

ATTACHMENT 4
MANDATORY REQUIREMENT CERTIFICATIONS

Please initial where indicated for each item. Failure to complete and return this form will result in your bid being deemed non-responsive.

Certifications for ALL categories:

- _____ 1. Bidder affirms to have a minimum of five (5) years providing the following:
- a. Risk control solutions for tracking, reporting, and analyzing the effectiveness of loss control services provided to workers' compensation policyholders.
 - b. Risk control information systems.
- _____ 2. Bidder affirms to have prior experience with deployment to a government agency or private company of a similar size (preferably with a workers' compensation insurance focus). Such experience is to be outline in Appendix I Similar Engagements.
- _____ 3. Bidder affirms capability to provide a system that meets the outlined requirements of Category A. Category B requirements are desired.
- _____ 4. Must be a commercial off the shelf package product that can be configured to meet NYSIF's needs.
-

Certifications for Category A ONLY:

GENERAL – Bidder affirms the following:

- _____ 5. The system uses policy account number as the unique identifier.
- _____ 6. Once policy account number is established, the system uses other identifiers to group similar policies. (e.g. NAICS, NYCIRB Class code, NYSIF Group #s)
- _____ 7. The system accesses client info via integration with NYSIF systems, such as policy number & Policyholder name.
- _____ 8. The system tracks the book of business per staff member and activities relating to the book such as service visits, site inspections, follow-up letters, appointments etc. Service activities are tracked by date, number of and hours per service type and per policyholder for staff member, unit, region, department, etc.
- _____ 9. Staff members are grouped into units (supervisor) and regions (managers) and the department as a whole, with access to the levels below progressively allowed.
-

BOOK OF BUSINESS (BOB) MANAGEMENT – Bidder affirms the following:

- _____ 10. The system is capable of assigning policies to consultants both individually and based on preset criteria (e.g. zip code, premium level, etc.).

ATTACHMENT 4
MANDATORY REQUIREMENT CERTIFICATIONS

- _____ 11. Policies can be transferred between consultants.
- _____ 12. Consultants can be assigned to a supervisor, supervisors to a manager.
- _____ 13. The system designates the individuals who can view information by authority level.
- _____ 14. New consultants can be added to the system limited by authority level.
- _____ 15. Policies can be assigned internal designations (e.g., service levels, special program eligibility, premium).
- _____ 16. All policies assigned to a consultant can be displayed as a list with predefined fields.

INTERNAL NOTES – Bidder affirms the following:

- _____ 17. The system is capable of keeping notes about our visits.
- _____ 18. There is a search function for retrieving notes.

SEARCH CAPABILITIES – Bidder affirms the following:

- _____ 19. The system can allow the user to search for data related to: Policies; date(s) worked by consultants; contacts and Policyholder data that Risk Control stored.
- _____ 20. The system allows search by status (open, completed, rejected work, urgent, Policyholder request, etc.).

CONTACT MANAGEMENT – Bidder affirms the following:

- _____ 21. The system provides a means for managing contact information including multiple contacts and locations for Policyholder.
- _____ 22. The system allows for the creation display of Policyholder alerts and Policyholder notes.
- _____ 23. Selected documentation and notes fields created in the system can be pushed out to existing NYSIF systems referenced by other departments (Scheduled Statutory Compliance Reports or meetings).

DALLIES REPORT (STAFF WORK SUMMARIES) – Bidder affirms the following:

- _____ 24. The system captures a work summary that shows all activities of the consultant's day. Visits and travel (field), prep time (office), other work activities (non-policy), and use of leave credits.
- _____ 25. When creating the Daily Report, the system allows consultant use of a mix of pre-

ATTACHMENT 4
MANDATORY REQUIREMENT CERTIFICATIONS

populated policy data (Consultancy Model Level, Broker Information, Premium, etc.), pre-defined activities, and self-input information.

- _____ 26. The system provides both pre-built and customizable reports based on consultant, unit, region, etc. to generate reports of our consultants' work on a daily, monthly, or other basis.
- _____ 27. This data can be sorted based on fields or otherwise manipulated to produce custom reports.
- _____ 28. Data results, such as reports on user usage, can be exportable in .CSV or .XLSX format.
- _____ 29. The system allows for approval/rejection of daily work.

DOCUMENT MANAGEMENT – Bidder affirms the following:

- _____ 30. The system provides the means of creating written communication to policyholders following service activity.
- _____ 31. The email is identified as coming from the NYSIF sender.
- _____ 32. A process of supervisor approval can be incorporated before letters are sent to the customer.
- _____ 33. Following supervisory approval, the system, based on business rules, automatically sends out reports and letters created within this system via emails to clients.

HAZARD IDENTIFICATION – Bidder affirms the following:

- _____ 34. The system provides standardization of hazard identification lists to help monitor, track, and aggregate site inspection data; provide standardization of remediation recommendations based on client industry, losses, etc.
- _____ 35. These lists can be amended / updated / customized for any observations.
- _____ 36. The system can use hazard information gathered from Policyholders to identify trends in industries being serviced.

INTERNAL MOBILE APPLICATION – Bidder affirms the following:

- _____ 37. The system has a mobile app.
- _____ 38. Work completed on the mobile app (online or off) seamlessly syncs with the desktop/server client.
-

**ATTACHMENT 4
MANDATORY REQUIREMENT CERTIFICATIONS**

CONNECTIVITY TO NYSIF POLICY/CLAIMS DATA FOR RESEARCH PURPOSES, ETC. –
Bidder affirms the following:

- _____ 39. The system draws data from NYSIF’s policyholder and claims databases to populate fields in the system.
- _____ 40. This data can be used in reports.

AUTO USE OF DATA FOR METRICS – Bidder affirms the following:

- _____ 41. The system is able to gather productivity/service data by consultant, field unit, region, and department to automatically build real time reports showing the work done.
- _____ 42. The system tracks the history of work done for each policy.
- _____ 43. The system tracks historical progress in columnar or graphic format for the policies flagged in consultancy model, and in a consultant’s general book of business.
- _____ 44. Consultant activities can be displayed and analyzed by date ranges.
- _____ 45. The system provides both customized reports and standardized dashboards.
-

Signature of Officer

Sworn to before me this

Typed/Printed Name

_____ **Day of** _____, **20** _____

Title

Notary Public

Company Name

Registration No:
State:

Date Signed