



**RFP C140369A - WCB SYSTEMS MODERINIZATION
Attachment 3 - Inquiries Template
WCB Responses**

List your inquiries about RFP C140369A - WCB Systems Modernization. All inquiries will be answered and posted at the URL listed on the Cover Page of this RFP. Please be clear with your inquiry(ies) and list the applicable RFP Section number which your inquiry refers to. If your inquiry does not refer to a particular RFP Section then list it as "General".

RFP Section	Inquiry	WCB's Response	
1	Attachment 22, Additional Software	States generally can purchase software much less expensively than a private contractor. Is the purpose of the "Additional Software" tab to understand rough estimates for software or will vendors be responsible for purchasing software? We highly recommend that WCB procure software directly as opposed to through the selected contractor.	The State plans to purchase software and hardware off of state contract, when available. Vendor estimates will assist the state with budgeting for this category of expense.
2	Attachment 22, Deliverable Cost Tab	Column H indicates a payment percentage for each deliverable. May vendors adjust these percentages to map more closely to our proposed staffing plan and hours?	These percentages may not be adjusted.
3	Attachment 23 ID432	There is not a requirement to update the existing data warehouse from SQL Server 2014. ID432 states that only SQL Server 2016 or greater will be supported. Does WCB plan to upgrade the data warehouse to the WCB supported version of SQL Server?	There is no plan to upgrade the data warehouse until after this project is complete.
4	Attachment 23, Requirement 141	This requirement mentions not all locations of computer training facilities. Do all WCB users currently have access to a computer at their work location?	Yes - all employees should have access to a computer at their work location.
5	Attachment 23, Requirement 148	"The Contractor shall conduct end-user training for external stakeholders throughout NYS at all WCB offices..." Must all training be conducted in person at remote offices, or can we use other training methods?	Initial training should be provided on-site and video conferencing or webinars can be used for any follow up training.
6	Attachment 23, Requirement 178	Can WCB provide a complete listing and copies of the existing business requirements documents and processes?	The complete listing and copies of the existing business requirements documents and As-Is processes will be shared with the vendor during the analysis and design phase of the project.
7	Attachment 23, Requirement 199	Are there existing reporting specifications that WCB uses to create the reports?	There is a mixture of documentation, including both formal and informal report specifications, and SQL with developer comments.
8	Attachment 23, Requirement 204	What is the rationale for not evaluating contact and address information as part of the master data solution?	See Attachment 23, Requirement 233.
9	Attachment 23, Requirement 204	Is WCB currently using an MDM solution for contact and address information?	The WCB does not currently use an MDM for contact and address information.
10	Attachment 23, Requirement 254	What is the complete list of data repositories required to be migrated to the new BIS system?	See the attached 2 files - CIS and HPA Solutions - Table and Row Information and Online Registration Tables
11	Attachment 23, Requirement 293	Can WCB please provide copies of the current documents referenced here?	Documents will be provided to the vendor at the start of the engagement.
12	Attachment 23, Requirement 360	How many Operational reports does WCB need migrated and from what tool?	There are approximately 400-500 operational reports which will need to be migrated to the target system. Most operational reports from WCB application systems will need to be converted from SQL stored procedures (Transact-SQL), PowerBuilder, or a combination of both (PowerBuilder DataWindow).
13	Attachment 23, Requirement 394	"The Contractor shall document the migration and conversion details in the Solution Design Document for the Pentaho analysis reports (aka "schemas" or "cubes") and report designer reports, i.e. "canned" or "pixel-perfect" reports, that will need to be as well as the architecture and infrastructure that will be required to support the target environment." ... Can WCB provide the number of "schemas", "cubes", "canned" reports and "pixel-perfect" reports in scope for conversion activities.	In Pentaho today, there are approximately: - 25 schemas - 60 cubes - 60 "canned"/"pixel-perfect" reports These numbers continue to grow. We expect to develop approximately 10 new schemas and 20 new cubes by the end of 2018. We expect to develop 5-10 new "canned" reports. Note: The WCB's Enterprise Data Warehouse platform is Microsoft SQL Server (xVelocity) and is dimensionally modeled using star schemas.
14	Attachment 23, Requirement 394	Does WCB expect that the existing standard Pentaho reports will persist in the target state solution?	The WCB expects that the existing standard Pentaho reports will persist in the target state solution.
15	Attachment 23, Requirement 394	How many dashboards/reports does WCB have today?	There are approximately 60 Pentaho reports developed using Pentaho Report Designer. Note: These are the same 60 "canned"/"pixel-perfect" reports mentioned in Requirement 394.

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16	Attachment 23, Requirement 394	Is Pentaho reporting used to generate correspondence in the current state? If so, will that continue to be the correspondence mechanism in the target state?	Pentaho reporting is not used to general correspondence in the current state.
17	Attachment 23, Requirement 394	What versions of Pentaho is WCB currently using?	The WCB is currently using Pentaho 6 with a target update to Pentaho 7 by January 2019.
18	Attachment 23, Requirement 394	How many different data sources are currently feeding the ODS?	The data sources that are currently feeding the ODS are multiple Sybase databases and a few from Oracle and via SFTP.
19	Attachment 23, Requirement 394	How many of these sources does WCB expect to continue in the target state?	All the Sybase and Oracle databases would be migrated to the new data source and they will feed the data warehouse.
20	Attachment 23, Requirement 435	What rules are most important to be configurable? Which rules does WCB most want to change (or are changing) in the future state and at what frequencies?	At this time, these are unknown. Specific details will be determined during the analysis and design phase of the project.
21	Attachment 23, Requirement 445	Please provide an example of the most widely used report(s).	We do not have any example reports. Please refer to the Business Requirements for the reporting requirements of the system.
22	Attachment 23, Requirement 445	May proposers use more than one of the tools listed for different purposes?	Yes - proposers may use more than one of the tools listed for different puposes with approval from ITS.
23	Attachment 23, Requirement 451	How many ETL jobs currently run to populate the data warehouse?	There are 1,840 jobs that currently run to populate the data warehouse.
24	Attachment 23, Requirement 451	How many ETL jobs run to keep systems in sync/bring in external data?	There are 38 ETL jobs that run to keep systems in sync/bring in external data.
25	Attachment 23, Requirement 451	How many fact and dimension tables are in the current data warehouse? How many fields?	264 tables, 95 facts, 144 dimensions, 25 miscellaneous
26	Attachment 23, Requirement 97	Are the processes referred to here "As-Is" or "To-Be"?	The requirements are high level business requirements and business process flows are both as-is and to-be, with the later being at a higher level.
27	Attachment 23, Requirement 97	How many processes have been documented and at what level of detail (e.g., level 1,2,3 or 4)?	There are about 100 as-is and to-be flows, with the majority of as-is flows completed. To-be flows are being developed at a high level to match the initial business requirements. The expectation is the vendor will validate high level business requirements to develop functional level requirements and complete detailed to-be business process flows.
28	Exhibit 4 - Technical Solution	Please describe the existing FileNet environment. Where does the production instance reside, who maintains it, and what other systems have access to it?	Currently the WCB uses FileNet IS; however, we will be moving to FileNet P8 with the next couple of months. This environment resides in CNSE at SUNY Albany and the disaster recovery is located in Utica. ITS maintains all services that surround it and the integration points with it. All our documentation that either comes in paper form to our scanning vendor or is electronically e-generated flows into our FileNet P8 system. Our applications that need to show the documentation that scanned images are integrated and are able to be called up in our FileNet P8 environment and pull up the images are namely CIS and eCase.
29	Exhibit 4 - Technical Solution	Has the FileNet API been customized? If so, please describe the nature of the customizations.	Yes - for most apps they are customized. ITS Shared Services customized the APIs to better fit NYS' business needs.
30	Exhibit 4 - Technical Solution	Please explain the rationale for keeping the Insurance Compliance System (ICS).	ICS will be addressed in a future initiative.
31	Exhibit 4 - Technical Solution	Please explain the rationale for keeping the Medical Authorization Portal.	This is a new, non-legacy system requiring integration with BIS.
32	Exhibit 4 - Technical Solution	Please explain the rationale for keeping Payor Compliance.	See response #31.
33	Exhibit 4 - Technical Solution	Please provide the version of each software platform.	The version of each software platform is: (CIS/HPA) - PowerBuilder 10.5.1; (HPA) Jaguar 5.5; (CIS/HPA/eClaims dbs) Sybase 15.0.3; (DW) Pentaho 6.
34	Exhibit 4, General Question	Please provide information on the current state of the implementation of translation services (specifically, Spanish translation services in the HSCC).	The call center agents use a third party translation service when translator services are needed for calls.
35	Exhibit 4, General Question	Is there a Spanish Work Group for call center agents to get instant translator service on calls? Other languages?	See response to #34.
36	Exhibit 4, General Question	Are translation services and documents already produced in Spanish and/or the six most common non-English languages spoken in New York State?	Translation services are available in the six common non-English languages. Only documents that are determined to be vital by the Board are translated into the six common non-English languages and are available on the Board's website. For more information, regarding NYS Language Access Policy, please visit: https://www.governor.ny.gov/news/no-26-statewide-language-access-policy .
37	Exhibit 4, General Question	Please provide information about the successes/failures of NYS' Lean initiative in WCB specifically.	WCB had success with NYS Lean initiaitves and were able to implement everal process improvements. Due to the focus on our system moderization, the WCB has not continued with Lean.
38	Exhibit 4, General Question	Who is the target investigator (Field investigator vs. Administrative investigator)? Exhibit 04 does not specify the target investigator as a system participant. □	The role of investigator mentioned in the WCB Overview, Exhibit 3, is an WCB Enforcement investigator. Please refer to Exhibit 3 regarding an overview of their role in the system.

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39	Exhibit 4, General Question	Regarding eCase, is the eCase Java applet part of the assessment / redesign / retool?	Yes - the eCase Java applet is part of the assessment/redesign/retool.
40	Exhibit 4, General Question	Will the vendor have access to eCase?	The vendor will have access to eCase.
41	Exhibit 4, General Question	Is eCase compatible with Apple computers?	eCase works with MacOS, but it is not compatible with iOS (iPhone, iPad, etc.).
42	Exhibit 4, General Question	Is eCase currently available to the treating/attending physicians?	eCase is currently unavailable to the treating/attending physicians.
43	Exhibit 4, Pg. 6, eClaims	<p>Will the existing Sybase database continue to be used in the target state solution?</p> <p>"Technical Description: There are 2 main components of eClaims. The first is the ingestion and storage of IAIABC EDI FROI/SROI transactions from insurance carriers "into a Sybase staging database". The second component is the use of Sybase stored procedures and dynamic SQL to apply this data into the legacy CIS system that will be replaced by BIS.</p> <p>Integration Scenario: The FROI/SROI transactions will need to be applied to the new BIS system. The method of integration will be determined during Design activities and approved by NYS. "</p>	No - the Contractor shall be responsible for the migration of the eClaims Sybase database objects to the new BIS database platform while upgrading the WCB's current IAIABC Claims EDI version 3.0 to the current IAIABC Claims EDI version (currently 3.1). Attachment 23 and Exhibit 4 will be amended to include these requirements for clarity.
44	Exhibit 4, Pg. 6, eClaims Exhibit 4, Pg. 9, WCB Data Warehouse Attachment 23, ID 233	<p>QUESTION: Does the Sybase database system retirement plan refer to the Sybase ODS and Sybase Staging environment OR does the retirement plan only refer to other legacy systems that leverage Sybase? More specifically, is the replacement of the Sybase ODS and Staging Environment in or out of scope?</p> <p><u>Exhibit 4 (pg 6 – eClaims) reads as follows:</u> <i>"Technical Description</i> : There are 2 main components of eClaims. The first is the ingestion and storage of IAIABC EDI FROI/SROI transactions from insurance carriers into a Sybase staging database. The second component is the use of Sybase stored procedures and dynamic SQL to apply this data into the legacy CIS system that will be replaced by BIS.</p> <ul style="list-style-type: none"> <i>Integration Scenario</i> : The FROI/SROI transactions will need to be applied to the new BIS system. The method of integration will be determined during Design activities and approved by NYS. <p><u>Exhibit 4 (pg 9 – WCB Data Warehouse) reads as follows:</u> <i>"Technical Description</i> : Operational Data Store implemented using Sybase ASE. Enterprise Data Warehouse implemented using SQL Server 2014 with xVelocity columnar indexing.</p> <ul style="list-style-type: none"> <i>Integration Scenario</i> : A Sybase ASE Operational Data Store (ODS) is used to extract data from the legacy WCB production Sybase databases. The ODS will need to be populated from the new source data structures. Pentaho ETL is leveraged to transform data required for BI and analytics to the xVelocity 2014 Enterprise Data Warehouse." <p><u>Attachment 23 – ID233 reads as follows:</u> "...Sybase database system retirement plan including all tasks required to complete this; And..."</p>	The replacement of the Sybase ODS and Staging Environment is out of scope.
45	Exhibit 5, "Assemble Claims" Capability	How are workplace injuries linked in the current system?	The Board can assemble a claim electronically, using our eClaims IAIABC EDI process or manually in our Claims Information System (CIS) with the appropriate documentation received. Regardless of the method of assembling a case, all information is stored in CIS and that data is used throughout the Board for numerous reports, data validation and historical information.
46	Exhibit 5, AUTH50	Please provide additional details on the expectations for registration fees.	The Board would like to have the ability for an IME to be able to register with the Board electronically, including the acceptance of the registration fee, which would integrate with the NYS Statewide Financial System.
47	Exhibit 5, CARRIER18	Does this requirement refer to a pre-defined set of actions, or does the carrier have the ability to request any user-defined action from the WCB?	This will depend on the solution provided by the vendor, the development of the to-be business process and the functional requirements.

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48	Exhibit 5, CLAIMANT21	Is this in the context of the WCB receiving notice of a compensable injury prior to the Employer or Insurer?	This would be in reference to any point in the process the injured worker requires the assistance of the Board with a claim.
49	Exhibit 5, CLAIMANT34 - 36	For Requirements Claimant34-36, is this functionality limited to claims reported outside of EDI?	Not necessarily, however it will depend on the solution provided by the vendor and newly defined business processes and functional requirements.
50	Exhibit 5, DB38	Please provide a description of the Virtual Hearing process, and in what ways the new system should integrate with it.	An overview of the Virtual Hearings is located http://www.wcb.ny.gov/virtual-hearings/ . The integration will be determined by the solution and creation of to-be business processes and detailed functional requirements.
51	Exhibit 5, DB55	What are the sources of the Third party payment data?	This will depend on the solution provided by the vendor and the breakdown of the functional requirement and the integration with the Statewide Financial System.
52	Exhibit 5, DE06	Please clarify how many phrases will require auto-complete fields.	This will depend on the solution provided by the vendor, the development of the to-be business process and the functional requirements.
53	Exhibit 5, ECLAIMS02 and ECLAIMS12	What is the integration between the system and eClaims? Are these requirements functionality that eClaims already has in place?	Currently eClaims provides inputs to the Claims process; CIS is where notifications are generated from if they are specific to a case. Errors with transaction submission or data edits are generated from eClaims.
54	Exhibit 5, ECLAIMS22	In the context of this requirement, does the transaction and transaction types refer to IAIABC EDI MTC Codes?	Yes, that is the data element that is related to the transaction type.
55	Exhibit 5, ECLAIMS36	Please elaborate on the "printing information" restriction. Does this mean that the document is "sealed" or not viewable online?	Depending on the finalized requirements, some information that is accessible on-line should be restricted from being printed.
56	Exhibit 5, EXAMINER049	Please define the types of media that need to be handled? How large will these media files be?	Media files can be anything including but not limited to: paper, faxes, email with attachments, medical files, medical imaging, security footage, hi-definition video, etc. Specific details to be determined during the analysis and design phase of the project.
57	Exhibit 5, EXAMINER055	Specifically, is WCB referring to the ability to create a claim/case from paper forms?	Yes - the WCB is referring to the ability to create a claim/case from paper forms.
58	Exhibit 5, EXAMINER094	In the requirement: "The system must provide the ability for WCB personnel to change offline run timeframes based on defined business rules to accommodate rescheduled hearings." Please clarify what is meant by offline run timeframe.	Offline run timeframes refer to batch processing scheduling or re-scheduling jobs that may need to be moved in full or in part to accommodate weather events, staffing constraints, etc.
59	Exhibit 5, EXAMINER102	Please provide context on the WCB's definition of "legally apportioned". What impact does this have on functionality for hearing scheduling? How does a case become "apportioned"?	Yes - that is the data element that is related to the transaction type.
60	Exhibit 5, EXAMINER109	Does WCB already have a solution for the recording and storing of audio and video footage?	Depending on the finalized requirements, some information that is accessible on-line should be restricted from being printed.
61	Exhibit 5, EXAMINER109	What is the maximum file size that WCB receives for video and audio files?	See response to #20.
62	Exhibit 5, EXAMINER116	Is the notes/comments functionality intended for WCB employees only, or is it proposed that this feature be used for communication between internal WCB employees and external stakeholders (injured workers, medical providers, etc.)?	This is intended for both internal and external system users, however this will depend on the solution provided by the vendor and the development of a new business process.
63	Exhibit 5, External Interfaces	Does WCB receive its data feed from IAIABC and/or NCCI and which version?	Please refer to the Boards eClaims website - http://www.wcb.ny.gov/content/ebiz/eclaims/eclaims_overview.jsp .
64	Exhibit 5, HEARING04	Please provide a description of the WCB Queuing process, and in what ways the new system should integrate with it.	An overview of the Virtual Hearings is located http://www.wcb.ny.gov/virtual-hearings/ . The integration will be determined by the solution and creation of to-be business processes and detailed functional requirements.
65	Exhibit 5, HELP01 & UI001	Does WCB already have a technology purchased or in mind for the web chat requirement?	No - NYS does not have an existing, turn-key, licensed web chat platform that can be leveraged for this project.
66	Exhibit 5, MED12	When will NY WCB make the decision to adopt / not adopt these standards? What are the specific use cases that the system must be able to meet for each of the specified edits?	3M EAPG has already been adopted. NCCI and Medical Unlikely edits decision to implement have not been made at this time. Use cases will be determined during the analysis and design phase of the project.
67	Exhibit 5, other 002	Please elaborate on the intended integration of BIS and ITRS.	The intended integration of BIS and ITRS will not be known until ITRS has been fully implemented.
68	Exhibit 5, REG14	Please elaborate on the WCB's interpretation of Executive Order 26, specifically with regard to "vital documents" in the following excerpt: "Executive State agencies that provide direct public services shall translate vital documents".	Vital documents will be defined when the vendor is on site during the process of reviewing high level requirements and the development of to-be business process flows and functional requirements.
69	Exhibit 5, WF12	Please provide an example use case for multiple, simultaneous approval queues.	Please refer to Attachment 23, Requirement 293: In conjunction with NYS business analyst team, the Contractor shall further develop To-Be business process documentation using industry standards, which shall include, but not be limited to: Business Process Flows (As-is and To-Be states), Business Use Cases, Stakeholder and Context Diagrams, CRUD Matrix, Conceptual or Logical Entity Relationship Model (including data dictionary).
70	Exhibit 5, WF30	Please explain the meaning of "offline process". Does this refer to the receipt of paper forms?	Offline is referring to the ability to communicate with external systems either manually or via an integration with BIS.

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71	Exhibit 6, COL 001	How do the Collection Agencies receive notice (e.g., email, mail)?	This will depend on the solution provided by the vendor and the breakdown of the functional requirement and the integration with the Statewide Financial System.
72	Exhibit 6, COL 005	Are interest rates universal for the division? How often do they fluctuate?	This will depend on the solution provided by the vendor and the breakdown of the functional requirement and the integration with the Statewide Financial System.
73	Exhibit 6, COL 009	Will collection agencies have system access?	This has not been determined yet. A complete list of stakeholders who will need system access will be determined as part of this project.
74	Exhibit 6, CPEN 004	Is this system-driven or offline-report-driven?	This will depend on the solution provided by the vendor and the breakdown of the functional requirement and the integration with the Statewide Financial System.
75	Exhibit 6, CPEN 005	Are these calculations going to be stored in the system?	This will depend on the solution provided by the vendor and the breakdown of the functional requirement and the integration with the Statewide Financial System.
76	Exhibit 6, DEC 016	What determines if a user can submit via FTP or through the web portal?	Based on individual insurance carrier. Both are available currently. For more information see: http://www.wcb.ny.gov/content/ebiz/icpocreport/overview.jsp .
77	Exhibit 6, DEC 023	How would this manual data get overwritten from the EDI feed?	This will depend on the solution provided by the vendor and the breakdown of the functional requirement.
78	Exhibit 6, DEC 031	Would this require manual review first if formats vary widely?	This will depend on the solution provided by the vendor and the breakdown of the functional requirement.
79	Exhibit 6, ENF 012	What kind of customization would WCB need (e.g., field level customization, custom reports referencing various fields, etc.)?	This will depend on the solution provided by the vendor and the breakdown of the functional requirement.
80	Exhibit 6, EV 002	Would this be a manual trigger or automatic? Would employers be emailing or using the system to communicate?	This will depend on the solution provided by the vendor and the breakdown of the functional requirement.
81	Exhibit 6, MBAD 004	Where would this data on corporate officers come from?	This will depend on the solution provided by the vendor and the breakdown of the functional requirement.
82	Exhibit 8	Please specify if the compensation requirement to be "industry standard" is New York industry or National Industry.	The Nielsen/Norman research report can be used to approximate usability testing compensation levels (www.nngroup.com/recruiting-test-participants-for-usability-studies). Some location based variances in compensation are mentioned, but only in relation to the west coast being higher. Since the original report was from 2003, see note at the bottom of the report for updated cost adjustments.
83	Exhibit 8	Is WCB open to other software platforms for prototyping and design?	Yes - the WCB is open to other software platforms for prototyping and design.
84	Exhibit 8	Are there any requirements for how Design artifacts and resources should be stored (Secure, non cloud, etc.)?	There are no requirements for how design artifacts and resources should be stored.
85	Exhibit 8	The RFP cites web accessibility standard 2.0; however, as of June 2018, the current standard for web accessibility is 2.1. Please confirm which standard should be used.	WCAG 2.1 should be used. An amendment to Exhibit 8 of the RFP, amending the requirement, as set forth in this response, will be issued.
86	General	The February BPR Update Webinar (http://www.wcb.ny.gov/BPR/Foundation.jsp) mentions the following processes as In-Scope. Are there any additional functional areas for which the Contractor will have to perform process documentation? o Claims Management o Adjudication & Appeals o Medical Provider Management o Compliance & Monitoring	No - these areas represent the high level functional areas
87	General	Will all documents produced as part of this effort be required to be made available in all languages specified by the language access policy (https://www.governor.ny.gov/news/no-26-statewide-language-access-policy)?	Yes - the intent behind the user dashboard is viewability in the user's preferred language, therefore, all documents produced must be in accordance with the language access policy.
88	RFP 2.2	Are there distinct needs outside of Workers' Compensation benefits and/or Disability benefits that the World Trade Center Volunteers, Volunteer Firefighters, and Ambulance Workers require?	These are separate and distinct types of claims with distinct processing rules. We also require the ability to process Paid Family Leave claims.
89	RFP 2.3	Will the system be entirely self-service, or will it require accommodation for manual processes to occur?	Yes - to the furthest extent possible the system should be entirely self-service for external stakeholders with limited exception based manual processes for internal employees only as agreed upon during analysis and design.
90	RFP 3.1, Item 14	Will OCR be responsible for transposing scanned claim data or will that be a manual process?	The potential use of incorporating OCR into the WCB's scanning operation will be determined during analysis and design.
91	RFP 3.1, Item 16	Will the supplier be responsible for the translation services or will WCB be responsible for all translations?	The system must support multi-language access online and in document production through native translation.

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92	RFP 3.1, Item 16	Will the Employee system support multiple languages? If so, which?	Please refer to language Business Requirements in Exhibit 5. Additional information regarding language is available on the WCB's website under Language Access Policy.
93	RFP 3.1, Item 16	Will the UI's for the external audience be required to support any right to left reading as part of the language translation services?	If that is an aspect of one of the 6 most common non-English languages and is the user's preferred language, then yes.
94	RFP 3.1, Item 7 Exhibit 8	Please confirm that vendors should design for the list of browsers specified in Exhibit 8 ("Web Browser Support"). There is a requirement to account for any browser that has a 2% market share, but then a list of browsers is provided. Our question is whether we can target this list rather than the less fixed 2% market share requirement.	The list of browsers covers 2%+ usage on the aggregated userbase of NYS public websites. This list can be used as a default. The userbase of any one application is unique, and therefore may not have the same characteristics as the general public userbase. The list can be deviated from, but only based on actual analytics of the applications userbase and must still cover any browsers with 2%+ usage within the userbase.
95	RFP 3.1, Item 8	What is meant by "as appropriate"?	Each of the listed methods of communication should be available for selection by the stakeholders. The solution shall enable stakeholders to select any of those methods of communication; the stakeholder will be responsible for determining the appropriate method of communication for a particular situation.
96	RFP 3.1, Item 9	Is there a standard tablet device that is targeted for use by employees? Similarly, is WCB Android or Apple-centric with tablets?	There is no standard tablet device targeted for use by employees. The WCB is neither Android or Apple-centric with tablets.
97	RFP 3.1.10 (Electronic Data Interchange)	"Upgrading the WCB's existing IAIABC Claim's EDI 3.0 platform to the current version of the IAIABC Claims EDI" was removed from Attachment 23, Exhibit 04, and Exhibit 05 requirements, but remains in the RFP document itself. Please confirm that the requirement is to integrate with WCB's existing EDI solution and not to upgrade the EDI solution.	There are multiple business requirements in Exhibit 5 that speak to using the current version of the IAIABC Claims EDI standard. Therefore, the Contractor shall be responsible for upgrading the WCB's current IAIABC Claims EDI version 3.0 to the current IAIABC Claims EDI version (currently 3.1) including the migration of the eClaims Sybase database structures to the new BIS database platform. An amendment to Attachment 23 and Exhibit 4 of the RFP, amending this requirement, as set forth in this response, will be issued.
98	RFP 3.2.3	The section mentions that WCB has initiated the work of documenting "As-Is" processes, business requirements, etc. Is WCB working on documenting the "To-Be" processes as well or is the Contractor expected to do that documentation?	The NYS BA is currently working on high level to-be documentation but the expectation is that contractor will complete this work with the NYS BA once onsite and after the As-Is and requirements have been validated.
99	RFP 3.2.6	Please clarify what type of training is required to be delivered or made available to external audiences, e.g., video based, training manuals, computer-based training (CBT), etc.	The external training should be a combination of in-person training, live webinars, recorded versions of the webinars (audio + PowerPoint slides), and training videos and guides/manuals.
100	RFP 3.2.8.1	Please specify if there is an SLA around availability.	The Contractor shall design the solution that will provide availability 24 hours a day, 7 days a week, and 365 days a year (24x7x365) with a 99.99% uptime availability. An amendment to Attachment 23 of the RFP, adding this requirement, as set forth in this response, will be issued.
101	RFP 3.3.3, Project Deliverables	Please confirm that bidders may propose iterations of deliverables and/or break deliverables into sub-deliverables?	The state may consider allowing the deliverables in Section 3.3.3 to be delivered in "sub-deliverables" during the project, however, the payment milestone completion deliverables and activities will not be adjusted.
102	RFP 4.2.15 & 4.2.16	Is the 36% requirement for MBE / WBE / SDVOB a percent of total contract dollars or total subcontracted dollars?	The 30% MWBE goal and the 6% SDVOB goal are a percent of the total contract awarded.
103	RFP 4.2.15 & 4.2.16	Please clarify that the 36% requirement for MBE / WBE / SDVOB is inclusive only of the labor total (Deliverables and Annual Maintenance/Support), not software costs.	The 36% requirement (30% MWBE and 6% SDVOB) is for the resulting contract of this RFP, which may include software. For example, if the contract total is \$50M, \$15M must be allocated for MWBE subcontracting opportunities and \$3M for SDVOB subcontracting opportunities. If this cannot be met, a waiver would be required.
104	General	Does this system have an incumbent vendor?	There is no incumbent vendor.
105	General	What is the estimated budget for this project?	This information is not available at this time.
106	General	Will you be providing a list of NYS MWBE companies who are interested in being a subcontractor to Prime vendors?	Yes - an email will be sent to all vendors who submitted an Intent to Bid. A link will also be available on the WCB's website with a list of prime vendors and MWBE/SDVOB vendors who have submitted an Intent to Bid.
107	General	Would WCB be willing to share a copy of the source code for the application under the NDA provided with the RFP?	This information will be provided during the Analysis and Design phases of the engagement.
108	General	Vendor is wondering if you might be able to help us find a potential partner who has previously expressed interest in your project who could benefit from our PowerBuilder/Sybase modernization expertise and might be able to assist with local business process improvement and support your MWBE goals for this project.	A list of Prime vendors and MWBE vendors, who are interested in subcontracting opportunities can be found at http://www.wcb.ny.gov/procurements/RFP140369A_WCB_Systems_Mod/RFP140369A_Systems_Mod.jsp .
109	General	Can companies from Outside USA can apply for this? (like,from India or Canada)	Yes - however, a minimum qualification for this RFP is that the vendor must be authorized to do business in New York State.

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	RFP Section	Inquiry	WCB's Response
110	General	Whether we need to come over there for meetings?	All meetings will be held based on the requirements of the RFP; all work performed on this contract must be completed in the USA.
111	General	Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	All work related to this RFP must be performed in the USA.
112	General	Can we submit the proposals via email?	All proposals must be submitted according to the RFP in Section 5 - Response Requirements.
113	General	Would vendor be permitted to respond as an option for only these two portions, or is this RFP an 'all or nothing' bid?	For a proposal to be responsive, it must address all RFP requirements.
114		Will we be getting written responses to the questions just answered? Especially the FileNet related and other tehncial heavy questions.	Yes - we will be providing answers to the questions that have been asked on the WebEx and anything received during the Question and Answer period as outlined in the RFP.
115		Do subcontractors need to file an Intent to Bid or only prime vendors?	No - subcontractors who are already associated with a prime vendor do not need to submit an Intent to Bid. However, if a vendor, who is certified as an MWBE or SDVOB, and is interested in participating in subcontracting opportunities and not partnered with a prime vendor, it is highly recommended that an Intent to Bid be submitted.
116		Is funding approved for the project?	Yes - funding has been approved.
117		Can the solution be on-prem or cloud or hybrid?	Yes - the requirements that were added around containerization and portability is that the solution will be abstracted from any particular infrastructure and could be housed anywhere. From the WCB's perspective, we believe that if the solution is bid properly, using those dev ops, containerizations, and micro-services requirements, it can be put in anywhere including within the CNSE or in a private cloud provider.
118		How should we notify you of our intention to act as an MBE subcontractor to potential primes?	MWBE and/or SDVOB vendors can either submit an Intent to Bid, Attachment 2 to the RFP, and check the box in the appropriate section, or send an email to WCBContracts@wcb.ny.gov requesting your interest in subcontracting opportunities for the WCB Systems Modernization RFP C140369A.
119		Was cost a consideration in cancelling the previous RFP?	The RFP is weighted with 70% for the technical score (which includes 10% for technical demonstration/oral presentation) and 30% for cost. In the previous RFP, the technical was 60% and the cost was 40%. A combination of many factors, including cost, led to the decision to cancel the previous procurement.
120		Can vendor propose to use a proprietary tool/product build using teams offsite?	Requirements clearly state that the solution must be a custom-developed C# .Net solution.
121		When the RFP refers to a "Custom" developed system, does that mean group up development, or can it be a COTS solution with customization and integration to other products or custom developed software?	See response to #120.
122		Can you email the recorded webinar, or will there be a link to it?	The link to the recorded WebEx can be found at http://www.wcb.ny.gov/procurements/RFP_C140369A_WCB_Systems_Mod/RFP_C140369A_Systems_Mod.jsp .
123		If we are an MBE, how do we get listed as an interested subcontractor if we do not have to fill out an Intent to Bid?	See response to #118.
124		Would you consider Salesforce, Dynamics, or Micropact Entellitrak solutions?	No - as stated in the RFP, the solution must be custom built.
125		Does the solution need to be .Net or Java only?	See response to #120.
126		How would an MWBE indicate interest in subcontracting if they do not have to submit an Intent to Bid form?	See response to #118.
127		You just mentioned that all work has to be performed in the US. Are you open to a product that is developed internationally, where the final solution is hosted in the US and services are provided with staff in the US? To be specific, we have a set of tools that we can use to build a proposed solution and these teams work from our offshore location. Does agency see that as an issue?	As stated in response #120, the solution must be custom developed. The customized development needs to occur by staff that when they are doing the development they must physically be located in the US.
128		Is there a preference towards cloud or on-prem?	See response to #117.
129		Is there a schedule constraint that is either legislatively mandated due to funding reasons, etc., or due to technology or business imposed constraints?	There is no legislative mandate that requires the WCB to complete this project within a certain timeframe. The RFP states a projected contract term of 3 years with two 1-year potential renewals.
130	General	If MWBE firms have consultants working a the WCB through the HBITS contract, are those MWBE firms acceptable as subcontractors to prime Bidders on this RFP?	Yes - MWBE firms that have HBITS contracts with the WCB, can also be subcontractors on this RFP. However, the HBITS resources currently assigned to the WCB or ITS must comply with their existing agreement under HBITS before they could be assigned to this project.
131		If an MWBE wants to be considered for subcontracting opportunities, Is it mandatory for submitting the Intent to Bid?	See response to #118.

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	RFP Section	Inquiry	WCB's Response
132		Will the Board be providing technical staff/SMEs to work on the project? If yes, is there a number available by area such as legacy tech, SMEs, etc.?	The WCB will be providing technical staff/SMEs to work on the project. The number will be determined during analysis and design.
133		Can a firm bid as a prime, as well as a subcontractor on another team?	The WCB is seeking proposals from vendors for the design of a custom developed, cloud hosted solution for the modernization and conversion of the WCB's multiple legacy paper-based systems to a single state-of-the-art, web-based technology. Proposals submitted by such vendors may include the use of subcontractors; however, the submitting vendor will be considered the prime vendor and will be responsible for the project. A vendor can submit a proposal as a prime vendor, and also be included as part of another prime vendor's proposal as a subcontractor.
134		Could the vendor leverage existing hardware/software licenses that the State has (if the information is available)?	Yes - assuming they are consistent with the other requirements of the RFP.
135		Did any companies support the development of this RFP?	NYSTEC and Gartner played roles in the development of the RFP. Both of those companies are precluded from bidding on this procuremnt.
136		Can the WCB disclose MBE/WBE that are working with the WCB? Can a prime vendor include MBE/WBE who does not submit an Intent to Bid at a later date?	The WCB will provide a list of MWBE and SDVOB vendors who have either submitted an Intent to Bid or an email indicating interest in subcontracting opportunities. This list will include MWBE/SDVOB firms currently performing work for WCB and have submitted an interest in subcontracting opportunities. If an MWBE or SDVOB did not provide notice to the WCB of their interest, that does not preclude a prime vendor from using that MWBE or SDVOB.
137		Would WCB accept a transfer solution, i.e., a system developed for another state?	The WCB will not accept a transfer solution. As stated in the RFP, the solution must be custom built.
138		Since this RFP is open to a custom developed/ground up development, it is likely that a vendor may not have a system to demonstrate. In that case, would the vendor get a 0 on the 10% criteria?	As part of the Technical Demonstration/Oral Presentation, vendors will receive an agenda indicating what the WCB is interested in seeing and discussing. Based on the demonstration/presentation, the WCB will provide a score.
139	5.4 Technical Volume (Volume II)	Should the "Additional Information" submitted in separate binders be sent via email with the electronic copies of the Cover Letter, Volume I, Volume II and Volume III?	Yes - any documentation submitted as part of the proposal must be submitted via email to WCBContracts@wcb.ny.gov.
140		Are we able to integrate with payment platform to process all financial data? Will the solution be able to manage notifications, approvals, etc... and update the payment platform(s), ERP's, LOB's, etc...while storing documentation in the solution repository?	Please refer to page 8 in Exhibit 4 regarding BIS integration requirements with the NYS Statewide Financial System.
141		What integration points does eClaims have today?	eClaims has 4 integration points; specifically, CIS, ECR, Payor Compliance and the Data Warehouse.
142		Does NYS WCB have separate data warehousing?	The WCB has a separate data warehousing.
143		What is the preferred method of integration? API, Code Level, Screen Scraping?	The preferred method of integration is Secure Web-based APIs.
144		Can NYS WCB provide OCR examples of documents on Exhibit 5 pages 11-14?	Examples will be provided of OCR documents during the analysis phase.
145	Exhibit 5	Can the state clarify what is the difference in functionality provided by the Medical Portal being developed and the requirements listed for "Authorize Medical Service Providers" capability under the "Medical" module in Exhibit 5 that are expected in the BIS solution?	The medical portal will allow medical treatment authorization requests. The requirements to authorize medical service providers support the process of becoming a WCB authorized provider.
146	Section 5.4, 5.4 and 5.5	Do you have an email size limitations on the size of files you can receive? If so can we split into multiple files?	There is a size limit of 25MB per email; emails can be split into multiple files if needed.
147	General	<ul style="list-style-type: none"> Can we please obtain more details on NYS's current available software's/hardware's, architecture. Can we please obtain details (sizing/architecture etc.) on current Database and the amount of data present. 	Please refer to Exhibit 7 and response to #10.
148	Attachment 20 & 21	<p>We understand that NYS is looking for at least 1 public sector project experience (mandatory requirement) according to Attachment 20 . Can you please confirm this and if there is any flexibility in this requirement to have our M/WBE satisfy this requirement? Or, does the "Prime" vendor need to satisfy this requirement?</p> <p>Also minimum two references that are similar in scope to this RFP are to be submitted according to Attachment 21. If subcon is used, 1 reference should be from the subcontractor. The references need not necessarily be from the public sector space. Please confirm our understanding of this requirement.</p>	<p>The Bidder (prime vendor) must be able to satisfy the minimum experience requirements based on the Bidder's experience; the experience of subcontractors cannot be used to meet the minimum experience requirements.</p> <p>Correct; the Bidder must have completed at least two (2) projects within the last ten (10) years of similar scope to the RFP scope, which reflect the Bidder's, and any subcontractor's, experience. The projects do not have to be public sector projects. The Bidder must provide references for each of the submitted projects. If subcontractors will be used to fulfill portions of the required scope of the RFP, a minimum of one reference should be provided for each subcontractor.</p>

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	RFP Section	Inquiry	WCB's Response
149	<p>5.2 Cover Letter</p> <p>Statement certifying that, if awarded the contract, the Bidder will comply with all of the requirements set forth in this RFP, including the Contract Terms and Conditions in Section 3 and Appendix C, Appendix A (Standard Clauses for all New York State Contracts)</p> <p>All exceptions and deviations must be noted in bids and no adjustments may be made after an award is issued.</p> <p>Acceptance and/or processing of a proposal shall not constitute acceptance of extraneous terms. NYS will not entertain any exceptions to Appendix A - Standard Clauses for New York State Contracts.</p>	<p>We need to confirm that the bidding vendor is NOT required to accept all the contract Terms and Conditions enclosed in the RFP in order to submit a compliant proposal.</p> <p>Our understanding is the bidding vendor will have the option to provide proposed revisions to the contract for negotiations as part of the RFP finalist and/or award process. Please confirm our understanding of this and/or indicate the required process. We just need to assure the bidding vendor is not required to accept all the RFP's contract terms and conditions in order to submit a compliant proposal. And, that subsequently we can submit proposed contract revisions as part of the finalist/award process.</p>	<p>The agreement that results from this procurement, between the WCB and the Successful Offeror, shall <i>substantially</i> contain the terms and conditions set forth in Appendix C, Terms and Conditions. Vendors may propose revisions to the terms and conditions contained in Appendix C using Attachment 13 – Extraneous Terms Template. Any proposed revisions must be submitted with the vendor's proposal. If a vendor, who has proposed extraneous terms, is issued a tentative contract award, those proposed revisions will be subject to negotiation. If the WCB and the vendor cannot reach agreement, the WCB will go to the next highest scoring bidder.</p> <p>Please note that changes cannot be made to Appendix A and any changes to Appendix C will be subject to approval by the WCB and the control agencies, the Office of the Attorney General and the Office of the State Comptroller.</p>
150	General	WCB stated in the Q/A for the previous procurement that the agency plans to engage the services of an IV&V vendor. Could you please clarify if WCB will issue a PBITS Mini-Bid or RFP to secure the services of an IV&V vendor?	The WCB is still reviewing its options for the IV&V vendor.
151	4.2.15	Can vendor include any of the MBE/WBE partners' certified by NYS during or after the proposal who has not submitted intent to submit a bid?	Yes - MBE/WBE vendors who are interested in subcontracting opportunities do not need to submit an Intent to Bid.
152	Attachment 20 - Minimum Bidder Qualifications1	<p>In the "Addressed by This Project" section: is it mandatory to have a single project that meets all four criteria (Process transformation, Claims management system, Migration of a legacy system to an n-Tier system, and External agency system interfaces)? Does federal, state and/or local government has to meet all criteria?</p> <p>Do you need all project to be from the federal, state and/or local government? Can the project with private sectors (banks etc.)?</p>	<p>Bidder must be able to site project(s), which were fully completed in the past five years (i.e. in the warranty period or later), where Bidder implemented a new information system(s) that collectively included the following:</p> <ul style="list-style-type: none"> • Process transformation; • Claims management system; • Migration of a legacy system to an n-Tier system; and • External agency system interfaces. <p>These requirements may be met by multiple projects.</p> <p>An amendment to Attachment 20 of the RFP, amending the requirement, as set forth in this response, will be issued.</p>
153		Will the new system be the System of Record for all new and existing migrated data or will source systems be maintained after go live. For the systems that will remain, are they home-grown systems, COTS, or both? Is there a list of systems that will be maintained vs systems that will be replaced?	Please refer to Exhibit 4.
154		Is there an Identity Provider service that we will be integrating to.?	The Identity Provider Service will be integrated Siteminder.

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	RFP Section	Inquiry	WCB's Response
155	42.2. RFP Calendar	Number 4 on the timeline indicates a "Filing Notice of intent to bid and has a date of Oct 8. Is it a requirement to have filed our intent to bid by that date in order to be in compliance? Are companies able to respond without having furnished that notice?	The Filing of a Notice of Intent to Bid is not a mandatory requirement for this RFP.