



August 4, 2025

The following (Q&A) will serve as Amendment #1 to NYSIF's Request for Proposals (RFP) for Insurance Claim Review and Audit Services, bid number 2025-46-INS. Material in this Amendment supersedes any contradictory material in the RFP.

The first paragraph of Section 1.4 is hereby amended to read as follows:

The New York State Insurance Fund (NYSIF) intends to procure professional insurance claim audit services to review claims files managed by NYSIF's Third Party Administrator (TPA).
~~pursuant to its discretionary purchasing authority under State Finance Law §163(6). The value of the resulting contract from this procurement will not exceed \$750,000.~~

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

All bids are due August 13, 2025, by 2:00 p.m.(eastern).

Sincerely,

Sara Nikiforov

Insurance Claims Review Service and Audit
RFP # 2025-46-INS
Amendment 1

Company	Question #	RFP Page #	RFP Section and Sub-Section Reference #/Heading	Question	NYSIF Response
	1	6	RFP CALENDAR	Please confirm whether a mandatory pre-bid conference will be held. If so, provide the details.	No Mandatory pre-bid Conference.
	2	14	2.2 SERVICES TO BE PROVIDED	Please provide the entity name(s) and location(s) of the NYSIF TPAs associated with this RFP claim audit.	This is not material to the solicitation.
	3	14	2.2 SERVICES TO BE PROVIDED	Please confirm that the five year annual workers' compensation claim audits can be performed remotely.	Yes, the audit can be performed remotely.
	4	14	2.2 SERVICES TO BE PROVIDED	Please provide the total number of workers' compensation claims to be audited for each contract year.	Approximately 300 claims are reviewed per year.
	5	14	2.2 SERVICES TO BE PROVIDED	Will non-NY state jurisdiction claims be included in the scope of work?	No.
	6	14	2.2 SERVICES TO BE PROVIDED	How will the claims subject to review be selected?	NYSIF will determine the cases based on a specific methodology. This will involve Lost Time claims with specific criteria and reserve thresholds.
	7	14	2.2 SERVICES TO BE PROVIDED	For the claims selected to be reviewed, what information will be made available to the auditor?	The vendor will have access to the TPA portal, which will include notes, documents, reserves. Further, the vendor will have access to NY WCB Ecase for the selected claims.
	8	14	2.2 SERVICES TO BE PROVIDED	Will all medical and prescription bills related to a claim be reviewed and evaluated, or just the more significant billings?	We would anticipate an overall review of the files with an eye towards any issues.
	9	14	2.2 SERVICES TO BE PROVIDED	Please provide the entity name(s) who performed the last TPA claim audit, the time period covered and the total number of files reviewed.	This is not material to the solicitation.
	10	14 - 15	2.2 SERVICES TO BE PROVIDED	How much in-person meeting time is anticipated for each calendar year? Where will these meetings be held (i.e., at which of the NYSIF locations?)	No in-person meetings are anticipated for these audits.
	11	17	SECTION 3 – METHOD OF EVALUATION & CRITERIA, 3.1 EVALUATION CRITERIA, 3.1.1 TECHNICAL	Please clarify if audited public entity references are required in addition to the RFP requested attachment of a sample report.	No, we are not requiring an audited public entity. We are just looking for a sample report of audited Workers' Compensation Claims.
	12	121 (Appendix T, Page 6 of 10); and 124 (Appendix T, Page 9 of 10)	Appendix T, NYSIF VENDOR SECURITY SURVEY & VENDOR PROFILE, 10. DATA RECOVERY CAPABILITY and 20. PENETRATION TESTS	Appendix T of the RFP contains a requirement for Data Recovery Capability and an annual penetration test by the proposer before any work will be provided by NYSIF. If the proposer does not own/maintain or contract to provide a data center or server farm in support of its operations, can the proposer request these requirements to be waived and still have the proposal be considered responsive to the offering? Proposer will outline in its proposal what procedures will be in effect when we access the TPA's claims application.	All requirements within Appendix T will be necessary since the vendor will be handling NYSIF sensitive data.
	13	8, 15	1.4 PURPOSE OF THIS RFP 2.3 TERM	Can NYSIF please clarify whether the \$750,000 contract value is for all five years, or a per year value?	The contract value cap will be removed from the section 1.4. The value of the resulting contract will be for all 5 years.
	14	12	1.11 USE OF GENERATIVE ARTIFICIAL INTELLIGENCE (GenAI) BY BIDDERS/CONTRACTORS	Will NYSIF consider proposals that incorporate automation or robotic process automation (RPA) tools for the required services outlined in this RFP? If so, can NYSIF please describe any preferences regarding the use of advanced technologies (e.g., automation, machine learning), or particular functions you consider high-potential for automation across the review and audit process?	No NYSIF will not consider the incorporation of automation or RPA tools for the RFP.
	15	12	1.11 USE OF GENERATIVE ARTIFICIAL INTELLIGENCE (GenAI) BY BIDDERS/CONTRACTORS	Are there specific automation tools or technologies (e.g., RPA, ML) that NYSIF is interested in deploying, or is currently deploying, for similar work in other program areas or functions within the NYSIF mission?	No.
	16	14	2.2 / 2	How many claims will be evaluated?	Approximately 300 claims are reviewed per year.
	17	14	2.2 / 2	Will the claims be selected by NYSIF or the vendor?	NYSIF will select the claims.
	18	14	2.2 / 4	Will access to the claims TPA software be provided?	Yes, there is a portal where the claims can be viewed.
	19	14	2.2 / 4	Are there specific claim types and/or parameters for the selection of claims?	NYSIF will determine the cases based on a specific methodology. This will involve Lost Time claims with specific criteria and reserve thresholds.
	20	14	2.2 / 6	Have there been any recent changes in the claims TPA staff or claims software?	TPA Staff has changed, we still utilize their portal to access NYSIF Claims.
	21	14	2.2 / 1	Who is the incumbent vendor?	This is not material to the solicitation.
	22	14	2.2 / 1	Are we able to review a copy of the incumbent's report?	No, we will not provide to the bidders. A sample could potentially be provided to the awarded vendor.