



NYSIF REQUEST FOR INFORMATION

BEHAVIORAL HEALTH SERVICES

BID #2026-72-INS

05/01/2026

1. OVERVIEW OF THE NEW YORK STATE INSURANCE FUND

NYSIF is the largest workers' compensation insurer in New York State and among the ten largest nationwide. NYSIF covers 2 million workers and insures 200,000 employers in New York State. NYSIF's mission is to guarantee the availability of workers' compensation, disability insurance and paid family leave at the lowest possible cost to New York employers while maintaining a solvent fund. Since its inception 110 years ago, NYSIF has fulfilled this mission by competing with other insurance carriers to ensure a fair marketplace while serving as a guaranteed source of coverage for employers that cannot secure coverage elsewhere. NYSIF strives to achieve the best health outcomes for injured workers and be an industry leader in price, quality, and service for New York employers. For more information, visit nysif.com.

2. PURPOSE OF THIS REQUEST FOR INFORMATION (RFI)

The New York State Insurance Fund is in the process of gathering information on services that provide behavioral and mental health screening, assessment, and intervention for Worker's Compensation claimants. Services shall support all claimants, with the ability to identify and address claim related behavioral or mental health needs as they arise. The goal is to promote consistent support, enhance recovery, and facilitate safe and timely return to work outcomes.

Through this RFI, NYSIF seeks to better understand vendor capabilities in providing evidence based behavioral health care that addresses psychological barriers to recovery, promotes functional improvement, and supports safe and timely return to work outcomes. Emphasis is placed on integrated care models that align behavioral health services with medical treatment and claims management.

Additionally, this RFI will evaluate providers' experience with the Workers' Compensation environment, including their ability to coordinate with claims professionals, comply with the New York State regulatory requirements, and deliver accessible services to a diverse workforce.

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). Respondents will be placed on a mailing list and will receive an announcement of any subsequent Request for Proposals (RFP) that may arise from 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.

All firms with knowledge of behavioral and mental health support advocacy services are encouraged to respond. In addition to responses received, NYSIF may ask companies to present their experience in an information sharing session with NYSIF staff.

3. GENERAL TERMS AND CONDITIONS

Proprietary Information - Careful consideration should be given before confidential information is submitted as part of your response. Review should include whether it is critical for reviewing a response and whether general, non-confidential information may be adequate for review purposes. The NYS Freedom of Information Law, Public Officers Law, Section 87(2)(d) provides exceptions to disclosure for records or portions thereof. Among these "are trade secrets or are submitted to an agency by a commercial enterprise or derived from information obtained from a commercial enterprise and which if disclosed would cause substantial injury to the competitive position of the subject enterprise."

A respondent to the RFI who is taking advantage of this provision must clearly identify on each page of the submission that contains confidential or proprietary information the label "Confidential" or "Proprietary" and the identification of the page and section for which the exemption is requested. In addition, with regard to any particular section(s) for which an exemption is requested, pursuant to POL 89[5] the respondent must provide a written request to exempt the information from disclosure, including a written basis of the reasons why the information should be exempted by identifying: (i) why the disclosure of the identified information would cause substantial injury to the competitive position of the Contractor, or (ii) why the information constitutes critical infrastructure information which should be exempted from disclosure pursuant to §87(2) of the Public Officers Law. The written request and rationale can be by a separate document which refers to the specific page(s) and section(s) of the submission to which it refers.

Requests for exemption of the entire contents of a submission from disclosure have generally not been found to be meritorious and are discouraged. Kindly limit any requests for exemption of information from disclosure to bona fide trade secrets or specific information, the disclosure of which would cause a substantial injury to the competitive position of the firm or information which constitutes critical infrastructure information which may be exempted from disclosure pursuant to §87(2) of the Public Officers Law.

NYSIF cannot guarantee the confidentiality of any information submitted.

NYSIF reserves the right to:

1. Use any and all ideas submitted in response to the RFI.
2. Adopt all or any part of the vendor's response in selecting the optimum configuration to be used in an RFP.
3. Request RFI respondents to present supplemental information clarifying their responses, either in writing, in formal presentation, or by product demonstrations.
4. Accept or reject any or all information received, or to modify or cancel this RFI in part or in its entirety at any time.
5. NYSIF recognizes that information and cost figures provided in response to this RFI are nonbinding.
6. This RFI is being issued for data gathering purposes only. This RFI is not a contract offer, and does not commit NYSIF to award a contract, pay any costs incurred by Respondent in

preparing a response, or to procure or contract for services or supplies. No contract can or will be awarded based on submissions.

- 7. Respondents are encouraged to respond to this RFI; however, failure to submit a response will not impact a respondents' ability to respond to any future competitive solicitation process (if any) for projects.
- 8. There are no representations or warranties regarding the accuracy or completeness of the information contained in this RFI. Respondents are responsible for making their own evaluation of information and data contained in this RFI and for preparing and submitting responses to this RFI.

4. CALENDAR

<u>DATE</u>	<u>EVENT</u>	<u>COMMENTS</u>
05/01/2026	RFI Issued	
05/08/2026 at 2:00 PM EST	Final date for submission of responses	Deadline for response to this RFI. Responses should be emailed to contracts@nysif.com . Please include "NYSIF RFI #2026-72-INS" in the subject line of the e-mail.

5. INQUIRIES/ISSUING OFFICE/DESIGNATED CONTACT

All inquiries concerning this RFI will be addressed to the following Designated Contacts:

Jacob Paulino

Contract Management Specialist

E-Mail: contracts@nysif.com

Alex Romano

Director of Procurement

E-Mail: contracts@nysif.com

All amendments, clarifications and any announcements related to this RFI will be posted on NYSIF's website at: www.nysif.com/procurement. It is the sole responsibility of the respondents to check the website for any amendments, clarifications or updates. All applicable amendment information must be incorporated into the firm's response.

6. REQUESTED INFORMATION

NYSIF is seeking information in the following areas. RFI submissions must address the following requirements:

1. Organizational Overview & Experience:

- Overview of organization and service model
- Experience delivering behavioral and mental health services for Workers' Compensation claimants

2. Clinical Services:

- Types of behavioral and mental health services offered
- Integration with physical injury recovery

3. Care Coordination:

- Approach to case management and coordination of care

- Communication with claims staff and other stakeholders
 - Handling of complex cases, including non-engagement or escalation
4. Access to Care:
 - Provider network and availability of services, including geographic coverage and availability of telehealth
 - Timeframe for access to care
 5. Outcomes & Performance:
 - Methods for measuring outcomes and program effectiveness
 - Return to work and functional recovery outcomes
 6. Compliance:
 - Alignment with NYS Workers' Compensation requirements
 - Provider credentialing and data privacy practices
 7. Technology & Reporting:
 - Reporting capabilities, timeframe, and data transparency
 - Analytics capabilities
 8. Implementation Approach:
 - General approach to implementation and service delivery
 - Continuity of services throughout the life of a claim

NYSIF is looking for comprehensive behavioral and mental health support services. Please include any information in addition to the items listed above, that your firm can provide to further educate NYSIF on services available for Worker's Compensation claimants.

7. PRESENTATION/INTERVIEW

NYSIF, at its own discretion, may ask respondents to give a presentation/interview. If NYSIF conducts presentations/interviews as part of the information gathering process, NYSIF's review committee may use the information gathered during this process to develop RFP specifications.

Presentations may be up to 90 minutes. Questions may be asked by the review committee based on material covered in the presentation/interview.

Presentation/interviews will be conducted in New York City, Albany or virtually. It will be the responsibility of the respondents to present the appropriate staff to discuss the products, at the scheduled time. Respondents will be responsible for any and all costs associated with the presentation. Appointments will be made at least one week prior to the scheduled presentation/interview date. There is no guarantee expressed or implied that a firm will be asked to make a presentation and no product or services will be procured through this process.

8. DUE DATE

The due date for responses is 5/8/2026, 2:00 p.m. (Eastern) to: contracts@nysif.com. Please include "Response to NYSIF RFI #2026-72-INS" in the subject line of the e-mail. Responders assume all risks for timely, properly submitted deliveries.

- **The maximum file size NYSIF can receive via email is 35 mb.** Note, it is acceptable to NYSIF for Firms to send in responses through multiple emails if the response file size is prohibitively large; however, it is the responsibility of the Firm to ensure the response broken up into clearly labeled and well-organized parts, and the response is sent & received prior to the due date & time. The electronic copy of your response **may not be password protected.** Note, NYSIF is unable to open **“.Zip” files.**