



**NEW YORK STATE INSURANCE FUND  
INNOVATION ADVISORY SERVICES  
REQUEST FOR PROPOSALS (RFP) #2020-17-INS**

**PROGRAM SUMMARY:**

NYSIF is seeking to secure the services of innovative advisors, which are business and technology experts with extensive experience in corporate management, technology development and commercialization, sales and marketing, operational transformation and customer experience. The innovation advisors will use their expertise and experience to collaborate with NYSIF staff to strengthen all avenues of business to remain a leader in the insurance industry.

NYSIF anticipates awarding one or more five (5) year contracts covering the services detailed in this RFP.

**INQUIRIES, CRITICAL DATES, & PROPOSAL SUBMISSION:**

Proposals submitted in response to this solicitation must comply with the instructions and procedures contained herein. All questions related to this RFP or the contract process must be submitted in writing using "Attachment 10 Question Submission Form" to [contracts@nysif.com](mailto:contracts@nysif.com) by the date and time indicated in the Critical Dates outlined below, citing the particular bid section and paragraph number. No telephone questions will be answered.

Only questions received during the Question and Answer period will be addressed. Official answers to the questions will be posted on NYSIF's website at [www.nysif.com/procurement](http://www.nysif.com/procurement) by the date outlined below.

**Critical Dates:**

RFP Release: June 17, 2020

Inquiries Due: July 8, 2020 by 5:00 PM

Responses to Inquires: July 14, 2020

**Proposal Due: July 20, 2020 by 2:00 PM**

Prospective Bidders should note that all clarifications and exceptions are to be resolved prior to the submission of a bid. Answers may be included in a bid addendum. All amendments, clarifications and any announcements related to this procurement will be posted on NYSIF's website at: [www.nysif.com/procurement](http://www.nysif.com/procurement). It is the sole responsibility of the bidders to check the website for any amendments, clarifications or updates. All applicable amendment information must be incorporated into the Bidder's proposal. Failure to include this information in your proposal may result in the proposal being deemed non-responsive.

Pursuant to State Finance Law §§139-j and 139-k, no communication intended to influence this procurement is permitted except by contacting Megan McClune or Alan Angelo (Designated Contacts) at [contracts@nysif.com](mailto:contracts@nysif.com). If you have contractual questions concerning this solicitation, contact [contracts@nysif.com](mailto:contracts@nysif.com) by the inquiries deadline outlined above and include the Bid number in the subject line of the email. Contacting anyone other than the Designated Contacts (either directly by the proposer or indirectly through a lobbyist or other person acting on the proposer's behalf) in an attempt to influence the procurement: (1) may result in a proposer being deemed a non-responsible offerer, and (2) may result in the proposer not being awarded a contract.

NYSIF will accept electronic proposals or hard copy proposals; however, NYSIF strongly encourages the electronic submission of proposals. For electronic proposals, they may be submitted to [contracts@nysif.com](mailto:contracts@nysif.com) or they may be mailed to the address below on a USB flash drive if the size of the proposal document(s) are prohibitively large for email transmissions. If a hard copy proposal is submitted the Bidder must also include **one (1) exact electronic copy** on a USB flash drive of the proposal.

The electronic copy of your proposal & fee schedule may not be password protected. An envelope and/or package containing a bid should be clearly marked as follows, and shall be delivered to:

NYSIF – Procurement Unit  
Bid # 2020-17-INS  
15 Computer Drive West  
Albany, NY 12205

Bidders assume all risks for timely, properly submitted deliveries. Bidders are strongly encouraged to arrange for delivery of bids to NYSIF prior to the date of the bid opening. LATE BIDS will be handled in accordance with Exhibit B, clause 9.

Please note, bids submitted by mail should be delivered by courier or parcel service, such as UPS, FedEx, or DHL. If your submission is delivered by the United States Postal Service (USPS), a return receipt must be obtained notating the delivery date/time. USPS is not recommended.

## **1. INTRODUCTION**

The New York State Insurance Fund (NYSIF) was established in 1914 as part of the original enactment of the New York State Workers' Compensation Law. NYSIF's mission is to guarantee the availability of workers' compensation insurance at the lowest possible cost to New York employers and to provide timely, appropriate indemnity and medical payments to injured workers, while maintaining a solvent fund. Since inception, NYSIF has fulfilled the dual roles for which it was created: to compete with other carriers to ensure a fair marketplace and to be a guaranteed source of coverage for employers who cannot secure coverage elsewhere.

NYSIF is the largest workers' compensation carrier in New York State and among the top 10 largest workers' compensation carriers in the nation, insuring approximately 155,000 policyholders, with more than \$2 billion in annual premium and \$18 billion in assets. A self-supporting insurance carrier, NYSIF operates without taxpayer funding.

In addition to workers' compensation insurance, NYSIF provides disability benefits coverage for off-the-job injuries to more than 61,000 New York employers. In 2018, NYSIF added Paid Family leave as a component of its disability benefits product, providing New Yorkers with job-protected, paid time away from work to care for their families.

## **2. PROGRAM REQUIREMENTS**

### **Mandatory Requirements**

- A. Bidder must affirm and agree to the requirements outlined under Attachment 1 "Mandatory Requirements Attestation".

### **Additional Requirements**

Bidders proposals should demonstrate how each of the following requirements are met and experience should be in one or more of the following areas:

- A. Demonstrated experience or expertise in all facets of strategic planning. This includes working with managers, teams and business units to elicit goals, establish organizational priorities, identify associated Key Performance Indicators (KPI's) and execute plans that support an organizations vision and mission.
- B. Demonstrated experience or expertise in all facets of data analytics. This includes compiling and examining data sets in order to identify patterns and relationships, present conclusions, and make recommendations on how to use data.
- C. Demonstrated experience or expertise in assessing customer experience and recommending how to improve customer experience.

### **Services to be Provided**

As directed, the contractor(s) shall review programs, functions and/or departments, or aspects thereof, to develop and recommend policies and procedures based on identified problems and inefficiencies. Contractor(s) will suggest solutions that are effective for the NYSIF environment. The contractor(s) may be asked to implement and monitor the resulting change. NYSIF may request the contractor(s) to study one department or one function. No minimum amount of work is guaranteed.

Bidders to this RFP will provide advisory services on a part-time basis as an independent contractor for development, implementation, and management of NYSIF identified initiatives. This may include but is not limited to specific contributions towards the following:

- A. Ongoing support for various initiatives, including assistance in the design, development, launch, and management of NYSIF programs;
- B. Informing NYSIF staff of cutting-edge technology and market trends for better program design and development;
- C. Research and evaluation of best practices/benchmarks at similar company(s) and development of recommendations for consideration and execution;
- D. Engagement with NYSIF staff during project design and development;
- E. Development and implementation of new processes/mechanisms to accelerate the level of technology, commercialization, and structural/organizational efficiency; and
- F. Contribute towards other internal business process improvements.

### **3. SUBMISSION REQUIREMENTS**

Bidders are encouraged to proactively identify advisory topics (to the best extent possible) that would benefit NYSIF. Submissions should concisely and clearly demonstrate the Bidders expertise and accomplishments and how they relate to the requirements of this RFP for Innovation Advisory Services.

#### **A. Title Page**

The *Title Page* should identify the RFP for which the proposal is being submitted; the Bidder's name, as well as the name, title, address, telephone number, and e-mail address of (a) the bidder's designated contact person(s) as well as (b) the person(s) authorized to make representations for the bidder, if other than the designated contact person.

## **B. References and Statement of Competing Commitments**

- a. Provide three references, with contact information, from current or past colleagues, customers, clients, or others who support the Bidders submission and can speak to the Bidders capabilities in the field.
- b. Each Bidder must provide a *Statement of Competing Commitments*, a list of any contractual obligations they have entered into which requires effort on the part of their key personnel during the period in which these personnel will be working on the contract resulting from this RFP.

## **C. Comments & Limitations**

Any exceptions, caveats or additional information to the Bidder's responses to specifications in this RFP must be listed, cross referenced to the response to which it applies and clearly explained.

Note well: No comments, limitations or changes are permitted with respect to any of the terms and conditions contained in Exhibit A, *Standard Clauses*.

## **D. Technical Experience / Description of Proposed Services**

- a. Address Bidders experience and expertise under the items outlined under the "Additional Requirements" section of this RFP.
- b. Bidder's background which may include their experience on similar assignments and experience in the insurance field.

All technical publications cited in the Bidder's proposal should be included at the end of the proposal

## **E. Cost Proposal (Appendix Z, Fee Schedule)**

The Fee Schedule (Appendix Z) must include proposed hourly billing rates. Billing rates should not exceed the rates charged by the Bidder to other existing current clients. Bidders will be required to provide justification for proposed hourly billing rates during the contract negotiation period (post award notification). These hourly rates must be all-inclusive and include all ancillary costs associated with the delivery of services to NYSIF.

The Fee Schedule Proposal must be bound and placed in a sealed envelope separately and enclosed with the Bid. **No references to costs are to be included in the detailed proposal.**

## **F. Attachments 1, 2 & 3 as outlined under Section 6**

## **4. PROPOSAL EVALUATION**

As required by New York State Finance Law §163, the award will be made on the basis of best value (the proposal which optimizes quality, cost and efficiency) to the responsive and responsible Bidder, as determined in the evaluation process. The contract will not be awarded solely on the basis of low bid. However, the Bidder with the low bid may be awarded the contract if it provides the best value, as defined above. The ability to perform the services is most important in evaluating proposals.

### **Evaluation Criteria**

The evaluation criteria will consist of three separate parts: (1) Technical Proposal, (2) a Financial Proposal, and (3) a quantitative factor for M/WBE, SBE or SDVOB certification in accordance to State Finance Law 163(1)(j). Each part will be evaluated separately and independently. The relative weights of each part are as follows:

- (1) Technical Proposal: 75%
- (2) Financial Proposal: 20%
- (3) Minority and Woman-Owned Business Enterprises (MWBE) Certification, Small Business Enterprise (SBE) status, Service-Disabled Veteran Owned Business (SDVOB) Certification: 5%

Note: For the Quantitative Factor for M/WBE, SBE, SDVOB Certification, although a Bidder may meet more than one of the criteria, credit is to be awarded for only one category, not multiple categories. See Attachment 4, Section 6, for additional details on the Quantitative Factor.

### **Technical Proposal**

Capability of Bidder to perform the required services at the time of the bid, competency, and the Bidder 's demonstrated experience in providing services of a similar scope. This process consists of the following steps:

1. Pass / Fail Evaluation: the technical evaluation team will inspect each Technical Proposal to determine if it contains responses to all of the mandatory requirements as described in Section 2, *Mandatory Requirements*, of the RFP.

Please Note: Should a Bidder fail to meet any of the mandatory requirements, the Bidder will be disqualified, and no further evaluation or scoring will be completed.

2. Qualifications and Technical Evaluation: This phase of the Technical evaluation reviews the Bidders capability to meet NYSIF's needs as described in this RFP

### **Financial Proposal**

The Financial evaluation will be based upon a review of the Grand Total Cost of the Bidders Fee Schedule Proposal (Appendix Z), which details the total cost to provide all services listed within this RFP.

### **Interview**

NYSIF, at its own discretion, may require Bidders to attend an interview. NYSIF evaluators may use the information gathered during this process to revise the scores from the technical evaluation, based on the merits and clarifications provided.

## **5. GENERAL CONDITIONS**

### **Method of Award**

Award will be made on the basis of "best value", as determined by the evaluation process. The ability to perform the services will be deemed most important when evaluating bids. NYSIF anticipates multiple awards will be made for this procurement; however, NYSIF reserves the right to make a single award. Final selection is at NYSIF's sole discretion.

NYSIF reserves the right to re-release this RFP on a continuous or periodic recruitment basis if it is determined to be in NYSIF's best interest.

### **Distribution of Work**

NYSIF will identify specific assignments and establish a customized Statement of Work with each Innovation Advisor based on individual qualifications and current organizational needs. No minimum amount of work is guaranteed.

### **Participation of Minority & Women Owned Business Enterprises (MWBE):**

It is the policy of NYSIF to encourage the greatest possible participation by Minority and Women-Owned Business Enterprises (MWBE) as Bidders, subcontractors and suppliers on its

procurement contracts, consistent with New York State laws. NYSIF has established a goal of 30% MWBE participation for this contract.

Upon award, Bidders will be required to submit the forms within Appendix M, contained in Attachment 6.

**Participation of Service-Disabled Veteran Owned Business (SDVOB):**

Article 17-B of the New York State Executive Law provides for more participation in public procurement by certified Service-Disabled Veteran-Owned Businesses ("SDVOBs"). For purposes of this procurement, NYSIF conducted a comprehensive review of the services required under this procurement and determined that the Contract does not offer sufficient opportunities to set specific goals for participation by SDVOBs. Nevertheless, Bidders are encouraged to make good faith efforts to promote and assist in the participation of SDVOBs on the Contract. The directory of New York State Certified SDVOBs can be viewed at: <https://ogs.ny.gov/veterans/>.

**Summary of NYSIF's Policy and Prohibitions Regarding Permissible Contacts During A Covered Procurement**

Pursuant to State Finance Law §§139-j and 139-k, this RFP includes and imposes certain restrictions on communications between a Governmental Entity and a Bidder during the procurement process. A Bidder is restricted from making contacts from the earliest notice of intent to solicit bids through final award and approval of the Procurement Contract by the Governmental Entity and, if applicable, Office of the State Comptroller ("restricted period") to other than designated staff unless it is a contact that is included among certain statutory exceptions set forth in State Finance Law §139-j (3)(a). Designated staff, as of the date hereof, is identified in section 1.2 of this RFP. NYSIF employees are also required to obtain certain information when contacted during the restricted period and make a determination of the responsibility of the Bidder pursuant to these two statutes. Certain findings of non-responsibility can result in rejection for contract award and in the event of two findings within a 4-year period, the Bidder is debarred from obtaining governmental Procurement Contracts. Further information about these requirements is available from the designated contact(s).

**6. ATTACHMENTS**

The following attachments are required for each submitted proposal to be considered complete. Please note: Exhibits A, B and C under Attachment 3 should be retained by the Bidder for future reference. Do not return to NYSIF as part of the bid submission.

- Attachment 1 – Mandatory Requirements Attestation
- Attachment 2 – Bidder Certification
- Attachment 3 – Appendices & Exhibits for Proposal Submission

The following attachments are hereby incorporated into this solicitation by reference. Attachments 5, 6 & 7 will be addressed upon award.

- Attachment 4 – Additional General Conditions
- Attachment 5 – Insurance Requirements
- Attachment 6 – Appendices Required Upon Award
- Attachment 7 – Non-Disclosure Agreement (NDA)
- Attachment 8 – "No-Bid" Form
- Attachment 9 – Appendix M, Form 102, Work Force Employment Utilization (Excel)
- Attachment 10 – Question Submission Form (Excel)