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STATE OF NEW YORK
WORKERS' COMPENSATION BOARD
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ROBERT E. BELOTEN
CHAIR

JEFFREY FENSTER
EXECUTIVE DIRECTOR

April 2, 2012

Dear Contractor:

It is with great excitement that the New York State Workers' Compensation Board announces the release of this Request for Proposal to begin the process of creating a new and greatly improved claims handling system. By working with our stakeholders and leveraging industry best practices and state of the art technology, we can create a claims environment that speeds delivery of medical and indemnity benefits, reduces costs for employers, improves monitoring of waste, fraud, and abuse, and reduces the administrative burden on good medical providers.

A decade and a half ago the Board took a system that relied entirely on paper files and digitized it. The success of that endeavor cannot be understated, it was immensely beneficial to the system. Since that time however, many other states have surpassed New York in their efficiency of claims handling and system oversight capabilities.

Our current system is built on an outdated and inflexible platform, does not promote efficient electronic interaction between the Board, parties, and medical providers, lacks automated system oversight functionality, does not promote timely payment of benefits, and places a significant burden on good medical providers. In short, there are significant problems that can be solved by improving business processes and building an efficient claims management system.

By first working together with our stakeholders to re-engineer our claims processes, and then replacing our legacy system, the Board will once again revolutionize workers' compensation in New York to the great benefit of employers and injured workers.

The schedule of events for this procurement is as follows:

	Event	Day	Date	Time
1	Release of RFP	Monday	4/2/2012	
2	Offerors' Intent to Bid due	Monday	4/23/2012	
3	Written questions due from Offerors	Monday	4/23/2012	
4	Official response to Offerors' questions due	Monday	5/14/2012	
5	Closing date for receipt of Proposals	Monday	6/11/2012	2:00 PM (ET)
6	Selection of Prospective Contractor	Monday	7/30/2012	
7	Contract negotiations with Prospective Contractor end	TBD	TBD	
8	Estimated Contract term begins	TBD	TBD	

The Board reserves the right, in its sole discretion, to modify an event, time, or date on the above schedule.

Please note that, from the issue date of this project definition until a contract is awarded and approved by the New York State Office of the State Comptroller, all contacts with Board personnel concerning this solicitation must be made through Michelle Schultz, the main contact, (518) 473-1319 or e-mail michelle.schultz@wcb.ny.gov. When she is not available, Mary Grace Petralito will be the alternate contact, (518) 486-3332 or e-mail MaryGrace.Petralito@wcb.ny.gov.

Sincerely,



Jeffery Fenster
Executive Director