



***New York State Insurance Fund  
Procurement Unit***

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January 27, 2017

The following (Q&A) will serve as Amendment #1 to NYSIF's Request for Proposals (RFP) for an Insurance Billing and Collection Solution, bid number 2016-47-ADM. 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 2/8/17, by 2:00 p.m.(eastern).**

Sincerely,

A handwritten signature in black ink, appearing to read "Cynthia McGrath", with a stylized flourish at the end.

Cynthia McGrath  
Contract Management Specialist

**Billing and Collection Solution**

**RFP #2016-47-ADM**

**Amendment 1**

#	Question	NYSIF Response
1	Whether companies from Outside USA can apply for this? (like, from India or Canada)	See RFP Section 3. for RFP requirements
2	Do we need to come over there for meetings?	Yes
3	Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	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 RFP Section 4.B.
5	Technical Requirements document seems to be incomplete. It has one tab for "8. Technical". Attachment Document: 20161229-2016-47-ADM_Attachment_2_Technical_Requirements – Is that all that needs to be completed?	Bidders must respond to items in RFP Section 2 - Bid/Proposal Format and Section 4 - Technical Specifications.
6	The following are few Appendices that are listed in the pdf document, but nowhere in the RFP is it mentioned to fill them as part of RFP response: ST-220-CA, ST-220-TD, Appendix O (Forms A & B), and Appendix U - Vendor Profile	Per the RFP 2.B.7. - Any other appendices referenced in this RFP but not indicated above as being required at time of submission are included for informational purposes only. The awarded contractor(s) will be required to complete these forms prior to contract execution.
7	Are you accepting bids for just the collection of premium recovery or is it a bundled solution (billing and collections)? IF yes, would NYSIF entertain a response that would only be for second placements?	RFP 2016-47-ADM is for a "hosted, insurance billing and collection solution". Please see the purpose and requirements stated in the RFP document.
8	Attachment 1, Tab 1, 5.02.01: Is PayGo an integration point for payroll information in order to calculate Payroll in a pay-as-you-go Workers' Compensation policy? If so, please describe the information needed to be transferred.	The payroll calculations are handled outside of the billing system. Billing should be able to uniquely bill and report on these transactions.
9	Attachment 1, Tab 4, 1.01.03: Is this requirement a nightly balance check? Is this in order to identify an account/policy with a credit balance in need of Refund?	There is a nightly credit balance check and business rules are applied to qualify for refund.
10	Attachment 1, Tab 4, 2.02.05: Is this a period of time in which a Cancelled policy may still receive a refund?	Cancelled policies have preset period of time; the refund qualification is based on business rules.
11	Attachment 1, Tab 4, 2.03.04: Can you give examples of political sub-divisions? Is this a policy Attribute that must be defined?	This is a policy attribute which will trigger unique billing rules.
12	Attachment 1, Tab 5, 1.02: Are these described as legal entities/Writing Companies within the system?	These are three separate legal entities; each with different billing programs and each reported to a unique GL set.
13	Attachment 2, Tab 8, 4.01: Can you please provide a document or explanation of these policies for our review?	Please visit <a href="https://its.ny.gov/eiso/policies/security">https://its.ny.gov/eiso/policies/security</a>
14	Attachment 2, Tab 8, 4.01: Are these Security Policies the same standards as outlined by Appendix T, Vendor Security Survey? If so, can we refer you to Appendix T in our response to this question in the Attachment 2?	No. The Vendor Security Survey in Appendix T only addresses a subset of the NY State Information Security Policies, which the vendor is required to follow. Additionally, the RFP has other references to information security requirements such as the Breach Notification Act, that are not included in the Vendor Security Survey.
15	Attachment 2, Tab 8, 4.05: Can you please provide a document or explanation of this process?	Change Control Management system (CCM) is a formal process used to ensure that changes are implemented across environments (Dev, Test, Prod). The source codes are released to test and production in a controlled and coordinated manner and require formal approval from the business and software quality assurance.
16	Attachment 2, Tab 8, 5.02: Can you please provide a document or explanation of these standards?	Mission critical data is replicated continuously from production to DR environment using Actifio. In case of a disaster, the environment can be available within 4 – 12 hours. NYSIF's disaster recovery plan requires a disaster recovery drill at regular intervals.
17	Attachment 2, Tab 8, 7.02: Can you please provide a document or explanation of these regulations?	NYSIF maintains historical, transactional records for analysis and modeling. Currently, there is no automatic process delete records from the database. The schedule to purge record will be driven by the business need.
18	Would the NYSIF consider providing an extension to February 24, 2017 for submission of RFP responses? If an extension is not granted, would the NYSIF consider posting responses to bidder inquiries earlier than January 27, 2017?	No, the timeline will not be altered.

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19	Section 3, Item A - In regards to scoring for MWBE, can the NYSIF provide what percentage of our team and partners would need to qualify as MWBE in order to score in that specific category of the evaluation criteria?	The 5% referenced in Section 3.A. is for Bidder's that are NYS certified Minority and Woman-Owned Business Enterprises or a NYS Small Business Enterprise. It does not include subcontractors. To learn more about becoming NYSIF certified, please go to <a href="https://esd.ny.gov/mwbe/certification.html">https://esd.ny.gov/mwbe/certification.html</a>
20	We understand that NYSIF has an agreement for a pay as you go billing platform. Can you clarify the vendor's role in the overall solution for billing and collection or whether you are looking to expand the existing capability for NYSIF?	NYSIF is not looking to expand the current role. The PAYGO vendor feeds the Underwriting system payroll information. This information then generates billing transactions. The new system will need to be able to recognize these transactions, apply unique business rules to policies who participate in the program and be able to provide reporting on these transactions.
21	Appendices - Could you provide the appendix diagrams in an editable format (i.e. Microsoft Word/Microsoft Visio)?	No. The appendices are locked and designed so that changes cannot be made. No changes will be accepted, and doing so may result in a Bidder being deemed non-responsive. Bidders are to complete the appendices as instructed.
22	Section 4, Item B - Will NYSIF consider adjusting its first and fourth mandatory requirements (Insurance Billing and Collections Solution RFP 2016-47-ADM page 19 of 29) to allow firms to propose a combination of established and emerging solution elements?	No. Bidders must meet all mandatory requirements of the RFP.
23	Is there any relaxation on any of the Mandatory Requirements?	No. Bidders must meet all mandatory requirements of the RFP.
24	Item 1. And 2. of the mandatory requirement state a solution to be implemented with a worker's compensation solution / should be a worker compensation solution. Will there be a consideration if the billing solution was implemented outside of this but can be customized for worker compensation?	No
25	Bid/Proposal Format, A: Will NYSIF accept electronic signatures where signatures are required?	No
26	Bid/Proposal Format, B 2, 6, 7: If a Bidder and NYSIF have an existing contract, will NYSIF accept a Bidder's proposal without completing the required forms?	All forms must be completed and submitted by a Bidders in order for a bid to be considered complete.
27	RFP Calendar: In order to prepare this customized and comprehensive response and budget, we respectfully requests an extension to the February 8 deadline.	See answer #18
28	RFP Calendar: What is the desired timeline (duration) NYSIF is looking to complete this project? When is the ideal start date for the project?	NYSIF anticipates kicking off in the 4th quarter of 2017
29	Technical Experience / Description of Proposed Services: Will NYSF establish a Steering Committee for this project? If so how frequently will it meet?	NYSIF has an internal governance process which will be followed.
30	Technical Experience / Description of Proposed Services: List the roles and commitment (Full-time, Part-time) of NYSIF that be assigned to the project? We would expect a NYSIF project manager to coordinate NYID resources and plans. We would expect NYSIF to make available SMEs for requirements and testing phases of the project.	NYSIF will assign a business and technical project manager to the team. Additionally, a dedicated group of SME's will be assigned to work with the team.
31	Technical Experience / Description of Proposed Services: What training expectations does NYSIF have? Internal User Training? External User Training?	NYSIF expects to internally receive "train the trainer" training and all related training materials provided.
32	Technical Experience / Description of Proposed Services: Please describe the data conversion/migration needs, including the technology of the existing systems and the number of years of data to be converted/migrated.	Database migration is straight forward, since the oracle database is used primarily as a repository for the data. It will be necessary to migrate the data from NYSIF's current system to the new database keeping the value and data types. If difference occurs in datatypes between the source and target database, it should be handled in a manner in keeping with the integrity of the data. All data is to be migrated from the source to target system. The earliest transaction date in source system is 1/3/1975.
33	Technical Experience / Description of Proposed Services: For the Standard Financial Reporting, does the billing solution need to provide these reports or would they be created by the Bidder with data feed from billing?	Standard reports are reports preprogrammed into the system which are delivered on a scheduled basis (i.e. past due reports, aged trial balance, etc...)

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34	Technical Experience / Description of Proposed Services: Does NYSIF have an existing 'Member Portal' that the billing solution would interface with to provide real time access for items such as viewing and modifying data?	NYSIF.com provides the functionality for policyholders to login to their account and view only billing information pertaining to their policy account.