

**OFFICE OF TEMPORARY AND DISABILITY ASSISTANCE
CENTRALIZED SUPPORT COLLECTION AND ENFORCEMENT
NOVEMBER 2014 REQUEST FOR PROPOSALS
FIRM QUESTIONS AND ANSWERS**

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

a highlighted QUESTION denotes where OTDA requested that the vendor clarify and resubmit a question.

Original Question#	RFP Section	Question and Response:
6	1.4.3	<p>Question: The Response to Question 6 was unclear. RFP Section 1.4.3 states, "A Bid Proposal shall be submitted in twelve (12) paper copies and twelve (12) DVD copies in MS Word/Excel/Project format." The Response to Question 366 says to follow the "Format Requirement" in Appendix B.</p> <p>Can the State please clarify which specific "Proposal Reference" in Appendix B requests the Offeror to submit a response in a Microsoft Project 2010 Format with the proposal?</p> <p>Response: The format requirements for each part of any Offeror's Bid Proposal are detailed in Appendix B, Response Requirements and Description, in the column "Format Requirement." Those components required to be returned on OR-12 must be so submitted. Supplementary submissions, whether in pdf or Project are acceptable, but the required format, as defined in Appendix B, must be satisfied.</p>
7	1.7	<p>Question: How do we receive information through a FOIL request?</p> <p>Response: Information regarding FOIL requests is provided on the NYS Office of Temporary and Disability Assistance website:</p> <p>http://otda.ny.gov/legal/FOIL/</p>
28	2.1.2	<p>Question: The Response to Question 28 says the question may be resubmitted with further clarification.</p> <p>In 2007 documents, it appears the bidder moved some of the volume sensitive operations into the administrative function. As a result, the administrative function appears to be roughly \$7 million per year accounting for approximately 34% of the annual contract cost.</p> <p>Is OTDA amenable to absorbing the risk associated with having volume sensitive operations incorporated into the administrative function?</p> <p>Response: If OTDA determines that an offeror has misclassified volume sensitive operational expenses as administrative costs, OTDA reserves the right to mandate that the presumptive awardee reclassify such costs as a condition of contract award.</p>

Original Question#	RFP Section	Question and Response:
31	Section 2.9.3.3, pg. 20	<p>Question: If the Centralized Operations and the Customer Services Center are at separate locations, please confirm that both sites have to be in stand-alone facilities where only the work for this contract can be performed.</p> <p>Response: Both the Operations Facility and the Customer Services Center (if separate) must be located in a stand-alone facility where the only work performed is the Centralized Operations. An Offeror is not precluded from proposing ideas which may lead to operational efficiencies and cost savings (Section 2.7.2 of the RFP). It is at the discretion of the OTDA to accept a suggested approach and the Contractor would be expected to perform said additional or revised task(s).</p>
34	2.9.3.4	<p>Question: The Response to Question 34 states, "The current facility configuration is the result of such a proposal." We understand that this arrangement is a result of an after-award negotiation.</p> <p>a. If the exact proposal were to be presented under a new contract, would the OTDA accept it?</p> <p>Response: The current facility configuration is the result of OTDA's approval of two post-award requests for operational efficiencies in regards to unused facility space and operational cost savings. As stated in the RFP, an Offeror is not precluded from proposing ideas which may lead to operational efficiencies and cost savings (Section 2.7.2 of the RFP). It is at the discretion of the OTDA to accept a suggested approach and the Contractor would be expected to perform said additional or revised task(s) in accordance with the Contract.</p> <p>b. Can OTDA please clarify what other operations or contracts are currently being performed or operated at the current facility? The clarification will be helpful for bidders to understand the requirement for a dedicated facility, yet the flexibility to run other operations from the facility. As a bidder, we want to ensure that we uphold the spirit and intent to have a dedicated facility that is secure, yet be cost competitive with other bidders who may spread the costs of hosting multiple contracts from this facility.</p> <p>Response: A FOIL request may be submitted requesting records pertaining to this information. At such time FOIL response procedures will be followed."</p>
34	2.9.3.4	<p>Question: Regarding the Response to Question 34, is the current NYS Customer Service Center a shared call center or is it completely dedicated to Centralized Operations calls?</p> <p>a. If no, what kind of other calls are received here?</p> <p>b. Are the CSRs trained for all types of calls received?</p> <p>Response: The current NYS Customer Service Center is completely dedicated to Centralized Operations calls.</p>

Original Question#	RFP Section	Question and Response:
36	2.9.3.4, Appendix B, I.F.1(a)	<p>Question: RFP Appendix B Requirement I.F.1(a): Subcontract Content, requires the Offeror to "Provide the OTDA with a copy of each (proposed) subcontract."</p> <p>a. As all subcontracts are dependent upon a Contract award, can Offerors include a single standard corporate subcontract template for this requirement? This appears to have been compliant in the 2007 ACS proposal.</p> <p>b. If not, can each proposed subcontract be submitted in an electronic format on the DVD only? This would be similar to the OTDA's Response to Question 349 that allowed the lengthy D&B Comprehensive Reports be submitted in an electronic format on the DVD only.</p> <p>Response: Offerors can include a single standard corporate subcontract template for this requirement.</p>
44	2.10.2.1.2	<p>Question: As a follow-up to question 44: In the 2007 RFP for Centralized Operations, the OTDA allowed bidders to present a monthly debit card fee on debit card pricing form. In this 2014 RFP, there is no place for a monthly debit card fee. Is this done in error or will the OTDA only accept debit card offerings with no monthly program fee; even though this may push some of the end user fees higher?</p> <p>Response: Form CS-1E(b) does not allow for a monthly debit card fee. Offeror proposals must be responsive to RFP requirements.</p>
44	2.10.2.1.2	<p>Question: In the Revised RFP pages, the end of the paragraph of Section 2.10.2.1.2 is cut off. Was it deleted or is content missing?</p> <p>Response: Content was missing. A page replacement will be provided.</p>
45	2.10.2.1.3	<p>Question: Does the vendor have to provide software and personnel to assist OTDA in the design and maintenance of notices?</p> <p>Response: No. Masks for notices and revisions thereto are provided to the vendor in MS Word format. Development and production of the notices (and the software used for these tasks) are the responsibility of the vendor.</p>
135	4.1.2.6.4.3 5.1.4.5	<p>Question: Based on the Response to Question 135, is it a correct assumption that the MICR encoding referred to in the RFP Section 4.1.2.6 only refers to the physical deposits, i.e., the electronic reject deposits?</p> <p>Response: The Contractor must develop and maintain a process which identifies each and every item in a deposit as instructed in the RFP. Any considerations for the process presented by the Contractor would be presented to the OTDA at that time for its approval.</p>

Original Question#	RFP Section	Question and Response:
166, 261, 284, 305	4.2.1.9.2.3, 5.2.1.5, 5.8.9.3, 5.8.24.2.2, and 6.3.6.5	<p>Question: The responses to these questions changed the wait time in the call center to no more than 2 minutes instead of 5 minutes.</p> <p>Can the State confirm that the new requirement (2 minutes) is for calls to both the SDU call center and debit card call center?</p> <p>Will the State revise the SLA in RFP Section 6.3.6.5 to apply to the “average” wait time instead of for each call?</p> <p>Response: The OTDA confirms that the maximum wait requirement is two minutes, applies to both SDU and debit card centers, and is the requirement for each call, not an average. The requirement will not be revised.</p>
193	4.4.1.6 and 4.4.3	<p>Question: The response to question #193 stated, “If the employer record is missing any of the data elements listed in Section 4.4.3, the record cannot be processed and must be returned to the employer.”</p> <p>Is this the criteria used today to reject New Hire transactions?</p> <p>If not, using this new criteria, can the State provide an estimate of the volume of transactions that would be rejected?</p> <p>Response: Under the current contract there is no requirement to reject New Hire transactions based upon these criteria. As such, we do not have any statistical data to provide regarding volumes. The process will need to be developed and approved by the OTDA during transition, including a final determination regarding rejection criteria.</p>

Original Question#	RFP Section	Question and Response:
207	4.5.3.9	<p>Question: Based on the Response to Question 207, would the OTDA clarify the following processes:</p> <p>a. Will all payments collected be deposited straight into one of the 58 SCUs bank accounts, the non-IV-D bank account, or the NYS CSPC bank account at the OTDA Banking Service Contractor? I.e., there is no need for the bidder to have a separate banking provider (with the exception of the optional debit card disbursement).</p> <p>Response: (This response applies to question a through d) Currently, payments collected are deposited into the NYSCSPC bank account at the OTDA Banking Services Contractor. The Centralized Support Collection and Enforcement Contractor's Accounting Department conducts transfers to the 58 SCU bank accounts and the non-IVD bank account. All disbursements, direct deposit, debit card or check, are draws directly from each SCU and the non-IV-D bank account.</p> <p>b. Will direct deposit disbursements be drawn directly from one of the 58 SCUs bank accounts, the non-IV-D bank account, or the NYS CSPC bank account at the OTDA Banking Service Contractor? I.e., there is no need for the bidder to have a separate banking provider (with the exception of the optional debit card disbursement).</p> <p>c. Will disbursements debit cards be loaded with funds drawn directly from one of the 58 SCUs bank accounts, the non-IV-D bank account, or the NYS CSPC bank account at the OTDA Banking Service Contractor? I.e., there is no need for the bidder to have a separate banking provider (with the exception of the optional debit card disbursement).</p> <p>d. Will disbursements checks be drawn directly from one of the 58 SCUs bank accounts, the non-IV-D bank account, or the NYS CSPC bank account at the OTDA Banking Service Contractor? I.e., there is no need for the bidder to have a separate banking provider (with the exception of the optional debit card disbursement).</p> <p>e. Will any reconciliation and reporting by the Contractor be based on the files generated by the Contractor and not by the Banking Services Contractor, as the Contractor will not have access to the OTDA Banking Services provider's records or accounts?</p> <p>Response: Yes. The Contractor's daily or end of day reconciliation and reporting is based on the files generated by the Contractor.</p>

Original Question#	RFP Section	Question and Response:
215	4.6	<p>Question: Per the Response to Question 215, there are 36 staff trained in Putative Father Registry processing. What does the current Putative Father Registry Training consist of?</p> <p>Response: The Putative Father Registry Training consists of the following:</p> <ul style="list-style-type: none"> • Overview of the various forms, source of origination and the required data capture elements. • Out-sorting of PFR related correspondence, or other PFR related notifications (notice of intent to claim paternity, instrument to acknowledge paternity) received by the Processing Center from an entity other than Office of Child and Family Services (OCFS) to OCFS for review. • Review of first key/second key process • Quality Assurance/review and error detection • Trainees are subject to 100 % quality assurance and periodic sampling of work (20 forms). Review must result in 100% accuracy. • Training duration is normally 1 week.
285-288	5.8.9.6.1- 5.8.9.6.4	<p>Question: In regards to the Response to Question 285, RFP Sections 5.8.9.6.1 through 5.8.9.6.4 list the maximum response times inexperienced and inexperienced staff with and without interpreter.</p> <p>a. Are these times inclusive of the validation time (Section 5.8.9.6.1 and 5.8.9.6.2)?</p> <p>b. Are these times inclusive of the Call Wrap time (Section 5.8.9.6.1 and 5.8.9.6.2)?</p> <p>c. How many calls in English or Spanish with experienced CSR meet the 7-minute maximum call time?</p> <p>d. How many calls in English or Spanish with inexperienced CSR meet the 9-minute maximum call time?</p> <p>e. What percentage of calls requires an interpreter?</p> <p>Response: (a.) Yes, times are inclusive of the validation time. (b.) There is no specific reference to the term "Call Wrap time" contained in the RFP. However, according to section 5.8.9.6.5 of this RFP, a response is defined as the period of time encompassing the connection of a call to a CSR through the CSR's availability to connect to the next incoming call. (c. and d.) The average call time for both experienced and inexperienced CSRs currently meets the call time performance standard. (e.) Approximately .01 % of calls require an interpreter, based upon February 2015 data.</p>

Original Question#	RFP Section	Question and Response:
285 and 287	5.8.9.6.1- 5.8.9.6.4	<p>Question: Concerning the Response to Questions 285 and 287, please verify the numbers:</p> <ul style="list-style-type: none"> a. Is it correct that over 40 NEW CSRs are trained every month? b. What does the CSR training consist of? c. How long is the CSR training? d. Does the OTDA feel this training is enough? e. Does the OTDA feel that the relative low rate of experienced CSR staff has an impact on the quality of the Customer Service program? f. What investments has the current contractor made to encourage CSR staff to stay? g. What incentives does the current contractor have in place to retain CSR staff? <p>Response: (a.) On average 11 new CSRs are trained every month. (b.) The current CSR training in general consists of 1 week soft skills, 1 week of child support 101, 1 week of call center training, 1 week of one-on-one training, and then up to 20 weeks in a training bay area where there is extensive supervisor support. (c.) Training may be up to 24 weeks total. (d.) At present the current CSR training in place meets the approval of the OTDA. Training is continually reviewed and refined on an ongoing basis. (e.) The OTDA will not release information regarding performance as relating to the current Contractor. (f.) The OTDA will not release information regarding performance as relating to the current Contractor. (g.) The OTDA will not release information regarding performance as relating to the current Contractor.</p>
294	5.11.3.3.1	<p>Question: Per the Response to Question 294, RFP Section 5.11.3.3.3 was amended in the revised page, but not RFP Section 5.11.3.3.1, "The Contractor must submit an inventory report of all assets within fifteen (15) after the end of each Contract quarter." Does fifteen refers to calendar days?</p> <p>Response: Yes, "fifteen (15)" refers to calendar days. A page replacement will be provided.</p>
308	6.7.3	<p>Question: Per the Response to Question 308, RFP Section 6.7.3 was not amended in the revised pages, changing "RFP Section 5.6.5" to "RFP Section 5.6.6" in the Liquidated Damages box. Is 5.6.6 the correct reference?</p> <p>Response: Yes, the reference to Section 5.6.5 has been revised to Section 5.6.6. A page replacement will be provided.</p>

Original Question#	RFP Section	Question and Response:
351	Appendix B, II.A.1.(a)	<p>Question: Please confirm that all bidders, including the incumbent, shall include the full cost of all Key Staff for the transition period. This will ensure all bidders can be evaluated on an equal basis.</p> <p>Response: Bidders should refer to the RFP with regard to Key Staff requirements including but not limited to sections 1.13, 3.1.2.1.3, 3.4.5, 3.4.6, and 4.9.3. Bidders should also refer to Forms OR-4, OR-6A, OR-6B, OR-7 and CS-1A and Appendix K in the appendices. The responses for all bidders, regardless of current contract status, should indicate that each individual identified for a Key Staff position is fully committed to that position for the duration of the Transition Period and after the Transition Period ends. The commitment of individuals for Key Staff positions should be identified in the Technical Proposal.. With regard to the Technical Proposal as it relates to the Transition Period, bidders can note full commitment of individuals to Key Staff Positions under "Status of Employee" on Form OR-4. Form OR-4 has been updated. A page replacement will be provided. With regard to the Financial Proposal, Form CS-1A should be used to account for the full cost of all Key Staff during the Transition Period. Form CS-1M, Administration, should be used to provide the Key Staff costs for contract year one operations as indicated on the form.</p>

Original Question#	RFP Section	Question and Response:
N/A	Appendix B, II.D.1, page 271	<p>Question: This requirement states that revision outside of scope of Section 2 of the RFP will be rejected, but as response to multiple questions from RFP Sections 3, 4, and 5, the State has suggested Offeror's to submit suggested revisions.</p> <p>Can the State clarify that Offerors can submit suggested revisions for the entire scope of the RFP?</p> <p>Response: Section 1.15 states, "To be considered responsive, an Offeror must submit a Bid Proposal which provides the information set forth in Section 8 of this RFP. Bid Proposals that contain material changes to the terms and conditions, specifications, and requirement set forth in this RFP may be disqualified." In addition, pursuant to Section 2.7.2, Offerors may propose ideas, which may lead to operational efficiencies and cost savings. However, suggested revisions to Appendix A provisions will not be accepted.</p> <p>Section 2, General Overview, sets forth objectives and general Child Support Enforcement Program requirements. The reference that, "revisions outside of the scope detailed in Section 2 of this RFP will be rejected" was to inform Offerors that the OTDA would not accept suggested revisions that conflict with or exclude the program requirements detailed in Section 2, not to limit suggested revisions to only the requirements included in Section 2. Appendix B, II.D.1 has been revised accordingly. A page replacement for will be provided.</p> <p>The Appendix B, II.D.1 reference is also to direct Offerors that Form OR-13 is required to submit Centralized Operations suggested revisions. Suggested Revisions with Cost Reductions should be captured on the CS-2 Series forms as specified in the instructions. Any Section 3 Contract Revisions, not affecting transition, turnover or centralized operations should be included in the Administrative Proposal, see Appendix B, I.A.6. A page replacement has been provided.</p>
365	Appendix C, Forms OR-2 through OR-10	<p>Question: The Response to Question 365 stated, "an offeror should provide qualifying corporate experience information in all of the subject areas requested for the time period of March 2005 to February 2015." Forms OR-5A, OR-5B, OR-5C, OR-6A, and OR-6B were modified in the Amended pages to reflect this.</p> <p>Should Forms OR-2: Contract Disputes or Terminations, OR-3: Transition Experience – Corporate, OR-4: Transition Experience – Key Staff, OR-10: Turnover Experience – Corporate also be amended to limit the list from all to 10 years?</p> <p>Response: Form OR-2 has not been modified, as the time period of March 2005 to February 2015 does not apply to the information requested on this form. Forms OR-3, OR-4, and OR-10 will be amended as described. Page replacements will be provided.</p>

Original Question#	RFP Section	Question and Response:
17, 18, 364	Appendix C, Form OR-7	<p>Question: Responses to Questions 17, 18, and 364 stated that Form OR-7: Key Staff Resumes would be revised, yet nothing was amended in the revised RFP. Are there changes to Form OR-7?</p> <p>Response: Revisions to Form OR-7: Key Staff Resumes were not included in the revised RFP. Revisions to Form OR-7: Key Staff Resumes have been made and page replacements provided at: http://otda.ny.gov/contracts/2014/CSCE/.</p>
158	Appendix C, Form CS-1E(b), pages 342-345	<p>Question: As the debit card fee schedule is restrictive and well below industry standards, can Offerors add additional line items/fees to the cardholder fee schedule, Form CS-1E(b), that are not currently listed for the debit card.</p> <p>Response: Form CS-1E(b) does not allow for the addition of items/fees that are not currently listed. Offeror proposals must be responsive to RFP requirements.</p>
N/A	RFP Appendix C, Form CS-2E(b), page 377	<p>Question: In the third row should the words child support account be replaced by cardholder as they were in the CS-1E(b) form?</p> <p>Response: Yes. Page replacements will be provided.</p>
N/A	RFP Appendix C, Form CS-2L, page 388	<p>Question: Should the volume tiers provided in form CS-2L be adjusted in the same manner as form CS-1L?</p> <p>Response: Yes. Page replacements will be provided.</p>