

OFFICE OF TEMPORARY AND DISABILITY ASSISTANCE CENTRALIZED SUPPORT COLLECTION AND ENFORCEMENT RFP FIRM QUESTIONS AND ANSWERS

NOTE: ** preceding an **Answer** denotes where an RFP page replacement(s) or additional information will be provided.

1. **Question:** RFP Cite: 1.3, Timetable, Paragraph 1.3.6; RFP Text Closing Date for Receipt of Proposals: November 26, 2007 Will OTDA consider move the closing date for Receipt of Proposals from November 26, 2007 to December 14, 2007 as November 26, 2007 is the Monday after the Thanksgiving weekend?

****Answer:** Yes, the Closing Date for Receipt of Proposals has been changed to December 3, 2007. The dates in sections 1.3.5, 1.3.7, 1.4.1 and 1.13.3 have also been revised. Page replacements will be provided.

2. **Question:** Will the OTDA provide cross references from Appendix B to the specific sections within RFP Chapters 2, 3, 4, and 5 in order to alleviate any confusion regarding where a specific RFP elements in Chapter 2, 3, 4, or 5 should be addressed?

Question:Page 1, RFP Cite: 1.4, Identification and Submission of Proposal

RFP Text: 1.4.1, The proposals must follow the format presented in Chapter 7, Offeror's Response Format of this RFP. Cross-referencing between the proposal paragraph references in each Chapter and the response requirements outlined in Appendix B of this RFP is required.

To eliminate any confusion regarding where specific requirements in RFP Chapters 2, 3, 4, and 5 are to be cross-referenced per the requirements in Appendix B, will OTDA provide the corresponding cross reference sections from chapters 2, 3, 4, and 5?

Answer: No, Appendix B will not be modified to provide cross-references to Chapters 2, 3, 4, and 5.

3. **Question:** Page 2, RFP Cite: 1.6 RFP Text: Letter of Intent to Offer

Will the OTDA maintain confidentiality of Letters of Intent submitted through the Proposal Submission Date to ensure the confidential nature of the information disclosed? Will the OTDA please provide this answer prior to the October 5, 2007 deadline for submission of the Letter of Intent to Offer?

Question: Will the Letter of Intent be held as Confidential Information until after the proposal submittal date?

Answer: The due date for the Official Answers to Questions is October 10, 2007. Letters of Intent (LOI) are subject to disclosure pursuant to the Freedom of Information Law. Public Officers Law 84 et. seq. Upon request, OTDA routinely provides to requesting bidders a list of the LOI submitters. However, unless specifically requested, OTDA does not routinely provide to requesting bidders copies of the actual LOI. Please note that failure to submit an LOI does not preclude a vendor from bidding.

4. **Question:** Page 3, RFP Cite: 1.8, OTDA Rights, Paragraph 1.8.3.2 RFP Text: Reject any or all proposals received in response to this RFP. Please provide the reasons OTDA would use to reject any or all proposals in relation to this provision.

Question: Section 1.8, OTDA Rights, Paragraph 1.8.3.2, Page 3

The paragraph states: "Reject any or all proposals received in response to this RFP." Can the State clarify under what circumstance would OTDA reject any or all RFPs received in response to this RFP?

Answer: In its discretion, OTDA may reject any proposal which fails to conform to the requirements of this RFP. OTDA reserves the right to reject all proposals submitted if it is in the best interests of the state and child support enforcement program, such as if there is a significant change in available funding or program requirements, if no proposal meets the requirements of the RFP, or if the OTDA believes that soliciting new proposals would result in more efficient or affordable services.

5. **Question:** Page 5, RFP Cite: 1.13, Questions Regarding this RFP

RFP Text: All questions must be received no later than 4:00 P.M., September 28, 2007. Any questions received after this date will not be answered unless the OTDA determines otherwise.

In the event that a bidder has follow-up questions to the answers posted on the OTDA's website by October 10, 2007, will bidders be allowed to submit those clarification questions after October 10, 2007?

Question: Section 1.13, Questions Regarding this RFP, Paragraph 1.13.3, Page 5 In the event that the answers posted on the OTDA's Web-site by October 10, 2007 require clarification, will bidders be allowed to submit such questions for clarification after October 10, 2007?

Answer: Questions submitted subsequent to September 28, 2007, the Final Date for Receipt of Questions, will not be answered unless OTDA determines that a response would serve to benefit all prospective bidders and/ or the integrity of the procurement.

6. **Question:** Section 1.18, Affirmative Action Paragraph 1.18.2 Page 6 states that OTDA's goal for subcontracting and purchasing from Minority and Women-Owned Business Enterprises (M/WBE's) is 7 % of the total dollars expended from any contract for subcontracts or for the purchase of supplies, equipment or printing Pages 6 and 80, RFP Cites: 1.18.2, For purposes of this RFP, the OTDA has goals for subcontracting with and purchasing from Minority and Women-Owned Business Enterprises (M/WBE's) and for the employment of protected class individuals. Definitions of terms related to these goals can be found in Appendix G of this RFP. The OTDA's goal for subcontracting and purchasing is 7% of the total dollars expended from any contract for subcontracts or for the purchase of supplies, equipment or printing. The OTDA's goal for employment of protected class individuals is 7% of the total dollars expended from any contract for personnel or consultants; 3.5.6.5.1.1 For purposes of this procurement, the goals for subcontracting with minority and women-owned businesses are 7% and 7%. The goals for the purchase of supplies (equipment and/or commodities, etc.) from M/WBE's respectively are 7% and 7%. Definitions of Minority and Women-Owned Business Enterprises also can be found in Appendix G of this RFP.

Please confirm that OTDA's goal for this procurement to subcontract is a combined total goal of 7% M/WBEs and not a total goal of 14%.

Question: Paragraph 3.5.6.5.1.1 (page 80) states: "For purposes of this procurement, the goals for subcontracting with minority and women-owned businesses are 7% and 7 %. The goals for the purchase of supplies (equipment and/or commodities, etc.) from M/WBE's respectively are 7% and 7%."

Is it OTDA's goal for this procurement to subcontract 7 % to Minority Business Enterprises and 7 % to Women Owned Business Enterprises; for a total subcontracting goal to M/WBEs of 14 % or is the total combined subcontracting goal to M/WBE 7 %?

Answer: Section 1.18.2 states that OTDA's goal for subcontracting and purchasing is 7% of the total dollars expended from any contract for subcontracts or for the purchase of supplies, equipment or printing. The OTDA's goal for employment of protected class individuals is 7% of the total dollars expended from any contract for personnel or consultants.

7. **Question:** Section 2.1, Introduction, Paragraph 2.1.1.1, Page 14 Paragraph 2.1.1.1 list five objectives. The second objective is to "Develop a new operating facility, complete with new state-of-the-art equipment, software, procedures and meet all requirements noted in this RFP."

What equipment is in place today?

What software is in place today?

****Answer:** A listing of the Fixed Assets and Software will be added to Appendix H Reference Library.

8. **Question:** Section 2.1.1.1 The overall objectives of the RFP state the contractor is to "Develop a new operating facility, complete with state-of-the-art equipment, software, procedures and meet all requirements of the RFP". Does this mean that the current contractor must move into a new facility and purchase all new equipment for the operation?

Answer: Sections 2.1.1.1 and 2.2.34 both require that bidder's establish a "new operating facility" or "new location of the primary operating facility", respectively. In addition, bidders must provide a signed copy of a lease binder for the new location of the primary operating facility. Section 2.2.3.6 requires bids to include new equipment and software. However, a firm is not precluded from offering suggested revisions that will lead to cost containment, productivity improvements and/or operational efficiencies (see 2.5 of the RFP).

9. **Question:** Chapter 2, Statement of Work 2.1.2.1 What is the exact CSMS host computer system model?

Answer: The host computer system model for CSMS is a Dorado 180.

10. **Question:** Chapter 2, Statement of Work 2.1.2.1 What kind of terminal protocol can be used to access the CSMS applications?

Answer: The terminal protocol that can be used to access the CSMS applications is UTS4000/Uniscope.

11. **Question:** Chapter 2, Statement of Work 2.1.2.1 Can the State provide a file-based batch processing CSMS interface to the Contractor?

Answer: Yes, OTDA can provide a file-based batch processing interface.

12. **Question:** Section 2.2.3, Backup Facilities, Paragraph, Section 2.2.3.12, Page 20

If the bidder takes longer than 90 days to restore the primary facility after an event of disaster, would this constitute termination of the agreement?

Answer: Bidders must prepare their proposal based upon the requirements identified in the RFP. Section 2.2.3.12 states that "additional extensions of up to ninety (90) days may be granted at the discretion of, and with the prior approval of, the OTDA." Section 3.3.3.1 provides the Basis for Termination.

13. **Question:** Section 2.2.3.8 Paragraph 1 Please describe the system (application and database), if any, in place by current contractor for managing the inventory of current documents. Will data contained within that management system be transferable to new contractor?

****Answer:** A listing of the Fixed Assets and Software will be added to Appendix H Reference Library. The RFP defines the data that will be transferred to the new contractor.

14. **Question:** Section 2.2.3.8 Paragraph 1 Please clarify precisely which documents from the current contractor must be transferred to the new contractor. Please include an itemized list by document type and include approximate current inventory in terms of number of boxes. Please also estimate the percentage of the current of documents that will be transferred.

Answer: The format of the platters and the software specifications for retrieval of documentation is in Appendix H Reference Library. The Bidders must provide the equipment and software to meet the retrieval requirements of the RFP. The types of documents that are required to be retained are identified within the various sections of the RFP. The precise number of document boxes is not readily available as it varies day to day. Currently, there are 525 payment documentation pallets each containing approximately 48 boxes per pallet and there are 181 pallets of data capture documents with 37 boxes per pallet dating from 2001 through September 2007. The OTDA will arrange for the transfer of documents to the successful Bidder. The successful Bidder will not be responsible for shipping costs.

15. **Question:** Section 2.2, Transition, Paragraph 2.2.3.12, Page 20 The RFP states that "The OTDA reserves the right to reject the Offeror's proposed backup facilities."

Can OTDA please define the criteria for why a backup facility would be rejected? Would a backup facility be rejected because of location, capacity, or failure to meet any backup tests?

Does OTDA reserve the right to reject a backup facility only at the implementation phase, or does OTDA reserve the right to reject a backup facility at any time during the contract? Can OTDA please clarify the requirement?

Question: Page 20, RFP Cite: 2.2, Paragraph 2.2.3.12

RFP Text: The OTDA reserves the right to reject the Offeror's proposed backup facilities. The Contractor assumes all risks associated with failure to meet performance requirements irrespective of the location of the backup facilities.

Please clarify if the OTDA reserves the right to reject a backup facility only at the implementation phase, or does OTDA reserve the right to reject a backup facility at any time during the contract.

Answer: Section 2.2.3.12 sets forth the Backup Facilities requirements. The Backup Facility must be located within US boundaries, ability to use, and first preference given to, existing trained staff at new site, audit and access capabilities for State and Federal personnel as noted in 3.3.6 of the RFP, meets and exceeds all security requirements of the RFP and the contractor assumes all risks associated with failure to meet performance requirements irrespective of the location of the facility. Once the backup facility is approved, OTDA will not reject a backup facility during the course of the contract. However, the Contractor is required to maintain the back up facility and meet all the contract requirements throughout the term of the contract. Failure to do so would be a breach of the terms of the contract.

16. Question: Section 2.2, Transition, Paragraph 2.2.5.5.2, Page 21 The RFP states that “Arrange for the transfer of employee records to the new employer where appropriate.”

We would welcome the transfer of experienced staff. For the transfer of employee records, would this include records that are generally considered more confidential? Such records could include background/criminal checks (State and Federal), drug tests, bankruptcy filings, etc. which may be considered confidential.

Can OTDA please clarify what types of records would fall into this category?

Answer: The employment records that would fall into this category are those records which would be allowed to be transferred from employer to employer by governing laws or by consent of the employee.

17. Question: Page 21 and 105, RFP Cites: 2.2.5.2 and 4.1.6.7

RFP Text: Section 2.2.5.2 All records required to be retained as source documents (e.g., payment processing, new hire notifications, microfilm, and hard copies of source documentation).; and Section 4.1.6.7 Payment Documentation - The OTDA will provide the Contractor with imaged electronic documentation on platters for the prior six (6) years.

We understand there will be a transition of the existing vendor's data. What type of files and how much, in terms of GB per year, electronic data will be included in the turnover responsibilities of the existing vendor?

Answer: The imaged payment documentation will be provided in .jpeg and .tiff formats. There is a total of 3.5 terabytes of information covering the 6 years that the documentation has been retained that will be turned over the successor.

18. Question: Section 2.3, Ongoing Operations, Paragraph 2.3.4.8, Page 26

Are the OTDA Space and Equipment requirements in Paragraph 2.3.4.8 exhaustive? If there are any other requirements such as cubicle size, etc. please specify.

Answer: Section 2.3.4.8 does provide the complete list of requirements for the OTDA Space and Equipment. Bidders must also provide for “adequate space” for the 6 on-site State Staff and 2 additional State or Federal staff.

19. Question: Section 2.3, Turnover, Paragraph 2.4.3.1.11, Page 32

The RFP specifies one copy of the turnover plan to be submitted on microfiche or other electronic / digital medium. Would e-mail or CD be acceptable?

Answer: E-mail or CD would be an acceptable form of electronic/digital medium.

20. Question: Section 2.3.4.21 Can the state provide the total number of lines available for the VRS and the total number of lines available for the Customer Service unit? Is it safe to assume that the state pays for all monthly charges and usage charges for the VRS and the Customer Service phone lines?

Answer: Currently, 10 T1s support the VRS and Customer Service unit. The State pays for all monthly charges and usage charges for the telephone lines that support the VRS and Customer Service unit.

21. **Question:** Chapter 2, Statement of Work 2.3.4.8 Will the onsite contract monitoring unit require the Contractor to provide a direct connection to CSMS?

Answer: Section 4.1.6.2.2 identifies OTDA as responsible for providing and maintaining the telecommunications line between the contractor (facility) and the OTDA's mainframe link to CSMS. On-site State staff will require access to CSMS. The contractor is responsible for establishing the connection from the processors to the individual computers requiring access to CSMS.

22. **Question:** Chapter 2, Statement of Work 2.3.4.20 Would the State be willing to request that the banking services provider provide a BAI-2 file to the contractor at no charge to the contractor?

Answer: Question withdrawn by submitter.

23. **Question:** Chapter 2, Statement of Work 2.3.4.21 Can a bidder suggest a hosted VRS solution as opposed to a premise-based solution?

Answer: Section 2.2.3.4 requires a primary operating facility for the purpose of performing all centralized operations functions in accordance with contract provisions the call center is to be located within the boundaries of New York State. However, a firm is not precluded from offering a suggested revisions that will lead to cost containment, productivity improvements and/or operational efficiencies (see 2.5 of the RFP).

24. **Question:** Page 31, RFP Cite: 2.4.3.1 RFP Text: Plans - Two (2) updated turnover plans, in progressively greater detail, may be required. First, as part of the planning process for reprourement, a detailed plan must be delivered to the OTDA fifteen (15) months prior to the end of the contract. This plan must include the following, notwithstanding the fact that some of the data is available through interpretation of existing reports...

Will the State provide a copy of the current turnover plan?

Question: 2.4.3.1 Can the state provide a copy of latest version of ACS's turnover plan?

****Answer:** A copy of the current Turnover Plan without attachments will be added to Appendix H, Reference Library. The attachments can be reviewed by requesting an appointment at nysdurfp@otda.state.ny.us.

25. **Question:** Page 32, RFP Cite: 2.4.3.4 RFP Text: The Contractor shall transfer all software and equipment, with title, leasing or license rights thereto, to the extent the Contractor is required by this RFP to possess the same, to a successor contractor or the OTDA. The Contractor shall similarly transfer to the OTDA or the successor contractor all nonproprietary system software, data files, application programs and documentation.

Please provide a copy of the current contractor's listing of assets, including software and equipment, the purchase date, and include information on specific assets OTDA anticipates the successor contractor to receive.

****Answer:** A listing of the Fixed Assets and Software will be added to Appendix H Reference Library. No assets will be transferred to the successor contractor as the RFP requires all new equipment.

26. **Question:** Section 2.6, Early Intervention Enhancement, Paragraph 2.6.7.1.2.3, Page 38 Is OTDA using Text Messaging as an Enhancement Response tool today?

If so, how many Text Messages are sent in an average month? If not, how many Text Messages does OTDA expect will be sent in an average month?

Is Text Messaging used for any other services related to the scope of services? How many Text Messages are sent on an average month for those services?

Answer: OTDA is not currently using Text Messaging as a communication tool.

27. **Question:** Section 3.1.2, General Contractor Duties, Section 3.1.2.1.12, Page 42 If the scope of the work did change as a result of new policy regulation, statute or judicial interpretation, would such changes be considered contract amendments and as such, invoke re-pricing as a result of the scope of the change(s) within the designated contract period?

Answer: Changes in duties that OTDA deems to be outside the scope of work presented in the RFP may result in an amendment to the resulting contract from this RFP.

28. Question: Chapter 3, Contractual Provisions 3.1.2.1.8 As a number of the processes are contingent upon the availability of the State's systems (CSMS and ASSETTS), what is the expected availability of those two systems seven days a week and when these systems are not available through no fault of the selected vendor, does the State give leniency on expected deadlines?

Answer: The State's systems are accessible as stated in section 4.1.6.2.5 of the RFP. It is the State's responsibility as stated in the RFP to provide access in accordance with 4.1.6.2.5 for the Contractor to conform to the contract performance standards. The Contractor will not be penalized in the event that the OTDA is solely responsible for not providing availability to the State's systems (CSMS and ASSETS) as stated in the RFP.

29. Question: Chapter 3, Contractual Provisions 3.1.2.1.16 What is the flat fee for compensation of errors?

Question: Section 3.1.3.1.16 What is the flat fee due to each local district for each payment processing error?

****Answer:** Section 3.2.3.5.3 identifies that the amount of the flat fee is fifty dollars (\$50) per occurrence. The section reference number will be corrected to section 3.2.3.6. A page replacement will be provided to correctly reference 3.2.3.6.

30. Question: Section 3.1.4, Rights of the OTDA to Ownership and Delivery, Paragraph 3.1.4.1, Page 44 If the bidder develops software to support processing and the bidder indicates in its proposal that said ownership does not allow the OTDA to receive a credit should the software be used at another site, does that eliminate bidder from being considered?

Answer: By submitting a proposal, the Contractor agrees to the contract terms in Chapter 3 of the RFP. The Contractor may not impose restrictions that contradict RFP requirements. However, a Contractor is not precluded from offering suggested revisions that will lead to cost containment, productivity improvements and/or operational efficiencies (see 2.5 of the RFP).

31. Question: Section 3.1.4.1, Pg. 44. Will OTDA negotiate mutually acceptable provisions concerning software and IP ownership and usage rights, consistent with the intent of Section 3.1.4.1 (pg. 44)? For example, can the provision be clarified to distinguish more precisely between "proprietary software" owned by Contractor and its suppliers and licensed to OTDA, and other software (e.g., custom work product?), to which OTDA intends to obtain ownership? May the owner of any pre-existing or independently developed software be deemed the owner of any enhancements, adaptations, updates or derivative works thereof and that such new material be deemed licensed on the same basis as the underlying software? Will OTDA clarify that restrictions on use of proprietary software include confidentiality restrictions and, except as required by law, prohibitions on reverse engineering? Will it clarify that post-termination updates/releases to proprietary software are not included in the perpetual license rights to the software, which will be turned over in the form as it exists on the date of termination?

Answer: OTDA would agree only to negotiate mutually acceptable changes only to the degree that they do not materially impact the terms of the RFP, as determined at the sole discretion of OTDA. The contract requirements at 3.1.4.1 may be satisfied by either granting OTDA an ownership interest or a perpetual license, so long as all other terms and requirements of this contract provision are met. The ownership or license may be non-exclusive, except as to computer programs, manual procedures, operating plans and procedures, documentation, data, records and related items developed for or under this contract. Post-termination updates/releases to proprietary software are not included in the ownership or perpetual license rights to the software, but the OTDA must be granted the right to acquire such updates/releases at its option.

32. Question: Page 47, RFP Cite: 3.1.5.8 RFP Text: Section 3.1.5.8.1, Purchase, lease, licensing or other acquisition, including replacement acquisition, of any and all assets identified in 3.1.5.1 of this RFP with a purchase price of five hundred dollars (\$500.00) or more;

Would the OTDA consider increasing the dollar amount of the purchase price requiring prior written approval of the OTDA from \$500.00 to \$1,000.00? The prescribed dollar amount of \$500.00 seems extremely low given the size of the operation. An alternative would be for the Contractor to provide information to the OTDA of any asset purchases over

\$500.00, while receiving prior written approval for any asset purchases, as identified in 3.1.5.1, of \$1,000.00 or greater.

Answer: No, the dollar amount referenced in 3.1.5.8.1 remains \$500.00.

33. Question: Section 3.2, Contractor's Performance and Basis of Payment, Paragraph 3.2.3.1.3.1, Page 55 Paragraph 3.2.3.1.3.1 asks the bidder to provide on a monthly basis a minimum of 1,310 ATMs. Appendix C details the geographic disbursement of the 1,310 ATMs.

However; in Paragraph 6.4.1.3 (page 218), the RFP states that technical evaluation points will be awarded Offerors providing in excess of 2,310 ATMs proportionally located to the locations identified in Appendix C Form OR013.

Can the State clarify the intent of the requirement, and can bidders propose a solution that incorporates the geographical dynamics of the requirement rather than a prescribed number of ATMs?

Answer: The intent of the location of the minimum number of ATMS provided in Appendix C is to provide geographic access to ATMs in relationship to existing debit card distribution. As defined in 6.4.1.3 Technical Evaluation points will be awarded to Offerors providing in excess of 2,310 ATMs proportionally located to those locations identified in Appendix C. Firms are not precluded from offering suggested revisions that will lead to cost containment, productivity improvements and/or operational efficiencies (see 2.5 of the RFP).

34. Question: Section 3.2.3, Assessment of Liquidated Damages, Paragraph N/A , Page 54 Is an error percentage threshold applicable prior to assessing these damages and if so what is that threshold?

****Answer:** Yes, a threshold is applicable prior to the assessing of liquidated damages. Page replacements will be provided to clarify the threshold.

35. Question: 3.2.1.2.8 The RFP requires an Ongoing Operations Year End Adjustment for each of the Operations tasks referred to in 3.2.1.2.1 of this RFP. The example shows a total volume for Payment Processing of Mail and Electronic, however, the only task addressed in 3.2.1.2.1 is Payment Processing Mail. There appears to be a conflict between 3.2.1.2.1 and 3.2.1.2.8 by including Payment Processing Electronic in the example. Can the state please clarify?

****Answer:** 3.2.1.2.8 has been supplemented for clarification purposes. A page replacement will be provided. The example in 3.2.1.2.8 provides the formula that is used to compute whether or not there is a year end adjustment for payment processing mail overage or shortfall. The formula uses the total payments processed and computes the overage or shortfall based upon the number or percentage of required electronic payments as identified in the RFP. The number of electronic payments must be taken into consideration in the calculation of year end adjustment as the electronic payment requirement has compensation.

36. Question: 3.2.2.2.1, Pg. 54 3.3.5, Pg. 71 May the Contract determine "deficient" performance under Section 3.2.2.2.1 (pg 54) by using a "materiality" requirement and more objective standards? May the Contract indicate that claims of deficient service resulting in Liquidated Damages or payment withholdings be subject to procedural safeguards in Section 3.3.5 (pg. 71)?

Answer: The determination of the amount withheld shall be limited to the reasonable value of the milestones or deliverables not provided. The Dispute provision in Section 3.3.5 applies to any dispute of the parties relating to performance under the Agreement except liquidated damages.

37. Question: 3.2.3, Pg. 54 et seq. May the Contract indicate that Liquidated Damages ("LDs") not apply during the first three (3) months after Operations Start Date and that LD amounts be gradually phased in over a mutually acceptable period? May LDs not apply to de minimis errors below a specified monthly percentage threshold (e.g., 99.0%)? May only the highest single LD amount apply (not multiple LDs arising from a common underlying event)? May the additional 10% LDs specified in Section 3.2.3.4.1 (pg. 59) be deleted? May claims for LDs, if disputed, be subject to the same procedural safeguards as other issues under Section 3.3.5.1 (pg. 71) and not be assessed if the delay or deficiency was caused by OTDA? May LDs or withholdings that are later determined to be unwarranted be refunded to Contractor with reasonable interest?

Answer: By submitting a proposal, the Contractor agrees to the contract terms in Chapter 3 of the RFP.

38. Question: 3.2.3.2.8 First Table on the page & 5.11.22.3 Paragraph 1 Would the State please verify that 1 Customer Service “occurrence/failure” as referenced in 3.2.3.2.8, is above and beyond the .4% error rate referenced in 5.11.22.3?

Answer: Yes, 3.2.3.2.8 is above and beyond the .4% error rate referenced in 5.11.22.3.

39. Question: 3.2.3.1.8 Paragraph 1 Can the State define a Customer Service “failure,” as referred to in 3.2.3.8? Is this the synonymous with “occurrence,” also referenced in 3.2.3.2.8?

Answer: Yes, it is.

40. Question: Page 50, RFP Cite: 3.2.1.1 RFP Text: 3.2.1.1 Transition - The OTDA shall pay the Contractor the fixed price contained in the Agreement for full and proper performance by the Contractor of the transition tasks referred to in 2.2 of this RFP. Equal monthly payments covering the cost of transition, shall be made covering the duration of the transition function beginning one (1) month after the OTDA’s approval of the transition plan referred to in 2.2.6.1 of this RFP. Each payment will be made only after review and approval, by the OTDA, of any milestones or deliverables required to be achieved or furnished by the Contractor during such month. The Contractor must submit a separate voucher for each month in the format and with documentation as requested by OTDA.

And similar sections of 3.2.1.3.

Does the OTDA have a standard contract management process or practice that is followed to measure for full and proper performance as referenced in sections 3.2.1.1 and 3.2.1.3 of the RFP? If so, will the OTDA provide information to bidders on this process utilized for measurement?

Answer: The measurement is based upon several transition requirements and activities. The first requirement is the acceptance of the transition plan including the work plan supporting a successful transition. In addition, the adherence to the work plan and the successful completion of the tasks identified within the work plan are measured for full and proper performance.

41. Question: Chapter 3, Contractual Provisions 3.2.1.2.5 The RFP states, “If the annual volume for any of the Ongoing Operations tasks identified in 3.2.1.2.1 of this RFP, except Data Capture Services, is within 10 percent above or below the projected base volume, the Contractor shall bill for such claim volume at the incremental or decremental cost of such volume.” Please clarify how the incremental or decremental costs will be calculated. For example, if the fixed fee is \$1,000 for 1,000 transactions, how would the vendor be compensated if the actual transaction volumes were 801, 901, 1101, or 1201?

****Answer:** 3.2.1.2.5 through 3.2.1.2.8 have been revised. Replacement pages will be provided. 3.2.1.2.5 is applicable when the actual number of transactions falls within 10 percent above or below the projected base volume. In the hypothetical that you cite, volumes ranging from 901 to 1100 transactions fall within 10% of the projected base volume. The incremental or decremental price per transaction would be plus or minus \$1 (\$1000 divided by 1000 transactions). In the event of 901 transactions, the correct annual payment amount would be \$901 (\$1000 – (99 * \$1)). 3.2.1.2.5 would not be applicable for the other transaction volumes that you cite because they fall outside of 10% of the projected base volume.

3.2.1.2.6, as amended, governs payment when transaction volumes exceed 10% above the projected base volume: “If the annual volume for any of the Ongoing Operations tasks noted in 3.2.1.2.1 of this RFP except Data Capture Services and Customer Service exceeds ten (10) percent above the projected base volume, the Contractor shall be compensated for such additional claim volume using the following formula:

- One hundred and ten (110) percent of the fixed price cost for that operating task, plus
- The incremental cost per transaction for the contract operating year divided by 110 percent for the respective operating task multiplied times the number of transactions exceeding 110% of the projected base volume

Therefore, the correct annual payment amount for 1101 transactions would be $\$1100 + \$909 = \$1100.91$; for 1201 transactions the correct annual payment amount would be $\$1100 + \$82.727 = \$1182.73$

3.2.1.2.7 governs payment when transaction volumes exceed 10% below the projected base volume: “If the annual volume for any of the Ongoing Operations tasks noted in 3.2.1.2.1 of this RFP except Data

Capture Services and Customer Service exceeds ten (10) percent below the projected base volume, the Contractor shall be compensated for actual costs to be documented by the Contractor plus mark-up and corporate allocation collectively capped at ninety (90) percent of the fixed price cost for that operating task. Mark-up and corporate allocation shall be applied in the same manner and rates as noted in the Contractor's Volume III, Cost Proposal." Consequently, the basis of payment for 801 transactions which is 80% of the projected base volume, will be based on the contractor's actual costs plus mark-up and corporate allocation but will be capped at \$900.

42. Question: Page 56, RFP Cite: 3.2.3.2.2 RFP Text: Payment Processing Liquidated Damages- 1. Processing Failures Identified in 3.2.3.1.2.3 and 3.2.3.1.2.4 of this RFP: Number of occurrences in a calendar month- 1 = \$20,000, 2-5 = \$25,000, 6 or more = \$30,000

Should the processing failures referenced as 3.2.3.1.2.3 and 3.2.3.1.2.4 be 3.2.3.1.2.1 and 3.2.3.1.2.2?

****Answer:** Yes, the processing failures referenced in 3.2.3.2.2, 1. should be 3.2.3.1.2.1 and 3.2.3.1.2.2. A page replacement will be provided to correct to references.

43. Question: Page 56, RFP Cite: 3.2.3.2.2 RFP Text: Payment Processing Liquidated Damages- 1. Processing Failures Identified in 3.2.3.1.2.3 and 3.2.3.1.2.4 of this RFP: Number of occurrences in a calendar month- 1 = \$20,000, 2-5 = \$25,000, 6 or more = \$30,000

If the liquidated damage reference in 3.2.3.2.2 indeed is associated to 3.2.3.1.2.3, please elaborate on requirement on 3.2.3.1.2.3.

****Answer:** The reference in 3.2.3.2.2 is not associated to 3.2.3.1.2.3 and 3.2.3.1.2.4. A page replacement will be provided to correct the references to 3.2.3.1.2.1 and 3.2.3.1.2.2.

44. Question: Page 57, RFP Cite: 3.2.3.2.2 RFP Text: Payment Processing Liquidated Damages- 1. Processing Failures Identified in 3.2.3.1.2.3 and 3.2.3.1.2.4 of this RFP: Number of occurrences in a calendar month- 1 = \$1,000, 2-10 = \$1,500, 11 or more = \$2,000

Will processing failures identified in 3.2.3.1.2.3 and 3.2.3.1.2.4 create two liquidation damage assessments?

****Answer:** The table presented in 3.2.3.22 contains errors. A page replacement will be provided to correct the errors. Section 3.2.3.1.2.3 and 3.2.3.1.2.4 create liquid damages according to section 3.2.3.2.2 number 2.

45. Question: Page 59, RFP Cite: 3.2.3.4.1 RFP Text: If the Contractor fails to correct the deficiency as noted in 3.2.2.2.1 of this RFP within the "cure" time of twenty (20) days, the OTDA may access as liquidated damages a ten percent non-refundable reduction against the fixed price cost voucher for the month in which the milestone or deliverable was due or required, which parties hereby agree represents a reasonable measure of the damages incurred by the OTDA for such nonperformance.

Please confirm that the cure time of 20 days refers to business days.

Answer: The cure time is in business days.

46. Question: Page 60, RFP Cite: 3.2.3.5.3 RFP Text: Contractor Processing Errors – The provisions of 3.2.3.5.3 of this RFP are in addition to liquidated damages noted in 3.2.3.2.2 of this RFP. The Contractor is liable to OTDA or local districts for liquidated damages in the amount of fifty dollars (\$50) per occurrence for each Contractor processing error that results in erroneous information being added to a CSMS case/account as a result of information provided by the Contractor on data files sent to OTDA or directly input on a CSMS case/account by Contractor staff. The Contractor agrees it is reasonable compensation to OTDA or local districts for the additional effort put forth as a result of these errors.

Will the State provide the number of errors and liquidated damages incurred by the current vendor per month for the last 12 months, ending August 2007? Will the State provide the number of errors and liquidated damages incurred by the current vendor per year for the current contract period?

Answer: For the period of September 2006 through August 2007 there were 754 errors totaling \$37,700 in liquidated damages. The number of errors per year for the current contract is not readily available.

47. Question: 3.3.3, Pg. 65 et seq. May the Contract include an explicit right of Contractor to terminate for OTDA's breach, after following mutually acceptable procedures?

Answer: No, the contract will not include an explicit right of the Contractor to terminate for OTDA's breach, after following mutually acceptable procedures.

48. Question: Section 3.3.3, Termination, Paragraph 3.3.3.1.2, Page 65 Is there a cap designated for attorney fees and damages that result by settling claims against the contractor as a consequence of terminating the agreement?

If so, what is that cap?

Answer: There is no cap designated for attorney fees and damages that result by settling claims against the contractor as a consequence of terminating the agreement.

49. Question: Page 74, RFP Cite: 3.3.6.3.1 RFP Text: ...electronic copies of any Agreement-related documents may be substituted for the originals with the prior written approval of the OTDA.

Will this written approval be given as a blanket statement for scanned images prior to implementation?

Answer: No, this approval is based upon individual documents.

50. Question: Section 3.4, Indemnification of the OTDA, Paragraph Section 3.4.3, Page 75 Is there any limit applied to 3rd party claims and if the bidder is not willing or able to assume liability for 3rd party claims, does this eliminate them from consideration?

Answer: Any third party claims are limited to damages resulting in whole or in part by the Contractor's negligence, willful misconduct, or failure to perform in connection with the performance of the RFP. By submitting a proposal, the Contractor agrees to the contract terms in Chapter 3 of the RFP.

51. Question: Section 3.4, Bonding and Letter of Credit, Paragraph, Section 3.4.2, Page 75 What is OTDA's main objective for requesting Bonding and a Letter of Credit? Is it to ensure that the Contractor has the appropriate level of financial strength to pay OTDA for occurrences that generate payment obligations from the contractor to OTDA such as liquidated damages? If this is the reason for the requirement would OTDA consider substituting the Bonding and Letter of Credit requirements for maintenance by the contractor of, at minimum, an investment grade rating by S&P and Moody's as proof of payment capability and financial wherewithal?

Please define what circumstances would result in penalties being assessed for liquidated damages vs. non performance vs. breach of contract and what penalty measuring mechanism is in place for each type of liability. Please define at what point in time and under what circumstances OTDA has the right to draw under the letter of credit. For example, as it relates to Disputes, must OTDA work through the entire dispute process as outlined in Section 3.3.5 before initiating a draw under the letter of credit? How do liquidated damages relate to the letter of credit, etc.? If the contractor is unwilling to provide this letter of credit/ fidelity bond does it eliminate them from consideration?

Answer: No, this is not the reason that the RFP requires "Bonding and a Letter of Credit " therefore the OTDA will not consider substituting the Bonding and Letter of Credit requirements as suggested in the question. The OTDA will be entitled to payment from the Letter of Credit in the event liquidated damages are assessed or as a result of the Contractor's non-performance. The disputes resolution provision applies to any dispute of the parties relating to performance under the Agreement except liquidated damages. By submitting a proposal, the Contractor agrees to the contract terms in Chapter 3 of the RFP. And, yes, if the contractor is unwilling to provide this letter of credit/fidelity bond they will be eliminated from consideration.

52. Question: Section 3.4., Availability of Key Personnel, Paragraph, Section 3.4.6, Page 76 If the bidder does not follow the required timeline (24 hours notice if a Project Director is unavailable on any given day or if out more then 5 days), would this constitute termination of the agreement?

Is the purpose of this requirement to ensure that the Project Director or a designee is available at all times?

Answer: Failure to provide 24 hours notice of the Project Director's unavailability would not solely constitute termination of the agreement. That is correct, the purpose of this requirement is to ensure that an administrator is available and identified to the OTDA in the occasion that the Project Director is not on site.

53. Question: Page 76, RFP Cite: 3.4.5 RFP Text: Use of Facilities, Equipment, Software, etc. - The Contractor shall make use of all facilities, equipment, software, materials and supplies, including but not limited to computer hardware and related peripheral equipment, obtained or held for purposes of the Agreement, solely in performance of the Agreement with the exception that the Contractor may make use of any such element for other purposes upon receipt of prior written approval from the OTDA. If the OTDA approves use of any such element for a purpose other than in performance of the Agreement, the OTDA shall receive as a credit against payments owing to the Contractor under 3.2 of this RFP an amount equal to the customary charge or cost in the marketplace for use of such elements for the applicable time period.

Please verify this requirement does not apply to base software utilized by the Contractor.

Answer: This requirement does not apply to base software utilized by the Contractor.

54. Question: Section 3.5, General Provisions, Paragraph 3.5.5, Page 79

The RFP states: "Contractor Personnel - The OTDA reserves the right to require the Contractor to discharge, from performance of any or all duties under the agreement, specified Contractor employees."

Can the State clarify under what circumstances would OTDA require the Contractor to discharge, from performance of any or all duties under the agreement, specified Contractor employees?

Answer: OTDA may require the Contractor to discharge, from performance of any or all duties under the agreement, specified Contractor employees in situations where, but not limited to, the employee does not meet minimum job qualifications, is uncooperative, fails to perform job responsibilities, or OTDA eliminates the requirement of the position.

55. Question: Section 3.5.26, Liability and Indemnification, Paragraph 3.5.26.1 & 3.5.26.3, Page 86 Is there a defined dollar cap for sections 3.5.26.1 and 3.5.26.3, and if so what is the cap?

Answer: There is no contractual cap for damages under Section 3.5.26.1 or 2. The contractual limitation for damages under Section 3.5.26.4 is set forth in that section: Damages "shall not exceed the greater of the amount of a) five million dollars (\$5,000,000) or b) two and a half (2 ½) times the value of the contract amount as indicated in the State Central Accounting System."

56. Question: 3.5.26.4, Pg. 87 May the Contract reduce the overall liability limit of 2.5 times total Contract value contained in Section 3.5.26.4 (pg. 87) to a mutually acceptable level, such as 12 months' trailing revenue on the Contract or \$5 million, if greater?

May the Contract disclaim liability for indirect, incidental, special, consequential or other damages, except as expressly stated in other Contract provisions? (Contractor reserves the right to negotiate a mutually acceptable liability limit to the Contract).

Question: Page 87, RFP Cite: 3.5.26.4 RFP Text: Contractor's liability under this Agreement for failure to provide adequate services or deliverables, regardless of whether such liability is asserted under a theory of contract breach, default, negligence, warranty, or damages under the performance standards as specified in Article 26 for said standards, or otherwise, shall not exceed the greater of the amount of a) five million dollars (\$5,000,000) or b) two and a half (2 ½) times the value of the contract amount as indicated in the State Central Accounting System.

Will the OTDA consider revising the Contractor's liability under this Agreement to a maximum of the value of the contract amount per year as indicated in the State Central Accounting System?

Answer: No, the Contractor's amount of liability identified in the RFP will not be changed. By submitting a proposal, the Contractor agrees to the contract terms in Chapter 3 of the RFP.

57. Question: 3.5.26.4, Pg. 87 May the Contract limitation of liability contained in Section 3.5.26.4 (pg. 87) be clarified to extend to all claims under the Agreement, except enumerated damages for bodily injury, death and damage to real or tangible property referenced in the last sentence of Section 3.5.26.1 (pg. 86) and IP-related claims referenced in Section 3.5.26.3 (pg. 87)? (Contractor reserves the right to negotiate a mutually acceptable liability provision).

Answer: No, the contract limitation of liability provided in the RFP will not be clarified as requested. By submitting a proposal, the Contractor agrees to the contract terms in Chapter 3 of the RFP.

58. Question: Chapter 3, Contractual Provisions 3.5.6.5.1.1 The RFP states, "For purposes of this procurement, the goals for subcontracting with minority- and women-owned businesses are seven percent and seven percent. The goals for the purchase of supplies (equipment and/or commodities, etc.) from M/WBE's respectively are seven percent and seven percent." Please clarify if the total overall goal for M/WBE is specific to purchasing of supplies and subcontract agreements and not of total contract value.

Answer: Per 1.18.2, The OTDA's goal for subcontracting and purchasing is 7% of the total dollars expended from any contract for subcontracts or for the purchase of supplies, equipment or printing. The OTDA's goal for employment of protected class individuals is 7% of the total dollars expended from any contract for personnel or consultants.

59. Question: Section 4.1, General Provisions, Paragraph 4.1, RFP Page 88 The RFP states that "Although an entirely new process is requested of the contractor, there are specific features of the past payment operation that must be accommodated."

Can the State clarify the specific features of the past operation that must be accommodated or are those respectively incorporated into the posting requirements?

Answer: The specific features of the past operation that must be accommodated have been incorporated in the RFP.

60. Question: Section 4.1, General Provisions, Paragraph 4.1.2, RFP Page 91 The RFP states that "The Contractor is required to employ state-of-the-art equipment and software to ensure that the required tasks are completed as efficiently and effectively as possible."

it is our intention to provide OTDA with the best equipment and software to fulfill the contract.

What kind of equipment is in place today? Please detail response time, imaging time, processing speed, etc.

****Answer:** A listing of the Fixed Assets and Software will be added to Appendix H Reference Library. Detail information on response time, imaging time, processing speed, etc, is not readily available.

61. Question: Section 4.1, General Provisions, Paragraph 4.1.2.5.1.1, RFP Page 96 The RFP is referring to coupon(s) denoting a "53" payment. Must the contractor incorporate the numeric designation of the 53, or can the contractor use the information and propose a recommended approach?

Answer: The contractor must incorporate the coupon numeric designation of the "53" as currently coupons are printed and mailed to financial institution denoting a "53" payment. In addition, the contractor can propose a recommended approach.

62. Question: Section 4.1.1.2.1 Paragraph 1 Is there a latest mail pick up requirement for this RFP or can we assume that the 8:30 a.m. pick up constitutes the last pick up for the day?

Answer: Section 4.1.1.2.3 states that the mail pick up times are the Contractor's responsibility to coordinate with the US Postal Service staff at the Old Karner Road General Mail Facility in Albany. Currently, the last coordinated mail pick up time from the mail facility is at 10:30 AM.

63. Question: 4.1.1.6.6 Paragraph 1 Please define "misdirected correspondence" and describe the required processing steps for each possible variation.

Answer: The contractor must identify and return all correspondence received from noncustodial parents, custodial parents and employers who's correspondence after mail opening is determined to be misdirected or unrelated to child support. The correspondence accompanied with a letter identifying the reason for the returning of the correspondence must be returned to the US Postal Service on the same day as received.

64. Question: 4.1.1.8 Paragraph 1 Does the duplicate receipt that "must remain with the payment" get placed into a safe with the cash or is the implication that this receipt takes the place of a financial instrument for subsequent processing steps?

Answer: The receipt takes on a form of payment documentation. This form of payment documentation can be in addition to other payment documentation submitted with the “cash”.

65. Question: 4.1.2.3 Paragraph 1 Does docket number appear on VRS file? If not, can it possibly be added?

Answer: No, the docket number does not currently appear on the VRS file. For a change to be made to the existing file, the contractor would be required to submit the request in writing and provide, at a minimum, the scope of the change request, the need and outcome. At that time OTDA would assess whether or not a change would be made to the file.

66. Question: Chapter 4, Operations Task 4.1.2.3 If there is not enough information with the payment to determine the specific county, which suspense account number should be used?

Answer: Currently, the payment placement into a suspense account defaults to the return address county. In the event that the return address is out of state, on an individual basis, the on-site State staff directs the resolution of the payment.

67. Question: Page 92, RFP Cite: 4.1.2.3 RFP Text: Researching Unidentified Payments – Any payment and accompanying documentation that are received from any source without a CSMS account number is, in the first instance, considered unidentified.

Please provide the volume of unidentified payments for the most recent reporting year.

Answer: Yes, the total number of payments researched in 2006 was 290,430 of which 21,241 were placed into a local district suspense account.

68. Question: Pages 92-93, RFP Cite: 4.1.2.3.4 RFP Text: Perform a search of the CSMS database by following the OTDA's procedures and using the information provided with a payment (e.g., custodial parent name, noncustodial parent name, Social Security Number, docket number) in an attempt to identify the CSMS account number(s) to which the payment should be posted.

Is there a demographic file that contains the non-custodial parent's CSMS account number, social security number, docket number, and county code or district code? If so, will OTDA make this file available to the successor Contractor? If not, would OTDA consider the development of such a file for the Contractor?

Answer: The current contractor has chosen to use the Child Support Information Line masterfile provided by OTDA to identify the CSMS account number(s) to which the payment should be posted in addition to following established CSMS research procedures. Detailed information of the masterfile and the research procedures are provided in Appendix H, Reference Library.

69. Question: Page 92, RFP Cite: 4.1.2.3.4 RFP Text: Perform a search of the CSMS database by following the OTDA's procedures and using the information provided with a payment to which the payment should be posted. The degree of difficulty encountered in effecting CSMS account identification varies according to the caseload of the local district. Hamilton County, with 159 CSMS accounts is at one end of the spectrum, while New York City, with 296,611 is at the other.

Must a separate search be done for each of the 58 SCU's or does the linking of the SCU's in CSMS allow for searching all districts at the same time?

Answer: The procedures for conducting a search on CSMS are provided in Appendix H, Reference Library. Specific searches provide different results. For example, a Social Security number search results in a cross county search. A name search is specific to the county for which the search was executed.

70. Question: Page 93, RFP Cite: 4.1.2.3.7 RFP Text: Multiple CSMS Accounts - The Contractor must prorate noncustodial parent payments when an unidentified payment has been found to be identified to a particular noncustodial parent that has multiple active CSMS accounts. The Contractor must follow the OTDA's Proration Procedures for determining the amount of the payment (some, all or none) to be applied to the various accounts.

Please confirm the following scenario for the handling of proration and payment processing:

Non Custodial Parent (NCP) submits one payment for \$350.00 with two CSMS account numbers listed.

CSMS Account Number A: \$200.00

CSMS Account Number B: \$150.00

The Contractor would process the NCP payment for a total of \$350.00 with proration as identified in the table above OR would the Contractor complete a proration worksheet to determine the NCP has submitted the appropriate amounts for CSMS Account Number A and CSMS Account Number B.

Answer: Appendix H, Reference Library provides a copy of the current proration procedures. For noncustodial parent payments the amount per account must be provided with the payment. In the situation where the amount per account is not provided, the contractor must follow the procedures for the proration of the payment to multiple CSMS accounts.

71.Question: Page 93, RFP Cite: 4.1.2.3.8 RFP Text: Posting Payments to a Local District CSMS Suspense Account - The Contractor must verify that research has been completed as required in 4.1.2.3 of this RFP. The Contractor must record and post the payment to a specific local district CSMS suspense account number as designated by the respective local SCU for accounting for unidentified payments. The Contractor must record the information on the payment data file in the format required in Appendix F of this RFP.

If a payment cannot be identified, how will the Contractor know which district CSMS suspense account number to assign the unidentified payment?

Answer: Remitting parties are instructed to include the local district with their child support payments. The local district is one of the primary identifier for payment processing. In the situation where the remitting party has not provided the local district and through other identifying information the local district cannot be established, the payment placement into a suspense account defaults to the return address county. In the event that the return address is out of state, on an individual basis, the on-site State staff directs the resolution of the payment.

72.Question: 4.1.2.3.7 Paragraph 1 Is this true for every payment received where the NCP identified has multiple accounts or only for unidentified payments where the NCP has multiple accounts?

Answer: NCP payments are required to be prorated to multiple accounts only in those situations where the NCP has not provided proper payment identification and multiple CSMS accounts exist as per the prorate procedures in Appendix H, Reference Library.

73.Question: 4.1.2.4.1.3 Paragraph 1 This seems to assume all payments are first associated to a local district. Is this based on the "pay to" name on the financial instrument? What about payments not made out to the local district?

Answer: Remitting parties are instructed to include the local district with their child support payments. The local district is one of the primary identifier for payment processing. In the situation where the remitting party has not provided the local district and through other identifying information the local district cannot be established, the payment placement into a suspense account defaults to the return address county. In the event that the return address is out of state, on an individual basis, the on-site State staff directs the resolution of the payment.

74.Question: 4.1.2.5.3 Paragraph 1 If a payment is made payable to a specific SCU but specifies accounts from multiple SCUs, is any special handling required or can this simply be treated as a "multiple SCU payment?"

Answer: Section 4.1.2.5.3.1 identifies that in this situation contact must be made with the "employer" to "reconcile any differences."

75.Question: 4.1.2.5.5.1.4 Paragraph 1 Please describe the unique property execution identifier. Is it a unique account number or some other type of unique identifier?

Answer: OTDA has established "53PEX" in field 4 of the 5 record as the unique identifier for EFT/EDI transactions.

76.Question: 4.1.2.5.8.1 Paragraph 1 Please describe the specific types of cartridge and computer tapes that must be supported?

Answer: Currently, a limited number of diskettes and 8track tapes are received for payment processing from employers.

77.Question: 4.1.2.6.6 Paragraph 1 Does the State's banking contractor support generation of wire transfers from a data file to eliminate the potential for amount keying errors or is this purely a manual process?

Answer: Currently, wire transfers are completed through the Banking Contractor's on-line banking services. The current process requires several levels of review prior to the release of the request to transfer funds. This process eliminates the potential for amount keying errors.

78.Question: 4.1.2.7.2.1 Paragraph 1 How are payments that, for whatever reason, cannot be associated to a local district, to be represented on the payment data files by county groups?

Answer: Remitting parties are instructed to include the local district with their child support payments. The local district is one of the primary identifier for payment processing. In the situation where the remitting party has not provided the local district and through other identifying information the local district cannot be established, the payment placement into a suspense account defaults to the return address county. In the event that the return address is out of state, on an individual basis, the on-site State staff directs the resolution of the payment.

79.Question: 4.1.2.7.2.5 Paragraph 1 Is this the same report referenced in 4.1.2.7.1.1?

Answer: Yes, it is the same report.

80.Question: Page 88, RFP Cite: 4.1 RFP Text: The payment processing functions entail on a daily basis, receipt of mail, mail opening and sorting, payment identification, creation of an electronic payment file, transmission of the payment file to the OTDA, deposit of payments into the New York State Child Support Processing Center's bank account, wire transferring funds to each local district's Support Collection Unit (SCU) bank account and all ancillary functions required to maintain security and control over the entire process.

What are the current procedures for wire transferring money from the NYSCSPC bank account to each local district's Support Collection Unit bank account?

Answer: Currently, wire transfers are completed from the NYSCSPC bank account to each local district's SCU bank account through the Banking Contractor's on-line banking services.

81.Question: Page 97, RFP Cite: 4.1.2.5.6 What percentage of noncustodial parents have multiple cases?

Answer: Approximately 19% of noncustodial parents have active multiple cases.

82.Question: Page 97, RFP Cite: 4.1.2.5.6.2 RFP Text: Maintain a copy of the proration worksheet.

Will the OTDA accept an electronic copy as the copy of the proration worksheet?

Answer: Yes. In the offering of a response, bidders must identify the method of providing a copy of the proration worksheet.

83.Question: Page 97, RFP Cite: 4.1.2.5.6 RFP Text: Noncustodial Parent Payments Requiring Proration – The Contractor must: 4.1.2.5.6.1 verify that a proration worksheet has been completed by following the OTDA proration procedures; 4.1.2.5.6.2 maintain a copy of the proration worksheet; 4.1.2.5.6.3 create a payment batch; 4.1.2.5.6.4 provide required individual noncustodial parent payment data (see Appendix E of this RFP).

Will the State allow the successor Contractor to utilize an automated program to complete the proration process using the OTDA's Proration Procedures? If so, will OTDA provide the Contractor appropriate data elements to complete the process?

Answer: Yes. The data elements required for proration are identified in the proration procedures provided in Appendix H, Reference Library. The OTDA does not have an automated process established to provide the data elements. The contractor must obtain the data elements from accessing CSMS case specific information.

84.Question: Page 97, RFP Cite: 4.1.2.5.8 RFP Text: Electronically Submitted Employer Payments (Other Than EFT) – The Contractor must receive electronically submitted employer payments in the following formats

Please provide the volume of Electronically Submitted Employer Payments Other than EFT for the past year.

Answer: The volume for the period of September 1, 2006 – August 31, 2007 is 401,284 multi county diskette (EDI) transactions and 9 single county diskette (EDI) transactions for a total of 401,293 diskette (EDI) transactions.

85.Question: Page 98, RFP Cite: 4.1.2.5.9 RFP Text: Walk-In Payments Received at Local District Office - The Contractor must process Walk-In Payments as follows

Please provide the volume of Walk-In Payments received for the past year.

Answer: In 2006, there were 5,035 payments resulting in 25,595 transactions.

86.Question: Page 98, RFP Cite: 4.1.2.5.10 RFP Text: Cash Payments Received in the Mail - The Contractor must process Cash payments as follows

Please provide the volume of Cash Payments received for the past year.

Question: Appendix D Can the state provide the number of cash payments received by year? (4.1.2.5.10)

Answer: In 2006, there were 86 cash payments resulting in 91 transactions.

87. Question: Chapter 4, Operations Task 4.1.3.2 Would the OTDA consider modifying the RFP requirement for a physical deposit of payments and permit a vendor to propose an imaged based deposit solution (image cash letter)?

Answer: Section 4.1.3.1.5 states that the contractor must configure the deposits in the format required by the Banking Services Contractor.

88.Question: 4.1.4 Paragraph 1 Please describe the scope of work that constitutes "secure collection on all deposited payment instruments returned from the bank as unpaid."

Answer: The OTDA envisions that the contractor will pursue all activities legally made available to collect those funds where the bank has determined that funds are not available in the remitting party's bank account to fully cover the amount of the payment instrument. The RFP clearly states that the contractor cannot adjust a local district bank account or the NYSCSPC bank account for those items where the bank determines that funds are not available in the remitting party's bank account.

89.Question: 4.1.5.3.3 Paragraph 1 Is the list of rejected payment processing transactions available from CSMS as a data file?

Answer: No, the rejected payment processing transactions are provided in report format by individual local district. The reports can be obtained by accessing CSMS or ASSETS.

90.Question: 4.1.6.5 Paragraph 1 Do these numbers ever change over time?

Answer: These CSMS account numbers can change over the period of the contract. Local districts are allowed to direct the change of the CSMS account numbers. The change can occur once a month to semi-annually to annually to no change. When a change is requested by a local district, the change occurs on the beginning day of the calendar month.

91. Question: 4.1.6.7 Paragraph 1 Will OTDA also provide software to access imaged electronic documentation and/or provide a copy of the database used for indexing and searching images?

Answer: The offeror must provide the equipment and software to meet the retrieval requirements of the RFP. A copy of the database used for indexing and searching images will be provided in the turnover phase of the project.

92. Question: Page 103, RFP Cite: 4.1.6.1.3 RFP Text: OTDA Responsibilities - Reimbursement for payment processing errors.

Will the OTDA clarify this statement?

Answer: This section provides a definition for the use of local districts mailing addresses. Section 4.1.6.1 identifies that OTDA will provide Local District Mailing Addresses. One of the items that must be mailed to the addresses is a notification to the local district of the reimbursement for payment processing errors.

93. Question: Section 4.2, Disbursements, Paragraph 4.2.12, Page 111 The RFP states that "The Contractor must provide, at a minimum, the reports required in accordance with 5.2 and 5.14 of this RFP, as well as any other report deemed necessary by the OTDA."

Can OTDA please provide some examples of other reports that may be deemed necessary?

Answer: Yes, some examples may be a monthly report of ATM locations, a monthly report of debit card status, a quarterly report of manual check requests. At different points of time through out the contract the OTDA may ask for a one time report or the establishment of a report on an ongoing basis.

94. Question: 4.2.1.3 Paragraph 1 Are debit card accounts established on CSMS in the same fashion as direct deposit accounts? If so, is there any way to distinguish one from the other?

Answer: The recording of debit card accounts are resident on CSMS. A unique account type is provided that distinguishes the different status of providing custodial parents with electronic payments, i.e., DC – debit card, CK – direct deposit checking, SV - direct deposit savings, NS- notice sent, HD – hardship granted.

95. Question: Page 106, RFP Cite: 4.2.1.6 RFP Text: Perform outreach to custodial parents who have not pinned or transacted their debit cards

Please provide the number of outreach letters and/or outreach calls required each month to custodial parents who have not pinned or accessed their debit cards.

Answer: The RFP does not require a set number of outreach letters and/or outreach calls per month. The contractor will be required to provide the OTDA with a workplan setting forth the outreach to custodial parents who have not pinned or accessed their debit cards. Currently, approximately 90% of the debit cards issued have been pinned by the custodial parent.

96. Question: Chapter 4, Operations Task 4.2.1.8 According to Payment Card Industry Standards, reversals can only be performed on cards that have not been pinned. When the State says, "where no transactions have occurred," does that mean that the card has never been pinned?

Answer: Yes, that is correct.

97. Question:Page 107, RFP Cite: 4.2.2.1 RFP Text: A full service call center that provides for, at a minimum, the following custodial parent services:

How many calls per month are currently being received concerning debit card related issues? Please provide the call volume reporting for the past year to include the number recurrent callers per month.

Answer: The OTDA does not have readily available the number of "recurrent callers per month." The following table provides call information related to debit card issues:

Monthly Call Volumes	Customer Service Representative	IVR Assistance
October 2006	2,045	58,635
November 2006	2,164	55,724
December 2006	2,126	60,928
January 2007	2,465	66,049
February 2007*	34,016	285,151
March 2007*	48,615	502,118
April 2007*	23,507	453,254
May 2007	17,593	485,671
June 2007	16,008	457,617
July 2007	17,383	491,639
August 2007	17,848	471,076
September 2007	14,029	459,135

* Months where OTDA completed the rest of state roll out of a pre-enrollment debit card program.

98. Question: Page 108, RFP Cites: 4.2.4.1.5, 4.2.4.2.7 RFP Text: pull and void SCU checks requested by local districts; pull and void checks requested by local districts prior to mailing those checks

Explain the process the local districts will use to notify the Contractor to pull and void a check.

Answer: Section 5.2.3.3 identifies that the contractor must maintain and update the existing form used by the local district SCUs to request pulling and voiding of disbursements. The Contractor must obtain approval in advance from the OTDA prior to implementing updated forms. Local districts currently fax requests for pulling and voiding checks directly to the Contractor.

99. Question: 4.3.2.3.2.1 Paragraph 1 How many employers have requested not to receive reminders? Is the list available in electronic format? Does the list include EIN for the employers electing not to receive reminders?

Answer: The most recent suppression consisted of 880 employers being suppressed. The listing will be made available to the contractor in an electronic format. The list consists of employers requesting suppression by EIN and in some instances where the employer is suppressed by name.

100. Question: Section 4.3, Billing Statements/Reminders, Paragraph 4.3.1.3, Page 112 In paragraph 4.3.1.3 the RFP references cartridges. Will the data provided from OTDA be on tapes? What is the file format? Are cartridges actually used, and if so, how many per month?

****Answer:** Section 4.3.1.3 incorrectly states cartridges. Section 4.3.1.2 correctly identifies that the data will be received via five separate datafiles from the OTDA. A page replacement will be provided to correct this discrepancy.

101. Question: Section 4.3, Billing Statements/Reminders, Paragraph 4.3.2.2, Page 114 In paragraph 4.3.2.2 the RFP references cartridges.

Will the data provided from OTDA be on tapes?

What is the file format?

****Answer:** Section 4.3.2.2 incorrectly states cartridges. Section 4.3.2.1 correctly identifies that the data will be received via five separate datafiles from the OTDA. A page replacement will be provided to correct this discrepancy.

102. Question: Page 117, RFP Cite: 4.4.1 RFP Text: 4.4.1 Printing and Mailing Notices - The Contractor must perform the following tasks: 4.4.1.1 Receive separate data files from the OTDA for use in printing notices. The

existing types of notices, the frequency of printing and the file medium, i.e. cartridges, TCPIP/FTP, etc. is displayed in Appendix I of this RFP. The data file format for each notice can be found in Appendix F of this RFP; 4.4.1.2 Identify the production cycle, e.g., daily, weekly, monthly, etc.

The breakdown of print jobs seems to suggest that most of the mailings are between one and two inserts. Typically, "one and two" inserts means that there are physically two sheets of paper. Although there might be "two inserts" those could be composed of seven or eight physical sheets of paper. This would be because one insert might consist of six sheets of paper collated together to form "one insert".

Please provide the number of pages per day that are generally printed in the printing process (Billings and Notices).

Answer: On average 579,167 pages per day are printed for the Billing and Notices processes. This is based upon a daily high of 914,059 to a low of 320,331.

103. Question: Page 120, RFP Cite: 4.5 RFP Text: New Hire Notification Processing

Is employer outreach to increase the number of New Hire notifications required of the winning Contractor?

Answer: Section 4.5.12 defines the tasks associated with requirement for New Hire Employer Outreach.

104. Question: Page 121, RFP Cite: 4.5.1.6 RFP Text: Outsourcing illegible or incomplete notifications- The Contractor must outsort all new hire notifications, which have been found to contain illegible or incomplete information regarding the critical data elements required to be remitted. The Contractor must prepare a letter to be returned with new hire notifications which states the reason(s) for returning the notification and which also specifies the information required and the timeframe by which the notification must be re-submitted by the employer. The Contractor must retain a copy of all returned notification along with a copy of the letters stating the reason(s) for return.

Will the OTDA allow telephone contact with the employer to obtain information that would clarify illegible items on the new hire notification documents?

Answer: Yes, the OTDA would entertain the contractor obtaining information via telephone contact with the employer.

105. Question:Page 123, RFP Cite: 4.5.12 RFP Text: Employer Outreach - The Contractor must install sufficient facsimile machines to support acceptance of New Hire Notification via facsimile. The Contractor is responsible for providing the OTDA with the fax number(s) to be used by employers.

How many facsimile machines are in service for New Hire notifications received via facsimile today?

Answer: Currently, a fax server with 8 of 12 lines is dedicated to the New Hire fax number. The faxes are automatically routed to a network laser printer. The fax software is GFI Faxmaker.

106. Question: 4.5 Paragraph 2 Is there a single data format required for all New Hire remitters who use magnetic media such as tape and cartridge?

Answer: This information can be found in the Reference Library Appendix H section H.6.

107. Question: 4.5 Paragraph 2 Is an FTP option for employers acceptable to the OTDA?

Answer: At this time FTP is not an option for employers to remit New Hire information.

108. Question: 4.5.1.4.1 through 4.5.1.4.6 Will the state provide volumes for each item listed in RFP requirements 4.5.1.4.1 through 4.5.1.4.6?

Answer: The volumes for each of the individual items listed 4.5.1.4.1 through 4.5.1.4.6 is not readily available. Appendix D does provide volumes for the processing of new hire information.

109. Question: 4.5.1.5 and 5.5.1.7 Paragraph 1 The critical data elements differ in these two sections. Which should be used?

****Answer:** The information provided in section 4.5.1.5 is the correct information. A page replacement will be submitted to correct the information in section 5.5.1.7.

110. Question: Chapter 4, Operations Task 4.5.2 Can a new customer service website include the New Hire Web submission function and replace the current New Hire website?

Answer: No, firms must provide a response to the requirement identified in section 4.5.2. However, a firm is not precluded from offering suggested revisions that will lead to cost containment, productivity improvements and/or operational efficiencies (see 2.5 of the RFP).

111. Question: 4.5.3.1 Paragraph 1 Please describe in more detail what constitutes the "total provided by the employer."

Answer: This section of the RFP identifies that the contractor must verify that the number of records data captured to a datafile equals the number of new hire submission provided by an employer.

112. Question: 4.5.3.2 Paragraph 1 Please describe the format that Internet submittals will be received in? Are these received in a structured data file, free-form e-mails, e-mails with file attachments, structured, computer-generated e-mails, other?

Answer: The web site application creates a file in the same format as the "magnetic media" requirements. Those requirements are provided in Appendix H Reference Library section H.6.

113. Question: 4.6.1 Paragraph 1 How will master file data from the current contractor be made available?

Question: 4.6.1 Paragraph 1 Who owns the current application and database used to maintain this master file? Was it developed specifically for this project? Is it in the public domain and available for use by the successful bidder? Can you provide system and user documentation for this system?

Answer: The non-IVD master file is contained in an MS Access database. The contractor must provide the equipment and software to retrieve and access the master file data.

114. Question: 4.6.1 Paragraph 1 Please describe the primary data entities and relationships used to depict master file cases, orders, payments and participants on the current vendor application?

Answer: See response to number 113.

115. Question: 4.6.1 Paragraph 1 Are all non-IV/D cases within the state represented on this master file or only a subset? If the latter, what criteria determines which non-IV/D cases must be included on the master file and which are not?

Answer: The non-IVD master file is a subset of the state's non-IVD cases. The subset consists of those cases where the payments are directed by court order to be mailed to a specific non-IVD address established by the state.

116. Question: 4.6.1 Paragraph 1 Please describe the relationships between cases on the non-IV/D master file, cases on CSMS and cases on the State Case Registry?

Answer: There is no direct relationship. Each defined population is received and established independently of each other.

117. Question: 4.6.10 Paragraph 1 How many such requests are currently received?

Answer: Approximately 2 requests per month are currently received.

118. Question: 4.6.2.5.3 Paragraph 1 Who remits Non-IV/D copies of orders and income executions?

Answer: Copies of non-IVD orders can be received by courts, a party to the proceeding, employers and/or representing attorneys.

119. **Question:** 4.6.6 Paragraph 1 Whose responsibility is it to respond to non-IV/D correspondence?
****Answer:** It is the responsibility of the contractor to respond to non-IV/D correspondence. A page replacement will be provided to clarify the responsibility.
120. **Question:** 4.6.8.2 Paragraph 1 Are we to send a verification of address form even if the address to which returned mailing was sent is the same as the address on CSMS?
****Answer:** No, a verification of address is sent only in the situation where an address different from the non-IV/D masterfile is obtained. A page replacement will be provided for clarification of this requirement.
121. **Question:** Page 126, RFP Cite: 4.6.4.3 RFP Text: Non-IV/D Payments-Place the payment in an envelope addressed to the custodial parent of record and mail the payment within the timeframe required in 5.6.6 of this RFP.
What is the requirement if a Non-Custodial Parent has more than one Non-IV/D case and sends one check for multiple Non-IV/D custodial parents?
Answer: Non-IVD payments are made payable to the “custodial parent”.
122. **Question:** Page 126, RFP Cite: 4.6.4.3 RFP Text: Non-IV/D Payments-Place the payment in an envelope addressed to the custodial parent of record and mail the payment within the timeframe required in 5.6.6 of this RFP.
What is the requirement if a Non-Custodial Parent has multiple cases both IV/D and Non-IV/D and the Non-Custodial Parent or employer sends in one check that includes both IV/D and Non-IV/D payments?
Answer: Non-IVD payments are made payable to the “custodial parent”. IVD payments are made payable to the NYSCSPC. In this situation, the payment must be processed according to section 4.10.
123. **Question:** Page 126, RFP Cite: 4.6.4.3 RFP Text: Non-IV/D Payments-Place the payment in an envelope addressed to the custodial parent of record and mail the payment within the timeframe required in 5.6.6 of this RFP.
What is the requirement if a Non-IV/D payment is received electronically?
Answer: Currently non-IVD payments are not received electronically. There is no requirement to receive non-IVD payments electronically.
124. **Question:** Page 127, RFP Cite: 4.6.10 RFP Text: Responding to Inquiries - The Contractor must provide, upon request from either the custodial, non-custodial parent, representing attorney, the court, or the OTDA, a complete copy of their case record information within the timeframe noted in 5.6.9 of this RFP.
Does the person making inquiry have to prove that they have authority to obtain the information? If so, on average how often must the Contractor have to seek authority prior to responding?
Answer: Yes, the requesting party must have authority to obtain non-IV/D case record information. The Contractor must validate the authority upon receipt of a request to provide case record information.
125. **Question:** Page 127, RFP Cite: 4.6.11 RFP Text: Record Retention- The Contractor must keep copies of all source documentation as required by 5.6.10 of this RFP.
Can source documentation be imaged and the image be retained in lieu of the paper documents?
Answer: Yes.
126. **Question:** Section 4.7, Data Capture Service, Paragraph 4.7, Page 129 Is the list of services exhaustive?
Answer: As stated in Section 4.7 the list of data capture processes are those processes currently being completed by the existing contractor. However, section 4.7 also states that the contractor must develop any new data capture processes as requested by the OTDA.

127. **Question:** Section 4.7, Data Capture Service, Paragraph 4.7.1.13, Page 131 What is the electronic file format required by OTDA? 4.7.1.12.4.1 and 4.7.1.12.6.2 of the RFP only specifies the minimum data elements required to be included.
- Answer:** The required datafile layout is provided in Appendix F Datafile Specifications, Section F.1.
128. **Question:** Section 4.7, Data Capture Service, Paragraph 4.7.1.14, Page 131 What is the OTDA required format for the data file?
- Answer:** The required datafile layout is provided in Appendix F Datafile Specifications, Section F.1.
129. **Question:** Section 4.7, Data Capture Service, Paragraph 4.7.2.9, Page 133 What is the electronic file format required by OTDA? 4.7.2.7 of the RFP only specifies the minimum data elements required to be included.
- Answer:** The required datafile layout is provided in Appendix F Datafile Specifications, Section F.1.
130. **Question:** Section 4.7, Data Capture Service, Paragraph 4.7.2.9.1, Page 133 What is the OTDA required format for the data file?
- Answer:** The required datafile layout is provided in Appendix F Datafile Specifications, Section F.1.
131. **Question:** Section 4.7, Data Capture Service, Paragraph 4.7.3.5, Page 135 What is the electronic file format required by OTDA? 4.7.3.4 of the RFP only specifies the minimum data elements required to be included.
- Answer:** The required datafile layout is provided in Appendix F Datafile Specifications, Section F.1.
132. **Question:** Section 4.7, Data Capture Service, Paragraph 4.7.3.6, Page 135 What is the OTDA required format for the data file?
- Answer:** The required datafile layout is provided in Appendix F Datafile Specifications, Section F.1.
133. **Question:** Section 4.7, Data Capture Service, Paragraph 4.7.5.5, Page 138 What is the electronic file format required by OTDA? 4.7.5.4 of the RFP only specifies the minimum data elements required to be included.
- Answer:** The required datafile layout is provided in Appendix F Datafile Specifications, Section F.1.
134. **Question:** Section 4.7, Data Capture Service, Paragraph 4.7.5.6, Page 138 What is the OTDA required format for the data file?
- Answer:** The required datafile layout is provided in Appendix F Datafile Specifications, Section F.1.
135. **Question:** Section 4.7, Data Capture Service, Paragraph 4.7.17, Page 140 The RFP states that “The Contractor must provide, at a minimum, the reports required in accordance with 5.7 and 5.14 of this RFP, as well as any other report deemed necessary by the OTDA.”
- Can OTDA please provide examples of other reports that may be deemed necessary?
- Answer:** Yes, some examples may be a weekly status report of all or specific data capture documents, or a period of time reporting of how many direct deposit forms contain an email address. At different points of time through out the contract the OTDA may ask for a one time report or the establishment of a report on an ongoing basis.
136. **Question:** 4.7.1.13 Paragraph 1 Does the file described include information about valid, completed forms or only information regarding forms returned as undeliverable with and without a new NCP address?
- Answer:** The file described contains information data captured as the result of COLA forms being returned and undeliverable mail, with and without a new address.

137. **Question:** 4.7.1.13 Should this section also reference 4.7.1.11?

****Answer:** Yes, section 4.7.1.13 should also include reference to section 4.7.1.11. A page replacement will be provided include this section reference.

138. **Question:** 4.7.3 Paragraph 1 Who remits the State Case Registry data capture forms? How do State Case Registry cases relate to CSMS cases and to non-IV/D master file cases?

Answer: Family and Supreme Courts remit the State Case Registry data entry forms. The cases remitted for data capture are unrelated to the cases contained in CSMS and to the non-IV/D mater file cases.

139. **Question:** 4.7.4.10 Paragraph 1 Does the contractor have any other responsibility with regard to bank rejected requests? For example, does the contractor need to update CSMS or any other system to inactivate direct deposit authorization?

Answer: No, the contractor has no other responsibility at this point of the process other than notifying the requesting party of the application rejection, the reason for the rejection and providing a new application.

140. **Question:** Page 133, RFP Cite: 4.7.3 RFP Text: Request for State Case Registry Data Capture

Would the OTDA allow the data captured for the State Case Registry to be shared with the master file utilized for the Non IV/D cases?

Answer: No, the RFP requires separate processes for non-IV/D and State Case Registry. However, a firm is not precluded from offering a suggested revision that will lead to cost containment, productivity improvements and/or operational efficiencies (see 2.5 of the RFP).

141. **Question:** 4.7.4.13 Paragraph 1 Which notices are being referenced here?

Answer: The notices referenced in 4.7.4.13 are for Direct Deposit or Debit Card, section 4.7.4.

142. **Question:** 4.7.10 and Appendix G Glossary The requirement for 4.7.10 states “the contractor must at a minimum, perform the following multiple document data capture tasks for Wage and Health Benefit Reports, Returned Income Executions, Support Withholding Reminders, Employer Compliance Notices and Correspondence”.

In Appendix G Glossary, Multiple Document Data Capture (MDDC) is defined as “Process of data entering information received in paper form from various sources to CSMS. This process consists of online entries or datafile transmission (eg: Wage Health Benefit Report, Income Execution, Postal Clearance, and Support Withholding reminder).

Will the state please clarify what multiple document data capture forms we are responsible for entering? For each form, can the state provide the number of data elements? Can the state provide a copy of each form? Can the state provide volumes for each multiple document data capture form?

Answer: Currently and as stated in 4.7.10, the contractor must provide data capture services for the following notices: Wage and Health Benefit Reports, Returned Income Executions, Support Withholding Reminders, Employer Compliance Notices and Correspondence. Each data capture notice (form) is provided in Appendix H, section H.4. The training manuals supporting this data capture are provided in Appendix H, section H.7. The volumes requested are provided in Appendix D.

143. **Question:** 4.8.5 Paragraph 1 Is the contractor required to retain all documents for 120 days as stated in 4.8.12 or deliver all documents to Adoptive Services? Please clarify.

Answer: Only those documents identified in 4.8.5, Instruments for Acknowledgment of Paternity and “other” mail, are to be delivered to Adoptive Services. All other documents are to be retained for 120 days.

144. Question: Page 142, RFP Cite 4.8.5 RFP Text: Delivery of Documents to Adoptive Services - The Contractor must deliver all Instruments for Acknowledge of Paternity and Other mail to the Office of Children and Family Services (OCFS), Adoptive Services at the location to be provided by the OTDA. Delivery of those documents must occur in accordance with 5.8 of this RFP.

Is "Other" mail defined as any mail received in the Putative Father Registry post office box that is not identified in 5.8.1.2.1?

Answer: Yes, that is correct.

145. Question: Chapter 4, Operations Task 4.9.1.1 There are 96 lines (expandable) included in the service outlined in 2.3.4.21. Is this the total number of lines that will be made available by the State for both the VRS and the Customer Service Helpline?

Answer: No, OTDA will provide 48 lines to support the Voice Response System. The contractor is required to identify to OTDA the number of lines needed to support 4.11 Customer Service.

146. Question: Section 4.9, Voice Response System, Paragraph 4.9.10, Page 146 The RFP states that "The Contractor must provide, at a minimum, the reports required in accordance with 4.9, 5.9, and 5.14 of this RFP, as well as any other report deemed necessary by the OTDA."

Can OTDA please provide some examples of other reports that may be deemed necessary?

Answer: At this time, there are no other reports being requested by the OTDA for the Voice Response System. However, at different points of time through out the contract the OTDA may ask for a one time report or the establishment of a report on an ongoing basis.

147. Question: Section 4.10, Outreach, Paragraph 4.10, Page 147 The RFP states that "From time to time, the staff may also be responsible for performing additional activities, as identified by the OTDA, in support of other child support program functions."

Can OTDA please give examples of what this support may include? How can the costs be incorporated into the contract if the activities have not been defined

****Answer:** This statement is made in error and will be removed from this section. A page replacement will be provided.

148. Question: 4.10.1.6 Paragraph 1 What about the situation where no local district is identified on the payment?

Answer: In the situation where the remitting party has not provided the local district and through other identifying information the local district cannot be established, on an individual basis, the on-site State staff directs the resolution of the payment.

149. Question: 4.10.2.2 Paragraph 1 Will OTDA update its web site to include reference to a payment web site established by the Contractor?

Answer: The RFP does not require OTDA to update its web site to include reference to a payment web site established by the contractor. However, a firm is not precluded from offering suggested revisions that will lead to cost containment, productivity improvements and/or operational efficiencies (see 2.5 of the RFP).

150. Question: 4.10.2.2 Paragraph 1 Do OTDA web sites currently include links to e-ChildsPay.com or ExpertPay?

Answer: No, the OTDA web site does not include links to e-ChildsPay.com or ExpertPay.

151. Question: 4.10.2.2.1 Paragraph 1 Will remitters currently remitting through ExpertPay and e-ChildsPay.com have the option to continue doing so? If not, will the State provide a list of obligors and employers currently registered for that service along with contact information?

Answer: As long as ExpertPay and e-ChildsPay.com is available to NCPs and employers making payments to the New York SDU, they will have the option to continue to remit their payments accordingly.

152. Question: 4.11 Paragraph 1 Do local district offices have access to customer service or any direct telephone interaction with centralized operations?

Answer: Local district offices currently have access to electronic referrals that are provided to their district from Customer Service. Local district offices do not have direct telephone interaction with centralized operations. However, they do have direct telephone and email interaction with the on site State staff.

153. Question: 4.11 Paragraph 1 Please provide the volume of emails and written correspondence received. To what email address are emails sent? Where is this email address published?

Answer: During 2006 there were approximately 2,500 electronic communications and 1,645 written communications received that would be referred to the Customer Service Unit on an annual basis. The electronic communication would be generated by the same population as calls to the call center, custodial parents, noncustodial parents, third parties, the public in general...etc. The email address is provided via a link on the New York State Child Support web site. This email address is not published. However, the website address is provided on various OTDA and child support materials and notices. The site is also promoted on the voice response units that support the child support information line and the customer service call center.

154. Question: Page 147, RFP Cite: 4.10.1 RFP Text: Payment processing outreach to employers, financial institutions and Other State Child Support Agencies

Does OTDA desire for Medical Support to be included as part of the outreach effort?

Answer: No, Medical Support is not included as part of the outreach effort identified in 4.10.1.

155. Question: Page 147, RFP Cite: 4.10.2 RFP Text: Market Electronic Submission of Payments – The Contractor must promote and secure the electronic submission of child support payments from noncustodial parents, employers, financial institutions and other state disbursement units.

Please provide the percentage of the electronic submission of payments for the last contract period, per year.

Answer: The payment processing volumes provided in Appendix D, Current Processing Volumes, provides the total number of payment transactions. The number of submitted electronic payments is provided. The percentage of electronic submission can be calculated based upon the volume detail provided.

156. Question: Page 150, RFP Cite: 4.11 RFP Text: Customer Service

Are security questions asked to insure the person calling has the authority to obtain the information? If so is the security information contained within CSMS?

Answer: A copy of the Customer Service User Manual is provided in Appendix H, section H.3 The User Manual identifies the validation procedures.

157. Question: Page 150, RFP Cite: 4.11 RFP Text: Customer Service

Are customers allowed to give other people authority to obtain information for them and if so, does CSMS reflect this delegated authority?

Answer: A copy of the Customer Service User Manual is provided in Appendix H, section H.3 The User Manual identifies the procedures for third party callers.

158. Question: Chapter 4, Operations Task 4.11.2 Will the State allow the vendor to contact the telco service provider in order to request the message required by the RFP?

Answer: Yes, the State would allow the contractor to contact the telephone company service.

159. **Question:** Chapter 4, Operations Task 4.11.3 Is there a requirement to convert the existing call center desktop application database?

Answer: There is no requirement in the RFP to convert the existing call center desktop application database. However, the data is required to be turned over to the contractor and must be retained for 6 years.

160. **Question:** Chapter 4, Operations Task 4.11.3 Does the new call center solution need to retain the customer interaction history?

Answer: Yes, the call center solution needs to retain the customer interaction history.

161. **Question:** Chapter 4, Operations Task 4.13.6 Can a client request Early Intervention Notices on a link through the State's website?

Answer: This reference section requires the contractor to provide a message scripting for outbound calls to noncustodial and/or custodial parents. OTDA foresees that specific messages will be created or modified based upon coding resident on CSMS.

162. **Question:** 4.13.1 Paragraph 1 Will CSMS contain all appropriate contact information such as email addresses, telephone numbers, cell phone numbers, etc. to support this function or should the vendor propose a registration process and system for retaining registration data?

Answer: CSMS will not necessarily contain valid contact information. The contractor should propose a registration process and system for retaining registration data.

163. **Question:** Section 5.1, Payment Processing, Paragraph 5.1.4.14, Page 168 What percentage of employers remit payment information via computer tape today?

Answer: There are three employers who currently remit payments via computer tape. We are working with these employers to convert to EFT.

164. **Question:** 5.1.1.4.11 Paragraph 1 Please provide information regarding number of cash receipts received at local district SCUs as well as by the current contractor, by county.

Answer: The current cash receipt books contain 25 receipts. The volume ranges by county any where from zero ordered to a high of 285 books ordered for a total number of books order statewide of 742 during the most recent year.

165. **Question:** 5.1.5.2.2 Paragraph 1 It appears that transfers can take place only after associated deposits appear in bank account. Is this a correct assumption? Is it a requirement that deposits are made same day as the payments received or is it to be done the following morning?

Answer: The transfers to local district bank accounts occur the same day as the payments are included on the payment file to OTDA.

166. **Question:** 5.1.5.3.4-5.1.5.3.5 Paragraph 1 Can the OTDA confirm that they are liable for the first NSF?

Answer: OTDA is not liable for the first NSF. Section 5.1.5.3.4 and 5.1.5.3.5 identify that the contractor is responsible for the collection of the NSF and that no adjustments can be made to local district bank accounts as the result of an NSF payment.

167. **Question:** Page 166, RFP Cite: 5.1.4.10.2 RFP Text: Payment Documentation Requests - On a daily basis, local districts request payment documentation for payments processed in the past, anywhere from the prior day's

processing up to the preceding six (6) years of payments processed. The Contractor must provide the requested payment documentation by transmitting that documentation electronically to the requesting local district. The Contractor must include readable copies mirroring the front of remittance devices, coupons, envelopes and the hard copy source documentation received with each payment. The Contractor is required on a daily basis to receive and provide up to 200 payment documentation requests for all fifty-eight (58) local districts within twenty-four (24) hours of receipt.

Will the successor contractor be provided with the most recent six years of payment data from the existing contractor and be required to format this data in order to provide the required access from the first day of the new operation? If payment data will be passed on to the successor contractor, can the State describe the format of the data and the associated images?

Answer: The contractor will be provided with the most recent six years of payment data during the turnover phase of the existing contract. The document storage and retrieval formats and specifications are provided in Appendix H, section H.5. The contractor must provide the equipment and software to meeting the retrieval requirements.

168. Question: Page 171, RFP Cite: 5.1.5.3.5 RFP Text: The Contractor is liable dollar for dollar, for the amount of subsequent non-sufficient fund payment from any payment that previously tendered a payment with non-sufficient funds where the Contractor has received notice from the local district SCU or bank under contract with the OTDA to provide banking services. The Contractor must provide the funds within twenty-four (24) hours of the notification of the NSF payment.

Will a new contractor be responsible for NSF payments from payors who had previous NSF payments prior to the start of the new contract? If so, will the State confirm that there will be a listing of current NSF Payors provided to the new contractor and used as the basis for this requirement?

Answer: Yes, the contractor will be responsible for NSF payments from payors who had NSF payments prior to the start of the new contract. A listing of those payors is maintained and will be provided to the contractor during the turnover phase of the existing contract.

169. Question: Chapter 5, Performance Standards 5.1.1.4.9 Can the segregation of county correspondence be done systemically or must it be kept physically segregated throughout processing?

Answer: The RFP does not set forth a requirement as to the segregation being systematic or physical.

170. Question: Chapter 5, Performance Standards 5.1.1.8 The RFP requires Contractors to contact parents who have not accessed their card within 30 days of pinning it. In accordance with Payment Card Industry (PCI) Standards, cardholder account history, available funds, and transaction history are deemed private, and information regarding the account cannot be released to unauthorized entities. While a vendor can provide information regarding unpinning accounts, the vendor is unable to release information regarding active (pinned) accounts or when the account was last accessed. Will the State please clarify?

****Answer:** A page replacement will be provided to clarify that outreach is for those debit cards that are unpinning.

171. Question: Chapter 5, Performance Standards 5.1.4.3 through 5.1.4.3.5 Will the counties submit the electronic reports outlined in this section solely via a web-based solution or will some reports be submitted electronically?

Answer: The terminology of “electronically” is used generally. The RFP does not specify the specific method for which local districts would submit the forms identified in 5.1.4.3 through 5.1.4.3.5.

172. Question: Chapter 5, Performance Standards 5.1.5.1 and 5.1.5.2.2 The RFP states in 5.1.5.1 that, “The Contractor must retain a copy of each local district and NYSCSPC completed deposit tickets along with a copy of each deposit 10-key tape.” Will there be deposits to local district bank accounts or will all payments be processed and deposited to a single bank account as outlined in Section 5.1.5.2.2?

****Answer:** There will only be deposits to the NYSCSPC bank account. A page replacement will be provided to eliminate the reference to “each local district” in 5.1.5.1.

173. **Question:** Chapter 5, Performance Standards 5.1.5.3 Is the Contractor allowed to collect a fee for returned deposit items?

Answer: The RFP does not preclude the contractor from collecting a fee for returned deposit items.

174. **Question:** 5.2 General Does CSMS combine disbursements for one CP when multiple payments, potentially from multiple NCPs, are received on the same day?

Answer: No, CSMS does not combine disbursements for custodial parents with multiple child support accounts.

175. **Question:** Section 5.2, Disbursement Processing, Paragraph 5.2.9, Page 179 What kind of tests will OTDA staff perform? Please provide detail on what kind of test, how frequently, and if raw data and summary data will be shared with the contractor.

Are the tests those that are incorporated as a component of the SDU Audit Guide?

Answer: The OTDA staff will conduct pre-scheduled and or random testing of the operational task along with verifying that the performance standards are adhered to. The OTDA staff may or may not provide the summary data to the contractor. The tests may or may not be those incorporated in the SDU Audit Guide.

176. **Question:** 5.2.1.7 Can the state provide 6 months of call center reports that show the following statistics?

Total Calls by Month

Total IVR Calls by Month

Total Calls Answered by a Customer Service Representative by Month

Average Validation time for an Agent Call

Average talk time for an Agent Call

Average Call Wrap Up time

Average time for an IVR call

Number of Calls Abandoned

Number of Calls resolved while on-line on the initial call and percentage completion rate

Average caller wait time

Total emails by month

Total Correspondence by month

Report by Problem Category

Aging Report

Call status by problem type

Distribution of calls by day of the week and hour of the day for IVR calls

Distribution of calls by day of week and hour of the day for Agent calls

Answer: The requested call center operational data is being collected and will be posted to the OTDA website next week.

177. **Question:** Section 5.3, Billing Statements/Reminders, Paragraph 5.3.3, Page 180 Are double window envelopes required?

Answer: Section 5.3.3 requires that noncustodial parent billing statements and employer reminders be mailed in double window envelopes.

178. **Question:** Section 5.4, Notices, Paragraph 5.4.2.4, Page 181 How much programming support does OTDA's current vendor provide for this task today?

Can the State provide the current monthly hours?

Answer: The current programming support is equal to 1.5 FTE per month.

179. Question: Chapter 5, Performance Standards 5.2.1.7.1.1 Will the call center be required to accept calls from domestic and international payphones?

Answer: No, the call center referenced in 5.2.1.7.1.1 is not required to accept calls from domestic and international payphones.

180. Question: Chapter 5, Performance Standards 5.2.1.8 What are the criteria for making a phone call versus sending a letter?

Answer: No, the criteria is set forth in the RFP for making phone call versus sending a letter.

181. Question: Chapter 5, Performance Standards 5.2.6 and 5.2.7 The State has asked for a solution for the pull and void of eDisbursement transactions. How would this action be reconciled to CSMS?

Answer: The reconciliation of electronic disbursements can be a manual or systemic solution.

182. Question: Section 5.4, Notices, Paragraph 5.4.4, Page 181 What kind of tests will OTDA staff perform? Please provide detail on what kind of test, how frequently, and if raw data and summary data will be shared with the contractor.

Answer: The OTDA staff will conduct pre-scheduled and or random testing of the operational task along with verifying that the performance standards are adhered to. The OTDA staff may or may not provide the summary data to the contractor.

183. Question: Chapter 5, Performance Standards 5.4.2.1 Does the time line in 5.4.2.1 (three days) remain in place regardless of the number of pages, data elements, or complexity of the form(s)? For example, creating a single page, single sided document versus a seven page, duplex document with inserts is significantly more complicated. What is the current FTE resource required to perform this work?

Answer: The performance standards identified in section 5.4.2.1 remain unchanged.

184. Question: Chapter 5, Performance Standards 5.4.2.2.1 through 5.4.2.2.3 What is the peak volume expected to be printed and mailed in a given day, week, or month? For example, when a large monthly file is delivered to be processed at the same time as a large annual file, how would that scheduling conflict be resolved?

Answer: Appendix D, Current Processing Volumes, provides the volumes for each notice and Appendix I, Datafile/Frequency, provides the datafile type by individual notice along with the notice versions, number of pages per notice and the frequency of the file. The contractor must comply with the performance standards identified in 5.4.2.2.1 through 5.4.2.2.3.

185. Question: Chapter 5, Performance Standards 5.5.2.8 Can the source documentation be a copy or must it be the original?

Answer: The documentation can be an imaged copy or the original.

186. Question: Section 5.5, New Hire Notification Processing, Paragraph 5.5.2.1.2, Page 183 What percentage of new hire notification information is provided today on the New York New Hire Website, diskettes, cartridges, and computer tapes? Would OTDA allow e-mail, FTP, and CDs as a mean of providing new hire notification information?

Answer: The RFP does not identify e-mail, FTP, and CDs as a means of receiving new hire notification information. However, a firm is not precluded from offering suggested revisions that will lead to cost containment, productivity improvements and/or operational efficiencies (see 2.5 of the RFP).

- 187. Question:** Section 5.5, New Hire Notification Processing, Paragraph 5.5.2.9.5, Page 185 When and how often does OTDA envision that the OTDA will deem it necessary for the contractor to print and mail notices?
- Answer:** The current contractor on a daily basis prints and mails the notices. There are approximately 1,000 per month that are printed and mailed.
- 188. Question:** Section 5.5, New Hire Notification Processing, Paragraph 5.5.3.3, Page 185 Who is the OTDA's Sampling Contractor?
- Is there a contract in place for the OTDA's Sampling Contractor?
- If yes, when was this contract awarded and when does it expire?
- Will any reports and conclusions, as well as the raw data collected and the statistical methods used, be available to the contractor for review?
- Answer:** A contract is not in place for a Sampling Contractor.
- 189. Question:** Section 5.5, New Hire Notification Processing, Paragraph 5.5.5, Page 185 Can the State further define the test check performed by the OTDA staff?
- Answer:** The OTDA staff will conduct pre-scheduled and or random testing of the operational task along with verifying that the performance standards are adhered to. The OTDA staff may or may not provide the summary data to the contractor.
- 190. Question:** 5.6.2.1.3 4.6.2.4.3 Paragraph 1 What is the month volume of non IV court order/income executions?
- Answer:** On a monthly basis, there are anywhere from 1 – 5 new non-IV/D court orders or income executions received for processing to the master file.
- 191. Question:** 5.6.4.2.1 Paragraph 1 Who assigns the remittance number? How is it assigned? What is its purpose?
- Answer:** The remittance number is the number that is provided on the payment instrument that is remitted to the processing center. The remittance number is recorded as part of the audit trail of payments processed by non-IV/D.
- 192. Question:** Page 188, RFP Cite: 5.6.9 RFP Text: Responding to Inquiries - The Contractor must, within twenty-four (24) hours of the receipt of a request from either the custodial, non-custodial parent, representing attorney, the court, or the OTDA, a complete copy of all case record information pertaining to said non-custodial parent or custodial parent in accordance with 5.6.3 of this RFP. The records must be mailed by first class mail.
- Can a secure link to imaged documents be provided to those entities preferring electronic access instead of first class mail?
- Answer:** The RFP requires that copies of non IV/D records be mailed by first class mail. However, a firm is not precluded from offering suggested revisions that will lead to cost containment, productivity improvements and/or operational efficiencies (see 2.5 of the RFP).
- 193. Question:** Section 5.8, Putative Father Registry Processing, Paragraph 5.8.8, Page 194 Can the State further define the test check to be performed by OTDA staff?
- Answer:** The OTDA staff will conduct pre-scheduled and or random testing of the operational task along with verifying that the performance standards are adhered to. The OTDA staff may or may not provide the summary data to the contractor.
- 194. Question:** Section 5.9, Voice Response System, Paragraph 5.9.6, Page 195 Can the State further define the test check to be performed by OTDA staff?

Answer: The OTDA staff will conduct pre-scheduled and or random testing of the operational task along with verifying that the performance standards are adhered to. The OTDA staff may or may not provide the summary data to the contractor.

195. Question: Section 5.10, Outreach, Paragraph 5.10.5.1, Page 197 Is the equipment required to accomplish the tasks in paragraph 5.10.5.1 included in the list in Paragraph 2.3.4.8? If not, please detail how much more equipment and or office space OTDA would need, if applicable.

Answer: The equipment may or may not be included in the equipment identified in 2.3.4.8. The contractor is required to provide access to calls and provide the required equipment to allow access to calls.

196. Question: Section 5.10, Outreach, Paragraph 5.10.6, Page 198 Please describe the test check to be performed by OTDA staff.

Answer: The OTDA staff will conduct pre-scheduled and or random testing of the operational task along with verifying that the performance standards are adhered to. The OTDA staff may or may not provide the summary data to the contractor.

197. Question: 5.10.1.5 Paragraph 1 Please explain specifically what is meant by "Approval from authorizing signature."

Answer: The RFP requires that business checks remitted with out a signature be referred to Outreach for processing. "Approval from authorizing signature" is defined as a contact being made with the remitting business and an authorizing person providing approval for the payment to be processed without a signature.

198. Question: 5.10.2.2 Paragraph 1 Can we obtain samples of the current marketing materials?

Answer: The current marketing information in found in Appendix H Reference Library section H.10. The marketing material consists of language included in the Notice to Withhold Income for Child Support.

199. Question: 5.11.13 Paragraph 1 Would the State please clarify if all of the items listed in 5.11.13.1 – 5.11.13.1.5 are required for caller validation, or a sub-set of the items listed?

Answer: All the items listed in 5.11.13.1 – 5.11.13.1.5 can be required for caller validation. Appendix H, section H.3 Customer Service Helpline User Manual provides information on caller validation.

200. Question: 5.11.14 Paragraph 1 Would the State define the specific criteria for verification referred to in 5.11.14?

Answer: Appendix H, section H.3 Customer Service Helpline User Manual provides information on caller validation.

201. Question: 5.11.15 Paragraph 1 Would the State provide additional information regarding Electronic Communication (i.e. who will the emails be coming from, how will customers and partners access the email address – via the web?).

Answer: The electronic communication would be generated by the same population as calls to the call center, custodial parents, noncustodial parents, third parties, the public in general...etc. The email address is provided via a link on the New York State Child Support web site.

202. Question: 5.11.8 Paragraph 1 Please provide any information available that quantifies call volumes by caller role (NCP, CP, and Employer) and call reason. Please provide talk time metrics for each call reason as well.

Answer: Information available on the talk time metrics can be found in the response to question number 176. The following is information available on call volumes for the period of April through September 2007:

Category	Employer Compliance	Undisbursed Money	Account Adjustments	Enforcement	Support Collection	Interstate
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Total Calls	31,840	16,521	12,063	11,522	5,888	3,387
Custodial Parents	19,400	710	9,564	8,567	3,449	2,289
Noncustodial Parents	12,440	15,811	2,499	2,955	2,439	1,098

Additional monthly call volumes for 2006 and 2007 and the talk time metrics is being collected and will be posted to the OTDA website next week.

203. Question: Section 5.11, Customer Service, Paragraph 5.11.22.2.5, Page 205 Is the 95% overall rating by citizens or by the OTDA staff that will monitor the calls?

How will OTDA rate courtesy?

How will OTDA rate efficiency?

How will OTDA rate politeness?

Question: 5.11.9.10 Paragraph 1 “Customer Service must receive a 95% overall rating in courtesy, efficiency and politeness.” Will the State please explain how this rating is to be measured?

Answer: **The method for which OTDA will survey for an overall rating on Customer Service courtesy, efficiency and politeness has not been established.**

204. Question: 5.11.9.3 Paragraph 1 Does this mean no call can exceed a 5 minute wait time or does this mean the average wait time cannot exceed 5 minutes?

Answer: **The RFP states that the wait time cannot exceed five (5) minutes.**

205. Question: 5.11.9.6 Paragraph 1 Does this indicate average response time or that no call should ever exceed the designated maximums regardless of circumstance?

Answer: **The RFP states that no call should ever exceed the number of minutes identified in 5.11.9.6.1 and 5.11.9.6.2.**

206. Question: Section 5.11, Customer Service, Paragraph 5.11.14, Page 203 Please provide the specific criteria for verification.

Answer: **Appendix H, section H.3 Customer Service Helpline User Manual provides information on caller validation.**

207. Question: Section 5.13, Notification and Inquiries, Paragraph 5.10.6, Page 208 Please describe the test check to be performed by OTDA staff.

Answer: **The OTDA staff will conduct pre-scheduled and or random testing of the operational task along with verifying that the performance standards are adhered to. The OTDA staff may or may not provide the summary data to the contractor.**

208. Question: Section 5.14, Operational Reports, Paragraph 5.14.4, Page 211 Please list what the “Other” reports may be.

What will the submission date be?

Please clarify what standards is OTDA referring to?

How will OTDA monitor the Contractor’s performance under the standards?

Answer: **The “Other” reports are defined in section 5.14.3 of the RFP. As stated in 5.14.4 the submission dates will be determined by the OTDA. The performance standards relate to the completeness, accuracy and timeliness of the reports. The OTDA will monitor performance by receiving and reviewing the reports.**

209. **Question:** Section 5.16, Early Intervention Enhancement, Paragraph 5.16.1, Page 213 What is the time for completing loading the data files?

Answer: Section 5.16.1 states that the Contractor must complete loading the datafiles by a time to be determined by the OTDA. The time has not been determined.

210. **Question:** Section 5.16, Early Intervention Enhancement, Paragraph 5.16.4, Page 213 What will the hours of operation be?

Can the State please define a “call curve”?

Answer: Section 5.16.4 states that the hours of operations will be established by the OTDA. They have not been established. OTDA is seeking consistency in the volume of calls attempted during the period of time for which the contractor will be required to attempt call outs.

211. **Question:** Section 5.17, Location Enhancement, Paragraph 5.17.10, Page 215 Please describe the test check to be performed by OTDA staff.

Answer: The OTDA staff will conduct pre-scheduled and or random testing of the operational task along with verifying that the performance standards are adhered to. The OTDA staff may or may not provide the summary data to the contractor.

212. **Question:** Chapter 5, Performance Standards 5.2.1.5.1.3,

5.2.1.5.2.4,5.2.1.5.3.3,5.2.1.5.4.2,5.7.8,5.11.15.3, and 5.11.16.3 In many sections, the RFP references making an update to CSMS. What constitutes an update to CSMS, i.e., setting a flag in the system, supplying CSMS with the new address, making notes on the case?

Answer: The sections referenced are specific to the updating of case information on CSMS, i.e., updating addresses and employer information, entering case remarks, updating personal data.

213. **Question:** Chapter 5, Performance Standards 5.11.9.3 Call Wait time is defined as not exceeding five minutes before connecting to a Customer Service Representative. Is this being measured from the time the call is connected to the VRS or from the time the call is connected to the ACD? Also, is this five minutes per call or an average of five minutes for a timed interval such as one day?

Answer: The time identified is measured for the time the call is connected to the ACD. The five minutes is per call, not an average.

214. **Question:** Chapter 5, Performance Standards 5.11.9.6.1 and 5.11.9.6.2The RFP states that, “responses to callers must not exceed six minutes for experienced staff and eight minutes for inexperienced staff (respective to the section codes).” Is this measurement defined as the time the caller is connected with an agent to the time the caller disconnects or the time the caller is connected to the time the agent is available to take the next call?

Answer: Section 5.11.9.6.3 provides the response to the question.

215. **Question:** Chapter 5, Performance Standards 5.11.13 Must the required validation of a minimum of 13 informational categories occur within the average call lengths referenced in Section 5.11.9.6 – 5.11.9.6.3?

Answer: Appendix H, section H.3 Customer Service Helpline User Manual provides information on caller validation. Caller validation is included in the call time identified in sections 5.11.9.6.1 and 5.11.9.6.2.

216. **Question:** Chapter 5, Performance Standards 5.11.13 Are the 13 informational categories required for validation used to validate the identity of the individual that is calling or is this information used to validate the accuracy of the CSMS data? Would the State consider Contractor proposals to reduce this number?

Answer: Appendix H, section H.3 Customer Service Helpline User Manual provides information on caller validation. However, a firm is not precluded from offering suggested revisions that will lead to cost containment, productivity improvements and /or operational efficiencies (see 2.5 of the RFP).

217. Question: Chapter 5, Performance Standards 5.11.15 “The Contractor must receive emails directed to the NYS DCSE, research and respond to the emails no later than 4 PM the next business day at the same performance level as if the inquiry was received by telephone.” Please define “same performance as if the inquiry was received by telephone.” What performance metrics specifically are being referenced?

Answer: The performance metrics are those found in 5.11 of the RFP that would apply to an inquiry received via email.

218. Question: Chapter 5, Performance Standards 5.11.15 What is the anticipated volume of electronic communications that the Customer Service Unit should expect to receive by day, month, and year?

Answer: It is anticipated that there will be approximately 2,500 electronic communications referred to the Customer Service Unit on an annual basis.

219. Question: Chapter 5, Performance Standards 5.11.15.3 How will emails be received by the Customer Service helpline? From whom? The State, CP, or NCPs?

Answer: It is anticipated that the contractor will be provided with access to the OTDA website to obtain and provide responses to customer service related emails.

220. Question: Chapter 5 Performance Standards 5.11.16.1 Please clarify if responses must be electronically provided to the respective local districts or if they are to be sent via priority mail.

Answer: Responses must be electronically provided to the respective local districts.

221. Question: Chapter 5, Performance Standards 5.11.22.3 “Customer service error rate will be calculated and provided by the OTDA who will determine the error rate by dividing the number of customer service errors identified (from a monthly statistical sample that will allow disclosure of accuracy rate of 99.6 percent, or an error rate of .4 percent, with a 95 percent confidence level at a minus of 1 percent) by the total customer service inquiries received for the month.” Please provide the sample size.

Answer: Based upon current monthly call volumes, OTDA estimates a random sampling of approximately 250 calls per month.

222. Question: Chapter 5, Performance Standards 5.16.1 Where will the OTDA TCPIP/FTP directory be physically located?

Answer: Files sent by OTDA and retrieved by the contractor are located on a server that will be physically located at the processing center. Files that are sent by the contractor and retrieved by OTDA are located on a server at an OTDA work location.

223. Question: Please provide an example of how cost points will be awarded to all vendors. Are they based on the 5 year price only or the 5 year plus the 4 (6) month extensions?

Answer: Please refer to 6.5.1.2 for an explanation describing how cost points will be awarded. The precise methodology will be recorded in an evaluation instrument which will be finalized prior to the proposal due date.

224. Question: Section 6.3, Information Gathering, Paragraph 6.3.3, Page 217 How will OTDA measure customer satisfaction? Will OTDA apply a quantitative score to the customer satisfaction obtained? Section 6.4, Technical Evaluation, Paragraph 6.4.1, Page 217 Section 6.4.1 allocates 20 points to Qualifications and Experience. However, section 6.4.1.2 gives Technical Evaluation credit to be earned by Offerors which meet or exceed the requirements in 6.4.1.2.1, 6.4.1.2.2, and 6.4.1.3.

Can the State clarify that the total points for Qualifications and Experience may exceed 20 points?

Can the State clarify that the total points for the Technical Evaluation may exceed 60 points?

Can the State clarify that the total points for the entire response may exceed 100 points?

****Answer:**

a) How will OTDA measure customer satisfaction? Per 6.3, information will be obtained from the following sources: Offerors' proposals corporate reference checks, key personnel reference checks, site visits (at the OTDA's option), Offerors' oral presentations (at the OTDA's option), and any other sources deemed relevant by the OTDA.

**b) No, a positive overall assessment of customer satisfaction will qualify an offeror to receive quantitative points. A page replacement will be provided to add clarification to section 6.3.1.

c) Can the State clarify that the total points for Qualifications and Experience may exceed 20 points? No, the score may not exceed 20 points.

d) Can the State clarify that the total points for the Technical Evaluation may exceed 60 points? No, the total technical score may not exceed 60 points.

e) Can the State clarify that the total points for the entire response may exceed 100 points? No, the total score may not exceed 100 points.

225. **Question:** In section 6.4.3 the RFP details a formula where the highest technical score will be set to 60 and the reminding Offeror's technical score will be derived by dividing each Offeror's technical score by the highest technical score and multiplying the resulting fraction by 60. If the highest technical score is greater than 60—let's say 70 points. Then the highest technical Offeror will have their technical score reduced to 60. The other Offeror will have their technical scores reduced as well. If the second highest technical score was 50, then the new second highest technical score will be $(50/70) * 60 = 43$ points.

Is it correct that if the total technical score can exceed 60 points, a technical response greater than 45 points ("pass") could be reduced to a number below 45, as shown in d) above, and thus be eliminated from award consideration as detailed in section 6.4.3?

Bidder	Technical Score	Scaling	After Technical Score
A (Highest Technical Score)	70	60	60
B	50 (pass)	$=(50/70) * 60$	43 (fail)

Answer: Proposals that do not achieve a technical score of 45 points or higher will be eliminated from award consideration and will not be evaluated by the cost committee. Both the adjusted and unadjusted scores of Bidder A are 40% higher than Bidder B's scores. However, your premise that Bidder A could have achieved an unadjusted technical score of 70 points is incorrect. Refer to the response to question #224.

226. **Question:** Section 6.4, Technical Evaluation, Paragraph 6.4.1.1.4, Page 217 How will OTDA measure "a proven record of compliance in meeting milestones, deliverables and performance standards in a timely manner as required in prior or existing contracts" as stated in Paragraph 6.4.1.1.4?

Can the criteria for the ratings in Paragraph 6.4.1.1.4 be provided?

With "prior or existing" contracts is the RFP only referring to SDU contracts or any contracts that a bidder has worked on? If you are referring to any contracts that a bidder has worked on this could potentially be tens of thousands of contracts. Would a sample of the current contract that a bidder has worked on suffice?

Answer: Offeror's reference checks will be used to confirm "a proven record of compliance in meeting milestones, deliverables and performance standards in a timely manner..." No, the rating criteria for 6.4.1.1.4 cannot be provided. No, the RFP is referring to those contracts that qualify offerors to meet the

requirements stated in the RFP. No, the OTDA is not requiring that offerors submit samples of current contracts.

227. Question: Section 6.4, Technical Evaluation, Paragraph 6.4.1.2, Page 217 How many points is each year of experience worth in paragraph 6.4.1.2.1?

Are there a maximum number of technical evaluation credit points that will be awarded for 6.4.1.2.1?

How many points is each year of experience worth in paragraph 6.4.1.2.2?

Is there a maximum number of technical evaluation credit points that will be awarded for 6.4.1.2.2?

Answer: New York State Finance Law (SFL) Section 163 (9)(b) states that the solicitation must describe and disclose the general manner in which the evaluation and selection shall be conducted. Where appropriate, the solicitation shall identify the relative importance and/or weight of cost and the overall technical criterion to be considered by a state agency in its determination of best value." SFL Section 163(7) requires that " Where the basis for award is the best value offer, the state agency shall document, in the procurement record and in advance of the initial receipt of offers, the determination of the evaluation criteria, which whenever possible, shall be quantifiable, and the process to be used in the determination of best value and the manner in which the evaluation process and selection shall be conducted." SFL does not require that the RFP provide any detail concerning the weight ascribed to specific areas of the evaluation. Rather, it requires that the agency document in the procurement record before the initial receipt of offers the determination of the evaluation criteria and the process to be used in determination of best value and the manner in which the evaluation process and selection is to be conducted. These specific evaluation criteria may not contradict the RFP, but they may be more detailed than the more general requirements stated in the RFP.

Accordingly, the OTDA will complete an evaluation instrument prior to the proposal due date. In the interest of securing the most advantageous pricing and best value to the participating states, the OTDA has elected not to make public the requested details concerning both the technical and financial evaluation scoring at this time. The general manner in which the evaluation and selection shall be conducted is disclosed in Chapter 6 of the RFP.

228. Question: Section 6.4, Technical Evaluation, Paragraph 6.4.2, Page 218 Is the financial stability simply a pass / fail requirement?

Answer: Yes.

229. Question: Section 6.4, Technical Evaluation, Paragraph 6.4.3, Page 218 Can OTDA please allocate the 40 points described in 6.4.3 to each line listed in Appendix B, under Volume II, Technical Proposal?

Answer: Refer to response number 227.

230. Question: Section 6.4, Technical Evaluation, Paragraph 6.4.3, Page 218 The RFP states that "Proposals that do not achieve a technical score of 45 points or higher will be eliminated from award consideration and will not be evaluated by the cost committee."

Is the 45 point the points received before the Technical Responses are scaled? For example, in the table below, will Bidder B be eliminated from award consideration as they do not meet the 45 technical points before scaling although they do meet the 45 technical points after the scaling?

Bidder	Technical Score	Scaling	After Scaling Technical Score
A (Highest Technical Score)	46	60	60.0

B	44 (fail)	$=(44/46) * 60$	57.4 (pass)
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Answer: No, 45 points are required after the scaling. Bidder B would not be eliminated from award consideration.

231. Question: Page 217, RFP Cite: 6.4.1.2, Technical Evaluation RFP Text: Child support payment processing experience and a proven record of compliance in meeting milestones, deliverables and performance standards in a timely manner. Points will be based on the number of years of experience.

Please elaborate on the methodology utilized to determine points under this section. While the narrative states that Child support payment processing experience AND a proven record of compliance in meeting milestones, deliverables and performance standards in a timely manner; the last sentence states that points will be based on the number of years of experience. Please confirm that points will be awarded based on performance instead of simply on the number of years. Please provide the weighting the State will use for this portion of the technical evaluation. If the evaluation is solely determined by year, please provide the points per granted per year.

Answer: Refer to response number 227.

232. Question: Page 217, RFP Cite: 6.4.1.2, Technical Evaluation RFP Text: Child Support Call Center experience and a proven record of compliance in meeting milestones, deliverables and performance standards in a timely manner as required in prior or existing contracts. Points will be based on the number of years of experience.

Please elaborate on the methodology utilized to determine points under this section. While the narrative states that Child support payment processing experience AND a proven record of compliance in meeting milestones, deliverables and performance standards in a timely manner; the last sentence states that points will be based on the number of years of experience. Please confirm that points will be awarded based on performance instead of simply on the number of years. Please provide the weighting the State will use for this portion of the technical evaluation. If the evaluation is solely determined by year, please provide the points per granted per year.

Answer: Refer to response number 227.

233. Question: Page 218, RFP Cite: 6.4.1.2, Technical Evaluation RFP Text: 6.4.1.2.3 Technical Evaluation points will be awarded Offerors providing in excess of 2310 ATMs proportionally located to the locations identified in Appendix C Form OR-13.

Paragraph 3.2.3.1.3.1 and Appendix C ask for 1,310 ATMs, while Paragraph 6.4.1.3 states evaluation is based on 2,310 ATMs. Please confirm that evaluation is indeed based on 1,310 and paragraph 6.4.1.3 includes a typographical error.

Answer: Section 6.4.1.3 does not contain a typographical error.

234. Question: Section 7.1, Summary, Paragraph 7.1.1, Page 220 Can the State provide the definition of a “word processing facsimiles”?

Answer: The following sentence in 7.1.1 was intended to instruct Offerors that the response forms may be replicated or reformatted provided that the five criteria are met.

“Word processing facsimiles of the required Offeror's response forms are acceptable provided the forms orientation remains the same, the contents are not altered, all identifying numbers (i.e., Offeror's response form numbers) are in the same location, there is no readily detectable difference in the spacing and no letterhead is superimposed.”

235. Question: 7.1.3.2.12.1 This item is not included in Appendix B, Outline of response. Will the State clarify if this is to be included in the offeror's response? If so, please indicate in which section it should be included.

****Answer:** 7.1.3.2.12.1 is not to be included in the offeror's response. A page replacement will be provided to remove this information in Appendix B.

236. Question: 7.1.3.2.12.13 This item is not included in Appendix B, Outline of response. Will the State clarify if this is to be included in the offeror's response? If so, please indicate in which section it should be included.

****Answer:** 7.1.3.2.12.13 is not to be included in the offeror's response. A page replacement will be provided to remove this information in Appendix B.

237. Question: 7.1.3.2.12.8 This item is not included in Appendix B, Outline of response. Will the State clarify if this is to be included in the offeror's response? If so, please indicate in which section it should be included.

****Answer:** 7.1.3.2.12.8 should read "Other Resources." A page replacement will be provided to correct this information in Appendix B.

238. Question: 7.1.3.2.9.1 This item is not included in Appendix B, Outline of response. Will the State clarify if this is to be included in the offeror's response? If so, please indicate in which section it should be included.

****Answer:** 7.1.3.2.9.1 should read "Centralized Operations." A page replacement will be provided to correct this information in Appendix B.

239. Question: 7.1.3.2.9.27 This item is not included in Appendix B, Outline of response. Will the State clarify if this is to be included in the offeror's response? If so, please indicate in which section it should be included.

****Answer:** 7.1.3.2.9.27 should not be included in the offeror's response. A page replacement will be provided to remove this information in Appendix B.

240. Question: Appendix B, Response Requirements, RFP Page 246 & Page 252.

Appendix B, Response Requirements and Description, Section I.C.1.(a), Contractor Information, paragraph 1, page 246. The RFP states, "Complete and Submit the Following forms: Contractor/Subcontractor Background Questionnaire...[Form J.6]"

Appendix B, Response Requirements and Description, page 252, II.C, Conflict of Interest, Paragraph 3 and 4 respectively states, "Offeror must complete a non-discrimination and background questionnaire [Form J.6]. "Each subcontractor with a subcontract value of ten thousand dollars (\$10,000) or more must complete a background questionnaire [Form J.6]."

Do the offerors need to provide the background questionnaire form (Form J.6) in both Volume I and Volume II? If not, then please specify which volume the Background Questionnaire should be included.

Which of the forms in Appendix J is the "non-discrimination form" mentioned in II.C, Conflict of Interest, paragraph 3?

****Answer:** Form J.6, the background questionnaire form should be submitted in Volume I, only. A page replacement will be submitted to correct this.

The "non-discrimination form" is for J.3, the Macbride Fair Employment Principles, Section II.C should be submitted with Volume I, a page replacement will be submitted to correct this.

241. Question: Section: Appendix B, Response Requirements, Section A.A.5, Facility Lease Binder(s), page 244

The RFP states: "Provide a copy of the signed lease binder on the operating facility and the call center if not located within the primary operating facility."

Is one hard copy of the lease binder(s) sufficient? Or is the bidder required to submit 12 hard copies and 12 electronic copies of the lease binder(s)?

Answer: 12 hard copies and 12 electronic copies are required.

242. Question: All Pages of Appendix B, RFP Cite: Appendix B

RFP Text: Headers in all sections say "Volume I".

Please clarify for the record that headers for each page within a volume should indicate the volume number, whether for Volume I, II, or III, and that Appendix B headers as included was a typographical error stating "Volume I" for all.

****Answer:** This is a typographical error. Page replacements will be submitted to correct this.

243. Question: Appendix B N/A There is no section number associated with “Subcontractor” on page 44 of Appendix B. Should “Subcontractor” be III.AP and Corporate Overhead Cost be III.AQ?

****Answer:** This is a typographical error, “Subcontractor” should be III.AP and “Corporate Overhead Cost” should be III.A.Q. Page replacements will be submitted to correct this.

244. Question: Appendix B III.M.3 Facility Cost The RFP requires bidders to submit Form CS-IP, Data Capture Service Cost Summary. However, Form CS-IP is Operations Administration. Form CS-IK is Data Capture Services Cost Summary. Please clarify.

****Answer:** This is a typographical error. Section III.M.3 should reference Form CSS-3. A page replacement will be submitted to correct this. Form CSS-3 is the correct form.

245. Question: Appendix B III.M.4 Other Cost The RFP requires the submission of Form CS-IP, Supplemental Cost, however, Supplemental Cost is Form CSS-3. Please clarify.

****Answer:** This is a typographical error. A page replacement will be submitted to correct this. Form CSS-3 is the correct form.

246. Question: Appendix B 1.A.4 244 The description states “provide a statement...” but the format requirement requests it in MS Project. Please clarify.

****Answer:** The phrase “using Microsoft...” will be removed. A page replacement will be provided to correct this.

247. Question: Appendix B I.D.1.(b) 247 The description asks for “experience operating data centers and call center management” – should we discuss transitioning data centers and call centers in this section? The required form OR-3A and B requests transition experience.

****Answer:** The word ‘operating’ will be removed and replaced with ‘transition. A page replacement will be provided to correct this.

248. Question: Appendix B I.G 250 The description asks for contract obligations in excess of two million dollars, including those expected to start between March and November 2008. The instructions for Form OR-1 are different, including asking for the past three years. Which should be followed?

****Answer:** The instructions for Form OR – 1 are in error. A page replacement will be provided to correct the instructions.

249. Question: Appendix B II.A 252 Should “contract preference” read “contract preferably”? If not, what should it say?

****Answer:** This word “preference” should be removed. A page replacement will be provided to correct this.

250. Question: Appendix B II.E.3.(b)(6) 266 The response requirement for “Outreach” does not have a corresponding item in Chapter 7.1.3.2. Should we include it in our response between items 7.1.3.2.9.7 and 7.1.3.2.9.8?

****Answer:** Yes, a response for “Outreach” is required. A page replacement to include “Outreach” will be provided.

251. Question: Appendix B II.E.(b)(18) 272 Should “the minimal requirements” be “the minimum requirements”?

****Answer:** Yes, “minimal’ is an error. A page placement will be provided to correct the error.

252. Question: Appendix B II.E.(b)(21) 273 Should “any process with a district interface” read “any process with a direct interface”?

****Answer:** Yes, “district” is in error, “direct” is correct. A page replacement will be provided to correct the error.

253. Question: Appendix B II.E.4.(a) 275 The last bullet asks us to confirm our commitment to sustain or surpass the level and distribution of minority employment which the current fiscal agent maintains.

What is that level? That distribution? Over what period was it measured?

Answer: Section 2.3.4.18 and 3.5.6 clearly define the necessary requirements to confirm a commitment to sustain or surpass the level and distribution of minority employment.

254. Question: Appendix B II.E.4.(a) 275 What is the commitment to the level and distribution of minority employment of the current fiscal agent?

Answer: Section 2.3.4.18 and 3.5.6 clearly define the necessary requirements to confirm a commitment to sustain or surpass the level and distribution of minority employment.

255. Question: Appendix B III.M.3 300 The section requires the use of Data Capture Service Cost Summary Form 1P; however, there is no Form 1P. Should this be Form CS-1P, Operations Administration Form?

****Answer:** See the response to question number 244.

256. Question: Will OTDA accept proposals from offerors that respond only to a subset of the requirements detailed in the RFP, e.g. 4.2.1, 4.7.4, and 5.2? or will there be an opportunity to bid on debit card disbursement as part of the upcoming Banking Services RFP?

Answer: No, section 6.1 states “Only proposals judged to be responsive to the submission requirements set forth in Chapter 7 and Appendix B and C of this RFP will be evaluated”. Section 6.5.1.2 states that the OTDA reserves the right to award the debit card services to another vendor in the event that the selected Offeror’s proposed rate and fee schedule is determined to be unreasonably priced or if it lacks adequate access to non-surcharging ATMs.” The Banking Services IFB is currently scheduled to be released either the end of October or beginning of November.

257. Question: Page 333, RFP Cite: Appendix C RFP Text: "Instructions - General - This form is to be used for operations tasks...Staffing levels are to be completed in terms of full time equivalents (FTE) personnel"

Please provide the OTDA's definition of full time equivalent (FTE). Describe OTDA's plans for monitoring to ensure successful bidder's numbers are accurate and adhered to throughout the contract.

Answer: A FTE is defined as 40 hours per week, 52 weeks per year. The OTDA monitors, unless otherwise tested in the RFP, by performing test checks.

258. Question: Cost Forms – General

Does the state anticipate the need to refresh equipment during the contract term? If so, what form should these costs be included on?

Answer: Per 2.3.4.22, the contractor is responsible for, “replacing equipment as it reaches the end of its useful life and any costs associated with that replacement to include, but not limited to installation, testing and supporting software” as well as responsibility for, “conforming to manufacturer's maintenance schedule to ensure maximum useful life”.

The original equipment being proposed is to be recorded on the respective CSS-2 forms and depreciated over the initial five-year contract term. If an Offeror assumes that the five-year old, fully depreciated equipment (or other assets) would need to be refreshed in the event that OTDA were exercise one or more of its available six month options to extend the contract, any such costs should be factored into Form CS-

1R. If an Offeror were to assume that the equipment's useful life is less than five years, those costs should be captured on the original Form CSS-2's for the initial contract term.

259. Question: Cost Forms – General

Certain pieces of equipment will be shared by multiple departments (e.g. mail opening and scanning equipment). Should we split the cost for the shared equipment across the departments or should we put the cost in only one department?

Answer: The costs should be allocated among multiple departments under such a scenario.

260. Question: Form CS-10

Can the state provide what percentage of calls that result in the generation and mailing of a document?

Can the state provide the percentage of calls that result in a referral?

The cost form doesn't address emails. Should we consider each email a call for pricing purposes?

The cost form doesn't address correspondence. Should we consider each correspondence item as a call for pricing purposes?

****Answer:** Approximately 16% of the calls connected to a customer service representative result in the generation and a mailing of a document. Approximately 14.5% of the calls connected to a customer service representative result in a referral to the respective local district for case management action. Cost form CS-10 will be revised to include calls, emails and correspondence as a cost item. A page replacement will be provided.

261. Question: Form CS-1G

Should we include costs associated with Customer Service Mail Outs in the Notice pricing?

Answer: Yes, excluding reimbursables.

262. Question: Form CS-1Q

What is the length of time for turnover? Is this part of the operations contract years or is it beyond the operations contract year's term?

Answer: Turnover occurs during the final operational period with a duration in accordance with the contractor's turnover plan. In the event that all contractor milestones/ deliverables contained in turnover plan are not achieved during the operational period, the term could conceivably transcend beyond that period of time.

263. Question: Form CS-5

The last paragraph discusses Early Intervention. Should we assume that Location Enhancement should replace the Early Intervention reference?

****Answer:** Yes, Early Intervention is an error. A page replacement will provided with the correction.

264. Question: Form OR-8 Can the state provide the current total FTE for each operations task listed in Form OR-8?

****Answer:** The Turnover Plan provides the number of FTE for each of the operational tasks. The Turnover Plan is being added to the Reference Library, Appendix H of the RFP.

265. Question: Form OR-8 Form OR-8 requests the bidder to provide the total FTE by operations task for both the test period of operations and full statewide operations. Can the state please explain what the test period of operations is?

Answer: The term "test period of operations" refers to the transition period.

266. **Question:** Form ST-220-CA and Form ST-220-TD Are these forms required to be completed by subcontractors and the prime contractor or only the prime contractor?

Answer: These forms are to be completed by the selected Offeror and need not be submitted with the proposal. A page replacement will be provided.

267. **Question:** Appendix C Form CS-1E (b) The Transaction/Cost Detail column of the Debit Card Pricing Sheet states that, "Transaction fee no greater than \$.90 and Surcharge Fee no greater than \$1.50 per withdrawal" may be proposed. Unlike transaction fees, which may be controlled by the Contractor, the surcharge fees are assessed by ATM owner and are not under the control of the Contractor. We ask that the State modify this requirement to require Contractors to attempt to secure the lowest possible surcharge on the debit card BIN number.

Answer: Form CS-1E (b) differentiates between surcharges for cash withdrawals at required ATMs and for cash withdrawals at other than required ATMs. In the latter category, OTDA recognizes that the contractor has no control over the ATM owner. In the former category, there is an error and the pricing sheet should state "Transaction fee no greater than \$.90 and no Surcharge Fee per withdrawal." For required ATM, withdrawals must exclude surcharges for all cash withdrawals. Costs for this service are to be captured on Form CS-1E (b) under Costs to be Incurred by OTDA. A page replacement will be provided.

268. **Question:** Appendix C Form OR-13, Debit Card ATM Requirement We noted that there were missing ZIP codes in Appendix C, form OR-13. Our research suggests that these missing ZIP Codes may contain ATM locations. Can we assume that we can include every ZIP Code that may be present in a county (SCU) when considering our ATM count?

Answer: Yes, as long as the ATMs in excess of 2,310 are proportionate to the required number of ATMs per county. Section 6.4.1.3 has been revised to provide clarification. OR-13 has been revised to be two part, OR-13A and OR-13B. OR-13A is to be used for information on required ATM zip codes and OR-13B provides a format for ATMs outside of the required zip codes provided on OR-13A.

269. **Question:** Appendix D Why were the COLA volumes in 2005 so much lower than in 2004 and 2006?

Answer: COLA orders are based on the Consumer Price Index for all Urban Consumers (CPI-U). In 2005 the increase in CPI-U did not allow for as many COLA orders in comparison to the increase in CPI-U in 2004 or 2006.

270. **Question:** Appendix D – Current Processing Volumes Can the State provide a report that shows the monthly breakdown of Customer Service mail outs?

Answer: The following information is available for monthly Customer Service mail outs:

Month / 2007	Items
January	17,260
February	15,413
March	28,673
April	17,484
May	17,076
June	19,801
July	15,546
August	20,710
September	18,009

271. **Question:** Appendix D Can the state provide a percentage by day of week for total incoming payments?

Answer: Yes, approximately, the percentages are Monday – 24.8%, Tuesday – 7.4%, Wednesday – 11.2%, Thursday – 19.2%, Friday 23.5% and Saturday 13.9%.

272. Question: Appendix D Can the state provide volumes by year for Unidentified payments? In addition, can the state provide volumes of unidentified payments that are not closed by Centralized Operations Center and put into Suspense?

Answer: See the response to question number 67.

273. Question: Appendix D Can the state provide the number of foreign payments received by year?

Answer: Yes, the total number of foreign payments received in 2006 was 1,229.

274. Question: Appendix D Can the state provide the percentage of EFT vs. paper payments for each year?

Answer: The percentages for each year can be calculated based upon the volumes provided in Appendix D.

275. Question: Appendix D – Outreach Can the state provide 6 months of Outreach call reports that show the following statistics?

Average Validation time

Average talk time

Average caller wait time

Average Wrap Up time

Distribution of calls by day of the week and hour of the day

Answer: Yes, the information is as follows:

Month	Average Validation Time*	Average Talk Time	Average Caller Wait Time	Average Call Time
April 2007	N/A	3:49	:07	1:20
May 2007	N/A	3:52	:08	1:21
June 2007	N/A	3:52	:10	1:24
July 2007	N/A	3:41	:18	1:14
August 2007	N/A	3:42	:19	1:14
September 2007	N/A	4:06	:09	1:31

*Caller validation is not completed on employer calls.

276. Question: Appendix D 434 What percentage of the total number of payments received each month are employer payments?

What percentage of employer payments are ACH?

What percentage of employer payments are Check/List?

How many of these are 'single case' payments?

On average, how many payments are on a list?

What is the largest list received on a monthly basis?

What percentage of payments received are accompanied by a preprinted coupon?

Answer: The requested employer payment data is being collected and will be posted to the OTDA website next week.

277. Question: Appendix D 434 What percentage of ACH payments received are “auto-killed?”

What percentage of paper payments received are “auto-killed?”

Answer: 96.87% of ACH payments received are “auto-killed.” 1.75% of paper payments are “auto-killed.”

278. Question: Appendix D 438 What percentage of payments received require calls to employers for proper payment identification information?

Answer: Approximately 2.5% of employer payments require calls to employers to obtain proper payment identification information.

279. Question: Appendix D 438 What is the average call time for incoming calls?

Answer: For the period of March through September 2007 the average call time for incoming calls is 6:19 minutes.

280. Question: Appendix D 438 What percentage of incoming calls are satisfied by information available on the IVR?

Answer: The percentages for each year can be calculated based upon the volumes provided in Appendix D.

281. Question: Appendix D 438 What percentage of the total number of payments received each month are from NCPs?

What percentage of the NCP payments are ACH?

What percentage of the NCP payments Check Only?

What percentage of the NCP payments are Check/Coupon?

Answer: The following data representing NCP payments is from calendar year 2006:

Total NCP payments: 1,724,571

Check/money order payments: 1,358,350

EFT payments: 340,939

Diskette payments: 0

Cash payments: 91

Walk in Cash payments: 25,191

282. Question: 4.4.1.8 118 Would OTDA consider a secure off-site notification printing site that is within the State of New York but not part of the operations center? Would OTDA consider notification mailing from another NY post office location?

Answer: The RFP requires that notice printing be completed at the primary operating facility. However, a firm is not precluded from offering suggested revisions that will lead to cost containment, productivity improvements and/or operational efficiencies (see 2.5 of the RFP).

283. Question: 4.1.2.5.2.2, 4.1.2.5.2.5, etc. Sections 4.1.2.5.2.2, 4.1.2.5.2.5, etc. deal with tape, cartridge or other forms of data delivery to the SDU. Under the current system, how many of these types of data are received each month?

How many physical formats are received? (I.E. Tape, cartridge, disk, etc.)

How many logical formats are received? (I.E. if 10 payments are received this way each month, are there 10 different formats of the data?)

Answer: The physical formats that are received are EFT and EDI. 31% of the payments received in August 2007 were via EFT and 3% were EDI. The format these payments come in is the standard EFT formatting.

284. Question: Appendix D 434 How many child support cases are active during any one month? How many new cases are added each month? For how long is a child support case generally active? How many payments on average does each active case receive in a year?

Answer: There are approximately 900,000 active cases during any one month. This number remains constant month to month. A child support case generally remains active until the youngest child obtains the age of 21 or otherwise closed. Payments are generally received on a bi-weekly cycle equaling 26 payments per year. However, each active case does not necessarily receive 26 payments per year.

285. Question: Appendix D 434 Based on OTDA's experience or projections, what percentage of custodial parents have/ will choose card vs. direct deposit?

Answer: This data is being collected and will be posted to the OTDA website next week.

286. Question: Appendix F Datafile Specifications -Layout for VRS and Web File

Do the "01" level items represent different record types within the same file? If so, is there a record type field differentiating them?

****Answer:** The "01" level items identify the individual CSMS files that are related to the Voice Response System and the Child Support Website. The "new VRU" "01" data file layout is the only file directly related to the RFP. A page replacement will be provided to eliminate reference to the other three data files.

287. Question: Appendix F Datafile Specifications -Layout for VRS and Web File

Please describe the contents and purpose for each of the "01" level items – "COLL-REC", Old VRU "OUT-REC", New VRU "OUT-REC" and "WEB File."

****Answer:** The "01" level items identify the individual CSMS files that are related to the Voice Response System and the Child Support Website. The "new VRU" "01" data file layout is the only file directly related to the RFP. A page replacement will be provided to eliminate reference to the other three data files.

288. Question: Appendix F Datafile Specifications -Layout for VRS and Web File

Can you provide a data dictionary describing the contents and business rules for each data element in the VRS and Web file layout?

Answer: Appendix H Reference Library section H.11 provides the Voice Response System Script. The Script identifies business rules for some of the data elements.

289. Question: Appendix F Datafile Specifications -Layout for VRS and Web File

Can OTDA make available a sample VRS and Web file generated from a test or training database?

Answer: A sample VRS and Web file will be provided to the contractor during the transition period of the contract.

290. Question: Appendix F Datafile Specifications -Layout for VRS and Web File

Will the State consider making any changes to the current VRS and Web file layout to include, for example, current CP and NCP address information and court docket number?

Answer: The RFP does not require that changes be made to the VRS and Web file layout. However, a firm is not precluded from offering suggested revisions that will lead to cost containment, productivity improvements and/or operational efficiencies (see 2.5 of the RFP).

291. **Question:** General May the Contract disclaim implied warranties (e.g., for merchantability, fitness for a particular purpose, quality, integration, etc.)?

Answer: No, the contract cannot disclaim implied warranties.

292. **Question:** Appendix I Do any of the forms listed require manual intervention such as special hand sorting, hand collation, manual stapling, boxing of multiple forms to a single location, etc.? And if so, what percent?

Answer: Yes, on a monthly basis, approximately 7% of the notices printed and mailed require special handling.

293. **Question:** Appendix I Appendix I does not list all of the page counts for all of the form types. What are the number of pages for all of the form types? Additionally, are there inserts and/or envelopes that need to be included in the mailing with any of the forms listed?

Answer: Appendix I will be updated to provide the number of pages and inserts for all notices. A page replacement will be provided.

294. **Question:** Section: Appendix J, Required Forms, Bidder Application Form.

Where should form J.13, Bidder Application Form, (RFP page 548) be included in the RFP response? It is currently not listed in Appendix B.

Answer: Form J.13, Bidder Application Form should be included in Volume I, I.C.1(a) and I.F.1(c). A page replacement will be added to correct this.

295. **Question:** Page 548, RFP Cite: Appendix J, Bidder Application Form

Does the State wish for form J.13, Bidder Application Form, to be included in the RFP response as is not currently listed in Appendix B? Please confirm that businesses who are already registered NYS businesses do not have to complete this form.

Answer: The Bidder Application Form needs to be completed by the bidder and should be included in Volume 1, I.C.1(a) and I.F.1(c). A page replacement will be added to correct this.

296. **Question:** General Question

Please provide a copy of the current contractor's production report for the past 12 months ending August 2007.

Answer: Monthly production reports for 2006 and through August 2007 will be added to the Reference Library, Appendix H.

297. **Question:** General Question

Please provide the number of mail trays and respective batches received each day for the month of July 2007.

Answer: For the month of July, the following provides mail tray information:

July Date	Tray Count	Est. Transactions	Est. Batches
1	28.25	31,640	632.8
2	18	20,160	403.2
3	6.5	7,280	145.6
4	16	17,920	358.4

5	35.75	40,040	800.8
6	5	5,600	112
7	25.75	28,840	576.8
8	19	21,280	425.6
9	26	29,120	582.4
10	6	6,800	135
11	18.5	20,720	414.4
12	11.6	16,240	324.8
13	25.75	28,840	576.8
14	20.75	23,240	464.8
15	24	26,880	537.6
16	18	20,160	403.2
17	6.25	7,000	140
18	17.75	19,880	397.6
19	18	20,160	403.2
20	17.25	19,320	386.4
21	20.5	22,960	459.2
22	21.5	24,080	481.6
23	20	22,400	448
24	5	5,600	112
25	13.75	15,400	308
26	17.75	19,880	397.6
27	19.5	21,840	436.8
28	20	22,400	448
29	24.25	27,160	543.2
30	19.75	22,120	442.4
31	8	8,960	179.2

298. Question: General Question

Please provide the customer service abandoned call rate and timeframes for the past 12 months, ending August 2007.

Answer: Refer to the response provided for number 176. For the customer service requirement the current contract is staff based while the RFP is volume based performance.

299. Question: General Question

Please provide the number of staff by position, along with salaries for each function of the current operation.

****Answer:** The number of staff by position and salaries is provided in the Turnover Plan. The Turnover Plan is being added to the Reference Library, Appendix H of the RFP.

300. Question: We represent over 30 carriers and partners in the IT space. We have a partner that can respond to the RFP below. Do we have to register with the OTDA or the state of New York to bid on this service?

Answer: Information about registering to do business in New York can be found on the Department of State website: <http://www.dos.state.ny.us/corp/buscorp.html#appauth>

301. Question: We understand the importance of the contract to OTDA and the citizens served by this contract. In review of the RFP, we have found there are numerous means for coverage to the State should there be a performance issue by the Contractor. While the protections afforded in the RFP provide substantial penalties for non-performance of the terms of any contract that would result from the RFP award, we are committed to working with OTDA to make certain that all contract requirements are met or exceeded.

Since some provisions do not further the agency's ultimate goal of providing excellent service to its clients, would OTDA be willing to consider the elimination of the Letter of Credit requirement and rely on the substantial liquidated damage terms, penalty provisions, significant oversight provisions and the Fidelity Bond requirement in the RFP to protect its interests, as the current requirements are written as such to extensively limit competition and provides prejudice toward potential bidders?

Will the State consider increasing the amount of the Fidelity Bond from \$4 million to \$10 million in place of the Letter?

Answer: No, the letter of credit insures that there will be a source of funds to pay any judgments or damages. The other proposed remedies do not serve the same function. By submitting a proposal, the Contractor agrees to the contract terms in Chapter 3 of the RFP.

302. Question (Tour): General – Is the Contractor responsible for destroying equipment and documents? Who pays the destruction costs?

Answer: The Contractor is required to notify the OTDA in writing of items that can be or are required to be destroyed. The Contractor is responsible for making arrangements, obtaining a certificate of destruction and all costs associated with the destruction.