

**Common Benefit Identification Card (CBIC) - Request for Proposal (RFP)**  
**Response to Questions – February 23, 2012**

Question Sequence	RFP Section #	Page #	Vendor Questions	Response
1.	General		<p>What are the differences between the OTDA CBIC System, WMS, and AFIS?</p> <p>Are these distinct and separate systems contracted separately?</p>	<p>The relevant functionality of the relevant OTDA systems, CBIC and WMS, are set forth on page 15 of the RFP. AFIS Contractor responsibilities are described on page 19. WMS is the core eligibility file.</p> <p>AFIS is contracted separately.</p>
2.	1.1 Overview	13	<p><i>“In order to provide access to MA benefits, non-photo CBICs are issued to all MA individuals who do not receive a photo card.”</i></p> <p>Are paper Medicaid cards issued in addition to a non-photo CBIC for those receiving MA benefits only?</p>	<p>Paper Medicaid cards are not the responsibility of the CBIC contractor.</p>
3.	1.2 Purpose	13	<p><i>“...produce same day Over-The-Counter (OTC) cards at two sites in New York City”</i></p> <p>Are the two (2) sites that will be used for this contract period of performance already acquired and managed by HRA?</p> <p>Will the CBIC Contractor staff assigned to these sites report to a Contractor Site Supervisor or to the HRA supervisor?</p>	<p>HRA has leased the new sites but they are not yet operational. Refer to Exhibit 18 for more information about the Contractor’s physical space at the OTC sites.</p> <p>The CBIC Contractor staff will report to the Contractor Site Supervisor. HRA and the Contractor staff will interact operationally but are administratively separate.</p>

4.	1.3 Background	14	States "mailing to clients within two (2) business days..." Other areas (2.5.1) specify 2 to 3 days. Please clarify.	1.3 is background (how it works now), other sections are technical requirements for this procurement.
5.	1.4.1.1 OTDA	15	<p><i>"Temporary plastic 'disaster' vault cards are stored for potential issuance for EBT in all upstate SSD offices and in New York City. They provide client access to EBT in the event of a major failure of the New York State Office for Technology State Data Center. Currently 1,000,000 such cards are in storage. No instances of failure have yet required the activation and usage of these cards."</i></p> <p>Please confirm that the 1,000,000 cards in storage will remain available for this program and that there are no changes anticipated that would require replacement of this 1,000,000 cards.</p>	There are 1,000,000 are in storage at this time. We do not anticipate replacing these cards unless they are deemed "unusable" or have actually been used and would need replacement.
6.	1.4.1.1 OTDA	16	Does the CBIC Contractor ever handle the physical MA temporary cardboard cards issued at the OTC?	No.
7.	1.4.1.2 OFT	16	If Data Comm is required between the OTDA and the OTC sites, will OFT be providing this communication?	The NY State OFT will be responsible for all data communications between NY State and the CBIC Contractor and between the CBIC Contractor and the AFIS contractor. The OFT data comm at OTC sites will be for <u>state operations and systems only and will be provided by OFT</u> . Refer to RFP Section 2.20.4
8.	1.5.1 NY State Responsibility	17	<p><i>"Allow SSD users to request replacement cards."</i></p> <p>Is a user interface required from the CBIC Contractor to facilitate these requests?</p>	No.

9.	1.5.3 New York City Human Resources Administration (HRA) Responsibility	18	<p><i>“General supervision of all staff at the OTC sites.”</i></p> <p>Please indicate the organizational chart for Contractor staff reporting to HRA management. Please define “general supervision” - is HRA responsible for the general supervision of non-HRA staff at the OTC sites?</p>	While HRA will not supervise the contractor staff, the contractor staff must adhere to the same rules and regulations as HRA staff pertaining to a code of conduct and dress code. These two documents will be provided to the successful Offeror.
10.	1.5.3 New York City Human Resources Administration (HRA) Responsibility	18	<p><i>“Acquiring and maintaining real estate and all related aspects of the physical locations of the New York City CBIC OTC facilities.”</i></p> <p>Please define “all related aspects of the physical locations” (e.g., cleaning crew).</p> <p>Is HRA acquiring new real estate or taking over existing HRA space?</p>	<p>HRA will be responsible for building maintenance including cleaning.</p> <p>HRA has leased new real estate.</p>
11.	1.5.3 New York City Human Resources Administration (HRA) Responsibility	18	Has HRA selected the new New York City CBIC OTC facilities? If selected, may bidders tour the new facilities before the proposal submission date stated in RFP section 3.5?	HRA has selected the two OTC site locations. Offerors will not be allowed to tour the new sites prior to proposal submission as they are being constructed. OTDA has provided additional details regarding the contractor’s space at the OTC site. See new Exhibit 18.
12.	1.5.3 New York City Human Resources Administration (HRA) Responsibility	19	How many PIN operators will HRA have at each of the OTC sites?	The contractor is not responsible for PIN operation and assignment.

13.	1.5.3 New York City Human Resources Administration (HRA) Responsibility	19	<p>How many intake workers will HRA have assigned to each of the OTC sites?</p> <p>How many intake windows will be open during peak volume times?</p>	<p>To be determined. Note we are expecting the card printing volumes at the OTC sites to remain the same.</p> <p>The contractor will be allotted three windows. The contractor will propose how windows are open during peak periods.</p>
14.	1.5.3 New York City Human Resources Administration (HRA) Responsibility	19	<p>If the quality of a photo image is deemed to be of poor quality by the Contractor, would HRA staff at the OTC sites make a decision about the appropriateness of using the image?</p>	<p>The CBIC contractor will print the card with the current image on file. Only HRA would make a determination that a photo is unusable and mark it as such.</p>
15.	1.5.3 New York City Human Resources Administration (HRA) Responsibility	19	<p>Being that HRA is responsible for the “first contact,” what method would they be using for calling consumers to the intake window? In order to protect client’s confidentiality, Contractor is recommending using a number system.</p>	<p>All workstations are numbered. The client will be instructed to go to the contractor’s window number and present their referral.</p>
16.	1.5.4 AFIS Contractor Responsibility	19	<p><i>“Client numbers may be in CIN format or in Application Registration Number.”</i></p> <p>Please specify the format of these numbers.</p>	<p>CINs are composed of 8 characters (3 alphas and 5 numeric). Application Registration Numbers are 10 numbers.</p>
17.	1.5.4 AFIS Contractor Responsibility	19	<p><i>“Images transmitted and not accepted are indicated as such on the report so that appropriate action can be taken.”</i></p> <p>What are some common reasons for rejection of the images?</p>	<p>This refers to the AFIS contract.</p>

18.	1.5.4 AFIS Contractor Responsibility	19	<p><i>“When problems prevent transmission of images from AFIS to the Contractor’s system, the AFIS contractor will transmit to the Contractor’s system at any time of day, including weekends, holidays or after normal business hours.”</i></p> <p>What is the protocol to issue a card if the images arrives after are card request is processed?</p> <p>What is the protocol for mailed cards?</p> <p>What is the protocol for OTC cards?</p>	For any card, the CBIC contractor will print the most current image on file at the time of printing.
19.	2.1 Back-Up Site	20	<p><i>“The back-up site must be capable of 100% of mailed card production and must be equipped and have consumables to do so.”</i></p> <p>How many days’ worth of consumables are required at the back-up site?</p>	That is a contractor decision. NY will require the CBIC contractor to meet the standard as described in section 6.1.
20.	2.1 Back-Up Site	20	<p><i>“The Contractor must submit production samples of products for testing according to a pre-defined OTDA schedule to assure ISO standards, as defined in Exhibit 17- ISO Card Standards, are being met.”</i></p> <p>How many cards, or percentage or cards, are required to be submitted?</p>	To be determined by OTDA during detail design phase.
21.	2.1 Backup site	20	2.1 states backup site to run a minimum of 25% of one days volume one day per week. 2.18.2 states 10% of mailed card production per month must be run at backup site. These could represent different numbers. Please clarify the difference.	See answer to question #105

22.	2.2 Card Standards	20	Please provide Quest rules that apply to card standards.	It is the contractor's responsibility to obtain the most current Quest rules. They can be found at <a href="https://www.nacha.org/s/quest/">https://www.nacha.org/s/quest/</a>
23.	2.2 Card Standards	20	States "All permanent plastic cards generated will contain "Hi-Coercivity", track two magnetic stripes." Section 2.5.1.1.1 mentions replacement of lo-co cards with Hi-co cards. Confirm cards provided by contractor will be hi-co.	All permanent plastic cards are hi-co. Vault cards are lo-co. The reference in 2.5.1.1.1 is regarding the issuance of large quantities of CBICs with one potential reason being "replacement of LoCo cards with HiCo cards".
24.	2.3 Card Samples	20	<p><i>"For the purposes of this RFP, 10 copies of sample product from existing business are required."</i></p> <p>Post-contract award, will OTDA have any objections to the use of CBIC samples in RFP responses to pursue other contract work?</p> <p>As an alternative, can OTDA observe these samples during the benchmark?</p> <p>What types of cards samples are needed?</p>	<p>No.</p> <p>Samples for the benchmark must meet criteria list in section 5.4.2 of the RFP. All samples will be sent to OTDA following the benchmark.</p> <p>Please refer to section 2.3 for clarification of card samples.</p>
25.	2.3 Card Samples 3.7.2	20 65	Please confirm that offerors are required to submit a total of 80 card and card carrier samples – specifically, 10 separate examples of product from existing business (RFP 2.3), for the eight technical volumes (one original and seven hard copies) submitted with the proposal (RFP 3.7.2).	A total of 10 cards samples should be sent.

26.	2.3 Card Samples	20	<p><i>“Offerors must submit product samples of their ISO standard financial access cards and card carriers along with their proposals. For the purposes of this RFP, 10 copies of sample product from existing business are required.”</i></p> <p>What types of card samples are required?</p> <p>How many types of card samples are required – ten (10) copies of one (1) sample product or ten (10) different sample products?</p>	<p>Per section 2.3, Card Samples, “Offerors must submit <b>product samples of their ISO standard financial access cards and card carriers</b> along with their proposals.”</p> <p>Offeror choice. However, OTDA would prefer to see different samples.</p>
27.	2.3 Card Samples	20	<p><i>“Card carrier artwork customized for the OTDA is not required during the procurement, except in terms of providing existing samples from the Offeror’s current business.”</i></p> <p>What types of card carrier samples (generic or custom) are needed?</p>	<p>Offerors should submit sample carriers that go with the provided sample cards.</p>
28.	2.4.1.2 Graphics	21	<p><i>“Reimbursement will be based on the Contractor’s per card cost of actual inventory of plastic as documented by an invoice from the card supplier to the CBIC Contractor.”</i></p> <p>Inventory storage has a carrying cost. Will OTDA entertain the reimbursement of carrying costs if those costs are published in the proposal response?</p>	<p>No. The Offeror must incorporate all costs into the card costs and submitted in Appendix G.</p>
29.	2.4.1.3 Security and Graphic Features	21	<p><i>“Separate pricing must be provided for each of the following. The use of any or all of the options will be at the sole discretion of the OTDA...Holographic Overlay...”</i></p> <p>Holographic Overlay - if used, will all CBICs represented in Exhibit 1 use the Holographic Overlay?</p>	<p>Permanent plastic cards only.</p>

30.	2.5.1.1 Production Requirements	22	<p><i>“Offerors committing to a lesser timeframe will be held to the standard of the lesser timeframe.”</i></p> <p>Is there any evaluation advantage to committing to lesser turnaround times?</p>	Yes. See section 5.2.1.3 Criteria 4 of the RFP.
31.	2.5.1.1 Production Requirements	22	<p><i>“For the life of the contract, and for any extensions thereof, the Contractor must be able to meet and exceed by 100% the volume detailed in Exhibit 1 of this RFP. The volume required is based on the average of the highest volume for three months for mailed cards and separately for OTC cards as detailed in Exhibit 1.”</i></p> <p>Please confirm that it is 100% of the highest 3 month mailed cards (e.g., 174,052 cards).</p> <p>Which card totals are added up to get the totals in column "Statewide Total Perm Clients CBIC cards"?</p>	<p>The Contractor must be able to meet (and additionally exceed by 100%) the volume of cards detailed in Exhibit 1 separately for mailed and OTC cards. For mailed cards, the Contractor must be able to meet a volume of 348,104; for OTC cards the Contractor must be able to meet a volume of 69,020.</p> <p>The columns labeled “Mailed” and “OTC Card Totals” are added together to equal "Statewide Total Perm Clients CBIC cards".</p>
32.	2.5.1.1.1 Large Quantity CBIC Issuance	23	<p><i>“Contractor is free to subcontract with 3rd parties to meet the additional card production volumes of this section. OTDA must approve such 3rd party selection.”</i></p> <p>If the Contractor is using a subcontractor for Mailed Card Processing, is this requirement stating that the subcontractor cannot use established subs for emergency processing and that the Contractor must establish an additional contractual relationship with the another processor in case of an emergency?</p>	No.

33.	2.5.1.3 Card Carrier  2.26 Other Suggested Revisions  Appendix G	24  56	<p><i>“Offeror is free to propose a mechanism for stuffing more than one card in a mailer affixed to a single carrier.”</i></p> <p>Is there an evaluation scoring advantage to being able to stuff more than one card in a mailer affixed to a single carrier?</p> <p>Should this scenario be addressed in response to Section 2.5.1.3, or in Section 2.26, <i>Other Suggested Revisions</i>?</p> <p>Is pricing required for this scenario at proposal submission?</p> <p>If so, how would OTDA like this to be priced using the tables in Appendix G?</p>	<p>OTDA will not address scoring unless it documented in the RFP. The Offeror should make its best effort to provide OTDA with a quality, efficient, and cost effective solution.</p> <p>This scenario may be addressed in 2.26.</p> <p>Pricing should be addressed in Appendix G section 9.</p>
34.	2.5.1.3 Card Carrier	24	<p>Offeror is free to propose a mechanism for stuffing more than one card in a mailer affixed to a single carrier. OTDA must participate fully and approve of the design and implementation of such processes. The following details the requirements of the card carrier.</p> <p>Does the OTDA require more than one card on a carrier? Or is this an option?</p>	<p>OTDA requires one card per carrier. The Offeror may propose a multiscard carrier. See answer to question #33.</p>
35.	2.5.1.3.1 Text 2.5.1.3.2 Custom Messages	24 25	<p>Please specify the difference between “Custom Messages” and “Special Messages”.</p>	<p>They are two separate text fields. One prints on all card carriers, the other prints on only those card carriers what have an indicator to print the message in the card record sent from OTDA.</p>

36.	2.5.1.3.1 Text	24	<p><i>"The print data will include at a minimum:"</i></p> <p>Please provide element type, domain, and size for each element listed.</p> <p>Regarding the "unique card production machine ID," could we use another source to determine the machine ID? For instance, we can identify our equipment by using the WIP # on the form. If this meets our needs for isolating the specific equipment are we okay to forego adding this field?</p>	<p>Please see Exhibit 9 for data layouts and field size.</p> <p>The contractor must be able to isolate the machine, batch, and sequence of the card produced.</p>
37.	2.5.1.3.1 Text	25	<p>Please clarify the definition of "Sequence number within batch", as earlier sections of the RFP seem to indicate real time card requests, rather than batch processing.</p>	<p>Sequence number is the order in which the card was printed in a batch. Real time card requests for mailed cards are sent to the contractor in "real time" but are held until cards are printed.</p>
38.	2.5.1.3.2 Custom Messages and Exhibit 7	25	<p><i>"See Exhibit 7 for the current print location of all variable data on the card carrier."</i></p> <p>Exhibits 7a, 7b, and 7c do not indicate specific locations of variable data. Please specify.</p>	<p>An amended Exhibit 7 has been added to the OTDA CBIC procurement webpage displaying variable data.</p>
39.	2.5.2.1 Distribution and Availability Requirements	26	<p><i>"OTC site hours of operation will be on a 12 hour per day basis on business days. Times of operation will be determined upon contract implementation. At the discretion of the HRA site hours may change over the life of the contract."</i></p> <p>Per-card price takes into account labor required to staff the OTC 12 hours a day. Please confirm the hours of operations for the OTC sites will be 12 hour per business day.</p>	<p>Currently, hours of operation are 12 hours per day. However, at the discretion of HRA, those hours may change.</p> <p>If HRA determines to change the hours, the stakeholders (OTDA, HRA, and the Contractor)</p>

			Please confirm that if HRA changes the site hours, it will remain a 12 hour day, except in emergency situations.	will have to negotiate a contract amendment.
40.	2.5.2.1 Distribution and Availability Requirements  2.21.2.3 Administrative System Monitoring Report	26  48	Would the OTC sites follow the NY City, or NY State holiday schedule, or the Postal Holidays listed on page 2 of Exhibit 16?	The OTC sites will follow the HRA (NYC) schedule. Please see the new Exhibit 19 for the HRA Holiday schedule. Exhibit 16 is for mailed cards.
41.	2.5.2.1 Distribution and Availability Requirements	26	Please elaborate on the requirement to admit clients prior to closing time - what is the expected cut-off time? For example, 15 minutes prior to closing time, or 1 minute prior to closing time?	HRA locks the entrance to the facility 15 minutes prior to closing time.
42.	2.5.2.2 Card Issuance Requirements	27	<i>"The Contractor is required to store an OTC card request for 30 calendar days or until the card is produced."</i>  How would OTDA like the CBIC Contractor to report back to OTDA when a card request is deleted at the end of day 30 without producing the card (i.e., the cardholder never arrives to the OTC to receive the card)?	This will be addressed during the detail design phase.
43.	2.5.2.2 Card Issuance Requirements	26	2 <sup>nd</sup> paragraph of this section regarding the referral document: Does the referral document have a barcode on it to expedite processing by the CBIC contractor?	No.

44.	2.5.2.2 Card Issuance Requirements 2.5.2.3	27	Both of these sections describe use of a “referral document” which is provided to Contractor personnel. How long should the Contractor retain referral documents that it has received?	1 year
45.	2.5.2.3 OTC Card Process	27	Does the HRA Generated Referral have a bar coded referral number on it? Can it?	No. The Offeror may propose a solution to adhere a barcode to the existing HRA referral.
46.	2.5.2.3 OTC Card Process	27	<p><i>“Upon client arrival, HRA staff will evaluate the client for appropriateness for service. If found appropriate HRA staff will access the OTDA CBIC system via their PC’s and will request a referral.”</i></p> <p>Is the system referred to as the “CBIC system” the WMS, rather than the CBIC Contractor’s OTC software solution?</p> <p>Does the phrase <i>“evaluate the client for appropriateness”</i> include the verification that the photo and signature are usable?</p>	<p>It is the NYS CBIC system that is used to request a referral, NOT a contractor’s system.</p> <p>No it does not.</p>
47.	2.5.2.3 OTC Card Process	27	<p><i>“Protective sleeves for the cards will be provided by the Contractor and made available with each OTC card issued. OTDA will supply the Contractor with the text that will appear on the sleeves.”</i></p> <p>Does OTDA prefer paper or Tyvek sleeves?</p>	Please see 2.5.1.3.4 for additional information. “Contractor must provide protective sleeves of material of their choosing for the cards. “
48.	2.5.2.3 OTC Card Process	27	<p><i>“...secure destruction of any consumables such as printer ribbons or documentation...”</i></p> <p>Will any existing equipment from current OTC operations, such as shredders (or any other equipment), be made available to the CBIC Contractor for performance on this contract.</p>	No.

49.	2.5.2.3 OTC Card Process	27	What is the process for reprinting OTC cards that were not picked up and then shredded at the end of the calendar day?	Cards not picked up at the end of the day are shredded. A new card request record would need to be created through the regular process.
50.	2.5.2.3 OTC Card Process	27	In the event that there is a problem with the image or the card data and the client needs to be referred to HRA, would the Contractor's clock stop at the point at which the case is referred to HRA?	Yes.
51.	2.5.2.3 OTC Card Process	27	In the event that the card is printed by the Contractor and the client does not respond when being called to report to the pick-up window to claim the card, is the Contractor allowed to stop the clock at this point?  What other triggers would allow the Contractor to stop the clock in addition to successfully closing the process by handing the CBIC to the client?	The Contractor's clock stops when the card is printed not when the client responds to the pick-up window.
52.	2.5.2.3 OTC Card Process	27	Is the client allowed to assigned an authorize representative to pick up the card on their behalf?  If yes, is HRA responsible for validating the representative?  How would the Contractor verify that the image on the card belongs to the client linked to the card?	An Authorized Representative Card contains the Authorized Representative's name and signature. An Authorized Representative can only pick up a card with their name on it. They cannot pick up a card on behalf of the client with only the client's name on it. The Contractor follows the same procedure for verification as defined in Section 2.5.2.3.
53.	2.5.2.3 OTC Card Process	27	HRA is responsible for the initial contact with clients arriving at the sites, as well as assessing the referral and initiating the request for the card. Please confirm that the Contractor's role is to print the cards, have client sign the referral, and validate the client's identity by verifying the signature and the photo.	HRA and contractor responsibilities for the OTC process are listed in 2.5.2.3 of the RFP.

			Are these tasks to be performed by one (1) person, or is it two (2) separate roles (printing and validating)?	The Contractor can determine the staffing requirement.
54.	2.5.2.3 OTC Card Process	27	Is the Supervisor or Assistant Supervisor responsible for shredding and maintaining the log of cards that were not picked up by clients or that needed to be shredded due to poor quality?	The Contractor can determine the staffing requirement.
55.	2.5.2.3 OTC Card Process	27	The first two bullets state that card carriers and protective sleeves must be “made available.” Is the Contractor required to provide a card carrier and protective sleeve with every card, or should they only be provided when requested by the client?	They must be available to every client.
56.	2.5.2.3 OTC Card Process  2.5.2.3.1 Card Issuance Turnaround Time	27  28	There appears to be some confusion as to the point at which the contractor’s one-hour clock stops. Section 2.5.2.3 states, “Contractor must create the permanent card within one hour of receipt of the referral at the Contractor issuance window.” Section 2.5.2.3.1 states, “The Contractor must issue completed CBICs to individuals in no more than one hour of their arrival at the Contractor’s issuance window in NY City OTC sites.” Does the clock stop at the completion of <b>printing</b> the CBIC, or <b>issuing</b> the CBIC to the individual?	The clock stops when the card is printed.
57.	2.5.2.3.1 Card Issuance Turnaround Time	28	Please confirm that the turnaround time in number of minutes committed to by contractor is in fact from the time of day the client arrives at the contractor issuance window to the time of day the card is printed.	Correct.

58.	2.5.2.3 OTC Card Process  2.5.2.4 OTC Cards – Emergency Back-up Systems	27  28	<p><i>“Card carriers for the cards will be provided by the Contractor and made available with each OTC card issued. The card carriers need not be client customized, but must contain the standard information printed on all mailed card carriers.”</i></p> <p>Card carriers are the forms to which cards are affixed prior to envelope insertion and mailing. Does the OTDA require the cards issued at the OTC to be affixed to a card carrier, or is there a general information sheet that is issued with the card?</p>	Clients at the OTC must be provided with a document containing the same information that is contained in the standard card carrier. However, OTDA does not require that the OTC cards be affixed to this document.
59.	2.5.2.3.1 Card Issuance Turnaround Time	28	<p><i>“Offerors committing to a lesser timeframe will be held to the standard of the lesser timeframe.”</i></p> <p>Will additional evaluation points be granted to contractors for committing to shorter turnaround times?</p>	Yes. See 5.2.1.3 Criteria 4 of the RFP.
60.	2.5.2.3.1 Card Issuance Turnaround Time	28	Please define what network issues are considered “out of control of the Contractor.” For example, verify that network provider outages (such as AT&T) are not considered a performance standard failure.	Individual incidents of performance standard failure would be reviewed by OTDA. Generally, if the Contractor selected the service provider who has defaulted in performance, the Contractor will be held responsible, subject to application of “Force Majeure” considerations.
61.	2.5.2.3.2 PIN Issuance	28	Is the Contractor expected to refer all clients to HRA for PIN selection, or are we expected to ask the client if they need assistance with the PIN selection, and how is the client referred to HRA?	PIN selection is an HRA function. The protocol for client referral for PIN selection will be developed as part of contract implementation.

62.	2.5.2.3.3 Printer Pooling	28	<p>How many printers at each site are dedicated to photo cards?</p> <p>How many are dedicated to non-photo cards?</p> <p>Is printer pooling used today?</p>	<p>Offeror determination in proposal.</p> <p>Offeror determination in proposal.</p> <p>Yes.</p>
63.	2.5.2.4 OTC Cards – Emergency Back-up Systems	28	<p>What is the formal protocol for the emergency back-up system?</p> <p>Who is responsible for creating and maintaining this document/process?</p> <p>Would HRA determine what an emergency situation is?</p> <p>Which agency is responsible for initiating the process?</p>	<p>HRA is responsible for the emergency back-up card system. See section 2.5.2.4 for specific duties.</p>
64.	2.5.2.5.1 On- Site Security	29	<p>In addition to security guards, what other security measure will be put in place at the sites? Metal detectors? Security cameras?</p> <p>What would be the design of the counters?</p> <p>What types of security barrier and communication mechanisms are being considered?</p>	<p>HRA will provide locks on the doors to secure the office after hours. No metal detectors or security cameras will be provided.</p> <p>Counter design information is provided in Exhibit 18. There are no barriers between staff and clients. There will be a microphone connected to speakers located around the waiting area to call clients to the counter.</p>
65.	2.5.2.5.4 Location and Maintenance	29	<p>Will the winning Contractor be moving into currently operating OTC facilities?</p>	<p>No.</p>

66.	2.5.2.5.4 Location and Maintenance	29	Will the location services provided by HRA include 110 volt power, light fixtures, and lighting consumables (e.g. fluorescent bulbs) for the contractor portions of the facilities?	HRA will provide 110v power, light fixtures, and lighting consumables.
67.	2.5.2.5.4 Location and Maintenance	29	Will the maintenance services provided by HRA include items such as trash collection and pest control for the contractor portions of the facilities?	Yes.
68.	2.5.2.5.4.1 Physical Site Requirements	29	<p><i>“If the Contractor determines that, it shall be the Contractor’s responsibility to make such modifications and incur any associated costs.”</i></p> <p>Will the locations of current operations be used for execution of the contract for the duration of the contract, including option periods?</p> <p>Will the site visits during the RFP process allow Contractors the opportunity to determine whether “modifications to the space are necessary”?</p>	<p>No.</p> <p>Site visits will be to the current OTC sites. In their proposal, Offerors must clearly delineate all requirements of their staff’s physical site requirements at the OTC sites.</p>
69.	2.5.2.5.4.1 Physical Site Requirements	29	<p>How many customer service windows will be provided for use by the Contractor (only) at the OTC facilities?</p> <p>Is the Contractor allowed to specify minimum amount of square footage needed to accommodate Contractor’s staff and equipment?</p> <p>Would the contractor have access to the floor plans for each office prior to physical modifications being done?</p>	<p>Three</p> <p>No.</p> <p>Modifications are limited to work area behind counter. The floor plan and other Contractor space information has been provided in Exhibit 18.</p>

70.	2.5.2.5.4.1 Physical Site Requirements	29	Please provide details regarding how employees and clients can communicate clearly through the window that separates them.	There is no barrier between staff and clients except for stationary counters.
71.	2.5.2.5.4.1 Physical Site Requirements	29	Will the physical site provided by HRA include a secure storage area and adequate counters for client processing?	See Exhibit 18 for secure storage area specifications.
72.	2.5.2.5.4.1 Physical Site Requirements	29	If modifications are required to the physical sites, will HRA be responsible for coordinating building permits and expediting inspection services required for approvals?	Modifications are limited to the Contractor's space behind the counter. The space itself and counter may not be modified.
73.	2.5.2.5.4.1.1 Equipment Requirements	29	Will a public address system be provided by HRA or is it the Contractor's responsibility to install this?	HRA is installing the public address system. It will be one system that has microphones in the contractor area and HRA's intake section with speakers in the waiting area and on the floor.
74.	2.5.2.5.4.1.1 Equipment Requirements	29	Are office consumables (exclusive of card printer consumables) to be provided by the Contractor or HRA?	Office consumables are to be provided by the contractor for contractor staff.
75.	2.5.3.3 Inventory Tracking and Control System	31	<p><i>"The contractor must maintain and make available for audit the security measures/processes and inventory control processes and procedures at the central vault card distribution location."</i></p> <p>Confirm this is referring to security at the Contractor's site where bulk card inventory will be maintained because the HRA is responsible for security at the OTC site vaults, not Contractor.</p>	Correct.
76.	2.5.3.3	30 31	Which types of fields/format does OTDA specifically require to be searchable?	To be determined during detail design. We are anticipating these records to be similar to the card record layout listed in Exhibit 9.

77.	2.5.3.4 Inventory Transfer  2.16.2 Card Numbering	31  37	<p><i>“The OTDA’s existing inventory of vault cards will be transferred from OTDA’s current card contractor to the CBIC Contractor prior to startup of the card system.”</i></p> <p>Will inventory data show Vault cards present at each SSD and HRA (including the OTCs) location, and card numbers located at each site?</p>	Current inventory data does not show vault cards that are currently present at each SSD and HRA. A method of reconciliation will be determined during the detailed design phase.
78.	2.5.4 Vault Card Usage for Additional Program Areas	31	<p><i>“In the event OTDA chooses to expand vault card usage to additional program areas, the Contractor may be required to develop additional inventories of vault cards...”</i></p> <p>What is the space allocation for the vault?</p> <p>Will the current vault storage be able to handle the projected increase in volume if executed?</p> <p>Will there be an upper limit to the number of vault cards that can be stored?</p>	In accordance with Section 2.5.3.1, the Contractor must be able to supply a minimum of six (6) month's inventory to each SSD or HRA with each shipment upon request. It is the Contractor’s determination as to the amount of vault space required. Similarly, the Contractor would also determine any increase in vault space required were OTDA to choose to expand vault card usage in amounts indicated in Section 2.5.4.
79.	2.6 Storage of Photo/Signature Images  Exhibit 1	32	<p><i>“The current volume of photo images transmitted from AFIS to CBIC is approximately 47,000 per month. The current volume of signature images transmitted from AFIS to CBIC is approximately 46,000 per month.”</i></p> <p>On average, Exhibit 1 indicates that an average of 72,429 photo cards are produced each month. Please clarify this perceived discrepancy.</p>	Multiple cards are printed with photos that are already on file with the card vendor; a new AFIS photo record is not always sent. This refers to the number of photo/signature images that are transferred from the AFIS contractor to the CBIC contractor, not the number of photo cards produced.

80.	2.6.1 Temporary Keys for Image Storage	32	<p><i>“Those images stored using the temporary key which never become linked to a permanent key shall be purged after a period of time to be defined by the OTDA.”</i></p> <p>Please indicate whether reporting to OTDA is required to document the purge of specific image records.</p>	Yes.
81.	2.6.1 Temporary Keys for Image Storage	32	Please confirm whether the purge period between temporary key reception and expiration will vary based upon a variable in the parameter file or will be administered statically through the web application administration system.	Per 2.6.1; “Those images stored using the temporary key which never become linked to a permanent key shall be purged after a period of time to be defined by the OTDA. This period will be stored in an element in a parameter file.”
82.	2.6.2 Photo Retention	32	The statement appears to be inconsistent with section 2.19.3.2 which makes provision for administrative deletion of selected photos and signatures.	This statement has been amended to read “All Photos/Signatures, unless purged as mentioned in Section 2.6.1 or Section 2.19.3.2 of this RFP, shall be retained for the life of the contract”
83.	2.6.2.1 Photo/Signature Transfer to OTDA	32	<p><i>“If required, the Contractor must be able to transmit photo and signature images to the OTDA system. The process may occur in either “real-time” or as a daily batch. The mechanism and the timing to do so will be clarified during the detailed design phase of the project.”</i></p> <p>Please specify which OTDA system is being referred to in this requirement.</p>	A system owned and operated by OTDA.
84.	2.6.3 Photo/ Signature	33	Does OTDA have a specific time lag for when photos and signatures are marked with a status as ‘unusable’? For instance if a card is already in production and being printed and then is marked as unusable, is the contractor required to identify this card and reprint it without the photo or signature that was marked as unusable?	No.

85.	2.7 Provision and Maintenance of CBIC Generation Equipment	33	<p><i>“At the end of the second year of the contract, and every year thereafter, the OTDA and Contractor will evaluate the status of the equipment’s ability to meet the contract requirements.”</i></p> <p>For the purpose of evaluating replacement costs in our per-card cost, should the Contractor assume replacements every two (2) years, or will replacement costs be negotiated if equipment is deemed unable to continue to meet contract requirements?</p>	<p>Per section 2.7 “The Contractor is responsible for providing, maintaining and upgrading any and all equipment, hardware, computers and software needed for carrying out the functions of the contract for the life of the contract, including any and all contract extensions.” And “The cost of providing the equipment and maintaining the equipment must be included in the proposed card rate. At the end of the second year of the contract, and every year thereafter, the OTDA and Contractor will evaluate the status of the equipment’s ability to meet the contract requirements. The Contractor will upgrade any and all equipment, hardware, computers and software <i>as deemed necessary</i> to meet the contract requirements.”</p>
86.	2.8 Signature Panel(s)	33	<p>In the event that there is an Authorized Representative, are both the client’s and the representative’s signature stored in the system and transmitted to the contractor?</p> <p>Is the contractor expected to print both signatures on the card and verify both signatures at the OTC pick-up window?</p>	<p>No.</p> <p>No.</p>
87.	2.11 Customized Text Data on the CBIC card	34	<p>Please provide the limitations of text length and font size for each field on each card so Contractor can be prepared and verify their system has the capability to be 100% compliant, without serious modifications to the production system and card printers.</p>	<p>See section 2.11 for text specifics. See Exhibit 9 for field lengths.</p>

88.	2.11.1 Client CBICs	34	<p><i>“Text data will include at a minimum...Date/time stamp of card printing.”</i></p> <p>DataCard machines are not programmed to print time on the card, but the date, file processing time, and machine ID can be obtained by other means. Could you please state the purpose of the time and date on the card?</p>	The contractor is required to print the Date/time of card printing on each card.
89.	2.12 Format of the Card Number on the Plastic Cards	34	<p><i>“The card number must be printed in flat graphics on two locations on the front of the card. See sample cards in Exhibit 5 of this RFP for the layout of the client CBIC, the authorized representative CBIC, the vault card and the disaster vault card. Font size shall facilitate ease of reading for keying purposes. The card number will be blocked into groups of six, four, four, three and two numbers also for ease of reading.”</i></p> <p>Please identify <i>both locations</i> where account number is located on the card.</p>	The card number is printed twice on Permanent Client CBIC card only. Both locations are displayed in Exhibit 5.
90.	2.13 Writing Data to the Magnetic Stripe	35	Please confirm if in the case that OTDA changes its plan to include tracks one or three on the magnetic stripe in the future that a change order providing the specifics and costs will be negotiated at that time.	That is correct.
91.	2.13 Writing Data to the Magnetic Stripe  2.13.3 Card Magnetics	35	<p><i>“The OTDA does not plan to use tracks one or three of the magnetic stripe at this time.”</i></p> <p>Should a two-track mag stripe card be quoted, or a three-track card? Please specify for both CBIC and Vault cards.</p>	OTDA requires only the use of track two. It is the Offeror’s choice which card (two or three mag stripe) should be quoted.
92.	2.13.2 CAV  1.5.2 Card	35  17	Do we understand this correctly that, from an operation perspective (per Section 1.5.2), the AES keys for generation of the CAV will be contained	Yes.

	Contractor Responsibility		within the HSM, and external to the HSM all other storage of the keys will be separate such that no one person has access to both?	
93.	2.13.2 CAV	35	This section describes the contractor's requirement to generate the CAV. However, it does not explicitly state that use of a Hardware Security Module (HSM) is required. Section 1.5.2, bullet #3 does mention use of an HSM. Is use of an HSM required?	Yes.
94.	2.13.2 CAV	35	Is the OTDA going to transport the AES keys to the contractor? What is the expected expiration of the AES keys? Is this expiration and re-issuance expected to be automated? Does this key process also conform to FIPS 140 requirements, if so, which security level?	Yes, OTDA will transport the AES keys to the contractor. The key process conforms to FIPS 140-2 security level. The expiration and re-issuance of keys will be communicated during the detail design phase.
95.	2.14.2 System Availability	36	Please confirm whether the sentence "After the user test phase, card printing may be suspended from this system at the OTDA's discretion" means that if OTDA wants to suspend card printing in the test system that Contractor may continue to use the test system to print test cards at Contractor's volition for other testing and training purposes.	Correct.
96.	2.14.3 OTC Test Device	36	Please confirm the functionality of the test OTC device, for instance does this require access to both the production and test systems, does this also include access to all web applications?	The test OTC device need only interface with the test network and test applications.
97.	2.15 Returned Mail Control System	36	<i>"In addition, the Contractor will accept "found cards" sent from NY State Agencies and will process and destroy these cards in the same manner as returned mail cards."</i>  Please clarify "found cards" to be "found CBIC cards."	Found cards are found CBICs.

			In the event that “found cards” are mailed to the Contractor accompanied with other non-project materials/items, is the Contractor expected to destroy “found cards” as well as other items/materials?	The contractor is only required to destroy found CBIC cards and card carriers. All other materials will be shipped to an address provided by OTDA or destroyed in a manner approved by OTDA.
98.	2.15 Returned Mail Control System	36	Would the OTDA consider using the National Change of Address, which is a service provided by the USPS that would allow the Contractor to forward mail to an address other than the one provided by OTDA based on information provided by the client to the USPS?	No.
99.	2.15 Returned Mail Control System	36	In the context of returned mail processing, the last sentence of paragraph 1 states: “ <i>The OTDA retains the option of using this system for upstate SSDs as well as for New York City.</i> ” Should the OTDA choose to exercise this option, would this option be processed in accordance with the change order process described in section 2.27.1 of the RFP?	Yes.
100.	2.15.1 Identifying Returned Cards	37	After scanning a returned card envelop, is the Contractor required to shred the entire contents of the envelop?	Yes.
101.	2.15.4 Additional Returned Mail	37	<i>“Contractor must immediately forward this mail to an address provided by OTDA.”</i>  Define immediately. Within X days?	OTDA will work with the contractor to negotiate an appropriate period time.
102.	2.15.4 Additional Returned Mail	37	Please identify how postage will be paid for additional mail?	All postage is a pass through cost to be billed to OTDA.
103.	2.15.4 Additional Returned Mail	37	In the event that the Contractor receives mail from clients or others that have been mailed to the return address, please confirm that the Contractor is expected to forward the items to OTDA without	Inspection is not required by the contractor.

			inspection. Inspecting packages has many implications, such as time, resources, safety, and security.	
104.	2.17 Systems Security	39	<p><i>“All transactions on the system must be self-auditing, creating a perpetual audit trail available for OTDA inspection.”</i></p> <p>Please clarify that OTDA expects the audit trail to be kept available for inspection forever.</p>	Correct.
105.	2.18.2 Mailed Cards Backlog Recovery  2.1 Back-Up Site	39  20	<p><i>“To ensure that the secondary site remains functional, a minimum of 10% of all mailed cards requested by the OTDA must be printed and mailed from the secondary or back-up site each month.”</i></p> <p>This conflicts with Section 2.1 that states, <i>“In order to ensure continued back-up site operability, the Contractor must process at least 25% of one day’s volume of mailed cards from the back-up site one day per week. The Contractor is free to use the site more often at their discretion. At least twice a year the entire back-up data center operations must be exercised for one full business day as a continuation of business test.”</i></p>	Contractor is required to meet both standards. Therefore, if processing 25% of one day’s volume of mailed cards from the back-up site one day per week does not meet or exceed 10% of all mailed cards for the month, the contractor should plan to process additional cards from the back-up site to meet this requirement as well.
106.	2.18.3 OTC Backup and Recovery	40	Please confirm whether the text “database current within one (1) calendar day” means that the database must be recovered back to a time within 24 hours of a failure.	No. That means that the database must be recovered and restored with current records in (1) calendar day.
107.	2.19 The Administrative System	40	Please clarify whether the provision to delete photos and signatures is the same function as purging photos or signatures as defined in RFP 2.6.1.	These are separate and distinct processes.
108.	2.19.1.3 Updates to and Inquiry to the Special Notice	41	Is <i>“Special Notice Text”</i> in this requirement the same as <i>“Special Messages”</i> discussed in requirement 2.5.1.3.1 Text?	Yes.

	Text			
109.	2.19.1.4 Purge Period for Applicant Photos	41	Is the purge period for photos of issued CBICs? Is this requirement different than for those photos purge in requirement 2.6.1, <i>Temporary Keys for Image Storage</i> , where the purge period is yet to be determined?	Section 2.19.1.4 is referring to photos and signatures attached to an Applicant Registration Number that never becomes a CIN.
110.	2.20 Network Requirements, File/Record Transfer	42	What is the format of the batch file?	Batch files consist of a header record, detail records (see Exhibit 9), and a trailer record.
111.	2.20.3.2 Contractor System Responsibility	43	<i>“The Contractor System must: - Receive batch files and real time card request records from OTDA 24 hours a day, 7 days a week, every day of the year.”</i>  Are the batched files for mailed cards and the real time transmissions for OTC cards?	Batch files are for mailed cards only. However, real time transactions may be sent for both mailed cards and OTC cards.
112.	2.20.3.2 Contractor System Responsibility	43	The last paragraph states: Proposed networks must meet New York State Office for Technology (OFT) standards. The standards for required security protocols can be found on the FIPS 140 Standards documentation website. A link to the FIPS standards is provided below: <a href="http://csrc.nist.gov/publications/PubsFIPS.html">http://csrc.nist.gov/publications/PubsFIPS.html</a>  FIPS 140 deals with cryptographic processing. For CBIC, this would be applicable for calculation of the CAV. Typically, a requirement for this is stated as FIPS 140-2 with a particular Level (1 – 4) specified.  What is the requirement for CBIC?	For encryption, FIPS 140- 2, Level 2 compliance is expected.  OTDA systems must comply with a myriad of federal mandates, including the <u>Federal Information Security Management Act (FISMA)</u> & related <u>NIST</u> and <u>FIPS</u> standards, and NYS mandates in the form of the <u>NYS Cyber Security Policy and related standards</u> .  References <a href="http://csrc.nist.gov/publications/PubsFIPS.html">http://csrc.nist.gov/publications/PubsFIPS.html</a>  <a href="#">Cryptographic Controls Standard (P03-002, Part 11. Systems Development and Maintenance Policy)- S10-006 - V1.1 - July 30, 2010</a>
113.	2.20.3.2 Contractor	43	RFP Requires FIPS 140 compliance. Does this mean FIPS 140-2? Which Security level is necessary (1-4)?	For encryption, FIPS 140- 2, Level 2 compliance is expected.

	System Responsibility		Does the current OTDA data center have the hardware required to comply with the proposed security level with the contractor's data center?	<p>OTDA systems must comply with a myriad of federal mandates, including the <a href="#">Federal Information Security Management Act (FISMA)</a> &amp; related <a href="#">NIST</a> and <a href="#">FIPS</a> standards, and NYS mandates in the form of the <a href="#">NYS Cyber Security Policy and related standards</a>.</p> <p>References  <a href="http://csrc.nist.gov/publications/PubsFIPS.html">http://csrc.nist.gov/publications/PubsFIPS.html</a></p> <p><a href="#">Cryptographic Controls Standard (P03-002, Part 11. Systems Development and Maintenance Policy)- S10-006 - V1.1 - July 30, 2010</a></p> <p>OTDA complies with the proposed security level.</p>
114.	2.20.4.6 Network and Back-Up Network	44-45	Is this bidder correct in understanding that HRA will provide the primary network cabling within the HRA-provided OTC sites, and that the requested "backup for 'last mile' connectivity" is only a backup? If so, will HRA provide cabling to the contractor's equipment requiring network access?	<p>No. Refer to RFP sections :</p> <p><b>2.5.2.5.4.1.1 Equipment Requirements</b>  <i>All needed hardware for Contractor staff and for card production must be provided by the Contractor and described in detail.</i></p> <p><b>2.5.2.5.5 Computer/Network Access Requirements</b>  All computers/workstations provided by the Contractor for the Contractor's staff must provide access to the Contractor's card production system in order to process client referral documents and initiate the production of OTC CBICs.</p> <p><b>2.20.4 Network Responsibilities</b>  Paragraph 2</p>

				<p>The Contractor will be responsible for providing all network capabilities that will move data between all components and locations of its own system. The Offeror must provide details of this network capability in their proposal.</p> <p><b>2.20.4.6 Network and Back-up Network</b>  The Contractor is required to provide a primary network between its primary mailed card site, its back-up mailed card site, and both of the Common Benefit Identification Card (CBIC) – OTC sites. A fully capable back-up network between all Contractor nodes must also be provided and supported. The Contractor must propose solutions that include a backup for “last mile” connectivity to the over the counter sites. These solutions may include cable or other means by which the over the counter sites remain in communication with the Contractor’s primary and backup main sites (i.e. datacenters). The Contractor must be capable of switching to its back-up network within one hour of a failure to the primary network. The back-up network will be subject to a business continuity test twice a year as scheduled by the OTDA. The OFT will provide back-up networking between the State systems and the Contractor’s primary and back-up sites. The OFT will provide the Contractor with a mechanism to switch the OTDA to Contractor transmissions between the Contractor’s two sites.</p>
115.	2.21 Reporting	45	<i>“The Contractor must supply/make available to the OTDA reports as defined below via a secure</i>	Hard copies of reports must also be sent to a secure location and is required as a performance

			<p><i>electronic media such as HTTPS and SFTP, or another mechanism as agreed to during the design phase of the project.”</i></p> <p>Is it acceptable to make these reports available via the Administrative System?</p>	measure.
116.	2.21.1.4 Daily Detail Photo Processing Report	46	It appears that Exhibit 13 (report sample) is not consistent with what is described in this section for the report.	Exhibit 13 – Daily Detail Photo Processing Report has been updated. A new Exhibit 13 has been listed on the OTDA website.
117.	2.21.3 Ad Hoc Reporting	49	<p><i>“Contractor will supply an ad hoc reporting tool and access to the card database and vendor database.”</i></p> <p>Please define “vendor database” to which OTDA requires access.</p>	The database where the contractor houses NYS card and card production data.
118.	2.22 Color Photo and Signature Images Conversion	49	<p><i>“OTDA anticipates that approximately 6.8 million digitized color photos and 6.2 million signatures will be on file with the current CBIC contractor by June of 2012.”</i></p> <p>How many photos and signatures are expected to be on file by January/February of 2013, when the contract begins?</p>	OTDA has provided an estimate for June, 2012. We do not have an estimate for January/February of 2013. We do not anticipate significant changes in the monthly volumes indicated in Section 2.6.
119.	2.22 Color Photo and Signature Images Conversion	50	<p><i>“Upon contract termination, the CBIC Contractor must cooperate with the OTDA and the new CBIC contractor in moving the photo-signature database to the new contractor and provide an initial load (a ‘conversion file’) including card history, SSD current return addresses, and other contents in the administrative system. The Contractor will create and implement a conversion plan in cooperation with the new contractor upon request for the OTDA.”</i></p> <p>Is the incumbent contractor required to provide this</p>	Yes.

			same transition service in cooperation with the new vendor?	
120.	2.23.1 Acceptance and Stress Testing	50	Is the incumbent contractor presently located in the OTC facilities where new contractor operations will take place?  If so, how will acceptance testing be conducted without interruption of current operations/service to CBIC cardholders in NYC?	No.
121.	2.23.1 Acceptance and Stress Testing	50	<i>“Card mounting, stuffing, protective sleeve insertion and presorting for mailed cards.”</i>  Once cards are sent to presort, they are officially in the USPS mail stream. Will addresses be provided such that these acceptance test cards can be retrieved (for instance the Return Mail address), or are these cards live CBIC for actual cardholders?	The cards must not be physically mailed, but must be presorted. Since this is production data, these are current client addresses and should not be sent. A return mail address may be used to flag the cards for retrieval prior to going out in the mail.
122.	2.23.4 Certification	51	<i>“The Offeror’s instructions to the testing company must include a requirement that the tester transmit or mail the benchmark results directly to the OTDA upon completion.”</i>  How many cards does OTDA require to be submitted for testing?  Are the test cards returned to the Contractor or to OTDA directly from the tester? Or are the cards required to be returned to OTDA at all?	10 mailed cards, 10 OTC cards, and 10 vault cards will be required to be submitted for testing following the User Acceptance Test. These cards should be returned to OTDA after testing.  The contractor will retain the cards produced from the acceptance test until OTDA instructs the contractor to destroy the cards. OTDA reserves the right to request additional cards for additional testing.
123.	2.23.4 Certification	51	<i>“Following the acceptance test, it will be the Contractor’s responsibility to provide independent certification that both the CBICs and the vault cards</i>	See answer to #122

			<p><i>meet the ISO standards, as defined in Exhibit 17- ISO Card Standards, and contained in Section 2.2 of this RFP.”</i></p> <p>How many cards are required to be tested? Is it 10, as indicated in Section 2.23.5, <i>Ongoing Quality Assurance?</i></p>	
124.	2.23.4 Certification	51	<p><i>“Following the acceptance test, it will be the Contractor's responsibility to provide independent certification that both the CBICs and the vault cards meet the ISO standards, as defined in Exhibit 17- ISO Card Standards, and contained in Section 2.2 of this RFP. This certification must be provided by a company or agency experienced in evaluating financial transaction cards, as approved by OTDA. Test results provided to the OTDA must be on original documents from the testing company and be accompanied by information adequate to allow the OTDA to independently contact the testers and verify the results. The Offeror's instructions to the testing company must include a requirement that the tester transmit or mail the benchmark results directly to the OTDA upon completion. At its discretion, the OTDA will be free to communicate directly with any testing organization chosen.”</i></p> <p>Must the cards tested be delivered to the OTDA accompanying the test results?</p>	Yes.
125.	2.23.4 Certification  5.4.2.1 Pre-Award Benchmark	52  92	<p><i>“...following tests will be conducted by the independent testing organization:”</i></p> <p><i>“This certification must be provided by a company or agency experienced in evaluating financial transaction cards.”</i></p>	Testing will be performed at an independent testing organization.

	Certification Requirements		In some sentences, the OTDA uses the term “independent testing organization”. At other times, the term “independent certification” is used. Please affirm that an independent testing company is what is being requested, as certified facilities do not exist in the U.S. that test for the items required in Section 5.4.2.1 of the RFP.	
126.	2.23.4 Certification	52	<p><i>“Physical Security of Cards that will guarantee resistance to tampering with text or color photos printed on the cards.”</i></p> <p>The type of card in use today and requested in this procurement does not allow guarantees of resistance to tampering with text or color photos printed on the cards. The use of laser engraving on polycarbonate cards or security laminates on composite cards provide this type of assurance. Is the OTDA requesting a more sophisticated and secure card material than is presently in use today, or the application of security laminates?</p>	OTDA is requesting only security and graphic features as outlined in section 2.4.1.3 of the RFP.
127.	2.23.5 Ongoing Quality Assurance	52	<p>How is OTDA planning to obtain the sample cards for their verification by an independent lab?</p> <p>Since this OTDA testing is independent, can the Contractor assume the cost to perform these independent tests will be borne by OTDA?</p>	<p>To be determined.</p> <p>No. Cards will only be sent to an independent testing facility if they do not pass initial card quality testing.</p>
128.	2.23.5 Ongoing Quality Assurance	52	<p><i>“Tests will be conducted on ten (10) randomly selected mailed cards and ten (10) OTC cards produced on the production hardware.”</i></p> <p>How will new card requests be generated to replace the 10 randomly-selected cards such that customers receive their CBIC card in a timely manner?</p>	To be determined during detail design.

			How will the 10 test cards be selected and submitted for testing? Would this process be the responsibility of the on-site Supervisor or the HRA Site Manager/Director?	To be determined during detail design. No, OTDA will randomly select cards.
129.	2.23.5 Ongoing Quality Assurance	52	<p><i>“OTDA reserves the right to have the tests verified by an independent qualified testing laboratory.”</i></p> <p>If live CBIC cards are pulled for random testing, who is liable for release of Personally Identifiable Information (PII) outside of the mailed card or OTC facility?</p>	Test records will be submitted for random testing. Test data will be formatted and provided by OTDA. The CBIC contractor would not be authorized, without prior approval from OTDA, to release live card data for testing. The CBIC contractor would only be responsible for the release of PII that the CBIC vendor was responsible for releasing. OTDA will not hold the contractor responsible for release of PII by OTDA or an independent testing laboratory.
130.	2.23.5 Ongoing Quality Assurance	52	May the contractor choose to conduct its own quarterly ISO standard testing, instead of engaging an outside independent testing laboratory to conduct the quarterly tests?	Per 2.23.5 “Contractor will provide the OTDA with proof of ISO Standard Testing on quarterly basis. Test may be conducted on magstripe test equipment such as an InSpec 9000 or Barnes MT 3000 machine.” -and- “OTDA reserves the right to have the tests verified by an independent qualified testing laboratory. “
131.	2.24 Project Staffing Requirements	54	<p>Is an Appendix E required for each of the following Key Personnel at the time of proposal submission?</p> <ol style="list-style-type: none"> <li>1. Project Manager</li> <li>2. Site Supervisors for OTC Sites</li> <li>3. Mailed Card Production Manager</li> <li>4. Other Key Personnel specified by the</li> </ol>	Only the Project Manger needs to be submitted with an Appendix E at time of proposal submission. All others will need to be submitted 4 months prior to start up. It is the responsibility of the Offeror to provide proof of experience and capability for each of the key personnel proposed

			Contractor 2 and 3 above are particularly unclear.	by the Offeror.
132.	2.24 Project Staffing Requirements	54	<p><i>"Each Offeror's proposed New York City OTC Site Supervisors and Mailed Card Production Manager will be required to be identified and to participate in interviews with OTDA staff no less than four months prior to system start up."</i></p> <p>Is "system startup" the "Production Transition to New Vendor" as identified in Section 3.5, <i>Procurement Timetable</i>?</p>	Yes.
133.	2.24.1 Project Manager	54	<p><i>"Three years experience in the operations and management of a debit, EBT or credit card issuance system, producing a minimum of 500,000 cards per year."</i></p> <p>Within the debit, credit, and EBT card production and delivery industry, operation and management responsibilities are assigned to a Card Production Manager. Therefore, the Card Production Manager oversees internal operations and does not interact with customers on a consistent basis. With this in mind, please clarify expectations regarding OTDA acceptance of internal (employer) and/or external (client) references for this key position.</p>	Per RFP section 2.24.1, OTDA requires a project manager (not a card production manager) to have three years experience in the operations and management of a debit, EBT or credit card issuance system, producing a minimum of 500,000 cards per year. Additionally, this individual must have references. Per Appendix E of this RFP "The references provided must be from client company(s) external to the Offeror's organization and must have direct knowledge of the candidate's experience. OTDA reserves the right to contact the staff references, or any other interested party, that can validate the relevant information provided by the Offeror."
134.	2.24.2 Site Supervisors for OTC Sites	55	<p><i>"...the Contractor must submit to OTDA a resume and a complete Appendix E – Key Personnel Experience and Reference Form, upon identification of the proposed Site Supervisors."</i></p> <p>Are resumes desired for OTC Site Supervisors at the</p>	No. Four months prior to start up.

			time of proposal submission?	
135.	2.24.3 Mailed Card Production Manager	55	<p><i>“The Contractor must submit to OTDA a resume and a complete Appendix E – Key Personnel Experience and Reference Form, upon identification of the proposed Mailed Card Production Manager.”</i></p> <p>Is the resume desired for Mailed Card Production Manager desired at the time of proposal submission?</p>	No. Four months prior to start up.
136.	2.27 Change and Release Management	57	Is a draft written Change and Release Management Manual required to be submitted with the proposal?	No. Please see RFP 4.2.2 Deliverables.
137.	3.3 Contract Duration	64	<p>Does the OSC approval correlate to OSC approval in Exhibit 11. The Number of days from approval do not fit the “Hard Date” timelines. See attached Project timeline. This does not allow for project completion until somewhere between 05/08/13 and 06/15/13.</p> <ul style="list-style-type: none"> <li>• Does acceptance test run parallel to some of the tasks in Exhibit 11?</li> <li>• How fast can it be expected that the State will turn around approval for various draft design documents, documentation and procedural documents?</li> </ul>	Please see revised Section 3.5 – Procurement Timetable and Exhibit 11 - Deliverables.
138.	3.5 Procurement Time Table	63	When does OTDA anticipate approval of the selected vendor to begin work (e.g. requirements specification, design, development and other activities)? Since the schedule provided in the RFP includes approximately only 6 weeks between contract start date and commencement of acceptance testing, it is our assumption that approval to start work will be provided at or before contract award date and OTDA staff will be available	Please see revised Section 3.5 – Procurement Timetable and Exhibit 11 - Deliverables.

			to support the selected vendor at that time. Please confirm our assumption or provide clarification.	
139.	3.5 Procurement Time Table	63	What will be the schedule adjustment process if OTDA cannot meet their agreed-upon schedule milestones?	We have extension options with the current contractor available through 6/30/13. If necessary, we will take advantage of this option and revise the implementation schedule accordingly.
140.	3.6 Letters of Intent	64	Will OTDA provide a list of vendors responding to the <i>Letters of Intent</i> requirement?	The following is a list of Letters of Intent received: 1. 3M Cogent 2. MorphoTrak 3. ScreenCheck North America 4. VALID
141.	3.7.2 Proposal Delivery	64	<i>“The Administrative, Technical, and Financial Sections must each be bound separately and must be received no later than Noon on February 27, 2012. Proposals received after the cutoff time will be accepted at the sole discretion of OTDA.”</i>  The 2/17/12 date is inconsistent with section 3.5, <i>Procurement Timetable</i> , which specifies the due date and time as 3/16/12 at Noon. Please indicate the correct due date.	Section 3.7.2 will be Amended to read: The Administrative, Technical, and Financial Sections must each be bound separately and must be received no later than Noon on March 19, 2012.
142.	3.16 Prime Contractor Responsibilities	68	<i>“Prior written approval by OTDA shall be required for all subcontracts entered into by any Offeror selected under this RFP. Copies of subcontracts must be supplied to OTDA prior to their approval. Any subcontract related to performance of the contract resulting from this RFP shall be subject to the provisions of law set forth in Sections 220, 220-d, and 220-e of the Labor Law of the State of New York, Articles 15 of the Executive Law of the State of New York, and to the provisions set forth in Appendix A - Article 5 of this RFP.”</i>	RFP Appendix A, Article 5, paragraphs D, E, F, G, and H more fully set forth the requirements for obtaining OTDA written approval of all subcontracts. OTDA will not unreasonably withhold approval of any subcontracts that satisfy the requirements set forth in the above referenced Article 5. Subcontractors must also be determined to be responsible vendors as described in RFP section 4.4.7.

			Is the State required or able to reject the terms and conditions of a subcontract agreement upon review? If so, what criteria do the State use as a basis for such review?	
143.	4.1.2.1 Statement of Offeror Ability	78	<p><i>“References will not be acceptable if they are employees of the Offeror or any proposed subcontractor.”</i></p> <p>Are references acceptable if the reference is formerly an employee of the Contractor, but is no longer an employee of the Contractor or proposed subcontractors?</p>	Appendix E states; “The references provided must be from client company(s) external to the Offeror’s organization and must have direct knowledge of the candidate’s experience.” Therefore, all references must be from a client customer and not an employee.
144.	4.1.2.2 Offeror Experience and Qualifications	78	<p><i>“The Prime Contractor or its sub-contractor, whichever entity is directly performing the card production and personalization, must have a minimum of four (4) full years of experience in the production of cards used for financial transactions. (i.e. Debit, Creditor EBT) producing at least 500,000 cards per year for each of the four years.”</i></p> <p>Does this apply only to mailed card production only, given the additional following statement, <i>“Over the counter experience in card personalization and delivery is desired but not required”</i>?</p>	This applies to mailed card production.
145.	4.1.2.3 Offeror References	78-79	<p><i>“If the production and personalization of cards will be performed by a subcontractor, three (3) references must be submitted for the subcontractor in addition to the prime contractor references.”</i></p> <p>Does this apply only to mailed card production, given that <i>“Over the counter experience in card personalization and delivery is desired but not required”</i>?</p>	OTDA requires 3 references for any vendor or subcontractor that produces cards whether they are mailed or over the counter cards. If the prime contractor is not the vendor producing and personalizing the card, then the prime contractor must also submit 3 references.  Each individual reference does not need to meet this criteria, however, references for the card

			Are these references strictly for past performance projects where <i>“the production of cards used for financial transactions. (i.e. Debit, Creditor EBT) producing at least 500,000 cards per year for each of the four years”</i> ?	producing and personalization vendor or subcontractor must support the vendor’s ability to meet this criteria and show evidence (cumulative) to the vendor meeting the criterion stated.
146.	4.4.7 Required Bid Forms for All Bidders	84	Please confirm that subcontractors are only required to complete Forms 4 and 6.	Correct. Subcontractors must also be registered on the New York State VendRep System as discussed elsewhere in section 4.4.7.
147.	5.2.1.3 Technical Scoring Criteria	89	What elements of the Technical Section are pass/fail?	OTDA is not required to disclose which elements of an RFP are rated on a Pass/Fail basis and which are rated on some type of scale. OTDA, however, is required to advise potential Offerors of the mandatory minimum requirements that must be presented in a proposal, at least to some responsible degree of granularity, and we believe that we have done so. The RFP identifies all the elements of a proposal which have to be presented in the proposal in order to avoid disqualification.
148.	5.2.1.3 Technical Scoring Criteria	90	<i>“An Offeror’s technical score will be adjusted upward to reflect committed timeframes of less than one hour client turnaround at the OTC sites, and for mailed cards less than the two (2) to three (3) calendar day requirement defined in Exhibit 16.”</i>  Please indicate the adjustment rate for commitments of less than the minimum required turnaround time. For instance, 5 point increase in score for every 15 minute reduction in OTC processing.	Under relevant State and Federal Law and Regulations OTDA is not required to disclose the elements of the evaluation methodology used in a given procurement, meaning it is not required to disclose any specific criteria used in evaluating a Proposal or weighting that is used during the process. We have not elected to disclose voluntarily the factors iterated in this question in the interests of encouraging proposals that fully respond to all the user requirements disclosed in the RFP.
149.	5.4.2 Benchmark Requirements	91	<i>“OTDA staff will be present during pre-award benchmarking to verify results.”</i>	The Offeror will be given a list of attendees at least one week in advance.

			How much notice will the Offeror be given, with a list of attendees, prior to the benchmark?	
150.	5.4.2 Benchmark Requirements	91-92	Please verify that the 9,000 cards demonstrated do not have to be for a single product, but must demonstrate the characteristics listed in Benchmark Criteria.	The cards do not have to be for a single product but MUST meet the requirements as stated in 5.4.2 of the RFP.
151.	5.4.2 Benchmark Requirements	91	What is the weight of each Benchmark Criteria?	Under relevant State and Federal Law and Regulations OTDA is not required to disclose the elements of the evaluation methodology used in a given procurement, meaning it is not required to disclose any specific criteria used in evaluating a Proposal or weighting that is used during the process. We have not elected to disclose voluntarily the factors iterated in this question in the interests of encouraging proposals that fully respond to all the user requirements disclosed in the RFP.
152.	5.4.2 Benchmark Requirements	91	<p><i>“All cards produced during the benchmark will be sent to OTDA immediately following its conclusion.”</i></p> <p>For this demonstration 7,000 cards must be mailed to OTDA; therefore, they must be sample cards, and not live production runs for current clients or those cards must be voided, rendering the magnetic stripe unreadable and, therefore, not able to be tested. Properly formatted, but invalid BIN numbers must be used to encode sample cards. Please confirm your expectations.</p> <p>Also, will these cards ever be returned to the Offeror for proper destruction?</p>	<p>OTDA strongly recommends using test data for benchmark cards. Magnetic stripes will be tested and must meet the criteria as listed in the RFP. The Offeror may use the NYS BIN of 600486 for the benchmark.</p> <p>Cards are shredded at OTDA.</p>
153.	5.4.2 Benchmark Requirements	91	For the 9,000 cards, is OTDA expecting to see mock CBIC cards with test data?	That is preferred, however, not required.

154.	5.4.2 Benchmark Requirements	91	<p><i>“All cards printed must be ISO standard financial transaction track two (2) compliant as defined in Exhibit 17- ISO Card Standards.”</i></p> <p>For the sample cards from the benchmark, are 2-track or 3-track financial card programs preferred?</p>	Track 2
155.	5.4.2 Benchmark Requirements	91	Can we obtain CBIC card graphic artwork?	Yes.
156.	5.4.2 Benchmark Requirements	91	<p><i>“Photo card and non-photo card printing must be demonstrated. Signature and non-signature card printing must be demonstrated.”</i></p> <p>Is there a percentage of photo cards required in the benchmark?</p> <p>Is there a percentage of signature cards required for the benchmark?”</p>	No.  No.
157.	5.4.2 Benchmark Requirements	92	What is meant by the phrase, “QC system/methodology must be displayed”? What is OTDA expecting to observe?	The Offeror should display all quality control methods related to the production and distribution of the CBIC.
158.	5.4.2 Benchmark Requirements	92	<p><i>“The proposed Zip sorting bundling for mailing purposes must be demonstrated.”</i></p> <p>For this demonstration 7,000 cards must be mailed to OTDA; therefore, they must be sample cards, and not live production runs for current clients. Co-mingling 7,000 sample cards into the presort facility mail stream will require operations to be halted to remove the cards for delivery to the OTDA, potentially impacting current Service Level Agreements. For the benchmark requirements, would the Offeror be non-compliant if it demonstrated the personalization of 7,000 sample</p>	For Offerors using a presort facility card production must include all processes leading directly up to the point where cards are sent to the presort facility. A description of the process in which the cards are sent to the presort facility will be required. Additionally a demonstration of the presort facility’s capabilities will be required.

			<p>cards, followed by a tour of the presort facility that demonstrated presorting of other production runs from the personalization facility?</p> <p>Another option to consider is to make the mailing address for each card an OTDA address for individual card delivery. We are concerned that OTDA may not be set up to handle the influx of 7,000 individually mailed envelopes. Please advise.</p>	
159.	5.4.2 Benchmark Requirements	92	<p><i>“Customer reporting with billing, detailed production and summary production reports must be provided.”</i></p> <p>Sample cards using the production floor of the personalization facility will by default be included in our detailed production and summary reporting system. However, without an associated contract, billing reports for a sample run will not be available. Confidential data must be masked on the report. Please confirm that billing reports can be shown for other live programs for compliance with this requirement.</p>	OTDA expects to see the intended billing and reporting system that will be provided by the Offeror for its CBIC operation. That may be a sample report for the benchmark or a production report masking confidential data.
160.	5.4.2.1 Pre-Award Benchmark Certification Requirements	92	<p><i>“OTDA representatives will select a sampling of both mailed and OTC cards produced during the benchmark to be sent for certification. This certification must be provided by a company or agency experienced in evaluating financial transaction cards. Test results provided to the OTDA must be on original documents from the testing company and be accompanied by information adequate to allow the OTDA to independently contact the testers and verify the results.”</i></p> <p>Does the vendor identify the testing company that will be contacted by OTDA who will send the cards</p>	<p>OTDA will not select the independent testing company. OTDA representatives will select the cards to be sent to such company during the benchmark. It is the Offeror’s responsibility to send the cards to the testing facility. See section 5.4.2.1 for additional details regarding card selection.</p> <p>Cards will be returned to OTDA after testing.</p>

			<p>for testing? Or will the vendor send the cards for testing and the cards are returned directly to the OTDA?</p> <p>If OTDA decides to select a sampling to send directly to a certification company, is OTDA paying the invoice for that testing? If not, please indicate the size of the sampling to be selected. This process can cost over \$100 per card tested.</p>	<p>It is the vendor's responsibility to pay for testing. A sample size has not yet been determined.</p>
161.	5.4.2.1 Pre-Award Benchmark Certification Requirements	92	<p><i>"Electrical and Magnetic Characteristics of the Card that will guarantee readability of the card in standard track 2 card readers."</i></p> <p>Is it correct to assume this requirement is satisfied by complying with the ISO card standards listed in Exhibit 17?</p>	<p>No, card magnetic and electrical characteristics are confirmed by testing performed at the independent testing facility.</p>
162.	5.4.2.1 Pre-Award Benchmark Certification Requirements	92	<p><i>"Physical Characteristics of the Card that will guarantee reliability when used in conjunction with card transport mechanisms used in ATM devices. The cards must be compatible with use in standard track 2 reading POS devices and in ATM machines."</i></p> <p>Is it correct to assume this requirement is satisfied by complying with the ISO card standards listed in Exhibit 17?</p>	<p>No, card physical characteristics are confirmed by testing performed at the independent testing facility.</p>
163.	5.4.2.1 Pre-Award Benchmark Certification Requirements	93	<p><i>"At a minimum, the following tests will be conducted by the independent testing organization:"</i></p> <p>Please confirm that only physical characteristics and encoding standards will be tested, and operational tests to attempt to use the financial network will not be performed. Since we must provide invalid BIN numbers, they cannot be used for financial transactions. VISA and MasterCard will not provide</p>	<p>Tests to be conducted at the independent testing facility are listed in section 5.4.2.1.</p>

			approval to perform transactions with these sample cards.	
164.	5.4.2.1 Pre-Award Benchmark Certification Requirements  2.23.4 Certification	92  51	Please indicate whether the OTDA expects the independent testing facility to have its own independent certification by an outside authority/organization. If so, please indicate the certification required, by name of certification and the name of the certifying body.	Per 5.4.2.1 OTDA requires; "This certification must be provided by a company or agency experienced in evaluating financial transaction cards."
165.	5.4.2.1 Pre-Award Benchmark Certification Requirements	92	<i>"Following the benchmark, it will be the Offeror's responsibility to provide independent certification that cards produced during benchmarking meet the ISO standards contained in Section 2.2 and as defined in Exhibit 17- ISO Card Standards of this RFP."</i>  What is the turnaround time required after the benchmark to get the results to OTDA from the testing company?	OTDA would like to receive test results within 10 calendar days.
166.	6 Performance Standards and Quality Assurance	95	Will the awarded vendor be allowed to negotiate the specific terms and conditions related to liquidated damages upon contract award?	No, that would create an uneven competition among Offerors. Per RFP section 3.4.1: "Offerors are strongly encouraged to conduct a thorough review of the Standard Contract Terms and Conditions and the requirements and specifications set forth in this RFP. Offerors MUST raise any potential exceptions to the terms and conditions, specifications, and requirements during the Questions and Answer phase of the procurement. Offerors submitting proposals that contain material changes to the terms and conditions, specifications, and/or requirements set forth throughout this RFP may be disqualified."

167.	Exhibit 1	2	Do the vault card quantities in Jan - Dec 2011 listed in Exhibit 1 include use of vault cards in NYC for the entire duration?	See Exhibit 10 for Vault Card Quantities for NYC.
168.	Exhibit 5 - Card Images	1	Will the white knock-out box for photo and signature on the Plastic Client card be there on all photo as well as non-photo cards?  There are six (6) zeros above the Access Number field. Could you please tell us what they are and where/how the data is supplied?	No. That box was is only the sample to show placement of photos and signatures.  The zeros are on the card for display only. Those zeros represent our BIN which in constant on all cards.
169.	Exhibit 7A and 7B - AuthRep Card Carrier, Front and Back		Exhibit 7A (back of the carrier) is simplex. However, Exhibit 7B (front of the carrier) consist of two (2) pages. Does the placement of the second page on Exhibit 7B need to be moved or revised?	7B Carrier Front is a single page that represents the Auth Rep Card carrier. Text was expanded slightly to allow easy readability which caused it to flow to a second page in the exhibit.
170.	Exhibit 7C - Client Carrier Front and Back		How is the card carrier folded?  Where will the mailing address and return address be printed?  Is the return address pre-printed on the envelope?	Folding process is handled by the card production equipment. Folding should ultimately end up with the delivery address and return address positioned to show in the address windows of the envelope.  See RFP section 2.5.1.3.1  See RFP section 2.5.1.3.1
171.	Exhibit 14		What are the total photo and non-photo card volumes at the OTC by month for the same reporting period (5/2010-5/2011)?	See Exhibits 1 and 3 for OTC photo and non-photo card volumes.
172.	Exhibit 16	1	If there is a Monday holiday, are Friday card requests mailed on Tuesday? If not, please correct this assumption.	Yes.
173.	Exhibit 16	2	How does the "list of related holiday dates" impact card processing turnaround times expectations if not affected by the USPS holiday schedule?	The list of postal holidays will be used to determine if performance standards are met as outlined in 6.1.1 and Exhibit 16.

			Is the CBIC Contractor allowed to treat these as holidays?	
174.	Appendix A, Article 3 – Assurances	5	<p><i>“A. The Contractor warrants that it has carefully reviewed the needs of the OTDA as described in the RFP and its attachments and as otherwise communicated in writing by the OTDA to the Contractor, and that it has familiarized itself with the RFP, the Contractor’s proposal, and the other documents incorporated into the Agreement.”</i></p> <p>Are “needs” to be understood as “requirements”?</p>	Not necessarily. Needs may be requirements or they may be desirable qualities.
175.	Appendix A, Article 4 - Obligations of the Parties to this Agreement	7	<p><i>“A. Contractor Obligations</i></p> <p><i>1. The Contractor agrees to provide services as outlined in the Contractor’s proposal and the RFP, which will be attached to this Agreement as an Appendix, and the State agrees to pay for such services as specified in Article 6. The requirements and provisions contained in the RFP and in the Contractor’s proposal shall be performed by the Contractor except where expressly superseded in this Agreement.”</i></p> <p>Is the reference to “outlined” to be construed as the same as relating to “requirements”?</p>	No, the services outlined in the Offeror’s proposal are not requirements in the Offeror’s proposal.
176.	Appendix A, Article 6 - Payment Provisions	15	<p><i>“The price per card is subject to an annual adjustment on the contract anniversary date commensurate with the percentage increase or decrease in the Consumer Price Index (CPI) as published by the US Bureau of Labor Statistics for the preceding calendar year.”</i></p> <p>Is the Consumer Price Index to be for a specific Standard Metropolitan Statistical Area, some other geographic area, or a national average?</p>	OTDA will use the Consumer Price Index-All Urban Consumers, U.S. All items, 1982-84=100

177.	Appendix A, Article 6 - Payment Provisions	17	<p>Will OTDA consider the insertion of the following procedure after the section entitled <b>Change Management</b> in Article 6?</p> <p><b>X. USE OF REQUESTS FOR INFORMATION/INSTRUCTION (“RFI”) TO CLARIFY DESIGN DOCUMENTS.</b></p> <p><b>A. Policy</b> Requests for Information or Instruction (RFI) generated by the Contractor for the project will require the OTDA's Project Management office to provide a response to the Contractor in an expedient manner.</p> <p><b>B. Purpose</b> The purpose of the RFI Process is to fast track responses to the Contractor for clarification to the plans, specifications, or detailed design documents (“Design Documents”). The intent of the RFI is not to replace normal field decisions, but to obtain direction involving complex issues or to resolve ambiguities or lack of specificity in the design documents.</p> <p><b>C. Process</b> The Contractor will submit an RFI for major issues and concerns or to resolve ambiguities, or obtain missing, but necessary, information, that require written clarification of Design Documents. The RFI is not to be used to request changes to the work or to offer savings through different materials, processes or procedures.</p>	<p>No, OTDA will not consider the insertion of the proposed language. Please see revised Section 3.5 – Procurement Timetable and Exhibit 11 – Deliverables, which will allow for more adequate time for communication between OTDA and the Contractor during contract implementation phase. OTDA will respond to the Contractor as quickly as possible during contract implementation, as well as throughout the life of the contract, to provide timely direction and any required information.</p>
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			requirements of the Contract Documents. Any changes, alterations, deductions, or reductions in the quality of the final product as it relates to materials and workmanship, quantities, specifications, standards, or levels of performance shall be identified in detail with an appropriate assigned value adjustment to the Contract amount and agreed to within a Change Order.	
178.	Appendix A, Article 8 - Rights of the State	22	<p><i>“B. Ownership/Title to Custom Products/Programming Deliverables</i></p> <p><i>3. Title to all Existing Material(s), whether or not embedded in or operating in conjunction with Custom Materials, shall remain with Contractor or such Third Party, who shall have all right, title and interest (including ownership or copyrights). Contractor will deliver as directed Existing Material(s) to the OTDA and hereby grants an irrevocable, non-exclusive, worldwide, paid-up license to use, execute, reproduce, display, perform, and distribute Existing Materials to Authorized Users. The OTDA agrees to reproduce the copyright notice and any other legend of ownership on any copies made under the licenses granted under this paragraph.”</i></p> <p>The Offeror requests that the following be added as an additional provision at the end of this paragraph: “Nothing contained herein, nor otherwise provided in the RFP or any of the Contract Documents or Contractor’s proposal shall be deemed to require the Contractor to disclose, transfer, license or disseminate the Source Code, or the underlying algorithms, for an Existing Material(s), except as may be provided by a mutually executed escrow</p>	OTDA is willing to negotiate the suggested language subject to it being preceded by the phrase “subject to conformance with federal regulations”.

			agreement.”	
179.	Appendix A, Article 8, Section B.4 (Title to Customer Material(s))	23	This bidder requests the removal of this provision, or the right to negotiate the terms of this provision upon award. Is this acceptable?	No. This provision was included in the RFP, and will be included in the contract, because of a federal regulatory requirement to do so when a contract is being funded, in full or in part, with federal funds.
180.	Appendix A, Article 9, Sections B.3 and B.4	24	This bidder requests that the order of these two sections be changed, so that the third item in the order of precedence is the Contractor’s Proposal, as amended by clarification correspondence, and that the fourth item in the order of precedence is the RFP and any related attachments, exhibits, appendices, amendments, and the procurement questions and answers. Are these changes acceptable?	No, the order of precedence will not be changed.
181.	Appendix A, Article 10 - Interpretations and Disputes	26	<p><i>“H. If the Contractor is unwilling to accept the decision rendered through this procedure or if a decision is not made within 90 calendar days after the record is deemed final, it may then pursue its normal legal remedies de novo, but it is specifically agreed that any and all reports rendered through this procedure shall be admissible as evidence in any court action taken with respect to the matter. Pending conclusion of any dispute or disagreement by whatever procedure, the construction placed upon the Agreement by the State shall govern operation there under and the Contractor and the OTDA shall continue to perform under the Agreement.”</i></p> <p>Would OTDA consider inserting “subject to all appropriate evidentiary objections” after the word “procedure”?</p>	OTDA is prepared to accept this revision in contract negotiations if requested by an Offeror.
182.			<i>What if a potential Offeror has further questions?</i>	OTDA will accept all questions submitted but will

				only answer those that it determines feasible to answer and which will have a material impact on the procurement.
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