November 19, 2018

The following Q&A will serve as Amendment #1 to NYSIF's Request for Proposals (RFP) for Consulting Services for a Claims Management Solution RFP, bid number 2018-74-INS. 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 12/5/18, by 2:00 p.m.(eastern).

Sincerely,

Alexandria Romano
Alexandria Romano
Contract Management Specialist 2

#	Question	NYSIF Response
1	How long does the consultant have to make the assessment of the current solution?	It is the responsibility of the bidder to outline their timeline for the proposed solution.
2	How long after the assessment is complete will the Department release an RFP for a claims management solution?	Not material to this RFP.
3	Who is the current claims management vendor?	Not material to this RFP.
4	What is the estimated cost of the claims management solution?	Not material to this RFP.
5	Whether companies from Outside USA can apply for this? (like,from India or Canada)	There is not a prohibition on companies headquartered or based outside of the US, however a foreign country must: (1) Be able to provide evidence of responsibility and legal authority to do business with NY State, (2) Not be a debarred business entity by NY State, (3) Vendor must consent to service of process, legal jurisdiction and choice of applicable laws in NY State and (4) Security requirements may restrict storage and use of NYSIF data in any form to the United States.
6	Whether we need to come over there for meetings?	Yes.
7	Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	Vendor must meet all requirements outlined in the RFP, no matter their location. In addition, they are subject to service of process, legal jurisdiction and choice of applicable laws in NY State and security requirements may restrict storage and use of NYSIF data in any form to the United States. Refer back to RFP Section 3.3. and Appendix T regarding NYSIF's Vendor Security Requirements.
8	Can we submit the proposals via email?	Refer to Section 4.3 (Bid Delivery) of the RFP.
9	NYSIF Future State Vision: To improve operational efficiency NYSIF desires a single point of entry system/platform for all Workers' Compensation processing. The desired state is a seamless user experience for all end to end processing encompassing: *o Medical Payment Processing* NYSIF Vision End State Goal: to have a state of the art processing platform within 2-3 years that will provide: *o Seamless integration with external partners for processing (i.e., Prescription Benefits, Medical Bill Pricing)* Our company, XXX, provides workers' compensation medical bill review (Medical Bill Pricing) software and services for insurance carriers, including several WC state funds across the country. My question is: "Is NYSIF planning on doing a separate procurement/RFP for a Medical Bill Pricing system?"	Not material to this RFP.
10	Will NYSIF be promoting a list of interested MWBE firms to the list of vendors who respond to this RFP? If so, can XXX be added to this list as a NYS Certified MBE?	Although it is the responsibility of the vendors to ultimately find a subcontractor to work with, NYSIF can add MWBE firms interested in subcontracting to a list.
11	Does providing a response to this RFP as a prime vendor block the responding prime vendor from participating in any related future implementation RFP?	No.
12	Does being selected for this RFP block the selected prime vendor from participating in any related future implementation RFP?	Yes, should a firm be selected to provide consulting services for NYSIF's Claims Management Solution as a prime they would be responsible for developing requirements for a Claims Solution. Therefore, the awarded firm would be disqualified from submitting a proposal for a Claims Management Solution procurement that results from the requirements provided by the consultants under this RFP.
13	Does participating as a subcontractor in a response to this RFP block the subcontractor from participating in any related future implementation RFP?	No.
14	Does being a subcontractor for a prime vendor selected for this RFP block the subcontractor from participating in any related future implementation RFP?	Yes, should a subcontracting firm be selected to provide consulting services for NYSIF's Claims Management Solution they would be responsible for developing requirements for a Claims Solution. Therefore, the awarded subcontractor would be disqualified from submitting a proposal for a Claims Management Solution procurement that results from the requirements provided by the consultants under this RFP.

#	Question	NYSIF Response
15	Can a subcontractor participate in one or more than one prime vendor response?	Yes.
16	Can a vendor submit a response as both a prime vendor and as a subcontractor with another prime vendor?	Yes.
17	If a vendor participates in this specific RFP and is awarded/ or not awarded the bid engagement, would the vendor be barred from responding and participating to any future RFP's that are related to the outputs generated from the RFP2018-74-INS (i.e. would the vendor be disqualified from actual Claims platform replacement bid)?	Should a firm be selected to provide consulting services for NYSIF's Claims Management Solution as a prime or a subcontractor they would be responsible for developing requirements for a Claims Solution. Therefore, the awarded firm/subcontractor would be disqualified from submitting a proposal for a Claims Management Solution procurement that results from the requirements provided by the consultants under this RFP. However, submitting a bid and not being awarded a contract under this RFP would not disqualify you from bidding on a future RFP for a Claims Management Solution.
18	Is it allowed for an interested vendor to attend the Demonstration of Claims Center User Interface WebEx, and later withdraw from the RFP process without being barred from responding to other future RFP's related to the output of the 'as-is' and 'to-be' state requirements analysis defined in RFP2018-74-INS?	Yes.
19	Is it allowed for the chosen vendor to also offer technology solutions to defined problem areas identified in the 'as-is' and 'to-be' state requirements analysis?	See section 2.1.6 of the RFP.
20	Will the selected/chosen vendor for RFP2018-74-INS be barred from working with another vendor in responding and participating to future RFP's that are related to NYSIF Claim Management Solution?	Yes, should a firm be selected to provide consulting services for NYSIF's Claims Management Solution as a prime they would be responsible for developing requirements for a Claims Solution. Therefore, the awarded firm would be disqualified from submitting a proposal for a Claims Management Solution procurement that results from the requirements provided by the consultants under this RFP.
21	Is there an expectation from NYSIF to utilize the overall outputs from RFP2018-74-INS to create a formal RFP for Claim Management System Replacement?	Not material to the RFP.
22	Could you please share the list of attendees from this morning's WebEx as we look to build our response to this RFP?	The following firms attended the WebEx: 1. NetEdge Computing Solutions, Inc. 2. Self Funding, Inc. 3. Vistrada LLC 4. KBM Management, Inc. 5. StoneRiver, Inc. 6. Abator Information Services 7. Cognizant Technology Solutions 8. Novarica, Inc. 9. ST Consulting International, Inc. 10. PSI International, Inc. 11. ImageWork Technologies 12. Deloitte Consulting 13. Granwood, Inc. 14. Guidon Financial 15. Sapient Corp 16. Guidehouse, LLP 17. Donia, LLC. 18. Documentation Strategies, Inc.
23	I would like to request the list of all attendees of the WebeX session conducted today.	Please see Question 22.
24	Will a copy of the webex session presentation be made available to all interested vendors?	No.

#	Question	NYSIF Response
25	Was is a mandatory step for vendors bidding/responding to the RFP to attend the presentation?	Per the RFP, "Attendance to the WebEx demonstration is mandatory and will be held remotely. Bids will only be accepted from firms that attended the live demonstration on 10/29/18."
26	Additionally, given that the final date for submission is 12/5/2018 , would like to request to conduct another session of the WebeX to be fair for MBE organizations like us who could bring in value to NYSIF.	An additional WebEx will not be held. Per the RFP, "Attendance to the WebEx demonstration is mandatory and will be held remotely. Bids will only be accepted from firms that attended the live demonstration on 10/29/18."
27	Page 6, RFP Calendar: Can NYSIF share a timeline for evaluating responses, narrowing the list, and inviting bidders for in-person interviews? What is the targeted start date from NYSIF point of view?	Unknown at this time.
28	Page 9, Section 1.4 NYSIF Vision End State Goal: Has NYSIF baselined the current state processes and technology and/or set targets for improvement?	Yes.
29	Page 9, Section 1.4 The Claims Center platform has been considered a short term (2-3 year) solution ....: Will NYSIF accept a future state that does not include or leverage the Claims Portal that is currently identified as a short-term solution? Is it a requirement that a future state recommendation include the Claims Portal (currently identified as a short-term solution)?	It is the responsibility of the bidder to provide recommendations. A seamless consolidated platform is the desired future state.
30	P14, Sec 2.1.2 External Interfaces for Customers - Customer Portals: How many external (3rd Party) interfaces are there? How is the Data exchanged to these external parties, flat files, messaging?	Required information will be provided to the selected bidder, not in scope for this RFP
31	P15, Sec 2.1.3 Document Management: What Vendor Software is NYSIF using for its' Document Management system?	Required information will be provided to the selected bidder, not in scope for this RFP
32	P15, Sec 2.1.3 The Claims Center effort is following an Agile .... It was stated that NYSIF uses an Agile development methodology; does NYSIF have a library of all of the Epics, Stories, Sprints, and Spikes?	Yes
33	P26, Sec 4.2 Appendix Z Fee Schedule: Does this a hard copy of Appendix Z and an electronic copy (in USB) of Appendix Z fee schedule (both Excel and PDF) must be placed in a sealed envelope separately and enclosed with the Bid?	Yes.
34	Addendum A -Application Summary: Can you provide an inventory of business processes similar to the application list in Addendum A?	Required information will be provided to the selected bidder.
35	WebEx Conference: On the WebEx, you indicated that there were in-flight strategies for current state applications. Do you require that these strategies be incorporated into one of the recommended approach options or are these strategies being revisited and potentially discontinued?	It is the responsibility of the bidder to provide recommendations.
36	WebEx Conference: In the WebEx, you indicated that along with the technical assessment and strategy there is a need for organizational assessments as well. Can you provide an inventory of the organizations that require review? (how many). Alternative question – Are these organizations the technical delivery organizations or do they include the business organizations aligned with the business processes?	Not material to the RFP.
37	The RFP references predictive modeling platforms. Does NYSIF have predictive modeling platforms already in-flight? What is the timing of implementing the predictive modeling platforms relative to the timing the Claims Management Solution?	Refer to 'Addendum A - Application Summary' in RFP.
38	What is the "on-site" expectation for the Engagement Lead – 100% on-site? In which location?	The Engagement Lead does not have to be on site 100% of the time. It is expected the lead will be on site for in person meetings for engagement milestones.
39	Is this solution intended to span both workers' comp and traditional employer benefits as NYSIF covers both?	Please see section 1.4 of the RFP.
40	What is the inventory of 3rd party partnerships that are implicated in the in-scope business processes (how many)	Required information will be provided to the selected bidder.

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41	a) What are the requirements for converting or transferring existing Data, contained in the existing data structures) to the new data structures? b) Does NYSIF anticipate that the process would include data scrubbing, normalization of Data Typing, Archiving?	It is the responsibility of the bidder to provide recommendations. Transferring data structures is not in scope for this RFP.
42	a) Is there an existing plan for sequencing the rebuild or replacement of system as they migrate to a new ecosystem? b) Is there a predefined order?	No. It is the responsibility of the bidder to provide recommendations. Implementation planning is not part of this RFP.
43	Does NYSIF currently or anticipate using any coding Frameworks?	Yes
44	Has NYSIF purchased or anticipate the use of Open Source Frameworks or Class Libraries?	Yes
45	What components of the HP Suite is NYSIF currently Using (e.g., Quality)?	HP Quality Center, HP Security WebInspect, HP QuickTest Professional Oracle Add-in, HP Functional Testing Site
46	a) What is NYSIF's current and future Operational hardware and Software Standards? b) What OS, for servers, applications and desktops, scheduler, workflow?	Our current operational hardware is Windows 2008 and Windows 10. Current software languages are ASP.Net, VB.Net, MVC, C# and bootstrap.
47	What is NYSIF's standard for Messaging (e.g., MQSeries, etc.)?	Oracle Advanced Queuing
48	Does NYSIF have or use any form of API support Software (e.g., MuleSoft)?	No.
49	Is NYSIF using any support software, Framework or purchased Class Libraries for its' GUI development?	Yes
50	Is there an existing Data Dictionary, Business Dictionary or Data Directory?	No.
51	It was mentioned that NYSIF is using an Object paradigm for development; is NYSIF also implementing and or supporting Inheritance and Polymorphisms in its development process, and if so, how is NYSIF documenting and managing the Objects and Methods?	Yes.
52	Does NYSIF have an estimate of the size, number of the Objects and Methods libraries?	No.
53	Is NYSIF using any Security Products or Frameworks?	Yes.
54	a) Are messages encrypted (SSL Certificates)? b) How are interoffice communications (between the Regions and offices) secured between NYSIF and Third-Party Vendors?	Not material to the RFP.
55	a) What are NYSIF's Backup, Recovery and business Continuity Standards? b) How are they implemented, and what are the future requirements?	Not material to the RFP.
56	Is organization structure documentation available related to claims and supporting IT teams?	Required information will be provided to the selected bidder.
57	A number of systems have been identified as "Out of Scope." Generally there are interfaces with these types of systems for receiving or sending data. Should these type of interfaces be included in the Scope of Services?	Interfaces related to section 2.1.2 and 2.1.3 of the RFP are 'In Scope' but not the functions outlined in the section 2.1.5(Out of Scope).
58	If a function has more than one use case that has been identified, should requirements gathered for all use cases be under the function?	It is the responsibility of the bidder to provide a comprehensive solution.
59	Will external vendors that support claim processing (scanning, document indexing, etc.) be available for any clarification / interviews?	NYSIF experts will be available to the selected bidder.
60	Regarding Section 2.1 item 8: Would you please provide a few examples of functions that would be on this list?	No.
61	Regarding Section 2.1 item 8: Would you please provide a more detailed description of the contents of the technology specification?	Please refer to section 2.1 of the RFP.
62	In Section 2.1.5 'Out of Scope' analytics is out of scope. Does this include consideration of Predictive Analytics and AI?	Yes
63	What is your expectation of the duration of this engagement?	It is the responsibility of the bidder to outline their timeline for completion of the requirements in the RFP.

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64	Section 2.4 on page 20, outlines TERM to be '3 years with 2 one year renewals'. Is there additional scope expected after this initial engagement? Please describe in more detail the expectations and deliverables in subsequent months/years.	No.
65	Have you already introduced any automation in Claims processing? If so, please mention the high level details.	NYSIF has some automation in the Claims processing. Details will be provided to the selected bidder.
66	Section 1.4. What are the business drivers that led to the need for a single platform or entry system for all Workers Compensation processing?	The business drivers were outlined in the WebEx demo. Some of the drivers were feedback from business users and out dated technology.
67	Section 1.4. Can you please mention the challenges you face right now with processing of Workers Compensation Claims?	This information was provided in the WebEx demo.
68	Section 1.4. Is the process/methodology followed for "Claims Center Platform" development/implementation providing desired result? If not then please list the pain points.	Required information will be provided to the selected bidder.
69	Section 1.4. It is mentioned that "Claims Center Platform" effort is approximately less than 50% completed. How much of this has to be retained? Will the Claims center application work simultaneously with the new unified platform? Or do we need to have any kind of integration with the claims Centre ?	The bidder is required to provide recommendations. A seamless consolidated platform is the desired future state.
70	Section 1.4. Does NYSIF want a single point of entry for all Claims Management purpose? Or is NYSIF open for Omni-Channel experience in terms of Claims Management?	The bidder is required to provide recommendations.
71	Section 1.4. Is the new Claims Center platform operational? If yes,What is the current Claims Settlement Cycle Time for a typical claim in the Claims Center platform? What is the expected efficiency improvement after the claims transformation program is implemented?	Claims Center platform is operational and was demonstrated during the WebEx demo. The remaining questions are not material to the RFP.
72	Can you please mention the Claim KPIs (for example Clean claim rates, Claims Settlement TAT, % of claims denied etc) that you measure for monitoring the efficiency of claim management? What all KPIs are you looking to improve and by how much?	Not material to the RFP.
73	Section 1.4. Will existing artifacts created for Claims center be available to the vendor as a part of the assessment?	Yes.
74	Section 1.4. Is Payments process & technologies in scope for this engagement? How is the effort for modernization of Payments platform for Claims adjudication going to be integrated with the larger claims transformation engagement? How are the records of Payment details currently maintained?	Payment process and technologies are in scope for this engagement. The remaining details will be provided to the selected bidder.
75	Section 1.4. You have mentioned seamless integration with external partners for processing in your program asks. Can you please provide more details - what level of integration is expected? Will this be a real-time data sharing or in batches or on need basis?	NYSIF is requiring no interruption of service with the external processes. It would include batch and real-time data sharing as required.
76	Section 1.4. As a part of Addendum A - Application Summary, you have provided a list of external system that the claims management systems integrate with. Is this list exhaustive? If not, can you provide the larger list?	Required information will be provided to the selected bidder.
77	Section 1.4. Please provide us with the list of document management tools/systems currently used. Also please provide us with list of external system to be integrated with document management?	Required information will be provided to the selected bidder.
78	Section 1.4. Which predictive modeling platforms are you targeting for integration? Do you have any such existing internal platform? If yes, can you please provide details.	NYSIF does have a predictive modeling platform. Required information will be provided to the selected bidder.
79	Section 2.1. Is migration of data from existing systems also in scope for the engagement?	Yes.

#	Question	NYSIF Response
80	Section 2.1. On the whole, can you please provide the total number of independent processes under Workers Compensation claims management across various products offered by NYSIF? This information will help us in defining the scope and solution estimation.	Required information will be provided to the selected bidder.
81	Section 1.4. Please share the architecture for the Electronic Data Interchange and the process diagrams for meeting electronic reporting requirements (including regulatory reporting) and the sub processes involved? What is the scope of regulatory reporting - frequency, number of reports and template requirements. How are the reporting systems integrated with external systems, currently?	Required information will be provided to the selected bidder.
82	Section 2.1. How many applications are in scope for As-Is Technology assessment? Can you provide us the exhaustive list?	Required information will be provided to the selected bidder.
83	Section 2.1. Do we have prior documentation available for the current claims processing for reference during the AS-IS assessment phase ?	Required information will be provided to the selected bidder.
84	In section 1.4, as a part of vision end state goal, you have talked about 'Differentiating functionality for NYS Workers' Compensation processing'. Can you please provide more clarity around this ask? What are the functionalities you have in mind?	It is the responsibility of the bidder to provide recommendations based on assessing existing process and functionality.
85	In section 1.4, as a part of vision end state goal, you have talked about 'Rule Based assignment for workloads'. How the work is assigned now? Is there a requirement to build new rules base for work distribution ?	The current state will be provided to the selected bidder. It is the responsibility of the bidder to provide recommendations.
86	Section 2.1. Who are the key stakeholders from NYSIF side and what's the Role and Responsibility (RACI)? Who will be providing sign-offs?	Not material to the RFP.
87	4.2.4.b. Is there an Escalation Matrix that NYSIF currently maintains for its vendors?	Not material to the RFP.
88	Section 2.1. Are you considering Artificial Intelligence beyond simple automation as part of this program? For example does NYSIF intend to include advanced/predictive analytics, intelligent fraud prevention algorithms, text/voice/NLP analytics for claim calls/notes or any other form of advanced automation?	It is the responsibility of the bidder to provide recommendations. NYSIF datawarehouse is not in scope for this RFP.
89	Section 2.1. Is the current backlog in scope of the RFP? Are you looking for an assessment of the backlog?	Yes.
90	Section 2.1. Is NYSIF looking to enhance "Website for NYSIF Customers" as a part of this engagement? If yes, are there any known challenges associated with it ?	Yes, please refer to section 2.1 of the RFP. It is the responsibility of the bidder to provide recommendations.
91	Who is the executive sponsor for this project?	Not material to this RFP.
92	What is the amount budgeted for this project?	Not material to this RFP.
93	4.2.4. Can onsite resources be supported by offsite or offshore?	Vendor must meet all requirements outlined in the RFP, no matter their location. In addition, they are subject to service of process, legal jurisdiction and choice of applicable laws in NY State and security requirements may restrict storage and use of NYSIF data in any form to the United States. Refer back to RFP Section 3.3. and Appendix T regarding NYSIF's Vendor Security Requirements.
94	2.1.4. Can you provide an high level estimate of the current state documentation availability (H/M/L)?	Required information will be provided to the selected bidder.
95	2.1.3. Does the scope includes development of any current state documentation that includes but not limited to architecture description, decisions etc.,? If yes, provide the level of documentation required	Please refer to the RFP. It is the responsibility of the bidder to provide recommendations.
96	2.1.7. While it is mentioned that the service provider is not expected to recommend a specific vendor product solution for the to-be state, is there an expectations to provide a general list of relevant products along with their current market position?	It is the responsibility of the bidder to provide a comprehensive solution.
97	2.1.8. Kindly clarify the expected level of technical specifications necessary for the "to-be" state recommendations	It is the responsibility of the bidder to provide a comprehensive solution.

#	Question	NYSIF Response
98	2.1.8. Is there an expectation to identify architecturally significant use-cases and elaborate them through the proposed to-be state architecture?	It is the responsibility of the bidder to provide a comprehensive solution.
99	2.1.8 In addition to the high level system flow of the "to-be" recommendations, are additional architecture description of views like Integration View, Security View, System Context views etc expected?	It is the responsibility of the bidder to provide a comprehensive solution.
100	2.1.8. Does NYSIF prefer any specific standard or templates for architectutre description or technical specification or use of any specific tools for modeling?	It is the responsibility of the bidder to provide a comprehensive solution.
101	Addendum A - It appears from the initial analysis of the application inventory of CMS that the technology stack is primarily Microsoft .NET based. Is this an enterprise standard and does NYSIF expects strict adherence for the future state architecture as well?	It is the responsibility of the bidder to provide a comprehensive solution.
102	2.1.6. It is assumed that an implementation roadmap will be developed for a selected approach out of all the approaches made in the to-be state recommendations. If possible, state the level of details expected in the roadmap	It is the responsibility of the bidder to provide a comprehensive solution.
103	2.1.6. Does NYSIF have preferred deployment model (Cloud/On-Premise/Hybrid)? Will cloud readiness assessment be a part of the scope of this exercise?	It is the responsibility of the bidder to provide recommendations. A seamless consolidated platform is the desired future state.
104	Out of the 155K Workers' Comp policy holders - what is the breakdown between # NY employees vs. private business?	Not material to the RFP. Required information will be provided to the selected bidder.
105	What is the annual new claim receipt volume by medical only and lost time (and/or any other claim tiers NYSIF may use)?	Not material to the RFP. Required information will be provided to the selected bidder.
106	Please share the current pending open claims volume by medical only and lost time and/or any other claim tiers NYSIF may use	Not material to the RFP. Required information will be provided to the selected bidder.
107	What are all the methods of claims notification (e.g., phone, fax). Are claims reported to a central unit or directly to adjusters?	Not material to the RFP. Required information will be provided to the selected bidder.
108	How are assignments made? Are claims segmented and assigned by complexity?	Not material to the RFP. Required information will be provided to the selected bidder.
109	Is there a separate unit for medical only claims, or do adjusters handle both medical only and lost time claims? Are there other units which handle other specific types of claims (e.g. catastrophic, pension, lifetime medical) ?	Not material to the RFP. Required information will be provided to the selected bidder.
110	How are claims adjusters organized? By geography, claim type, policyholder, other? Are they centrally located?	Not material to the RFP. Required information will be provided to the selected bidder.
111	Is there a claims processor unit? Are the centrally located? What tasks and level of support does this unit provide?	Not material to the RFP. Required information will be provided to the selected bidder.
112	Please shre the # adjusters and processors	Not material to the RFP. Required information will be provided to the selected bidder.
113	Please share the # of management staff (e.g. team lead, supervisor, manager)	Not material to the RFP. Required information will be provided to the selected bidder.
114	Please share the # of nurse case managers (by function – e.g. medical case management, utilization review)	Not material to the RFP. Required information will be provided to the selected bidder.
115	Is there a separate fraud unit (SIU)? What are the # resources assigned to it?	Not material to the RFP. Required information will be provided to the selected bidder.
116	Is there a separate subrogation unit? What are the # resources assigned to it?	Not material to the RFP. Required information will be provided to the selected bidder.
117	What are current best practices for claim performance (e.g. timeliness of contacts, first payment, closing ratio)?	Not material to the RFP.
118	How are claim performance standards and objectives measured and tracked?	Not material to the RFP.
119	Are all documents imaged upon receipt and stored electronically?	Yes.
120	What functions are outsourced to 3rd parties (e.g., FNOL, nurse case management, bill review)?	Not material to the RFP. Required information will be provided to the selected bidder.
121	Are all associated technology interfaces for these 3rd parties identified in the RFP document (see page 14-15) ?	Required information will be provided to the selected bidder.
122	Is Disability and Family Leave handled by a separate area, or handled by WC adjusters?	Not material to the RFP.
123	How is Disability and Family Leave organized?	Not material to the RFP.

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124	Is Disability and Famuily Leave also managed through the claims center solution?	No.
125	Is Disabilility and family leave in scope for this project?	No.
126	How complete is current state process documentation? Please share samples to assess completeness.	Required information will be provided to the selected bidder.
127	Section 1.4 Please provide a list of external data feeds including name of partner and service or type of data provided.	Required information will be provided to the selected bidder.
128	What is the NYSIF's thinking on digital transformation and how to engage with injured workers, employers, and vendor partners in the digital world and transform the experience? We are assuming that this engagement need to factor process and capability changes needed for digital transformation? Is this correct? Please share any thinking/strategy that is already in place?	It is the responsibility of the bidder to provide a comprehensive solution.
129	Can you clarify any expectations about the required physical location of the "Engagement On-Site Lead?" Given the "on-site" designation in the role title, is it required for him/her to be located physically in the NYSIF offices? If so, is there a preference for Albany vs. NYC? Is there a minimum number of days a week required?	The Engagement Lead should be on-site in a NYSIF designated location.
130	What external interfaces/channels does the policyholder use to manage claims? (e.g. phone, in office, web, print, mobile app)	Required information will be provided to the selected bidder.
131	Do the workers compensation and disability policyholders go through the same claims servicing group or is there a separate group?	They are managed by separate groups.
132	Please confirm if NYSIF is expecting all responses to confirm to a minimum of 3 years engagement (plus 2 optional one-year extensions) or if NYSIF is expecting all responses to illustrate how the requirements will be met in 3 years or less (plus 2 optional one-year extensions).	It is the responsibility of the bidder to outline their timeline for completion of the requirements in the RFP.