-built platforms)? 1. Are these web-based applications (if so, are they built using HTML/CSS/JavaScript or other frameworks, and what browsers are supported)? 2. Are there native desktop applications (if so, for which operating systems)? 3. Are there native mobile applications (if so, for which mobile operating systems and development platforms)?	NYSIF leverages many custom-built platforms as well as partners with several large platform providers.
11	Are the applications in scope developed in-house (home-grown) or third-party solutions?	Custom in-house and third-party solutions.
12	Who are the primary end users of these applications? Are they internal to NYSIF or external users?	Depending on proposed solutions, could have applicability internally and externally for NYSIF employees or customers.
13	Will any subsequent RFP only be sent to vendors who respond to this RFI, or will the RFP be open for anyone to respond to?	Should NYSIF move forward with an RFP, it will be posted to the public on NYSIF's website for any interested party to respond to (www.nysif.com/procurement).
14	What innovation management practices, programming, or technologies does NYSIF have in place currently?	NYSIF has an innovation leadership team that works across the core NYSIF business teams that includes Technology.

Question #	Question	NYSIF Response
15	Does NYSIF have an anticipated budget for the program, or is part of the scope to define the long-term funding need?	Not material to this RFI.
16	Has NYSIF procured support for innovation management services or technologies previously? If so, can you please share what was procured and from which firm(s)?	Not material to this RFI.
17	Are you looking for software solutions only?	Open to any solutions.
18	Does NYSIF have the desire to leverage AI/Machine Learning via custom solutions specific to your organization?	Yes
19	What software does NYSIF utilize today for operations and support?	Will be discussed upon engagement.
21	We assume product means an innovative technology solution that can be licensed or a solution that can be reused (or quickly customized) for NYSIF. Pls. confirm.	NYSIF is seeking any firms who have emerging technologies that can address our evolving business priorities, optimize processes, and deliver impactful insurance solutions and services to respond to this RFI.
22	Please elaborate on high-level financial forecasts. Are these overall sales for our company as a whole or implementation/licensing costs for a particular solution for the innovation program?	Overall for the company as a whole.
23	If selected, when do you plan to have the presentations and interviews?	TBD
24	When do you propose to issue subsequent RFPs? High-level timelines e.g., Second half of 2025, start of 2026, etc	Per the RFI, "Any decision to subsequently issue an RFP for such services will be at the sole discretion of NYSIF, and NYSIF is under no obligation to initiate such an RFP."

Question #	Question	NYSIF Response
25	How do you define the success criteria for the Innovation program?	Success criteria of the Innovation program is defined by effectively exploring and learning from emerging technology providers and delivering impactful insurance solutions and services at NYSIF.
26	What are the biggest problem areas for NYSIF? Are there any specific business or process areas to prioritize ?(e.g., claims, investments, prior authorization) Who does NYSIF compete with for market share?	Will be discussed upon engagement. NYSIF is a self-supporting insurance carrier that competes with other insurers in the workers' compensation market.
27	Can you share high-level information about your current IT landscape, key systems & technologies, level of automation, customer servicing systems & channels?	NYSIF leverages many custom-built platforms as well as partners with several large platform providers.
28	Can you provide more details if there are any specific types of emerging technologies you are interested in exploring?	Open to any solutions.
29	Are you interested in exploring the AI/ML technologies within this RFI, and if so, could you provide some examples of specific AI/ML applications that NYSIF is particularly interested in, such as fraud detection, risk assessment, or predictive modelling?	NYSIF remains focused on understanding and keep current on all emerging technologies that can improve business priorities including AI / GenAI, ML, etc.
30	Could you provide specific examples of the 'applicable field' beyond general insurance experience and workers' compensation, such as key areas within workers' compensation (e.g., Quote and bind, claims processing, fraud detection etc.)?	We are open to address challenges across our business which can include but is not limited to claims management, UW, Customer Service, Actuary, claims, etc.

Question #	Question	NYSIF Response
31	For 'Security & Support,' are there specific security standards or certifications that NYSIF requires?	There will not be a contract award for purchase of services or products directly resulting from this RFI, we are solely seeking information from your firm.
32	Could you share the average number of Short Term Disability (STD) claims that your team manages annually, as well as their average duration?	N/A Workers' Compensation solutions applicable only.
33	Are you using any tools, services or models/analytics to suggest cases that require attention/action from your claims team?	Yes
34	What kind of specialists do you have internally (NCM, telephonic, FCM, SIU, etc)? How are they assigned (referred by claim handler, or selected by the medical team)?	Will discuss upon engagement.
35	How do you segment your WC claims team? How many LT adjusters and how many MO adjusters?	Will discuss upon engagement.
36	Is the NYSIF claims organization using any form of AI or predictive technology today?	NYSIF remains focused on understanding and keep current on all emerging technologies that can improve business priorities including AI / GenAI, ML, etc.
37	What is NYSIF's timeline for conducting the 90-minute presentations?	TBD
38	Please share the current state of technology capabilities within NYSIF. What are your current sources systems are that are in place today including ERP, EPM, CRM, HCM, and any others?	Will discuss upon engagement.
39	What's more important for them, experience within the insurance industry or government/public sector?	One does not carry more weight over the other.

Question #	Question	NYSIF Response
40	Please share any pain points NYSIF is having with current solutions that are of particular interest to address through the Innovation Program?	The RFI is not looking to address specific pain points but to gain insight on innovative solutions.
41	Could you describe in more detail the objectives of the RFI? Are there specific business objectives or KPIs that the fund is looking to improve?	NYSIF is open to all useful KPIs that align to business priorities.
42	Is there any budget associated with this initiative?	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).
43	Is there any planned timeline for issuing subsequent RFPs?	Per the RFI, "Any decision to subsequently issue an RFP for such services will be at the sole discretion of NYSIF, and NYSIF is under no obligation to initiate such an RFP."