



August 4, 2016

The following (Q&A) will serve as Amendment #1 to NYSIF's Request for Proposals (RFP) for Automated Claims Management Solution to Administer Disability Benefits, bid number 2016-24-INS. Material in this Amendment supersedes any contradictory material in the RFP.

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

**All bids are due 8/12/16, by 2:00 p.m.(eastern).**

Sincerely,

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

Cynthia McGrath  
Contract Management Specialist

**Automated Claims Management Solution to Administer Disability Benefits**

**RFP #2016-24-INS**

**Amendment 1**

#	Question	NYSIF Response
1	Whether companies from Outside USA can apply for this?	See RFP Section 4.A. for mandatory requirements. Additionally, a foreign company 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?	Yes, it will be essential for your organization to provide a demonstration of your organizations systems examples relative to our project requirements and follow up for program testing and training.
3	Can we perform the tasks (related to RFP) outside USA?	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 the RFP Section 2.B.
5	Is the existing system(s) internally developed or COTS?	Internally developed in an Oracle platform.
6	If internally developed, what language and database were used?	Oracle database, VB6, .NET and Java Script (existing process is transitioning to .NET; some VB6 components remain)
7	Which of the major required functionality in the RFP is missing in the existing system?	A Web Portal for electronically filing claims and Paid Family Leave that is be mandated by New York State Law to process Paid Family Leave claims effective 1/1/2018.
8	We will not be able to bid this RFP as we do not meet some of your requirements. We may choose to pursue subcontracting opportunities. Do you still want us to submit the completed "No Bid Form" ?	Yes
9	Do you have a listing of the firms that have been invited to bid to explore subcontracting opportunities, or must we pursue these on our own?	NYSIF does not provide a listing of firms. Sub-contractors must provide evidence of responsibility and legal authority to do business with NY State and not be a debarred business entitiy by NY State. Contractors and their Sub-contractor require NYSIF IT Security approval.
10	What is the anticipated number of external users that will require access to the solution? Will these users require authenticated access to the solution?	The web portal application could have between 20,000-50,000 users per year. There should be some provision for authenticating the identity of the external users.
11	What is the anticipated number of NYSIF internal users that will require access to the solution?	50 -100 users.
12	Is NYSIF open to a cloud-based Software as a Service vendor hosted solution that cannot be hosted in NYSIF facilities?	Yes
13	Does NYSIF require that cloud-based solutions hold a FedRAMP Authority to Operate (ATO) at the moderate impact level for Software as a Service and Platform as a Service?	No, NYSIF is not subject to Federal mandates. NYSIF follows NIST standards for the Cyber Security framework.
14	What does NYSIF require as "certification to do business in New York State"? Is this a NYS form? Is this a requirement for submission, or can this be provided when selected as the vendor?	Certificates demonstrating authority to do business in the State of New York can be obtained from the Department of State. Per the RFP a certificate is required with a proposal.
15	Will you be managing FMLA, State or Corporate leaves along with Disability (DB/PFL)?	NYSIF will be managing New York State Disability Benefits Insurance and New York State Paid Family Leave.

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16	<p>How many users will be accessing the software by role classification as described:</p> <p>1. Active (manages Claims): How many users need access to the following modules:                      Disability (DB and PFL):                      If applicable:                      Absence (FMLA/State/Corporate leaves):                      Both Disability and Absence:</p> <p>2. Managers (less than 25 logins per month):</p> <p>3. Customer Service / Intake users, if separate from Claim processors:</p> <p>4. Business Administrator (provides solution support rather than daily claim management):</p> <p>5. Occasional Users (less than 15 logins per month - non management):</p> <p>6. IT/Development (provides access for configuration and customization):</p> <p>Please provide a breakdown between Disability Claim Management (DB and PFL) and if applicable, Absence (FMLA, State, and Corporate leave) Management.</p>	<p>Approximately: 1. 30-50 case managers will be processing claim payments for both DB and PFL. 2. 5 to 10 managers. 3. 30-40 Customer Services staff members with read only access. 4. 20-30 Business Administrators (finance, actuary, audit &amp; review, budget, etc.). 5. 10-20 Occasional Users (Internal Audit, External Auditors, Internal Controls etc.). 6. 20-30 IT Developers, Data Warehouse support. The program will be accessible to both DB and Paid Family leave information. Reports, and data elements, will need to be independent but linked to the claimants Social Security Number and NYSIF Claim Number. All systems users will need access to both DB and Paid Family Leave information.</p>
17	<p>Approximate percentage of employees expected to access the Mobile App? (The Mobile App allows claimants to create claims, view status of a claim, and send or download notes, forms and attachments.)</p>	<p>Approximately 10% of employees may use the mobile app.</p>
18	<p>Will you be converting historical data? If so how many claims are expected to be converted?                      Please provide a breakdown between Disability (DB and PFL) and if applicable, Absence (FMLA, State, and Corporate leave) Claims.</p>	<p>Ideally, all Disability Benefits claims since the year 2000, approximately 150,000 claims.</p>
19	<p>Do you anticipate uploading employee demographic files from external systems? If so, from how many systems?</p>	<p>NYSIF does not have a requirement to upload this information at this point in time.</p>
20	<p>Please list expected two-way data feed integration points for both Disability (DB and PFL) and if applicable, Absence (FMLA, State, and Corporate leave) claims. Example: Administration, Imaging, Account, PeopleSoft, AWD, etc.</p>	<p>Policy feed to vendor; claim feed to NYSIF. It is anticipated data feeds will be incorporated into NYSIF's Policy systems, General Ledger and Datawarehouse platforms.</p>
21	<p>When would you like production to be live?</p>	<p>Per the RFP, "The selected vendor must be able to fully develop and deploy the claims management solution by no later than September 30, 2017".</p>
22	<p>Would you consider a phased approach? For example, FMLA, State and Corporate leaves (if applicable), followed by Disability (DB and PFL) Claims. If so, when would you like to be live with phase 1?</p>	<p>The new claims system must be completed to process DB and PFL claims effective 10/1/2017. No other leaves are applicable.</p>
23	<p>Considering the specific Mandatory Requirements NYSIF has listed, the number of vendors qualified to respond may be very limited. Can the Prime and Subcontractor collectively satisfy the Mandatory Requirements?</p>	<p>No, the prime contractor must meet all mandatory requirements</p>
24	<p>Given NYSIF's Operations and the recent updates to Paid Family Leave, COTS products may be very limited, and not current to NYSIF's needs. Would NYSIF consider a Microsoft Dynamics CRM Case Management System?</p>	<p>Yes</p>
25	<p>Can you please let us know the number of users for this application? What is the projected annual growth in number of users?</p>	<p>2018 vs. 2017 should experience a 30-35% growth expectation in claims from 10,600 to 14,000 in total claims, with the 3,400 difference coming exclusively from Paid Family Leave Claims. There after, estimating a 10% growth annually from 2019 and each year moving forward. Growth in claims are expected to moderate in growth after 2025.</p>
26	<p>Is the vendor expected to develop user authentication for this application or are they expected to integrate with NYSIF's authentication system. If NYSIF's authentication system will be used, can you please provide details?</p>	<p>Solution must integrate seamlessly with NYSIF Active Directory for internal user role based permissions.</p>
27	<p>Section 4C2A: please elaborate on "user-designed configurable routing rules", how this has been built, and how other applications can integrate with this?</p>	<p>Solution must provide routing capabilities within the product to support work assignment. Routing must be controlled/maintained by NYSIF designated end user.</p>

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28	Section 4D1: please provide details on the oracle platforms the system needs to integrate with.	Current process integrates with Oracle eBusiness platform for G/L and Oracle Fusion Middleware for check generation. This includes indemnity payments and FICA payments.
29	4D9: please provide details on "data synchronization beyond the initial data seeding"	Data feeds daily between solution and NYSIF integration systems. This includes financial information such as coverage and eligibility in addition to administrative updates for a claim. NYSIF must be able to associate all claims to a specific policy for loss reporting.
30	Technical Specifications, Claims Intake: Please confirm that NYSIF can provide a data feed in order to seed the case management system with policyholder and enrollment data (e.g., allowing the system to identify whether a user is enrolled in the plan prior to allowing the user to create a self-service account).	Yes
	o What data elements can be provided? Can eligibility and/or salary information be provided?	Yes, for eligibility; salary info when available.
31	Technical Specifications, Claims Intake (Item D): How many interfaces from the case management system to NYSIF systems are anticipated?	DBL policy system, Oracle Financials ebusiness Suite, Content Management (internally developed system), Datawarehouse, IVR. Possibly payment generation,
	o What NYSIF systems are expected to be fed from the case management system?	DBL policy system, Oracle Financials ebusiness Suite, Content Management (internally developed system), Datawarehouse, IVR. Possibly payment generation,
	o Please provide file layout and/or data elements for each required interface.	To be determined
32	Technical Specifications, Claims Intake (Item G): How does NYSIF anticipate validating that the claimant's employer is an active NYSIF policyholder?	The employers NYSIF Disability Benefits Insurance policy number to confirm coverage for a specified policy period.
33	Technical Specifications, Claims Intake (Item G): How does NYSIF anticipate validating the provider license number?	From a statewide list of authorized providers.
34	Technical Specifications, Payments and Taxability: Does NYSIF expect the selected platform to issue benefit payments (i.e., cut checks) or will the selected platform interface with an NYSIF benefit payment system?	Selected platform will need to interface with the current NYSIF benefit system. Currently checks are processed daily covering the benefit period for Claimant.
	o If the selected platform is expected to issue benefit payments, please identify the expected check cutting frequency (e.g., bi-weekly, weekly, monthly, etc.).	The capability of disability printing claims checks would have the ability to print checks for any duration of time as indicated by the case manager whether it would be for a day, week, bi-weekly or monthly period. The most frequently processed claims check would be for a bi-weekly period. However, payments could be for as little as one day.
	o If the selected platform is expected to issue benefit payments, please confirm that the platform is also expected to issue W2 forms on an annual basis to claimants.	W-2 printing for annual claims should be optional for employers who desire their claimants receive their annual W-2's from NYSIF. This would certainly be a major advantage if this process could be achieved internally within NYSIF or the data elements would need to be captured for printing W-2's utilizing a third party vendor.
35	Technical Specifications: Does NYSIF expect the selected vendor to provide fulfillment and mailing services (i.e., printing and mailing claimant correspondence) on behalf of NYSIF?	No, but system the must provide the current capabilities to print and mail correspondence that is interactive with our current print and mail process.
	o As it relates to the quarterly benefit payment reports for policyholders, does NYSIF expect the selected vendor to provide fulfillment and mailing services on behalf of NYSIF?	The new claims system must have the ability for internal IT support to program these reports for internal printing and distribution (mailing) of documents as required, daily, weekly, quarterly and annually.
36	Technical Specifications: Does NYSIF expect the selected vendor to provide imaging and indexing services (i.e., scanning claimant/provider documents and associating them with the corresponding claim) on behalf of NYSIF?	Electronic Data files associated with this program would be accessible in NYSIF's current E-File system. Claims documents uploaded to this new Claims System through the Web Portal would be stored, and accessible through the new claims system. The new claims system would also require the ability to download E-Files that would utilize data elements in the new claims system for system to populate specific correspondence as needed by the case manager.
37	Technical Specifications: How many NYSIF users are expected to need access to the case management system?	30 Case Managers, 30 Underwriters, 100 Support Staff members (IT, Actuary, Finance, Collections, etc.). This volume may grow beyond this projection.
38	Technical Specifications: Please provide the annual claim volume for 2015	10,600 Claims, \$15,560,957 in Claim Paid