



June 3, 2016

The following (Q&A) will serve as Amendment #1 to NYSIF's Invitation for Bids (IFB) for Electronic Billing Services, bid number 2016-14-CL. Material in this Amendment supersedes any contradictory material in the IFB.

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

All bids are due 6/9/16, by 2:00 p.m.(eastern).

Sincerely,

A handwritten signature in black ink that reads "Cynthia McGrath".

Cynthia McGrath
Contract Management Specialist

CLAIMS ELECTRONIC BILLING SERVICES

IFB #2016-14-CL

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#	Question	NYSIF Response
1	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 - be able to provide evidence of responsibility and legal authority to do business with NY State and, - not be a debarred business entity by NY State
2	Whether we need to come over there for meetings?	As long as NYSIF and the vendors can communicate via teleconference, email and SFTP test file transfer, there is no need for them to be physically present
3	Can we perform the tasks (related to RFP) outside USA?	Electronic billing and related services may not and should not be performed where NYSIF information or data is transmitted outside of or accessed from outside of the United States
4	Can we submit the proposals via email	See IFB Section V.3. for submission instructions
5	If there is a current vendor, please provide name and how long vendor has held contract.	Not relevant to this procurement
6	If there is a current vendor, please provide current pricing data.	Not relevant to this procurement
7	What type(s) of server(s) and network environment is the current system running?	Not relevant to this procurement
8	What data base is being used?	Not relevant to this procurement - Vendor will receive files in accordance with NYSIF Exhibit T
9	Will we have access to the current E-Billing system data base and coding?	NYSIF will send eligibility files and an accept/reject file. There will be no direct access to NYSIF data bases or user interfaces.
10	Would you consider setting up a pre-bid onsite conference where we may ask questions directly to the agency/stakeholders?	There will be no onsite conference. All questions must be submitted in writing to contracts@nysif.com by the date described in the procurement calendar
11	What is the anticipated volume of transactions per month?	A total of 250,000 bills are logged by NYSIF per month. This includes paper bills.
12	What is the anticipated timeframe for delivery of the final product (anticipated end date)?	Anticipated end date of the contract is 5 years from execution.
13	It seems that the developed solution will reside on vendor (our) servers and communicate to NYSIF solution via encrypted channels: a. What are the requirements to the data center where vendor (our) servers reside?	-
14	b. Any special requirements to the data communications when it comes to encryption?	Information stored by the vendor would be expected to be protected from loss, as detailed in Exhibit C, "Contract Provisions", Item #7, "Disaster Recovery Plan"
15	c. Should actual data be kept on vendor (our) servers and for how long?	NYSIF's current data communication is 256 bit SSH encryption for all data in transit. For certain data, PGP encryption is applied to data at rest. Necessary information re data transfer connections and scheduling, private/public keys (if applicable), etc. would be shared with the successful bidder at the appropriate time.
16	At a minimum, the vendor would need to maintain the following information on the vendor's own servers: 1. A current, accurate store of NYSIF loss information (updated daily through communications with NYSIF; see technical specifications). 2. A current, accurate store of NYSIF-approved medical provider information. 3. Information on bills submitted to NYSIF, at least until such time as bills are approved. This bill information is necessary to correct and re-submit rejected bills.	Once bids are opened, the list of vendors that submitted bids will be posted on NYSIF's procurement page at www.nysif.con\procurement
17	We are considering bidding on this opportunity. Can you please provide us with a bidders list? Which format(s) are acceptable for request by the vendor from medical providers who are submitting CMS 1450 (UB 04), CMS 1500 (HCFA 1500) and WCB series (C4-C5) for the purpose of the vendor to meet the requirement of creating images?	NYSIF prefers .pdf images, other forms are negotiable.
18	Is there a separate form that should be used to provide pricing for direct and indirect cost?	Per the IFB - Appendix Z: Fee Schedule Proposal - "Prices shall include all direct and indirect costs"

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19	Where/how should the bidder document responses to Functional Requirements? The instructions state that "addenda and technical publications" should be included at the end of the bid. What does this mean for the functional requirements?	Bidder should respond to all requirements in the body of the response to the RFP following the format described in Section V.1. Specific responses to functional and Technical Requirements should follow the same format. If the response references addenda and technical publications, those should be at the end of the bid.
20	Section V.1 Bid Format - How do we receive any addenda, and/or updated information?	Addenda and Technical Publications referred to in this section are provided by the Bidder. This section provides bid submission instructions to the Bidder. Any addenda or additional information regarding the IFB provided by NYSIF will be posted on NYSIF's procurement page at www.nysif.com/procurement
21	What is the price per accepted bill transaction for each approved vendor?	Not relevant to this procurement
22	Please provide a definition of "accepted bill transaction".	There is a series of edits and validations in Exhibit T. To be considered an accepted bill transaction, an individual bill must be part of a validated file and must also pass all edits.
23	How many accepted bill transactions were processed by each of the current approved vendors for 2016, 2015, and 2014? (Please provide individual totals for accepted bill transactions by vendor for each specific year rather than one aggregate amount)	2014: 192,412 2015: 184,093 2016: 50,348 (1 Jan to 31 Mar)
24	What was the total amount of payments made to each approved vendor for 2016, 2015 and 2014? (Please provide individual totals by vendor for each specific year rather than one aggregate amount)	2014: \$211,932 2015: \$213,756 2016: \$ 60,133 (1 Jan to 31 Mar)
25	How many rejected and/or denied bill transactions are processed on average each year?	Approximately 14,600 bills are rejected out of approximately 205,000 submitted
26	What are the top 10 reasons that bill transactions are either rejected or denied?	Duplicate submission, treating provider not in NYSIF database, invalid loss ID, invalid modifiers, invalid anesthesia codes
27	What percentage of accepted bill transactions are processed by each vendor on average each year?	Approximately 190,400 accepted bills are processed out of approximately 205,000 submitted.
28	Do approved vendors get paid per claim or per claim line?	Vendors get paid per accepted bill transaction.
29	Does the scope of work outlined in this IFB differ from what's currently provided by each approved vendor? If yes, please describe all material changes.	Not relevant to this procurement
30	What is the total number of accepted claims per month over the past 18 months? (Please provide monthly totals rather than one aggregate amount)	See #23 for annual numbers.
31	What is the total number of accepted claim lines per month over the past 18 months? (Please provide monthly totals rather than one aggregate amount)	NYSIF does not count billed procedure lines.
32	Who are the top ten providers (based on claim volume) over the past twelve months and what is the total claim volume for each provider?	This information will be provided to all successful bidders upon awarding of contract.
33	What are the total overall payments made to providers for dates of service in 2016, 2015 and 2014? (Please provide totals for each specific year rather than one aggregate amount)	Not relevant to this procurement
34	Are Providers paid directly by NYSIF based on accepted bill transactions or does the approved vendor act as a fiscal agent for providers? What information is supplied to approved vendors if accepted bill transactions are not paid in full?	Providers are paid directly by NYSIF based on accepted bill transaction. No information regarding payment is supplied to ebilling vendor.
35	How will proposal responses be scored?	As stated in section I.5 of the IFB, "all vendors that meet NYSIF's mandatory requirements (will be) eligible to participate"
36	Page 24 of the IFB PDF indicates that "all vendors that meet NYSIF's mandatory requirements [will be] eligible to participate".	-
	o If multiple vendors are selected, how does NYSIF anticipate splitting Electronic Billing Service activity and payment among eligible vendors prospectively?	Electronic Billing Activity will be determined by the successful recruitment of medical providers by the vendor.
	o Does NYSIF actively direct providers to specific approved vendors or does NYSIF take a hands-off approach to provider selection among approved vendors?	The names of all approved vendors is published on NYSIF's website.
37	Is a written response to the Technical Requirements in Exhibit T required within this proposal?	Bidders must certify that they meet all mandatory requirements, both functional and technical.

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38	The bid format on page 25 of the IFB PDF does not include space to address functional requirements and implementation requirements. Should these be included as part of sections A, B or C or somewhere else in the proposal?	These responses should be included in Section A.
39	Page 6 of the IFB PDF describes the procurement as a "bi-annual recruitment procurement" while page 24 describes it as a "semi-annual recruitment procurement". How frequently does NYSIF expect the recruitment process to occur, once every two years, every other year or something else?	As defined by Oxford Dictionaries: bi-annual and semi-annual - "occurring twice a year"
40	Page 23 of the IFB PDF includes the following statement: "To demonstrate the ability to meet NYSIF's technical needs, and to be considered for selection, the Vendor must complete, within a specified time period, three successful full test cycles."	-
	o At what point in the proposal review process will test cycles be completed?	The test cycles will commence after the contract is awarded.
	o Is it NYSIF's intention to require a selected vendor to develop and demonstrate the electronic billing solution prior to the awarding of a contract?	No, bidder is certifying that all requirements will be met. Requirements include successful testing. Per Section III.2. of the IFB, vendors are to describe the solution in the submitted bid.
41	Given that questions are not answered until June 3rd and proposals are due less than one week later, would NYSIF consider postponing the due date to allow bidders time to incorporate the NYSIF's responses to questions relating to proposal formatting?	The existing calendar is not anticipated to change