



New York State Insurance Fund
Procurement Unit

November 30, 2017

The following Q&A and Diagram will serve as Amendment #3 to NYSIF's Request for Proposals (RFP) for Customer Relationship Management (CRM) System, bid number 2017-87-ADM. Material in this Amendment supersedes any contradictory material in the RFP.

Please note that the due date for the submission of bids **has changed.**

All bids are due 12/18/17, by 2:00 p.m.(eastern).

Sincerely,

A handwritten signature in black ink that reads "Alexandria Romano".

Alexandria Romano
Contract Management Specialist

Customer Relationship Management (CRM) System

RFP #2017-87-ADM

Amendment 3

#	Question	NYSIF Response
1	We're wanting to know what the total internal user count would be for this RFP?	Please see Amendment 2, Revised Appendix Z- Fee Schedule for the internal user count.
2	Appendix Z (pricing/cost) must be in a separate envelope, does NYSIF want Appendix Z on the electronic thumb drive?	Per the RFP, "Submission must include one (1) hard copy of the proposal. Submission must also include one (1) exact electronic copy (CD/DVD-rom or USB flash drive) of the proposal." Please include an electronic copy of the Appendix Z in a separate file within the thumb drive. It should not be included with the rest of your proposal.
3	Does NYSIF require original documents for Appendix's D - V or can the documents be scanned?	Per the RFP, "Submission must include one (1) hard copy of the proposal. Submission must also include one (1) exact electronic copy (CD/DVD-rom or USB flash drive) of the proposal." NYSIF will require original documents for all Appendices.
4	(Vendor Name Redacted) is a registered Small Business in NYS. (Vendor Name Redacted) has submitted all the documents and paper work to receive our MWBE certification. Having the Small Business designation and waiting for MWBE status, does this satisfy the MWBE qualification for the RFP?	Please see Section 3.A.3. for MWBE/SBE/SDVOB status qualifications.
5	Technical Specifications, Security Page 20 b. Is hosted on dedicated servers (preferably located in USA); no multi-tenancy (NYSIF's data cannot be commingled with other entities. Other entities must not be able to access NYSIF data); Cloud Service Provider's (CSP) PaaS/SaaS multi-tenant architecture and secure logical controls address separation of customer data. CSP has configurable security features that allow customers to customize security based on the sensitivity of data customers store in the application. All CSP data, metadata, and pivot table structures, including underlying database indexes, are logically separated by organization ID (by tenant) using native database partitioning mechanisms. Data partitioning is a proven technique that database systems provide to divide large logical data structures into smaller, more manageable pieces. Partitioning also helps to improve the performance, scalability, and availability of a large database system acting as a multitenant environment. Every query targets only a specific tenant's information. If this will meet NYSIF's requirements, can NYSIF modify this requirement accordingly?	This requirement has been modified, please see Amendment 2, bullet 1.
6	Section 4: Can NYSIF provide the details of business process flows that will be supported by the CRM system?	Flow is IVR, ACD, Agent, Pop up, CRM history loaded - Please see attached Diagram.
7	Section 4: Does NYSIF currently has a CRM system? If Yes, what technology it is on.	Not material to this RFP.
8	Section 4 (Technology/Architecture): Which CTI and IVR system is currently being used at NYSIF?	Avaya - Experience Portal 7.0
9	Section 4 (Security): Can a vendor provide a hybrid solution(data center hosted and SaaS offerings) ?	NYSIF requires a fully hosted SaaS\PaaS solution.
10	General: Is there any incumbent vendor?	Not material to this RFP.
11	Section 4 (Integration): What all entities(Service Requests Customer data etc.) will be migrated to the CRM system?	Entities included but not limited to Workers Comp and Disability Benefit Policy Holder and Claimant data.
12	Section 4 (Integration): Can NYSIF consider new email marketing product as part of solution?	Not material to this RFP.

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13	Section 4 (Security): Leading SaaS applications, by nature are multi tenant , but the tenant's data is not co-mingled. Can NYSIF consider these kind of SaaS products?	Yes, provided the solution meets the requirements in the RFP
14	Section 4 (Services): Can the vendor deploy offshore and/or nearshore resources ?	Vendor needs to be able to connect to NYSIF in a secure location and meet all requirements outlined in the RFP.
15	Section 4B (Technical Requirements: Functionality) Question 5a: Could you please elaborate on requirement for multi-modal communication?	The ability to contact the customer via different communications platform that they chose such as e-mail, text messaging and/or phone.
16	Section 4B (Technical Requirements: Functionality) Question 5a: What is the scope for migrating knowledge articles into CRM? How many articles need to be migrated and what format are they in today?	1) Contact Center currently uses nysif.com and user guides as references. However, there are currently no written scripts in use as this time. 2) NYSIF would expect at a minimum approximately 100 scripts may need to be developed.
17	Section 4B (Technical Requirements: Functionality) Question 5a: Please provide examples of Adaptive Business Rules. Please specify number of rules.	The scripted rules would be specific for the various customer types. Initially the script focus would be policy holders and claimants interaction.
18	Section 4B (Technical Requirements: Functionality) Question 5a: Where would the Web Chat need to originate from? Is there an existing web portal for self service needs such as filing and viewing a claim?	The chat function would originate via the website. Yes, there is an online application called eFROI where policy holders can do a first report of injury. Claimants can setup accounts for payment viewing and setup of ACH.
19	Section 4B (Technical Requirements: Functionality) Question 5a: Please elaborate on scope for Mobile Support. Does it involve building out a mobile app for end Customers or responsive self service portal?	No Mobile App, but it would be integrated as part of the website and be responsive.
20	Section 4B (Technical Requirements: Functionality) Question 5a: Please specify the capabilities that are needed as part of the Virtual Personal Assistant.	Virtual Personal Assistant capabilities should include but are not limited to speech recognition and texting capability at a minimum. Vendor should provide details regarding their current system capabilities and a roadmap for future integrations.
21	Section 4B (Technical Requirements: Functionality) Question 5a: Please specify requirements around messaging. Is this related to SMS (inbound and outbound)?	Messaging would be via SMS on an outbound basis to provide notifications.
22	Section 4B (Technical Requirements: Functionality) Question 5b: Is workforce management in scope for CRM application? If so, please specify requirements around workforce management	The CRM should be able to determine agents that are available to handle customer requests.
23	Section 4B (Technology/Architecture: Integration) Question 1: Please specify each external system (if any) in addition to what is specified that CRM would need to integrate to? Please include details regarding the nature of the integration (Ex: uni/bi-directional, real time or async). Please include the nature of integration needed for the systems specified in Question 1 (Ex: IVR, Policyholder services, etc.)	The current systems that it would interact with are; 1) IVR - Real time 2) Policy Holder - Real time 3) Claimant - Real time 4) E-mail - Real time
24	Section 4B (Technology/Architecture: Integration) Question 3: What is the scope of data migration from legacy applications? Is this related to moving one year's worth of data from Filemaker Pro into CRM? Please specify expected number of objects/tables and records that need to be migrated.	Approximately 220,800 records are in FMP using the two data bases, NYSIF had updates done, from November 17, 2016 to November 17, 2017.
25	Section 4B (Technical Requirements: Functionality) Question 7: Are Lead and Opportunity Management processes in scope for this RFP?	No.
26	Section 4B (Technical Requirements: Functionality) Question 6a: Please specify requirements around Digital Asset Management.	Digital Asset Management includes, but is not limited to the ability to store, retrieve, export. Must also be able to have sharing capabilities. Vendor should provide details regarding their current system capabilities and a roadmap for future integrations.
27	Section 4B (Technical Requirements: Functionality) Question 6d: Please elaborate on the requirement for Voice of the Customer Website Feedback.	Allow the customer to provide integrated feedback\survey on their transaction experience.
28	Section 4B (Technology/Architecture: Integration) Question 5: What is the extent of integration with NYSIF Oracle Database? Is the integration real time or async? How many instances of Oracle database does CRM need to integrate with? Is the interface bi-directional?	1) The ability to pull real time data from the database. 2) Realtime 3) One 4) Yes
29	Section 4B (Technology/Architecture: Integration) Question 9: Please specify the social media accounts that CRM needs to integrate to.	Including Facebook, Twitter, Instagram & YouTube.

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30	Section 4B (Technology/Architecture: Data Governance) Question 1: What is NYSIF's records retention policy?	Please refer to Amendment 1, bullet 4 regarding records retention.
31	Section 4B (Technology/Architecture: Services) Question 1: Would NYSIF need Train the Trainer option for end user training or require vendor to perform end user training?	Please refer to Amendment 2, Revised Appendix Z, Fee Schedule for training requirements.
32	Section 4B (Technology/Architecture: Integration) Question 8: What are the different customer communications that are in scope as it relates to integration to Marketing Cloud? What are the communication channels in scope? Please specify number of distinct email templates for email channel	The CRM must be able to target marketing communications per specific type of customer. These could be but not limited to phone, e-mail and social media reference in question 29. The Contact Center has approximately 30 templates for used for email communication. However, this would need to be expanded to include all stakeholders that interact with the call center.
33	Section 4B (Technical Requirements: Functionality) Question 10: Do Customer Satisfaction survey responses need to be stored in CRM?	Yes.
34	RFP Calendar: Can the deadline for RFP Submission be extended to 12/8 in order to adjust the proposal based on NYSIF response to the inquiries that is expected on 11/20?	Please refer to Amendment 3 for the updated Calendar.
35	Appendix Z: Regarding Appendix Z, can we assume the One Time Implementation Fee will be broken down into payable Deliverables during negotiation ?	Please refer to Amendment 2, Revised Appendix Z, Fee Schedule for Implementation Fee Milestones.
36	Section 4.A.2 (Mandatory Requirements): Please clarify the request for 15 Property and Casualty references. Do you intend to contact every reference or would you be willing to limit the number of contacts to 3-5 references to establish the track record of vendors?	Per Section 4.A.2. "Vendor must have must have an established insurance customer base with a minimum of fifteen (15) Property & Casualty clients. In addition, vendor must have 5 years' experience providing CRM specific solutions." References were not requested in this section.
37	Vendor must have established insurance customer base with a minimum of 15 P&C clients and 5 years' experience providing CRM specific solutions. Q: Will members of the bidding team's (Prime + Subcontractors) customer base fulfil this requirement or the solution itself?	The prime vendor must fulfill this requirement.
38	2. APIS- Pre built views and supporting API's for Claims, Policy Admin and master customer search. Q: Is there a requirement for a specific ETL layer for these API's? Q: Can you provide the specific systems that these API's will interface with? Q: In reference to the master customer search, how many systems must the data be collected from?	1) No, these will initially load the legacy FM Pro data. 2) They will interface with our customer table, policy table and claimant table. 3) From the above system tables.
39	CTI Integration: Q: Integrated Voice Recognition-Can you give a deeper explanation of the requirements for this?	The CRM must be able interface with our current NYSIF IVR and be able to assign customer representatives as needed.
40	Display all pertinent information on caller type, including but not limited to policyholders and claimants. Q: Will any of this information require HIPPA or PHI security? If so, will there need to be segmentation of this information from contact center personnel by who can and cannot have access to the information by client type?	Customer Service does have access to claimant medical information. The only restriction that Contact Center agents have is they are unable to view NYSIF employees' claim information.
41	Social Media integration for Customer Service External Social media communities' engagement, Customer Analysis, Predictive Customer Support and Real Time Decisioning? Next Best Action, Location Analytics, Social Analytics, speech and text analytics. Q: Is this a requirement for AI and Robotics or a Roadmap activity?	Vendor should specify current Social Media capabilities and provide a future roadmap for their product.
42	What is the current IVR system used?	Avaya Experience Portal 7.0

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43	<p>The Solution complies with NYSIF change control process to encapsulate, schedule and implement changes to production environment. The Solution complies with NYSIF records retention regulations, provides robust audit logs.</p> <p>Q: Are there a documents on this process available to us?</p>	<p>These are confidential but follow standard application life cycle processes. Refer to Question 30 for retention and audit logging.</p>
44	<p>Q: May NYSIF consider moving this bid due date out to 12/15 due to the tight turnaround between questions and answers which may ultimately impact and dictate changes in our bid response?</p>	<p>Please refer to Amendment 3 for the updated Calendar.</p>
45	<p>Q: Will you be releasing Q&A to all vendors responding to the Q&A?</p>	<p>Please refer to Section 1.B. regarding the Question and Answer period.</p>
46	<p>Regarding Appendix T, will NYSIF be supplying the consulting firm (prime) with all required hardware for this work? If so, does this questionnaire still apply if all work will be done in the cloud?</p>	<p>No, NYSIF won't be providing all required hardware. Completion of Appendix T is a mandatory requirement. Bidders response to Appendix T will be evaluated on a pass/fail basis. NYSIF needs to ensure the awarded vendor has all necessary security provisions to protect NYSIF data.</p>
47	<p>Is Appendix T for the manufacturer of the solution to complete or the systems integrator bidding on this opportunity?</p>	<p>All vendors submitting a bid for the RFP must complete Appendix T. In addition, subcontractors will be required to complete Appendix T as well.</p>
48	<p>What is NYSIF seeking to support the answers given on Appendix T?</p>	<p>Per Appendix T, "Within the "SUBSTANTIATING DOCUMENT(S)" column, supporting documentation is optional. Documentation should support a bidder's response, such as written policy, audits, screenshots, etc."</p>
49	<p>Number 5 in the RFP under insurance, is crime insurance. Will NYSIF consider waiving the bond and 1 million dollar required coverage and replace it with the same requirements for lot 2 under NYS PBITS?</p>	<p>Upon successful contract negotiations, NYSIF will review the crime insurance limits under the RFP.</p>
50	<p>Under company background, please define similar engagements.</p>	<p>Please refer back to Section 2.B.3. (Company Background).</p>
51	<p>Under company background, for a and b, do you only want contracts listed of a similar nature to this one?</p>	<p>No, please provide all city, state or federal government agency contracts.</p>
52	<p>Technical Specifications</p> <p>The solution complies with NYSIF change control process to encapsulate, schedule and implement changes to the production environment.</p> <p>We are proposing a SaaS/PaaS solution to achieve NYSIF's requirements. The infrastructure is fully hosted and managed by the Cloud Service Provider and not by NYSIF. The SaaS/PaaS solution will be configured to NYSIF's specific requirements.</p> <p>Therefore, can NYSIF adjust the requirement to reflect this and remove that configuration changes to the infrastructure architecture, production environment and assets are not applicable to SaaS/PaaS solutions being proposed?</p>	<p>Yes, but all software changes need to go through a change and migration control process.</p>

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53	<p>Technical Specifications, Reliability</p> <p>The solution is available 99.999% upon go-live (for on cloud / SaaS solutions);</p> <p>Cloud Services Provider (CSP) uses commercially reasonable efforts to make its on-demand services available to its customers 24/7, except for planned downtime, for which the CSP gives customers prior notice, and force majeure events. While availability SLAs can be negotiated in a contract, the calculation is measured quarterly and not monthly.</p> <p>Can NYSIF please adjust this requirement and specify that the SLA requirements can be negotiated based on the Service provider chosen?</p>	<p>This measurement can be either based on monthly and/or quarterly timeframe.</p>
54	<p>Technical Specifications, Reliability</p> <p>The solution takes three seconds or less for page loads for users with access to slower internet connections.</p> <p>This can be difficult to measure and relies on other components outside of the Cloud Service Provider's control. The CSP provides a transparent display of its performance through a public website that NYSIF will be able to access at any time during the subscription service. Therefore, can , NYSIF please remove this requirement?</p>	<p>This requirement is for internal staff interaction with the system.</p>
55	<p>APPENDIX B1, ADDITIONAL SPECIFICATIONS FOR TECHNOLOGY CONTRACTS</p> <p>9. SOURCE CODE ESCROW FOR LICENSED PRODUCT</p> <p>For PaaS/SaaS solutions, a Cloud Services Provider (CSP) would be responsible for maintaining access in terms of performance and availability to NYSIF's data. NYSIF's data would be owned by NYSIF. NYSIF would have access to its data and metadata, but not all of the PaaS/SaaS solution source code. NYSIF would have full rights to extract their data at any time during the subscription service. However, PaaS/SaaS CSP does not typically offer system source code because it is inapplicable to software delivered as a service subscription through a multitenant architecture. While it is possible to provide the source code in an escrow account for a configured solution, the source code would only be able to operate in the CSP's PaaS/SaaS environment. Therefore, can NYSIF remove the source code requirements?</p>	<p>If Source Code or Source Code escrow is not offered by either Contractor or Product manufacturer or developer to any other commercial customers, Appendix B1, Clause 9 is not applicable.</p>
56	<p>A. MANDATORY REQUIREMENTS</p> <p>Vendor must have an established insurance customer base with a minimum of fifteen (15) Property & Casualty clients. In addition, vendor must have 5 years' experience providing CRM specific solutions.</p> <p>We assume this requirement can be met through a combination of customers from the prime contractor, sub contractor and the Cloud Service Provider. Please confirm.</p>	<p>The prime vendor must fulfill this requirement.</p>

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57a	<p>APPENDIX B1, ADDITIONAL SPECIFICATIONS FOR TECHNOLOGY CONTRACTS</p> <p>3. AUDIT OF LICENSED PRODUCT USAGE Contractor shall have the right to periodically audit, no more than annually, at Contractor's expense, use of licensed Product at any site where a copy of the Product resides provided that: (i) Contractor gives Licensee(s) at least thirty (30) days advance written notice, (ii) such audit is conducted during such party's normal business hours, (iii) the audit is conducted by an independent auditor chosen on mutual agreement of the parties. Contractor shall recommend a minimum of three (3) auditing/accounting firms from which the Licensee will select one (1). In no case shall the Business Software Alliance (BSA), Software Publishers Association (SPA), Software and Industry Information Association (SIIA) or Federation Against Software Theft (FAST) be used directly or indirectly to conduct audits, or be recommended by Contractor; (iv) Contractor and Licensee are each entitled to designate a representative who shall be entitled to participate, and who shall mutually agree on audit format, and simultaneously review all information obtained by the audit. Such representatives also shall be entitled to copies of all reports, data or information obtained from the audit; and (v) if the audit shows that such party is not in compliance, Licensee shall be required to purchase additional licenses or capacities necessary to bring it into compliance and shall pay for the unlicensed capacity at the NYS Net Price in effect at time of audit, or if none, then at the Contractor's U.S. Commercial list price. Once such additional licenses or capacities are purchased, Licensee shall be deemed to have been in compliance retroactively, and Licensee shall have no further liability of any kind for the unauthorized use of the software.</p> <p>(question cont'd below)</p>	<p>Appendix B1, Clause 3 refers to the Contractors right to audit NYSIF's usage of a Contractor's licensed product.</p> <p>Please refer to Appendix A, Clause 10 (Records) and Appendix C, Clause 17 (Right to Audit) regarding accepted audit standards.</p>
57b	<p>As a multi-tenant cloud service provider, we do not typically offer a Right to Audit clause as part of the base service offering. As a multi-tenant service, compartmentalization is virtual, not physical. Annual site visits can be arranged at NYSIF's expense, but in consideration of our other customers, random access cannot be permitted. We have third party auditors that inspect and review our security. We undergo annual audits for compliance with additional frameworks such as SSAE 16 SOC 1, SOC 2, SOC 3, ISO 27001, and PCI-DSS Level 1. The results of these audits can be provided to NYSIF as desired under NDA. Is this acceptable to meeting NYSIF's requirements?</p>	
58	<p>Technical Specifications, Performance</p> <p>The solution supports up to 50 concurrent users authorized to make changes (with the capability of scaling to potentially 100 users) in the future and 2,500 read only users.</p> <p>How many named users will require access to the CRM? Also, how many of those named users will require access to the analytics tool?</p> <p>Can NYSIF provide more information on the read-only users? Are they internal or external users? What aspects of the solution would they need to have access to?</p>	<p>1) NYSIF is initially looking for a pool of 50 active users, not necessarily named users.</p> <p>2) 20%</p> <p>3) 2500 Read Only users will be internal support staff wanting to pull up customer data.</p> <p>4) It would be compartmentalized data to the specific user group, such as policy and claims information.</p>

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#	Question	NYSIF Response
59	100 internal users, 200 external users, 100 end users, 2,500 read only internal users, 20 developer license What type of Users are the "External Users" - eg Claimaints, Brokers, Policyholders, etc. What is the Distinction between "End User" an the other User Types quantified? How many Agents will be interacting with the System to handle Calls, Emails, Web Chat, Video Chat, etc?	1) Policy holders, claimants and representatives 2) There is no distinction between the two groups. 3) Up to 50 call center agents
60	Would NYSIF be willing to grant a two-week extension of the deadline?	Please refer to Amendment 3 for the updated Calendar.
61	Does NYSIF have an anticipated award date?	No.
62	Technical Specifications, Cross CRM (6) and Create customer insight (8) Can NYSIF provide more detail regarding the desired functionality for "Analytics"?	Analytics encompasses Call Center metrics, including but not limited to: hold times, inquiry type, caller type, insurance type, transaction type, for example incoming or outgoing email, time intervals, customer history, custom reports to drill down into each field previously mentioned, first-call resolution, service level/response time, adherence to schedule, forecasting accuracy, self-service accessibility, contact quality, customer satisfaction.
63	Integration; (5) and (6) regarding Oracle Can NYSIF provide more information regarding the requested integration with its on-premise Oracle data bases?	The current Oracle version is 11g.
64	Interact with on premises IVR system for call center representatives. What technology is the current IVR system?	Avaya Experience Portal 7.0
65	5. Customer Service that includes: a. A central customer engagement center i. Case Management/Problem Resolution, Service Request, Multimodal Communication, Adaptive Business Rules, Alerts and Notifications, Knowledge Base & Search, Email Response, Web Chat, Co-Browsing, Virtual Personal Assistants, Video Chat and Recorded, Mobile support, Messaging, Escalation to Agent, Integrated Voice Recognition. Does the term "Messaging" here refer to bi-directional SMS Messaging, Facebook Messaging, both, or some other form of Messaging? If bi-directional messaging is desired, will a short code(s) services be required	1) Messaging refers SMS and Facebook Messaging and any other social media messaging that the product supports. 2) No.
66	Cross CRM a. Master data Management of Customer Information, Digital Asset Management b. Enterprise Application Interaction c. Personalization d. Voice of the Customer Website feedback e. Customer Analytics f. Next best action, Location Analytics, Social Analytics, speech and text Analytics g. Provide dashboards and reporting system metrics. Provide samples of reporting capabilities. Please provide examples, or a description of Digital Asset Management functionality required in support of the newly proposed NYSIF CRM System. Please provide examples, or a description of Location Analytics functionality required in support of the newly proposed NYSIF CRM System. Is there an existing NYSIF GIS system, or other source of Location Data and Functions, for integration with the newly proposed NYSIF CRM System.	1) Reports based on how the CRM has organized the customer data in order to leverage its full capabilities. 2) Reports on stake holder location calls in order to determine area specific needs. 3) No, currently only Zip code is used.
67	The ability to track new sales opportunities for other insurance lines Does NYSIF require Quotes, Sales Contracts, Oppotrunity Splits and/or Territory Management type capabilities in the newly proposed NYSIF CRM System?	If a customer has one line of insurance such as Worker's Compensation but not our Disability line or visa versa.

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68	Integrate with our Social Media Account Which social media provider(s) is being used and how many accounts require integration?	NYSIF currently uses Facebook, Twitter, Instagram & YouTube. All accounts require integration.
69	In your evaluation will you be placing more weight on proposals with pre-configured solutions vs. solutions that will need to be configured?	The evaluation weights for each type of solution are not defined in that manner.
70	Can you break out how many users by role; for example customer service vs. sales role?	All customer service contact center agents at this point in time.
71	Will you provide a Visio diagram outlining the business processes around customer engagement and the sales engagement as it stands today?	Refer to question 6.
72	Does the solution need to be 508 compliant?	Yes.
73	Besides English, does the solution need to support other languages; and if yes which languages?	No.
74	Do you have any requirements as to how much of the implementation services is onsite vs. remote?	NYSIF has no requirement on how much of the implementation services is onsite vs. remote as long as the Bidder can meet the specifications outlined in the RFP.
75	What resources on your side will be available throughout this engagement? For example will you also have a project manager, subject matter experts to be interviewed, Sponsor, etc.	Business line SMEs and Project Sponsor.
76	Will you have IT resources available as SME's for all the applications/ databases you want to integrate with?	Yes, NYSIF will provide technical IT SMEs.
77	For the integrations do you prefer maintainable custom code or the use of a 3rd tool that requires to be purchased with annual maintenance, but uses no custom code to build out the solution and easy to maintain?	Unknown at this time.
78	As part of the solution do you envision a Customer Portal for self-help?	No.
79	Is the technical support after go-live traditional 8am to 5pm EST Mon through Friday, or do you require something more?	Yes, there needs to be an escalation process in place for off hour support.
80	Is the technical support after go-live just support as needed or do you need a managed services contract handling all the admin activity as well?	NYSIF has a service desk that can handle Admin functions of the product.
81	Screen Pop ups, on average how many calls per day/ month?	NYSIF does not track screen pops, however we receive approximately 1000 calls a day.
82	Are you an existing Microsoft shop? Do you have Office or Office 365, SharePoint?	Yes, Office 365 & SharePoint
83	For the nine (9) integrations listed – is the goal for any of these integrations to just help provide a 360 view of a contact with no need to edit the data or search/ report off of this data?	Correct, it is to provide the customer service representative with the needed information to answer the request, however there is a need to be able to search and report off the data.
84	Do you require the CRM solution to be branded to the states colors, logo and any other specific formatting?	Yes, to NYSIF's Brand and color formatting.
85	Any part of the implementation that the state resources want to take on to help manage budget, timeline and enable the ability to become subject matter experts on the solution? For example taking a train the trainer approach, handling the testing and validation of the solution prior to pushing into production, etc.?	Yes, that may be an option.
86	What kind of Workflows do you envision? For example do you need alerts, email notifications, scripting to handle calls, automation of a business process?	Refer to NYSIF's response to question #6 for work flow. Yes, the system should support alerting, notifications, and scripting.
87	Can you go into more detail on your needs for Predictive Customer Support? For example re you looking for trends analysis and then system generated suggested next steps?	Yes, Trend analysis and predictive next steps in support resolution.
88	Can you define sales opportunities? For example are you qualifying leads, average sales cycle of an opportunity, is the opportunity team driven, do you need to quote?	If a customer has one line of insurance such as Worker's Compensation but not NYSIF's Disability line or visa versa.
89	During your customer or sales engagement processes, is there a requirement to attach documents? If yes, what types of documents, size and volume? If yes, do you have MS SharePoint? If you have MS SharePoint, do you need the vendor to provide implementation costs for basic configuration or will the state handle?	1) At this time, no document handling is required. 2) NYSIF has SharePoint already setup.

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90	The Vendor Responsibility Questionnaire is completed and maintained online. Please confirm the completed online form can be referenced as Appendix E.	A NYS VendRep Form uploaded through the Office of the State Comptroller can replace NYSIF's Appendix E, however Bidders must notify NYSIF that their information is uploaded on the OSC VenRep System. The OSC Vendor Responsibility Questionnaire can be filed through the following link: http://www.osc.state.ny.us/vendrep/
91	Under Appendix B, #24, #e, since competition already ensures fair and reasonable pricing, would NYSIF agree to remove this clause?	No.
92	Who are the users who will be using the CRM system? What are the most important things they will be doing on it?	The customer contact staff - answering inquiries to customer policies and claims.
93	What is the total number of users who will be using the system? Can you provide the user count by job category?	Please refer to Amendment 2, Revised Appendix Z, Fee Schedule.
94	"Enterprise Application Interaction" - Does this mean CRM system interaction/integration with existing NYSIF systems? If yes then what are the systems that being considered? If no can you please provide what is the interaction being considered from CRM system to NYSIF enterprise system	It would interact with the IVR pop up, CTI and pull data directly from Oracle database.
95	Does NYSIF currently have Computer telephony integration (CTI)? If yes who is the CTI vendor? If not is there a preferred CTI vendor?	Yes, NYSIF has IVR and CTI integration. The vendor is not material to the RFP.
96	What tools are available at NYSIF for data extraction and transformation (ETL) ? If there are no ETL tools currently used, is there any preferred vendor for ETL?	Currently NYSIF uses SQL Queries into files and data warehouse tool for extraction. Vendor should use the tool\APIs of their product to support data extraction as needed. The vendor is not material to the RFP.
97	What are all the NYSIF systems that will interact with CRM platform? For example what policy admin system, claim management system, content management system will the CRM system need to integrate with?	None directly, but internal systems data will need to be accessed to response to customer inquiries.
98	The CRM system interaction with On-premise Oracle database will be via Application programming interface (API) calls only. is this ok? If yes does the current On-premise oracle database have any API's?	Yes. No, these need to be supplied by the CRM product.
99	Are the reporting limited to operational data that is generated and stored within the CRM system?	Yes.
100	Do you need any additional reporting from other non CRM system? if yes what are the other systems?	No.
101	What are the reporting tools that are currently being used in NYSIF?	Tibco Spotfire
102	Is there a Business Rule Management System (BRMS) that is currently used in NYSIF ? If yes who is the vendor? If no, where are the business rules currently being stored in NYSIF?	No - The business rules are stored depending on the application most often in the Oracle packages.
103	What are the policy admin systems that are currently in use in NYSIF? Do the current NYSIF policy admin system have any API/Web service capabilities (example: REST/SOAP based API or web services)?	Not material to this RFP.
104	What is the Enterprise Service Bus (ESB) currently used in NYSIF? Who is the ESB vendor?	Not material to this RFP.
105	What are the type of data entities/tables (For example: Policy, Customer, Claims etc.) are stored in FileMaker Pro?	FileMaker is a flat tale that contains only customer information.
106	What is the volume of the data that needs to migrated from FileMaker Pro to CRM? And what is the retention requirements for the data?	Please refer to NYSIF's response to question 24. Please refer to NYSIF's response to question 30.
107	Do you need Single Sign-On (SSO)? If yes what is the Identity Provider (IDP) Solution currently in use at NYSIF?	Yes, the product should integrate with MS Active Directory ADFS.
108	Do you need email integration between CRM system and email software? If yes what is the email software that is currently in use at NYSIF? Who is the Vendor?	Yes. MS Office 365 & ExactTarget
109	What is the document repository/storage system used today in NYSIF? Who is the vendor?	Inhouse Repository.
110	Section 4 (page 20) Who is the current IVR vendor for NYSIF	Not material to this RFP.

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#	Question	NYSIF Response
111	Section 4 (page 20) What social media accounts are supported by NYSIF	Facebook, Twitter, Instagram & YouTube.
112	Appendix Z - What is NYSIF current method of File Storage and is it anticipated that the new solution will replace or integrate with this method?	Data storage for CRM only.
113	Appendix Z - In the hourly rate table, is the vendor able to add additional roles to the table?	No.
114	Section 4B (page 18) - In Section 4B it is stated: "Please specify for each item below if the functionality: 1) currently exists, 2) will be built, 3) will be delivered in a future release, or 4) will be provided by a partnership with another entity." We are assuming you want confirmation of the ability of the platform, rather than if we will specifically be configuring those areas (and that decision would be based on requirements gathering), ;please confirm?	NYSIF wants confirmation from Bidders whether the functionality specifications in the RFP 1) currently exists within the Bidders CRM product, 2) will be built for NYSIF, 3) will be delivered in a future release, or 4) will be provided by a partnership with another entity.
115	What other platforms and systems will the solution need to interface with?	Currently inhouse Oracle database and future may need to interface with other cloud based systems.
116	Is there an integration broker platform (ie MuleSoft) already in place at NYSIF?	No.
117	Section 4 (page 20) For legacy data move from FileMaker, how many records and fields within these records are there? What is the estimated data quality (high, medium, low)?	Please refer to NYSIF's response to question 24. Data Quality: Medium
118	Section 4 (page 20) ExactTarget was bought by Salesforce and is now Salesforce Marketing Cloud. Is there desire to convert over to SF Marketing Cloud and fully integrate, or for this phase just integrate with the current instance of ExactTarget?	NYSIF is interested in a Cloud based CRM that has a fully integrated marketing suite and can meet all the requirements outlined in the RFP.
119	Are there any current Single Sign On implementations at NYSIF that we should be integrating with?	No, only MS Active Directory.
120	Section 4, Paragraph 5.a (page 19) Are there use cases / anticipated use cases on the following functional requirement terms: Multi-modal communications; Virtual Personal Assistant; Video Chat and Recorded; Integrated Voice Recognition	Yes, NYSIF has use cases defined for IVR and customer contact staff and is looking for expanding them based on product capabilities.
121	Section 4, Paragraph 5.c.i. (Page 19) Please provide clarity to the following requirement: Contact center as a service. Is the Vendor responsible for maintaining an external and staffed call center, or is the vendor responsible for the setup and configuration of the system to be used by NYSIF's contact center?	The vendor will be responsible for the setup and configuration of the system to be used by NYSIF's contact center.
122	Section 2, Paragraph 2.B.3.d. (page 13) Is the request for a Bidder's certificate to do business in NY State aimed at foreign (out of state) entities? As a New York entity, would you like the organizational document to prove eligibility to do business in NY?	All vendors must provide a Bidder's certificate to do business in NY State.
123	What platforms, besides FileMaker, are currently being used?	The IVR and CTI with NYSIF Policy and Claimant systems
124	Section 4, Technology/Architecture (Page 20) - Technical Specifications - Integration: Interact with on premises IVR system for call center representatives. What is the manner of the interaction required/requested? What are the use cases?	Please refer to NYSIF's response to question 6.
125	Section 4, Technology/Architecture (Page 20) - What phone systems does NYSIF utilize and what CTI system is currently in place? Which CTI Vendor does the NYSIF currently use?	Please refer to NYSIF's response to question 8.
126	Section 4, Technology/Architecture (Page 20) - Can you please define "Multimodal Communication" within the context of the technical specifications?	Please refer to NYSIF's response to question 15.
127	Section 4, Technology/Architecture (Page 21) - Technical Specifications - Coaching/E-Learning In what capacity and context would the coaching/E-Learning be used? Can this be explained in more detail?	Please refer to NYSIF's response to question 31.

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#	Question	NYSIF Response
128	Does NYSIF have internal business analysts allocated to this project and what percentage would they be dedicated to the project?	Yes, business analysts and project managers. Their percent is unknown at this time.
129	Is there a desire to include a dedicated Salesforce specific business analyst with a high level of expertise on the platform to augment any internal Business analyst resources?	Not material to this RFP. Contract vendor is required to integrate with our email marketing product for customer communications.
130	Does NYSIF have an internal UXUI resource and if so, what percentage would they be dedicated to the project?	Yes, but not involved in this project.
131	Is there a desire to include a Salesforce specific UXUI resource with a high level of expertise on the platform to augment any internal UXUI resource?	Not material to this RFP. Contract vendor is required to integrate with our email marketing product for customer communications.
132	The RFP makes no reference to any specific CRM solution. Has NYSIF made any decisions regarding desired / preferred CRM solutions, or are you looking for the vendor to provide a suggested / recommended CRM platform as part of our RFP response?	NYSIF is seeking the services of a vendor to provide a Customer Relationship Management (CRM) System. The CRM software service will help NYSIF improve customer relationship management by implementing new processes to collect, categorize and link customer activity. Please refer back to the RFP for all specifications and requirements a vendor needs to meet.
133	Can you provide more information regarding the composition of the NYSIF “committee” that will be evaluating these RFP responses?	Not material to this RFP.
134	Will this be a Business or IT-led initiative?	Not material to this RFP.
135	Can you provide an overall current state application architecture, including all relevant legacy systems and corresponding functionality provided?	Not material to this RFP.
136	References are made to FileMaker Pro, Oracle, ExactTarget, etc., but a complete picture would be desirable (e.g., CTI; IVR; Customer / Product Master; Policy / Claims Master; Data Warehouse; etc.)?	Please refer to NYSIF's response to question 6.
137	What does NYSIF utilize for a CRM solution today?	Not material to this RFP.
138	Does an existing CRM system exist today that will be replaced?	Not material to this RFP.
139	Does a more detailed inventory of business and technical requirements exist, beyond what is represented on pages 18 – 21 of the RFP, or would those need to be developed as part of the scope of this project?	Please refer back to the RFP for all requirements.
140	What are NYSIF’s assumptions regarding the 3 - 5 year contract timeframe specified in the RFP? Is this the timeframe that NYSIF anticipates being necessary to fully implement the defined CRM solution, or is this assuming post-production application support?	The 5-year term includes Implementation and cloud hosting for the remainder of the 5-years once the CRM solution has been implemented.
141	Are post-production application support services being requested as part of the scope of this RFP?	Yes.
142	Will any form of off-shoring to deliver the services requested be permissible?	Please refer to NYSIF's response to 14.
143	Are you looking for a single bid to include BOTH implementation services AND software licensing /subscription costs?	Please refer to Amendment 2, Revised Appendix Z, Fee Schedule for fee breakdown requirements.
144	What assumptions can we make regarding the level of dedicated and part-time internal resources that NYSIF will be making available to this project (e.g., project management; development; testing; change management; business review; etc.)?	Please refer to NYSIF's response to 75 and 76.
145	In Appendix Z on page 118 of the RFP (and, subsequently, Amendment 2), does the table represent the full listing of permissible roles for the implementation of the requested services?	Yes.
146	What is the significance of the “Estimated Hours” currently provided in the table? Are these hours expected to be overwritten with the hours we ultimately estimate for the completion of this project? Or, is the inclusion of an Hourly Rate the primary purpose of this table?	Per Amendment 2, Revised Appendix Z, Fee Schedule 'The number of hours provided are strictly for evaluation purposes only. No amount of work is guaranteed.'
147	Are you able to provide any additional information regarding next steps and estimated timings following the current December 11th RFP submission date, including a rough idea of when this project is planned to start?	No.

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#	Question	NYSIF Response
148	Given our dependency on receiving answers to our questions for completing our RFP response, which is not anticipated until November 30th, we would like to request an extension to the current response date of December 11th? Is this possible?	No.
149	Section 4B (Technical Requirements: Performance) Questions 1 - page 21 - Please identify which stakeholders will have access to system? Policyholders, claimants, medical providers, attorneys, other service providers? And number of users?	Please refer to NYSIF's response to 58 and 59.
150	Section 4B (Technical Requirements: Performance) Questions 1 - page 21 - Of the 2500 Users referenced in the RFP how frequently will they sign on to the system?	Unknown at this time.
151	Section 4B (Technical Requirements: Performance) Questions 1 - page 21 - Which functions will each stakeholder group perform? Claims entry, claims lookup, quote creation, medical bill lookup, etc.	Contact center staff will have engagement with the CRM.
152	Section 4B: (Technical Requirements: Functionality) Item #6a; Page 19 - Please comment on the quality of your data in your policy system, your claims system and the role of this CRM application in Master Data Management.	Internal Systems data is excellent and the CRM will reference this data, to support call center staff engagement.
153	Section 4B (Technical Requirements: Security) page 20 - Will the CRM system be used to process or store personal information? If so, what types of information (e.g. Personal health information(PHI), Payment card information(PCI), Personal identifiable information(PII), Social security number (SSN)?	No.
154	Section 4B (Technology/Architecture: Integration) Question 1 - page 20 - Can you provide an integration architecture naming systems that need to be integrated?	Please refer to NYSIF's response to question 6.
155	Section 4A (Technical Requirements: Functionality) Question 5.e - page 19 - What is the business requirement for predictive customer support? Typical customer service implementations start with a first release of basic call center functionality that doesn't include predictive support. Is this in scope for this project?	Please refer to NYSIF's response to question 87.
156	Section 4B (Technical Requirements: Functionality) Question 6 - page 19 - What are the Digital Assets considered in scope for this project?	Please refer to NYSIF's response to question 26.
157	Section 4B (Technical Requirements: Functionality) Question 6 - page 19 - What is the expected functionality for next best action support?	Refer actions to higher lever staff.
158	Section 4B (Technical Requirements: Functionality) Question 6 - page 19 - What is the expected functionality for location analytics? What data is it based on?	Incorporate trend analysis of policy holders and claimants by zip code.
159	Section 4B (Technical Requirements-Functionality) Question 6 - page 19 - Typical Customer Support implementations leave advanced analytics for a 2nd or 3rd phase. Is speech and text analytics expected in this project? What is the expected functionality for speech and text analytics? What data is it based on?	Vendor should specify the current product capabilities and roadmap for future enhancements.
160	Section 4B (Technology/Architecture: Integration) Question 8 - page 19 - Please clarify how Exact Target is currently being used.	E-mails to various stake holders.
161	Section 1C (General Information) - Typical CRM implementations are phased and Advanced Customer Analytics are not included in the first phase. Can you give us details on the expectation for "Advanced Customer Analytics" for this project?	Refer to Section 4, Technical Specifications.
162	Section 4B (Technology Specifications: Mandatory Requirements) Questions 2. - page 18- Regarding Mandatory Requirement #2 "Vendor must have an established insurance customer base with a minimum of fifteen (15) Property & Casualty clients. Can we assume by "vendor," that would include all members of the proposed team including the software provider?	The prime vendor must fulfill this requirement.

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#	Question	NYSIF Response
163	Section 4b: Functionality: Item #5c; Page No. 19 - Please confirm whether replacement of Contact Center Infrastructure is in scope for this implementation or whether it is limited to integration between CRM and existing Contact Center Infrastructure? Contact Center Infrastructure typically includes Telephony platform, Workforce Management solution, Quality Monitoring, IVR, etc.	Limited to integration with current call center infrastructure.
164	Section 4b: Functionality: Item #5c; Page No. 19 - Can we assume that speech recognition is part of your existing IVR platform?	Yes.

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Amendment 3 Diagram

