



PO BOX 66699; ALBANY, NY 12206
518.437.4360 | nysif.com

5/16/22

The following Q&A will serve as Amendment #1 to NYSIF's Request for Proposals (RFP) for Clearinghouse Services, bid number 2022-12-INS. Material in this Amendment supersedes any contradictory material in the RFP.

Please note that the due date for the submission of bids remains the same.

All bids are due 5/25/22, by 2:00 p.m.(eastern).

Sincerely,

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

Alexandria Romano
Contract Management Specialist 2

CLEARINGHOUSE SERVICES

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Question #	RFP Page #	RFP Section and Sub-Section Reference #/Heading	Question	NYSIF Response
1			Can the winning bidder charge submitting entities fees in addition to the reimbursement they would receive from NYSIF under this contract? If so, does NYSIF plan to have any contractual limitations to how much in addition the winner bidder can charge those submitting entities?	No, for example fees cannot be charged to medical providers.
2			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 and, (2) Not be a debarred business entity by NY State, (3) Vendors must consent to service of process, legal jurisdiction and choice of applicable laws in the State of New York, USA, and finally (4) 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.
3			Whether we need to come over there for meetings?	Contracted firm may need to attend in-person meetings.
4			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, and be subject to service of process, legal jurisdiction, and choice of applicable law in the State of New York, USA; NYSIF data 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.
5			Can we submit the proposals via email?	Refer to Section 4.3 of the RFP.

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6		4 Table of Contents	There are three sections that appear in the RFP Table of Contents, but are not present in the RFP: "4.2.3 Company Background," "4.2.4 Technical Experience / Description of Proposed Services" and "4.2.5 References." Is there any information that is needed from bidders for these sections, or have they been intentionally omitted?	These sections have been intentionally omitted.
7	13	2.2, Services to be Provided	Regarding "bills for non-medical services," what is NYSIF's expectation for clearinghouse processing for these types of bills? Can you elaborate on the desired workflow?	Bidder must be able to intake and send to bill review.
8	13	2.2, Services to be Provided	How many bills does NYSIF receive/process annually? Of the bills received, what is the current percentage of electronic bills?	Estimated 1.3 million per year, of which an estimated 30% is electronic.
9	13	2.2, Services to be Provided	Will NYSIF's bill review vendor also provide mailroom services? If so, how do you envision the two mailrooms working together? Is there a preferred workflow?	The bill review vendor will not provide mailroom services.
10		21 4.1, Bid Preparation	RFP section 4.1 provides the following instruction: "Bidders must submit each of the complete Administrative, Technical, and Cost Proposals as separate electronic files on a single USB flash drive." We understand the Administrative Proposal to constitute the completed Bidder Certification and all attachments and appendices to the RFP with the exception of Appendix Z, Fee Schedule. If this is not correct, please describe what should be included in the Administrative Proposal.	Confirmed.
11		23 4.3, Bid Submission & Delivery	RFP section 4.1 indicates that the bid should be submitted on a single USB flash drive, but section 4.3 provides the following instruction: "An email to contracts@nysif.com containing the bid must clearly outline the following information: 1. Email Subject line: Formal Proposal – Bid # 2022-12-INS." Can our bid be emailed to NYSIF in accordance with this method outlined in the RFP, in lieu of delivery on USB flash drive?	Per Section 4.3, Bidders can choose to either (1) Email proposals OR (2) Hand Delivery/US Postal Service/Courier their proposals.

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12	25	Bidder Certifications, Certification #8	Would NYSIF accept utilization of offshore resources for data capture if it would be advantageous to NYSIF in terms of pricing?	No
13	5	Appendices	We recently submitted an RFP to NYSIF with these same appendices. If nothing has changed on some of them is it acceptable to submit the same ones, or does NYSIF require new versions?	Bidders must submitted new appendices for each procurement they participate in.
14			In the RFP from the Summer-Fall of 2021, it was referenced that there were approximately 1M paper claims and 400,000 eBills. Has there been any significant change in these paper vs. electronic percentages?	No
15			Will NYSIF provide a Claim Eligibility file to assist in the matching of claims & bills?	Yes (through bill review vendor).
16			Will NYSIF use its own system(s) to disposition bills that do not match to claims or is there an expectation to utilize contractors portal?	No
17			Are there any size limitations or constraints (e.g., file format) on receiving electronic artifacts?	Yes to be determined in the project plan.
18			Where will provider inquiries on electronic medical bills be directed to? NYSIF, Contractor, or Sub-contractor	Contractor
19			What percentage of electronic medical bills or attachments are rejected?	Approximately 10%.
20			What are the top 10 electronic bill or attachment rejection reasons?	Not material to this RFP because we will not implement the same workflow.
21			Do you have any data as to number of pages per bill, pages per non-bill document?	We do not have this data available.
22			How many total documents will be processed?	We do not have this data available.
23			What is desired workflow/process that NYSIF wants should selected vendor receive documents that are not defined within the RFP and/or are not expected?	To be determined in the project plan.
24			Can you provide the volume of Non-medical bills including a break-out by type?	~75,000 for the last year available. A break-out of type is not available but includes bills from investigators, court reporters, language services, outside counsel and fees to WCB.
25			How, and to whom would NYSIF want these non-medical bills sent upon receipt?	To the bill review vendor.
26			What is the current volume of rejected paper medical bills received by NYSIF weekly?	~6,000 based on last data available

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27			Within Appendix Z (Fee Schedule Proposal) Category A, for the Price Per Accepted Medical Bill Transactions, does NYSIF want a Receiver-only rate (ie: Payor rate), or, a comprehensive rate to include both the Receiver and Submitter charges (ie: No direct charges to Provider)?	NYSIF wants a receiver-only rate
28			What is the current volume of paper claims submitted to NYISF annually?	Estimated 900,000
29			Will NYSIF pay the Clearinghouse for the transmission of EOB information, as per requirements of the NYWCB?	The fee should be all inclusive.
30	7 of 29	RFP for Clearinghouse Services 1.2 INQUIRIES/ISSUING OFFICE/DESIGNATED CONTACT	Do you mean Attachment 3 (this questions form)?	Any questions or inquiries regarding this procurement should be sent to contracts@nysif.com.
31	7 of 29	RFP for Clearinghouse Services 1.2 INQUIRIES/ISSUING OFFICE/DESIGNATED CONTACT	Please advise what type of account vendors should use to register on the site.	Per Section 1.2, All amendments, clarifications and any announcements related to this procurement will be posted on NYSIF's website. 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 firm's proposal. Failure to include this information in your proposal may result in the proposal being deemed non-responsive. Amendments, clarifications and announcements will be posted on www.nysif.com/procurement. You do not need to register anywhere to view this page.
32	21 of 29 23 of 29	RFP for Clearinghouse Services 4.1 BID PREPARATION and 4.3 BID SUBMISSION & DELIVERY	Please clarify this requirement, which conflicts with the proposal schedule on page 6 of 29 and requirements for delivery on page 23 of 29, both of which indicates that vendors can submit responses by email. If NYSIF is requiring flash drives for submission, can you revise this requirement to allow email submissions as indicated in the proposal schedule?	Per Section 4.3, Bidders can choose to either (1) Email proposals OR (2) Hand Delivery/US Postal Service/Courier their proposals.
33			What's is your annual or monthly volume of paper claims? Can you share historic 6-12 month volume?	See Q28

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34			What is the percent of Red vs Black Claims?	We do not have this data available.
35			Is onshore verification required, or is offshore permitted?	Offshoring is not permitted. See Appendix T for additional information.
36			What percent of your claims have EOBs/EOMB attached?	We do not have this data available.
37			Does NYSIF require EOB/EOMB data to be entered into the claim (professional/institutional)? Or do you just need an image attached to the claim image?	Bill and supporting documents should be attached.
38			Does NYSIF require processing of non-claims documents?	No
39			Are there any other types of documents other than HCFA, UB, or ADA? If so, what are they?	There may be ad-hoc billing from non-medical providers.
40			What type of mailroom does NYSIF require: full, partial or remote? If no requirement, do you have a preference?	Full mailroom at vendor's location.
41			Are you looking for a vendor who can handle reject letters (to providers for claims that can't process)?	Yes
42			Do you have a required turnaround time for the paper documents received in the mailroom and converted to EDI? If so, what is the required turnaround time? If not required, what is your preferred turnaround time?	3 business days or less preferred turnaround time.
43			What is the expected level of data accuracy for the paper documents converted to EDI?	Must pass all predefined edits per project plan.
44			What is the required retention time for hard copies converted to EDI?	1 month
45			Can the mailroom be located outside the state of NY?	No
46	PG 13	2.2 SERVICES TO BE PROVIDED 1. Describe your firm's capability to intake bills for non-medical services (for example court reporters, investigators, utilization review).	Can you clarify the scope and scale of the types of EDI transactions, including what EDI standard the intake bills for non-medical services would be sent in?	To be determined in the project plan.
47	Pg 13	2.2 SERVICES TO BE PROVIDED 2. Describe your firm's capability to validate that required data elements as deemed by NYSIF are present	Can you clarify what types of validation you require and the format and method in which responses would be expected? Do you have a preferred format/method, or a required method/format? Please clarify.	To be determined in the project plan.

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48	pg 2 of 8	<p>2.C of NDA and Bidder Certifications, page 25 of 29 (8. The Bidder assures that NYSIF's information or data is NOT transmitted outside of or accessed from outside the United States. Any exceptions to these terms and conditions must be explicitly stated in a separate section of the proposal. NYSIF reserves the right to seek non-material clarifications to this provision if determined to be in NYSIF's best interest. Bidders who do not meet the minimum required data security levels will be disqualified.</p> <p>CONTRACTOR shall take appropriate measures to assure that AGENCY's Confidential Information is NOT transmitted outside of the United States (provided such prohibition against transmission shall not apply to satellite transmission or other similar digital communication methods used by CONTRACTOR or its Contractors in the ordinary course of business and in conformance with this Agreement).</p>	<p>Can you clarify your data access requirement for onshore/offshore? Are vendors required to provide onshore only resources and access to data or will you allow or consider offshore resources for access and/or other purposes? Also, can you define "satellite transmission or other similar digital communication methods?"</p>	<p>Offshoring is not permitted.</p> <p>If applicable, Contractor, and any subcontractors, shall not transmit outside of or access from outside the United States NYSIF's Confidential Information and Data. For purposes of this Contract, the term "Confidential Information and Data," shall include all non-public information and data of NYSIF which Contractor has had access to (including prior to effective date), will have access to, or will create or prepare, whether in verbal, written, visual, graphic, electronic or machine-readable form.</p> <p>Satellite communication, in telecommunications, the use of artificial satellites to provide communication links between various points on Earth.</p> <p>See Appendix T for additional information.</p>
49	8 of 29	1.4 Purpose of this RFP, paragraph 2, sentence 1	How many different electronic intake methods? (Example: Email, FTP, Fax, other)	Any and all.
50	8 of 29	1.4 Purpose of this RFP, paragraph 2, sentence 1	File output type required after completion of mailroom services.	To be determined in the project plan.
51	8 of 29	1.4 Purpose of this RFP, paragraph 2, sentence 1	Does NYSIF have expected volume break out for the below intake methods a. Electronic (FTP, Fax, Email, other) b. Paper	<p>Paper claims - ~ 1 million; other docs not tracked.</p> <p>Electronic claim volume - ~ 400,000.</p>
52	13 of 29	2.2.1 Category A, Clearinghouse Services to be Provided	Do you have a volume breakout by intake type: a. Paper: b. Electronic: c. If the answer is no: What is your open claim volume and your new claim volume?	<p>Paper claims - ~ 1 million; other docs not tracked.</p> <p>Electronic claim volume - ~ 400,000.</p>
53	N/A	General RFP	Does NYSIF have estimated percent to volume for eBills?	See Q8
54	N/A	General RFP	Do you have a breakout of the average amount of images per document?	We do not have this data available.

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55	N/A	General RFP	Can you provide a breakdown of Medical Bills vs Claims documents that are received?	We receive approximately 1.3M bills annually, the majority of these bills are Medical Bills. The awarded Clearinghouse will not handle non-bill related claims documents.
56	N/A	General RFP	Is document identification and data entry required for anything outside of HCFA and UB bills?	Yes
57	N/A	General RFP	Number of workers comp claims in a 3 year period?	We do not have this data available.
58	25 of 29	Bidder Certifications - 8	<p>While (<i>Vendor name Redacted</i>) can meet the requirements for this request. Is there any definition to the potential exceptions for work that can be performed outside of the United States that could be identified through statement #8?</p> <p>a. For example, can data be extracted offshore if data and images are stored onshore? The data extraction tools that we can utilize offshore are data entry tools that allow manual entries through a virtual machine. However, once data is keyed it is unable to be copied, extracted or manipulated. It is then stored onshore directly from that virtual machine it is captured from.</p> <p>b. We can also establish workflows to only allow the manual data entry portion of the work to be conducted by employees who are based out of the United States.</p>	Offshoring is not permitted. See Appendix T for additional information.
59	Appendix Z 148	FEE SCHEDULE PROPOSAL CLEARINGHOUSE SERVICES RFP #2022-12-INS	<p>In Appendix Z please define "Price Per Accepted Bill Transaction".</p> <p>a. Is this intended specifically for Clearing House only?</p> <p>b. Can we provide pricing separately for mailroom services?</p>	<p>Accepted bill transaction means a bill that passes the edits defined in the project plan.</p> <p>a) Intended to apply to all transactions</p> <p>b) No, per the Appendix Z Fee Schedule, bidders must provide an all inclusive rate.</p>
60	Appendix Z 148	FEE SCHEDULE PROPOSAL CLEARINGHOUSE SERVICES RFP #2022-12-INS	<p>Can we provide pricing that is itemized vs summarized for mailroom services.</p> <p>• For example: Pricing based on document intake to be itemized by task:</p> <p>o Paper: Sort, Prep, Scan, Document ID and Data Entry</p> <p>o Electronic: Electronic Intake, Document ID and Data Entry</p>	Per the RFP, bid prices shall be "all inclusive". Bidders are not to change, delete, or make any additions to this form, and are to supply only the bid information that is required.