

**Common Benefit Identification Card (CBIC) - Request for Proposal (RFP)
Response to Questions – March 7, 2012**

Question Sequence	RFP Section #	Page #	Vendor Questions	Response
1.	G Revised Exhibit 11 – Deliverables	n/a	Is there supposed to be a Deliverable 10 in Exhibit 11? If so, what is it?	There is no Deliverable #10; it has been deleted.
2.	4.4.3 - Dun and Bradstreet Comprehensive Report	82	<p><i>“The Financial Section must contain the bidding entity’s most recent Dun and Bradstreet Comprehensive Report.”</i></p> <p>Is this required only of the prime bidder, or each of the prime’s subcontractors, too?</p>	Section 4.3.3 states “The Financial Section must contain the bidding entity’s most recent Dun and Bradstreet Comprehensive Report. ” This refers to the prime bidder.
3.	Exhibit-18-OTC-Sites (NEW).pdf		<p>Our team believes that the answers to the following questions could have a material impact on the procurement, given that the number of Contractor windows in the new facilities have reduced significantly from current facilities' configurations. Workflow models are greatly impacted regarding turnaround times to which Contractors could feasibly and reasonably commit:</p> <p>How did OTDA determine that the Contractor would only need three (3) windows?</p> <p>Is there room to expand the Contractor's space?</p> <p>If not, would the Contractor have access to other available windows?</p>	<p>This determination was made based on volume and the new contractor responsibilities.</p> <p>No, there is not room to expand the Contractor’s space.</p> <p>No, the Contractor will not have access to other windows.</p>

			<p>Is it the same floor plan for both OTC offices?</p> <p>Section 2.5.1.1 of the RFP states, "...the Contractor must be able to meet and exceed by 100% the volume detailed in Exhibit 1 of this RFP." In our estimation, there is no room to accommodate additional staff with the current layout. Would OTDA consider removing this requirement?</p>	<p>Basically, but there may be slight differences.</p> <p>OTDA will not consider removing this requirement. However, if volume were to increase substantially, accommodations would be made at the OTC sites to increase space allotment. OTDA would be amenable to discussing during contract negotiations with the selected Offeror the possibility of providing relief from performance standards during any interim period during which inadequate space for staffing exists.</p>
4.	General Question		<p>On average, how long is the consumer present at the Intake window? At the Card Print window?</p>	<p>A client is at an intake window only long enough to present their referral and receive instruction from the contractor. A client is only at the card print window long enough to sign the referral and have the contractor verify signature and hand the card to the client.</p>