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10/2/24

The following (Q&A) will serve as Amendment #2 to NYSIF's Request for Proposals (RFP) for Claims and Policyholder Investigative Services, bid number 2024-81-INS. Material in this Amendment supersedes any contradictory material in the RFP.

The due date for submissions **remains unchanged**.

All bids are due 10/16/24, by 2:00 p.m. (Eastern).

Sincerely,

*Patricia Cremmins*

Patricia Cremmins  
Contract Management Specialist 1

**Claims and Policyholder Investigative Services  
RFP # 2024-81-INS  
Amendment 2**

Question #	RFP Page #	RFP Section and Sub-Section Reference #/Heading	Question	NYSIF Response
1	11	RFP Section 1 / Sub. Sec 1.8	With regard to the insurance coverage required, being a new agency, with regard to adding substantial coverage to existing, can we have the effective date of the Policy as 2/1 or 3/1/2025? (So as not to incur these costs in the months leading up to a potential contract award. Prior to, a quote and/or policy start date agreement would be provided to NYSIF noting the start date of coverage as stated.	Proof of Insurances do not need to be supplied with a Bidders proposal. Insurances must be provided upon award, and the Awardees must provide proof of all required insurances on the documents outlined in Section 1.8 of the RFP.
2	N/A	General Question	Can a Florida Investigative Agency (Corp) apply for the contract for work to be done in Florida and New York only?	Yes.
3	37	RFP Section 4 / Sub Sec 4.2.3	A precise number of employees is yet to be determined pending potential RFP Award. Employees confirmed to be hired upon potential award are in line; however, these individual cannot be hired unless an award is received to ensure jobs. Is it acceptable to provide our current owner/partner/3 employees at this time, prior to hiring upon potential award? If awarded, a Personnel Spreadsheet containing all current and hired employees will be provided.	Bidders must submit all the information requested under 2.1.2 with their proposal. This information must be updated post contract award as necessary when new personnel are added or removed.
4	22-24	2.5.4	What is the expected volume for the new services- New Policy review, DCI Policy Investigations, DCI Provider Fraud by office location?	This is not relevant to the RFP.
5	Page 8	1.1 OVERVIEW OF THE NEW YORK STATE INSURANCE FUND	How are these services currently being performed? In-house or under contract?	This is not relevant to the RFP.
6	Page 8	1.1 OVERVIEW OF THE NEW YORK STATE INSURANCE FUND	If these requirements are currently being performed under a contract; a. Who is the Contractor(s)? b. When does the contract expire? c. What is the current contract value?	This is not relevant to the RFP.
7	Page 8	1.1 OVERVIEW OF THE NEW YORK STATE INSURANCE FUND	What was the past volume of investigations (number of cases referred for investigation) as well as total dollars spent in 2021, 2022 and 2023? Does the Authority anticipate a change that will materially affect these numbers in 2021 and beyond?	Please refer to RFP Section 2.8.2 for "Volume" information related to Investigation Assignments in 2023. Per Section 2.8.2:  <i>"...These numbers are provided for bidding purposes only and are not a guarantee of work or volume for the contracts resulting from this RFP..."</i>  No other volume information will be provided, and no amount of work is guaranteed under this contract.  Historic funds spent are not relevant to this RFP.
8	Page 8	1.1 OVERVIEW OF THE NEW YORK STATE INSURANCE FUND	How many contractors were utilized in years 2021, 2022, and 2023?	This is not relevant to the RFP.
9	Page 7	RFP Calendar	Could you explain the anticipated time-frame from the time a contractor is considered, selected and the time in which the contractor will begin providing services?	NYSIF is not able to provide information beyond what is included in the RFP Calendar.
10	Page 25	C. ASSIGNMENT & REPORT SUBMISSION PROCESS	How are investigator's assigned cases? Are they assigned based on expertise in a practice area, previous performance, price, or another metric, if any?	Please refer RFP Section 1.7 Method of Award/Distribution of Work.
11	Page 8	1.1 OVERVIEW OF THE NEW YORK STATE INSURANCE FUND	How many surveillance referrals does the State average in 1 year?	In 2023 NYSIF Claims Dept assigned 9166 surveillances.  Please note, this number is provided for bidding purposes only and only represents the number of referrals for 2023.
12	Page 25	C. ASSIGNMENT & REPORT SUBMISSION PROCESS	What are the typical hourly blocks authorized for investigative assignments - Example: 30 Hours?	The authorized hourly blocks of surveillance are determined by the requestor of the investigation based upon the needs of each assignment, therefore they can vary. Historically, surveillances have been typically initially assigned for 12 or 24 hours with the hours decreased or increased based on investigation findings.
13	Page 25	C. ASSIGNMENT & REPORT SUBMISSION PROCESS	How are completed report and video results to be submitted to the State?	For Policyholder Investigative Services, RFP Section 2.5.4.C(4) details how completed reports and video results must be submitted. All other requirements will be discussed following commencement of the contract.
14	Page 18	2.1.6 SYSTEMS AND NETWORK ACCESS	Is there any information needed from our IT Department. If so, what information should we prepare?	The Bidder must review all requirements to determine the appropriate party to address the various RFP specifications including 2.1.6 of the RFP and the completion of Appendix T.

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15	Page 25	C. ASSIGNMENT & REPORT SUBMISSION PROCESS	Will fraud referrals need to be sent to insurance departments?	No
16	Page 25	C. ASSIGNMENT & REPORT SUBMISSION PROCESS	How many reports are needed for the surveillance investigations?	For Policyholder Investigative Services, one summary report per surveillance period detailing the outcome for each occasion of surveillance will be needed. All other report requirements will be discussed following commencement of the contract.
17	N/A	General Question	We have 3 local office that cover New York Cases. They are separated by regions within the state. Is it possible for us to submit 3 different RFPs for our 3 different local offices for the different regions listed in the bid?	One proposal per bidder should be submitted, addressing Region specific information where applicable. The RFP Appendix Z - Fee Schedule allows for the submission of fee proposals in multiple regions.
18	22 - 24	Section 2 Technical Specifications, Section 2.5.4 Policyholder Investigative Services	Where can bidders find or can NYSIF supply bidders with report templates for New Policyholder Review assignments, DCI Policy Fraud Investigation assignments, DCI Provider Fraud Investigations assignments & Other Investigative Needs assignments? Templates would be very helpful in determining a bid for these cases. These assignments appear more complicated compared to a standard surveillance assignment where your focus is only on one (1) individual. Are these assignments supposed to be categorized and billed as standard surveillance cases? If so, considering these assignments are much more involved and more costly to vendors, can NYSIF consider making these assignments as a separate category?	NYSIF does not have template forms at this time, and report content is dependent upon the facts of each case and the information we are seeking.  NYSIF reserves the right to provide templates during the term of the contract as well as modify and/or update the Investigative templates and/or reports if it is determined to be in the best interest of NYSIF.  The Appendix Z Fee Schedule structure remains unchanged. Bidders must provided all inclusive blended rates for the services requested under this RFP.
19	32	Section 3, Method of Evaluation & Criteria. Subsection 3.1.1 Technical, #1.	Are bidders going to be scored on a pass/fail basis only for their technical proposals or are bidders going to be scored on a percentage basis and potentially receive up to a score of 70% for the technical proposal?	Please refer to Section 3.1.1 for the Technical Evaluation Criteria.
20	33	Section 3, Method of Evaluation & Criteria. Subsection 3.1.2 Financial Evaluation.	Will NYSIF simply total the sums of each bidders proposed amounts for each category and use that figure as a Total which will be compared to other bidders?	Please refer to RFP Section 3.1.2 Financial Evaluation.
21	75	NYSIF Exhibit B General Specifications. #40. Participation of NYS Business Enterprises, Letter D.	Do bidders submit Form EEO with their proposal or only later on if awarded a contract?	Please refer to Appendix M and Section 4.2.7. Under Appendix M, Form 101 and Form 106 must be submitted with the Bidders proposal.
22	83	NYSIF Exhibit C. Contract Provisions. #7. Disaster Recovery Plan.	Do bidders have to submit a Disaster Recovery Plan along with their proposal or only later on if awarded a contract?	A Disaster Recovery Plan does not need to be supplied with the proposal. The Disaster Recovery Plan would need to be provided to NYSIF upon request.
23	91	NYSIF Exhibit C. Contract Provisions. #36. Contractor Consultant Law.	Do bidders have to submit Form A and Form B along with their proposal or only later on if awarded a contract?	No, Appendix O Form A will be addressed upon Award. Appendix O Form B is only required during the active term of the contract and it is submitted annually as outlined under Appendix O.
24	N/A	General Question	Is there an Appendix I, K and L?	No
25	112	Appendix M, Participation of MWBE, Sub-Section III, #2.	Do bidders have to submit Form EEO along with their proposal or only later on if awarded a contract?	Please see answer to question 21.
26	113	Appendix M, Participation of MWBE, Sub-Section III, C. Form 101 - Staffing Plan	Do bidders have to submit Form 101-Staffing Plan along with their proposal or only later on if awarded a contract?	Please see answer to question 21.
27	113	Appendix M, Participation of MWBE, Sub-Section III, D. Form 102 - Workforce Utilization Report	Do bidders have to submit a Workforce Utilization Report along with their proposal or only later on if awarded a contract?	Appendix M, Form 102 Workforce Utilization Report doesn't need to be included with proposals.
28	119	Appendix M, Form 106	Can bidders write 0% under M/WBE Contract Goals without being penalized?	Yes.
29	119	Appendix M, Form 106 - MWBE EEO Policy Statement	If a bidder's firm is certified NYS MWBE does that firm need to indicate 100% under M/WBE Contract Goals - % Minority Business Enterprise Participation if their firm is the MWBE firm conducting all of the investigations?	Yes.
30	120 - 125	Tax Forms ST-220-CA and ST-220-TD	Do bidders have to submit Tax Forms ST-220-CA and ST-220-TD along with their proposal or only later on if awarded a contract?	Bidders are not required to supply this documentation with their proposal. These forms would be requested and supplied upon contract award.
31	127	Appendix S, Form S-100: SDVOB Utilization Plan	Can bidders write 0% under Goals in Contract on Form S-100: SDVOB Utilization Plan without being penalized?	Yes.

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32	142	Appendix Y - Listing of Proposed Subcontractors	Can a prospective vendor utilize subcontractors for this contract?	Please refer to RFP Section 2.10 'SUBCONTRACTING'
33		General Question	Can NYSIF consider recategorizing and making PDR's and Misc., assignments as complex cases instead of routine? PDR's are more costly for vendors and take more time to complete with having to document phone calls, letters that must be mailed out, letters that must be scanned into the reports, and field visits which also often include finding sources. Misc., assignments are often VERY time consuming and costly to vendors as well.	No. Some PDRs and Misc assignments are more time consuming and costly than others. You can take this into consideration when preparing your bid.
34	22 - 24	Section 2. Technical Specifications. Section 2.5.4. Policyholder Investigative Services	Can bidders opt out of these assignments without being penalized?	No, bidders may not decline assignments.
35	12	Section 1, General Information, #3., Comprehensive Business Automobile Liability Insurance	If an investigation firm does not own, lease or hire any automobiles used in connection with performance under the contract and if their field investigators utilize their own personal vehicles and maintain their own automobile insurance policies, does the bidder need to obtain comprehensive business automobile liability insurance?	Yes, the services under this contract will require a Bidder to use a vehicle in the performance of these services. The Bidder must provide appropriate Business Automobile Liability Insurance based upon the vehicles that will be used in performance of this contract.
36	65	Exhibit B 24.e	Is the Best Price Offer comparing only contracts that commence on or after the new NYSIF contract date? Inflation over the past several years, have raised labor and material costs. Some older contracts like the current NYSIF locked in rates when wages were 20% less than they are today.	Please refer to Sections 2.8 and 3.1.2 of the RFP for information about Cost/Invoicing/Fee Schedule and Financial Evaluation, including information on permitted fee escalation.
37	15	Section 2.1.2 (a)	List the Names, Titles, and Years with the [VENDOR NAME REDACTED] of all Officers, Managers, Supervisors, and Investigators employed by [VENDOR NAME REDACTED] to clarify, is this only for personnel in the chain of command to service the NYSIF contract?	NYSIF is only requesting information on personnel/staff who will be involved with the resulting NYSIF contract.
38	17	Section 2.1.3.A.1	For investigators working on the current NYSIF contract will it be necessary to submit a copy of the NYS Department of State Division of Licensing Services Employee Statement, Form DOS-0613-f, file again?	Yes.
39	35	Section 4.1	Stated- Bidders must submit each of the complete Administrative, Technical, and Cost Proposals as separate electronic files. <ul style="list-style-type: none"> <li>• The "Cost" proposal would be the Appendix Z Fee Schedule.</li> <li>• The Fee Schedule Proposal must be a separate electronic file on the USB flash drive OR within the email submission.</li> </ul> Is the Fee Schedule, the "Cost" proposal and Appendix Z all referring to the same form - Appendix Z?	Yes.
40	24	Section 2.5.4.B	The assignment will contain the type of case work to be performed, i.e. "New Policyholder Review", "DCI Policy Fraud Investigation", or "DCI Provider Fraud Investigation", along with specifics related to the particular assignment. Are these referrals considered Surveillance, Complex or Routine for billing purposes? They are not broken out on Appendix Z but they appear to have elements of record retrieval, statements, social media research and surveillance.	The scope of investigative services for Policyholder Investigations may be under one or more categories of the Appendix Z Fee Schedule. This is determined on a case-by-case basis depending on the scope of the assignment.
41	25	Section 2.5.4.C	As a follow up question to the above- Are there templates and forms for the Policyholder investigations?	See response to question 18.
42	27	Section 2.8	Because some states have different labor costs associated with them, can National be submitted more than once with different states defined by different rates?	Yes.
43	37	Section 4.2.3.L	Bidders may redact sensitive information where needed. Q- Is it necessary to redact any information if a NYSIF case file is being sent as a sample? Is the bid process considered within the parameters of a need to know basis to share file information with the contract officers?	Yes, redact sensitive information.
44	35	Section 4.1	Are hyper links allowed in the proposal to provide access to samples of the online training videos developed and utilized?	No. Additionally, links provided in proposal submission emails will not be viewed or considered part of proposals.

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45	27	SECTION 2 – TECHNICAL SPECIFICATIONS 2.8.1 FEE SCHEDULE A.	What were the rates in regions 4, 5, and 6 for "Surveillance Assignments and/or WCB Testimony in 4 and 8-hour blocks of time on the last contract"?	This is not relevant to the RFP.
46	28	SECTION 2 – TECHNICAL SPECIFICATIONS 2.8.1 FEE SCHEDULE B.	What were the rates in regions 4, 5, and 6 for "Telephone/Video Investigation Assignments on the last contract"?	This is not relevant to the RFP.
47	17	Section 2.1.4 General (d)	Does a firm meet this requirement with the owner and employee experience as former prosecutors that worked with NYSIF to prosecute insurance fraud cases and currently audit companies to confirm compliance with workers comp rules and regulations?	To meet this requirement, the Investigations Company (Bidder) must have a minimum of three years of experience working within the New York Workers' Compensation industry.
48	27	2.8.1 Fee Schedule	For vendors currently under contract to provide the services called for in this RFP in Region Nos. 4, 5 and 6, what is the range of fees paid to such vendors for each category of service set forth in Appendix Z? What is the average amount of such fees for these vendors per category?	This is not relevant to the RFP.
49	N/A	N/A	Is it possible to bid on just NJ & CT and how do we do it.	No, a Bidder must be awarded for at least one (1) New York State region under this RFP, as National/International services are supplemental to the main New York State investigative services.
50	28	Section 2.8.2	How many assignments per region / Not Office.	This is not relevant to RFP.
51	N/A	N/A	Are we allowed to use Drones for surveillance?	No
52	15	2.1.2 Personnel Subsection a	Do all employees of the organization need to be included on the personnel qualifications spreadsheet or just those who would be involved with handling the NYSIF account?	Just those that will be involved with NYSIF account.
53	18	2.1.6 Subsection a	Can you please provide more detail around the "related programs for all reporting and bill payment" that will be required?	Additional information on the billing processes and related programs will be provided upon Award and/or contract execution.
54	21	2.5.2 Surveillance	Is physical media required for all surveillance recordings or will the electronic copy required in 2.5.4 C.4 suffice for most investigations?	2.5.4 only applies to POLICYHOLDER INVESTIGATIVE SERVICES. See 2.5.2 for Claims Investigation Services requirements for submission of surveillance recordings.
55	20	2.5.1 All Investigations	Can you provide any detail on the standard best practice for NYSIF due dates (ex 21 days) by service?	Due dates are set on individual assignments by the requestor in keeping with their needs in managing the the claim.
56	20	2.5.1 All Investigations	Does NYSIF have a required report template for each service or can contractor use their own template if it meets all requirements?	Bidders must use Templates included under Attachment 9 for Claims investigations.  Bidders are to refer to question 18 for Templates related to Policyholder investigations.
57	25	2.5.4 Subsection C paragraph 6	Are surveillance invoices submitted after each assignment or only after all days on that claim are completed? If a requestor asks for another 2 days of surveillance after seeing the report, does the invoice need to wait until those additional 2 days are done or is this broken into two invoices for each part of the request?	Invoice can be submitted when the initial blocks of time are completed. An additional invoice can be submitted for any additional days added to assignment.
58	40	Fee Schedule	Fee Schedule form not provided. Need Fee Schedule Price Sheet form/template	The "Appendix Z - Fee Schedule" document is linked separately under the RFP posting on NYSIF's Procurement website.
59			Does being a peace officer exclude me from bidding? Also, is it ok for my staff to be active police officers as they come from much experience?	Per 2.4 of the RFP, Peace Officers, specifically law enforcement officers, should not conduct investigations on behalf of NYSIF.