



**Office of Temporary  
and Disability Assistance**

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Release Date: 3/10/2015

Banking Services in Support of Centralized Support Collection and  
Enforcement

## **Questions and Answers**

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**OFFICE OF TEMPORARY AND DISABILITY ASSISTANCE  
BANKING SERVICES IN SUPPORT OF  
CENTRALIZED SUPPORT COLLECTION AND ENFORCEMENT  
JANUARY 2015 INVITATION FOR BID  
QUESTIONS AND ANSWERS**

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

#	IFB Section	Question and Response:
1.	General	<p><b>Question:</b> Can OTDA provide a word version of the RFP? Can this new version be sent out prior to the March 6<sup>th</sup> posting date of Responses to Questions?</p> <p><b>Response:</b> The OTDA will not provide a Word version of the complete IFB. Appendix B is provided in Word version so that the fillable forms can be completed. However, the OTDA recognizes that other portions of the Appendices contain forms and as such, will provide a revised Word version of the full Appendices.</p>
2.	General	<p><b>Question:</b> Will OTDA allow the bank to add selected service descriptions and terms to be incorporated into the final contract as an attachment? The bank acknowledges that they will be lower in the order of precedence to OTDA's contract, but our selected terms will cover product terms, descriptions of how the service works and disclosures that are not covered in OTDA contract yet are important part of our providing the services requested. It has been the practice between the bank and the State in the past to include such terms.</p> <p><b>Response:</b> The OTDA will consider selected service descriptions as submitted in a Bid Proposal.</p>
3.	1.1.2	<p><b>Question:</b> Section 1.1.2 states in the last sentence "The Contractor shall deliver to the OTDA evidence of such policies in a form acceptable to the OTDA, in accordance with the requirements set forth in Appendix J of this IFB, as applicable." What types of policies, insurance and limits are required?"</p> <p><b>Response:</b> This referenced sentence appears in Section 1.23.2, which has now been revised. New Section 5.27, New York State Contractor Insurance Requirements, has been added to explain the requirements. Appendix B, Technical Compliance Matrix, has been revised to include the insurance forms identified in Section 5.27. Replacement pages will be provided.</p>

#	IFB Section	Question and Response:
4.	1.3	<p><b>Question:</b> Bid Proposals must be signed. Can OTDA confirm you would like all 6 paper copies signed or just 1 signed copy?</p> <p><b>Response:</b> Yes, all six copies must be signed.</p>
5.	1.3	<p><b>Question:</b> For the 6 electronic copies requested, will OTDA accept PDF format of the bid response on CD ROM?</p> <p><b>Response:</b> As stated in Section 1.3.2, the six electronic copies of the Bid Proposal must be in Microsoft (MS) word/excel/project and DVD format.</p>
6.	1.3.2	<p><b>Question:</b> Section 1.3.2 states that electronic copies of the proposal are to be submitted in MS Word/Excel/Project, DVD format. Is it permissible to submit the DVD in pdf format?</p> <p><b>Response:</b> All parts of any Bid Proposal must be presented in the appropriate Microsoft format. The vendor may accompany these submissions with PDF versions.</p>
7.	1.3.2	<p><b>Question:</b> Will the e-version of the proposal be acceptable in PDF?</p> <p><b>Response:</b> As stated in Section 1.3.2, the six electronic copies of the Bid Proposal must be in Microsoft (MS) word/excel/project and DVD format.</p>
8.	1.3.9 Timetable	<p><b>Question:</b> Would NYS-OTDA be willing to offer a second round of questions as other items may arise based upon the answers to questions posted from the first round.</p> <p><b>Response:</b> Section 1.3.9 provides the timeline for this IFB. The Final Date for Receipt of Questions was February 13, 2015. Questions submitted subsequent to that final date will not be answered unless the OTDA determines that a response would serve to benefit all prospective Bidders and/or the integrity of the procurement.</p>
9.	1.5.3	<p><b>Question:</b> The IFB states that the Bidder must maintain a Kroll Bond Rating Agency financial rating of at least "B". Would OTDA consider reducing this rating? Many banks currently have KBRA ratings below B. Reducing this rating may increase the number of banks that can bid.</p> <p><b>Response:</b> To align with other State procurements, amongst other reasons, the OTDA will be revising the Kroll Bond Rating Agency (KBRA) financial rating in the IFB to "B-". Revisions will be made to Section 1.5.3 and Form BR-13 (formerly BR-14) and page replacements will be provided.</p>

#	IFB Section	Question and Response:
10	1.6.2.9 and 1.9.1	<p><b>Question:</b> This requirement seems to conflict with 1.9.1. 1.6.2.9 states that OTDA can eliminate any requirements that are unmet by all bidders. Whereas 1.9.1 states that only proposals that satisfy all requirements in the IFB will be considered responsive. Is OTDA saying that there is a chance that if all bidders submit nonconforming bids that OTDA will proceed with the review of these bids if none of the bidders could meet a given requirement?</p> <p><b>Response:</b> A Bid Proposal must be “responsive” in that it must meet the minimum specifications or requirements as prescribed in the IFB. The OTDA reserves the right to eliminate a specification or requirement in the IFB.</p>
11	3	<p><b>Question:</b> Can OTDA explain any additional requirements in the Scope of Work that may be different from how you are processing your work today?</p> <p><b>Response:</b> The IFB provides the requirements of the Contract from transition to turnover, Sections 3.2 through 3.6. Any enhancements to the processes would be discussed during transition. Please note that the OTDA encourages Bidders to develop and propose ideas and solutions that will lead to cost and operational efficiencies (Section 3.5).</p>
12	3.2.2.3.5 and 3.2.2.3.6	<p><b>Question:</b> Do these items relate to the entire span of the relationship or just the transition/implementation period?</p> <p><b>Response:</b> The requirements in Section 3.2.2.3.5 and 3.2.2.3.6 refer to Transition. For additional report requirements refer to Section 3.3.</p>
13	3.2.6.2 Disaster Recovery Testing	<p><b>Question:</b> What type of testing is needed? Can you provide examples of the test and the results that were satisfactory to OTDA?</p> <p><b>Response:</b> The Disaster Testing will test the Banking Contractor’s internal systems that support the banking services provided to the State. The testing must demonstrate that the systems will be fully functional and able to perform all required banking services and processing per the IFB in the event that a disaster strikes and disrupts operations, and must demonstrate business continuity after a disaster has been declared. Examples of the types of testing would include identification of backup systems and/or facilities and equipment to be used for disaster backup along with operating environment compatibility, demonstration of connectivity with the OTDA and to an alternate remote location, demonstration of security and customer support.</p> <p>Any Disaster Recovery Testing results pertaining to the current Contract are subject to disclosure pursuant to the Public Officers law 84, Freedom of Information law (FOIL).</p>

#	IFB Section	Question and Response:
14	3.2.7.5 Crediting Excess Earnings	<p><b>Question:</b> If the contractor cannot meet this requirement, does that preclude the bank from consideration?</p> <p><b>Response:</b> Section 3.2.7.5 provides the requirements for crediting excess earnings. A Bid Proposal must be “responsive” in that it must meet the minimum specifications or requirements as prescribed in the IFB. In addition, a Bidder may submit ideas which may lead to operational efficiencies and cost savings (Section 3.5 of the IFB). 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>
15	3.2.7.8.1 Statement of Accounts	<p><b>Question:</b> If the contractor cannot provide a Statement of Account on a weekly basis that is cumulative, is a weekly Statement of Account an acceptable substitution?</p> <p><b>Response:</b> Section 3.2.7.8.1 requires submittal of Statement of Accounts on a weekly basis. A Bid Proposal must be “responsive” in that it must meet the minimum specifications or requirements as prescribed in the IFB. In addition, a Bidder may submit ideas which may lead to operational efficiencies and cost savings (Section 3.5 of the IFB). 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>
16	3.2.7.8.4	<p><b>Question:</b> Can OTDA please provide a sample of this file and any file specification requirements?</p> <p><b>Response:</b> Section 3.2.7.8.4 refers to an adjustment report. All electronic file formats are provided in Appendix C.</p>
17	3.2.7.12.9	<p><b>Question:</b> Please provide a copy of the system log required. What qualifies as a trigger for the need of a system log?</p> <p><b>Response:</b> Section 3.2.7.12.9 requires the vendor to track and provide a log of any calls for support of the electronic banking system, such as, password resets, or connectivity issues.</p>

#	IFB Section	Question and Response:
18	3.2.8.1 Foreign Currency Conversion	<p><b>Question:</b> What type of deposits are these? (check, cash, wire)?</p> <p><b>Response:</b> Foreign deposits include all types of foreign negotiable items.</p> <p><b>Question:</b> What currencies are normally requested?</p> <p><b>Response:</b> The OTDA provides the list of the exchanges rates to be provided daily to the Centralized Support Collection and Enforcement Contractor. This is subject to change at the request of the OTDA. Currently exchanges rates are provided daily for Canada, England, the Euro, Australia, Denmark and Sweden.</p> <p><b>Question:</b> If the information was delivered by 4pm same day as opposed to 9am, would that be acceptable?</p> <p><b>Response:</b> No, Section 3.2.8.1 requires that the Contractor must provide the requested exchange rates by 9:00 AM Eastern Standard Time (EST). Payment processing is required to begin early in the morning and the Centralized Support Collection and Enforcement Contractor must have the exchange rates by 9:00 AM EST to process the foreign items.</p>
19	3.2.8.3 Image Based Electronic Deposits	<p><b>Question:</b> Please describe the current process. How many files are sent in a day? Is OTDA able to submit a file using X9.37 format? (see attached)</p> <p><b>Response:</b> The current process for Imaged Based Electronic Deposits involves the Contractor for Centralized Support Collection and Enforcement imaging and sending a file to the Banking Services Contractor, who then acknowledges receipt of the file and identifies any images that are unacceptable. The file format for this process is included in Appendix C.</p> <p>Currently the number of files varies daily depending on the number of payments received. The average is between two (2) and five (5) files each day. The OTDA cannot guarantee that volumes will remain constant or be representative of the volumes a Bidder might experience in any one of the five years covered by the IFB.</p> <p>X9.37 is current the file format being used.</p>

#	IFB Section	Question and Response:
20	3.2.8.5 Verified Deposit Tickets	<p><b>Question:</b> If the contractor does not provide the electronic confirmation requested, will making the requested information available via an online reporting system be an acceptable substitution?</p> <p><b>Response:</b> A Bid Proposal must be “responsive” in that it must meet the minimum specifications or requirements as prescribed in the IFB. Section 3.2.8.5 requires submittal of an electronic confirmation that the deposits have been credited to the respective bank accounts. In addition, a Bidder may submit ideas which may lead to operational efficiencies and cost savings (Section 3.5 of the IFB). 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>Question:</b> In addition, are the deposit tickets used for cash only deposits? If they are used for checks, can Remote Check Deposit be an option instead of deposit tickets/branch deposits?</p> <p><b>Response:</b> Deposit tickets are used for paper based deposits made at a depository. Section 3.2.8.5 requires copies of verified deposit tickets for deposits made at a depository. A Bid Proposal must be “responsive” in that it must meet the minimum specifications or requirements as prescribed in the IFB. An Offeror is not precluded from proposing ideas which may lead to operational efficiencies and cost savings (Section 3.5 of the IFB). 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>
21	3.2.8.5 Verified Deposit Tickets	<p><b>Question:</b> What amount of currency is deposited annually?</p> <p><b>Response:</b> The dollar amount deposited by the Centralized Support Collection and Enforcement Contractor in 2014 totaled \$1,661,706,313. Currently most deposits are made electronically. An average of 3 deposits are made daily to the local bank branch. These include Foreign and Cash deposits. Cash deposits in 2014 totaled \$4,762.62. Some of the local district SCU’s also deposit directly as needed, but we do not track that information.</p>
22	3.2.9.2	<p><b>Question:</b> OTDA is requesting “Those checks not meeting the verification information noted above must not be posted to any one of the fifty-nine (59) support accounts established for this IFB.” If the contractor must post the item then adjust the item next day after exceptions are reviewed, will that be acceptable?</p> <p><b>Response:</b> Section 3.2.9.2 requires the Contractor to post checks meeting the verification information provided. A Bid Proposal must be “responsive” in that it must meet the minimum specifications or requirements as prescribed in the IFB. An Offeror is not precluded from proposing ideas which may lead to operational efficiencies and cost savings (Section 3.5 of the IFB). 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>

#	IFB Section	Question and Response:
23	3.2.13.4.1	<p><b>Question:</b> Please clarify what the contractor is required to verify. Please describe this process.</p> <p><b>Response:</b> Section 3.2.13.4 addresses acceptance testing during transition. The Contractor is required to verify a new request for a debit card or for direct deposit processes to the correct case identifier; county code, custodial parent name; and bank account and routing number.</p>
24	3.2.14.2.2	<p><b>Question:</b> Are you requesting that the contractor debit the respective local district SCU and Non-IV-D Services bank accounts the same business day that the Contractor is provided notification (day of file transmitted) or on the settlement date of the file?</p> <p><b>Response:</b> The debits should post to the accounts on the settlement date provided in the file.</p>
25	3.2.15.3	<p><b>Question:</b> What has been the highest amount OTDA been overdrawn in a given day? How often does this occur?</p> <p><b>Response:</b> The OTDA has never been overdrawn during the life of the current Contract.</p>
26	3.2.15.3	<p><b>Question:</b> The Contractor is required to provide unlimited overdraft privileges for the Administrative bank account and process all transfers. What is the expected frequency and average dollar amount of overdrafts to the Administrative bank account?</p> <p><b>Response:</b> The OTDA has not had to use the overdraft protection during the life of the current Contract, and as such, cannot predict the frequency or average dollar amount of overdrafts for the new Contract.</p>
27	3.2.17.1	<p><b>Question:</b> Is OTDA requesting a vendor to provide the service for payments through an Internet or an Interactive Voice Response System application in this bid or does OTDA have an existing third party vendor that will be submitting ACH files to the contractor of this bid? If a third party will be submitting files to Contractor, please supply file specs.</p> <p><b>Response:</b> Section 3.2.17 references Inbound Electronic Funds Transfers. The current Contractor for Centralized Support Collection and Enforcement permits noncustodial parents and employers to make child support payments via the internet through several third party methods. The OTDA is also exploring other third party methods for making child support payments.</p> <p>Neither the current Contract nor the OTDA provides for payments via Interactive Voice Response System. Should the OTDA opt to pursue this initiative, it will work with the banking services Contractor to develop a process and require the Contractor to establish procedures for the OTDA's review, testing, and approval.</p> <p>Appendix C contains the electronic file formats.</p>

#	IFB Section	Question and Response:
28	3.2.19 Issuance and Cancellation Processing	<p><b>Question:</b> Can OTDA please provide a sample of this report and any identify the file specifications of this report? Is this a BAI file?</p> <p><b>Response:</b> Section 3.2.19 identifies specific requirements of the IFB pertaining to Issuance and Cancellation Processing, and addresses an electronic data file received from the Centralized Support Collection and Enforcement contractor. Electronic file formats are provided in Appendix C.</p>
29	3.2.23 Weekly Progress Reports	<p><b>Question:</b> Do these items relate to the entire span of the relationship or just the transition or implementation period?</p> <p><b>Response:</b> The requirements in Section 3.2.23 refers to Transition. For additional report requirements refer to Section 3.3.</p>
30	3.3.2 Weekly Project Reporting	<p><b>Question:</b> Do these items relate to the entire span of the relationship or just the transition or implementation period?</p> <p><b>Response:</b> The requirements in Section 3.3.2 refers to ongoing reporting throughout the five year Contract and extensions if exercised.</p>

#	IFB Section	Question and Response:
31	3.4.5 and 3.2.7.11	<p><b>Question:</b> Since OTDA was last out to bid, significant changes have and continue to occur in the banking services industry. For example, the rate environment has been extremely low for a prolonged time and various regulations have resulted in increased carrying costs for public sector deposits. These dramatic market conditions increase prohibitively the cost of meeting the OTDA's deposit-related requirements, with particular emphasis on paying 50bps over T-bill for short term funds secured by MBS collateral.</p> <p>To alleviate the cost of collateral in support of its deposits, will OTDA and the Counties accept Federal Home Loan Letter of Credit as collateral? Notably, NYS OCS already accepts this form of collateral itself and it complies with NYS Law.</p> <p><b>Response:</b> Yes, Federal Home Loan Letter of Credit is acceptable.</p> <p><b>Question:</b> In recognition of the prolonged low interest environment we operate in today, will OTDA consider utilizing the NYS sanctioned definition of ECR which is the monthly average investment yield on the three-month Treasury Bill, as determined at the weekly auction and published in the New York Times (note that the Times no longer publishes this rate; it is retrieved at the Treasury Direct website). <b>We recommend that no spread be added to this definition. Rather, allow banks to differentiate their pricing proposals to OTDA through the line item pricing charged for services.</b></p> <p>Please note: By agreeing to set your deposit-related requirements to reflect current market conditions, the OTDA will benefit; respondents' service fee pricing will be more competitive and the number of bidders willing to respond will increase.</p> <p><b>Response:</b> The OTDA has reviewed this matter. To align with other banking services contracts, the OTDA will be reducing the basis points from fifty (50) to twenty-five (25). Revisions will be made to Sections 3.2.7.5.1.3 and 3.4.5, and to Form BR-9B (formerly BR-10B) accordingly. Additionally, the reference to publishing in the New York Times will be replaced with the Treasury Direct website. Page replacements will be provided.</p>

#	IFB Section	Question and Response:
32	3.7	<p><b>Question:</b> Debit Card. Card Issuers will need some basic operational information about your current debit card program in order to financially model the opportunity in support of submitting an offer for these services. Without this minimal information potential bidders will be unable to assess the opportunity and therefore likely unable to bid. Not sharing this information inadvertently gives the incumbent a substantial advantage as this is information they would have. Additional <u>minimal</u> facts requested regarding Debit Card Program:</p> <p><b>Response:</b> Currently, custodial parents are sent an electronic enrollment package when their first check is issued to them, providing an option for receiving the debit card or enrolling in direct deposit. If the custodial parent fails to enroll in direct deposit within thirty days of the enrollment package being sent, they are automatically enrolled in the debit card program.</p> <p>Upon enrollment, the Centralized Support Collection and Enforcement contractor provides their subcontractor, the Debit Card issuer, with an electronic file containing custodial parent personal identifying information (e.g., name, SSN, DOB, address) which is required for validation and card activation. Custodial parents may provide personal information with the Contractor or the Debit Card issuer.</p> <p>Debit Card issuer does not have access to the OTDA child support system and therefore, cannot relay changes in custodial parent information to the OTDA. However, the Centralized Support Collection and Enforcement contractor relays changes in custodial parent information electronically to the Debit Card issuer. For additional information, please refer to Section 4.2.1.</p>
33	3.7	<p><b>Question:</b> What is the total dollars loaded on the debit cards annually?</p> <p><b>Response:</b> For the year 2013, \$595,560,151.00 and 2014, \$636,251,832.00 were the total dollar amounts loaded to debit cards. The OTDA cannot guarantee that volumes will remain constant or be representative of the volumes a Bidder might experience in any one of the five years under the Contract.</p>
34	3.7	<p><b>Question:</b> How many prepaid debit cardholders are currently participating in program?</p> <p><b>Response:</b> No "prepaid" debit cardholders are currently participating in the program. Child support payments are only disbursed to the state (vendor) issued debit cards and are not commingled with other funds</p>
35	3.7	<p><b>Question:</b> How many new debit cardholders are added each year (on average)?</p> <p><b>Response:</b> For the year 2014, 18,947 new cardholders were added. The OTDA cannot guarantee that volumes will remain constant or be representative of the volumes a Bidder might experience in any one of the five years under the Contract.</p>

#	IFB Section	Question and Response:
36	3.7	<p><b>Question:</b> How many debit cardholder end participation in the debit program each year?</p> <p><b>Response:</b> Once a Custodial Parent is enrolled in the debit card program, their card account stays active regardless if their child support case closes or they enroll in direct deposit. Information regarding Custodial Parents who switch from debit card to direct deposit each year is not currently tracked.</p>
37	3.7	<p><b>Question:</b> What is the average load volume per card?</p> <p><b>Response:</b> The average load volume per card is \$137.04. The OTDA cannot guarantee that volumes will remain constant or be representative of the volumes a Bidder might experience in any one of the five years under the Contract.</p>
38	3.7	<p><b>Question:</b> How many months/years does an average recipient receive payments?</p> <p><b>Response:</b> Approximately 486,000 child support accounts received at least one payment during CY 2014. In New York State, the age of emancipation for child support is 21 years of age. However, depending upon the circumstances, Child Support accounts can be open for an indefinite period of time during which a payment may or may not be received. The OTDA cannot guarantee that volumes will remain constant or be representative of the volumes a Bidder might experience in any one of the five years under the Contract.</p>
39	3.7	<p><b>Question:</b> What percentage of ATM transactions today is in-network vs. out of network?</p> <p><b>Response:</b> Currently there is no in-network or out-of-network per se. The current Contract requires 1,310 ATMs, some of which need to be in specific zip codes. This required group of ATMs must always be: surcharge free and the first two withdrawals made in a month must be transaction-fee free. The number of ATMs that meet this criteria increases and decreases with bank closings, openings, mergers, etc.</p>
40	3.7	<p><b>Question:</b> How many ATM's are considered in "in-network" in your current program?</p> <p><b>Response:</b> Currently, 5,084 ATMs are considered "in-network" ATMs.</p>

#	IFB Section	Question and Response:
41	3.7	<p><b>Question:</b> Can OTDA please explain your policies for pre-enrollment into the card program? Do new enrollees have the option of selecting ACH deposits at time of enrollment? Does OTDA intend to make any changes to your enrollment practices, in light of recently CFPB proposed rules for prepaid?</p> <p><b>Response:</b> Currently, custodial parents are sent an electronic enrollment package when their first check is issued to them. The enrollment package provides the custodial parent with the option of receiving the debit card or enrolling in direct deposit. If the custodial parent fails to enroll in direct deposit within thirty days of the enrollment package being sent, they are automatically enrolled in the debit card.</p> <p>The OTDA will not make changes to the Debit Card pre-enrollment process in response to the proposed rules. Please review Section 5.5.2, which states “Contractor agrees that it will perform its obligations hereunder in accordance with all applicable laws, rules, and regulations now or hereafter in effect.”</p>
42	3.7.1	<p><b>Question:</b> The OTDA, in its sole discretion, will award the debit card disbursement process to the selected Contractor of either procurement that proposes the most favorable debit card pricing.</p> <p><b>Response:</b> Section 3.7.1 provides the intent of the OTDA to solicit Bid Proposals for the operation of debit card services under both the November 2014 Centralized Support Collection and Enforcement RFP and the January 2015 Banking Services in Support of Centralized Support Collection and Enforcement IFB. The OTDA, in its sole discretion, will award the debit card disbursement process to the selected Contractor of either procurement that proposes the most favorable debit card pricing.</p> <p>However, there is no question provided and as such the OTDA is unable to respond. This question may be resubmitted with further clarification</p>
43	3.7.1	<p><b>Question:</b> Will OTDA share more information about your valuation and scoring methodology for comparing offers for Debit Card Services? Typically in government RFP’s, the states evaluate debit card programs on a variety of criteria, including categories such as: Issuer experience in providing government disbursement programs, transition plans, depth/breadth of offering, ATM network robustness (number of ATMs; are they well disbursed and in alignment with constituency) customer service qualifications, value add services, pricing, etc. It is extremely unusual to not value these other critically important qualifications.</p> <p><b>Response:</b> The evaluation methodology will be developed and sealed prior to the receipt of Bid Proposals. The OTDA will not be disclosing the evaluation methodology.</p>

#	IFB Section	Question and Response:
44	3.7.1	<p><b>Question:</b> Currently, the only stated criterion appears to be the cardholder pricing component. We are concerned about how new providers could compete since OTDA receives these services as part of a service bundle today with State Disbursement Unit (SDU) collection services. Impacts from cardholder pricing (such as impacts from the fee caps, which are non-competitive in the general marketplace) are likely being priced into and covered by revenue and profit margin on other services provided. If cardholder pricing remains the only criteria, it seems unlikely that other providers could compete effectively, if held to meeting the same price caps.</p> <p><b>Response:</b> Section 3.7.1 provides the intent of the OTDA to solicit Bid Proposals for the operation of debit card services under both the November 2014 Centralized Support Collection and Enforcement RFP and the January 2015 Banking Services in Support of Centralized Support Collection and Enforcement IFB. The OTDA, in its sole discretion, will award the debit card disbursement process to the selected Contractor of either procurement that proposes the most favorable debit card pricing.</p> <p>Section 7.5.4 of the RFP states that the total price offer for purposes of ranking the Financial proposals for that procurement will not factor into the Financial Score costs associated with debit card charges to cardholders.</p>
45	3.7.1.2	<p><b>Question:</b> Section 3.7.1.2 page 43, please clarify how the State will determine that an Offeror is proposing adequate access to ATMs for debit cardholders. For example, please specify if there is a statewide minimum number of ATMs or any geographic parameters for an Offeror to consider when designing an in-network ATM solution?</p> <p><b>Response:</b> It is the OTDA's intent to provide adequate access to Automated Teller Machines (ATMs) for our debit card custodial parent. The NYS child support program services custodial parents throughout the state, and as such, location and access throughout NYS to participating ATMs is essential. The current Contractor is required to provide 1,310 ATMs, some of which need to be in specific zip codes; surcharge free with no transaction fee for the first two withdrawals made in a month. This IFB does not contain a provision requiring a specific number of ATMs; however, the successful Bidder will be required to provide ATM service via a network that provides service within New York State. Section 3.7.2 provides additional information regarding ATM transaction fees.</p>

#	IFB Section	Question and Response:
46.	3.7.2.1	<p><b>Question:</b> We respectfully request that OTDA eliminate the cap on out-of-network ATM fees to allow maximum program flexibility that will provide lower total costs to cardholders and greater access to benefits. The current fee cap does not address the true costs to cardholders; including those costs assessed by ATM operators (program administrators have no control over this). With the current fee cap, OTDA may receive fewer bids, resulting in higher total costs to cardholders. Current market conditions have evolved since this fee cap was instituted and now provide more robust free in-network access and greater total cardholder value, while continuing to minimize total costs. Bidders are aware that any competitive bid must drive greater cardholder and OTDA benefit than is realized today. The best approach is to allow the market to put forth its most competitive pricing. OTDA certainly can require free in network ATM access. The ATM network of the contractor absolutely should be weighted by OTDA as it assesses bids.</p> <p><b>Response:</b> A Bid Proposal must be “responsive” in that it must meet the minimum specifications or requirements as prescribed in the IFB. In addition, a Bidder may submit ideas which may lead to operational efficiencies and cost savings (Section 3.5 of the IFB). 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>
47.	3.7.3.5	<p><b>Question:</b> If Debit Card services are provided by the bank, will the initial notification mailings continue to be the responsibility of the Centralized Support Collection provider or will the card issuer be required to create and mail? If bank’s responsibility, can State please provide a sample of this notification, the number mailed each year and the average non-deliverable rate? If bank can mail card in same timeframe as the letter, is the notification letter still required as a separate mailing or could it be included with the card mailing?</p> <p><b>Response:</b> The Contractor who is successfully awarded the Debit Card Service Contract will be responsible for the notification mailings and outreach to non-activated cards.</p> <p>Section 3.7.3.5 refers to the Pre-Enrollment notice. In 2014, 26,307 Pre-Enrollment notices were mailed, of those 1,724 were non-deliverable. A copy of this notice can be viewed by requesting an appointment at <a href="mailto:nysdurfp@otda.ny.gov">nysdurfp@otda.ny.gov</a> to view the Reference Library made available through the Centralized Support Collection and Enforcement RFP (Sectio1.11) posted at: <a href="http://otda.ny.gov/contracts/procurement-bid.asp">http://otda.ny.gov/contracts/procurement-bid.asp</a>.</p> <p>The operational aspects for these Debit Card Services will be determined during Transition of the appropriate contract and subject to the OTDA’s review and approval.</p>

#	IFB Section	Question and Response:
48	3.7.6.1.3	<p><b>Question:</b> Does OTDA send a separate debit card funding deposit for each child/payee or is it a consolidated load amount of all eligible payments by recipient/cardholder?</p> <p><b>Response:</b> No. For recipients with multiple child support accounts, the accounts are linked based on the social security number (SSN) and date of birth (dob) and all payments are consolidated and disbursed via a single issued debit card for all the accounts. (Account linkage for electronic disbursement requires that local district notify the Contractor anytime a new account is built in the child support system. However, this process will become automated with the implementation of the statewide debit card process)</p> <p>Will the debit cards be funded via ACH? Do the daily files include card creation/new enrollments in addition to funding instructions? Or are new account set-ups and funding files provided separately?</p> <p><b>Response:</b> Debit cards will be funded via ACH. Data file containing new debit card enrollments information is transmitted to the OTDA daily for the purpose of updating the disbursement files. The five daily files contain funding instructions for all disbursement types, including debit card.</p>
49	3.7.7.2	<p><b>Question:</b> Please provide a definition of “STRUN.”</p> <p><b>Response:</b> “STRUN” relates to an internal screen used for job monitoring within the Child Support Management System. It is used to monitor all the various nightly data file batches processed for purposes of verifying there were no issues with the nightly batch processing.</p>
50	3.7.8.2	<p><b>Question:</b> If debit cards are provided under separate contract from the Centralized Support Collection provider, are there any additional IVR, call center or other system integration requirements of the issuer?</p> <p><b>Response:</b> The required system benchmarks and functionality have been outlined in Section 3.7.8.1 of the IFB.</p>
51	3.7.8.2	<p><b>Question:</b> What is the number of IVR calls and customer service agent calls answered in 2014 were related to the prepaid card disbursements?</p> <p><b>Response:</b> For clarification, section 3.7.8.2. is specific to the operation of debit card services, not prepaid cards. Child support payments are only disbursed to state/vendor issued debit card and are not commingled with other funds. In 2014 there were 135,897 calls answered by customer service agents at the debit card call center. The total number of Interactive Voice Response (IVR) calls for 2014 was 11,084,015.</p> <p>The OTDA cannot guarantee that volumes will remain constant or be representative of the volumes a Bidder might experience in any one of the five years covered by the IFB.</p>

#	IFB Section	Question and Response:
52	3.7.8.3.2	<p><b>Question:</b> What other languages are required for the debit cardholder websites?</p> <p><b>Response:</b> The language requirement for the debit card customer service website is described in Section 3.7.8.3.2 of this IFB, which states that the cardholder site must be available “in English and Spanish and an alternative for other languages”. Pursuant to <u>New York State Executive Order No. 26</u>, the “other languages” (in addition to English and Spanish) are: Russian, Chinese, Korean, French (Haitian) Creole, Arabic, and Italian. The OTDA has the discretion to identify any other languages necessary for the debit card customer service website.</p>
53	3.7.12	<p><b>Question:</b> If Debit Card services are provided by the bank, will the notification mailings and outreach to non-activated cards continue to be the responsibility of the Centralized Support Collection provider or will the card issuer be required to provide the notification and outbound calling services?</p> <p><b>Response:</b> The Contractor who is successfully awarded the Debit Card Service Contract will be responsible for the notification mailings and outreach to non-activated cards. The operational aspects for these Debit Card Services will be determined during Transition of the appropriate contract and subject to the OTDA’s review and approval.</p>
54	3.7.8.3.15	<p><b>Question:</b> Section 3.7.8.3.15, page 48 - In this requirement, the State asks for a process for addressing accounts of deceased cardholders.</p> <p>Is the requirement related to how a contractor handles removal of a accounts of deceased cardholders?</p> <p>Is the requirement related to how a contractor handles removal of a deceased cardholder from the Debit Card Website or how the contractor handles deceased cardholders within the debit card program?</p> <p><b>Response:</b> The OTDA is seeking information how the Contractor handles deceased cardholders within the debit card program.</p>
55	3.7.8.6.3	<p><b>Question:</b> Section 3.7.8.6.3, page 48 - Granting access to cardholder calls as contemplated in this requirement creates a risk of State employees gaining access to PII in violation of privacy laws and regulations (e.g., card numbers, transaction data, dispute information, etc.).</p> <p>Would the State agree to either remove the requirement as it relates to debit cards or discuss an alternative solution that addresses the underlying requirement while ensuring that PII information remains fully protected?</p> <p><b>Response:</b> The OTDA will not remove the requirements for call recording within Section 3.7.8.6.3 of this IFB. All card holders are receiving child support services and the debit cards are issued as part of those services. State and local child support employees have access to all information regarding child support services including account information. In addition, federal law grants child support agencies broad access to banking information for child support purposes.</p>

#	IFB Section	Question and Response:
56	3.7.9.1	<p><b>Question:</b> Section 3.7.9.1, page 48 - This requirement included items that may possibly contain cardholders' confidential information such as name and telephone number of caller. Under federal and State law, a financial institution is prohibited from disclosing nonpublic personal information about a consumer to nonaffiliated third parties.</p> <p>In order for the bidder to comply with such laws, will the State remove any reporting requirements that provide PII information to the State?</p> <p><b>Response:</b> The OTDA will not remove the reporting requirements contained within Section 3.7.9.1 of this IFB. All card holders are receiving child support services and the debit cards are issued as part of those services. State and local child support employees have access to all information regarding child support services including account information. In addition, federal law grants child support agencies broad access to banking information for child support purposes.</p>
57	4.4 – 4.4.3 Format	<p><b>Question:</b> Which forms are subcontractors required to complete?</p> <p>The OTDA indicates a response order of</p> <ul style="list-style-type: none"> <li>4.4.1 Transmittal letter</li> <li>4.4.2 Technical Response Matrix</li> <li>4.4.3 Additional Information (which is explained on page 54)</li> </ul> <p>Should forms BR-1 – BR-13 be included with the Technical Response Matrix? If so does the OTDA prefer they come in order BR-1 – BR-14 or list BR-14 first? If not does the OTDA prefer the response forms BR – 1 – BR-13 to be included under Additional Information or should a fourth section be included for all forms including those in Section J or should all forms be included in an Appendix section?</p> <p><b>Response:</b> A Bidder's response must include all IFB response requirements specified in Section 4.4 and BR-13 (formerly BR-14), and in the order in which they are listed in BR-13 (formerly BR-14). Form BR-1 has been removed.</p>
58	4.4.1.11	<p><b>Question:</b> Can OTDA provide an example of this item?</p> <p><b>Response:</b> The IFB does not include a standard Transmittal Letter form, however, Section 4.4.1 describes the requirements of, and what must be included within, a Transmittal Letter.</p>
59	5	<p><b>Question:</b> In responding to RFPs and IFBs from other State agencies, there is a new reporting requirement for MWBE participation under the contract. Is this requirement also required with OTDA?</p> <p><b>Response:</b> Yes. Please see updated MWBE requirement in Section 5 of this IFB. Replacement pages will be provided.</p>

#	IFB Section	Question and Response:
60	BR-1	<p>Background questionnaire jumps from question 4 to 6. Is this a typographical error?</p> <p><b>Response:</b> The BR-1 (Background Questionnaire) can be omitted and is being removed. It is redundant with the on-line Office of State Comptroller (OSC) Vendor Responsibility requirement. See Section 1.21.1 of the IFB.</p>
61	BR-6 and BR-7	<p><b>Question:</b> Can OTDA provide an example of a completed form?</p> <p><b>Response:</b> The OTDA does not provide examples of completed forms, however, instructions are provided.</p>
62	BR-7	<p><b>Question:</b> Does the BR-7 relate to the entire span of the relationship or just the transition or implementation period?</p> <p><b>Response:</b> Form BR-6 (formerly BR-7), Workplan, relates to transition of tasks in accordance with Section 3. Section 3.2 will be revised to relate Form BR-6 to the Transition Plan. Additionally, Form BR-6 is revised to ensure it is clarified that the form relates to Transition. Finally, Form BR-13 (formerly Form BR-14), Technical Response Matrix, is revised to refer instructions for Form BR-6 to Section 3.2.</p>
63	BR-7	<p><b>Question:</b> What might be considered as "major tasks"?</p> <p><b>Response:</b> Form BR-6 (formerly BR-7), Workplan, is required for purposes of providing the work plan for each of the major tasks identified in Section 3 and necessary for successful transition into operations. Bidders should refer to Section 3 which provides the Scope of Work and all major tasks required, and Form BR-5 (formerly BR-6), which provides tasks in support of Section 3.</p>
64	BR10A	<p><b>Question:</b> There are other line items for pricing not included on BR10A. How would you like the contractor to list additional items on the fee schedule?</p> <p><b>Response:</b> The only other allowable pricing line items are for the optional debit card services. These costs are captured on form BR-13 (formerly BR-14).</p>
65	BR10A Paper Based Deposit Processing	<p><b>Question:</b> Does this represent the number of paper items that were deposited or the amount of batches that were deposited (per deposit ticket)?</p> <p><b>Response:</b> Currently the Centralized Support Collection and Enforcement Contractor is submitting an average of 3 deposits per day (54 in the month of January 2015). Most deposits are one item per deposit ticket but several on a deposit ticket is a possibility. Local districts may also make deposits.</p> <p><b>Question:</b> Can OTDA please advise how many paper deposits were made in 1 year and how many individual items?</p> <p><b>Response:</b> The OTDA implemented Image Cash Letter (ICL) in October 2014, so the most current year would not provide an accurate picture of our total paper deposits. During the month of January 2015 fifty-four (54) paper deposits were made by the Centralized Support Collection and Enforcement Contractor.</p>

#	IFB Section	Question and Response:
66	BR10A	<p><b>Question:</b> Please explain how ACH transfers are different from the rest of the ACH transactions.</p> <p><b>Response:</b> Form BR-9A (formerly BR-10A) lists the respective service categories. ACH Transfers is one of those service categories. Section 3.2.16 identifies the requirements of the process of transferring funds from the fifty-nine support accounts to their respective local district financial officer bank accounts.</p>
67	BR10A	<p><b>Question:</b> Please explain the line item "Issuance and Cancellation Processing". Does this represent the amount of files sent into the bank for Positive pay?</p> <p><b>Response:</b> Issuance and Cancellation Processing is described in Section 3.2.19 of this IFB. Positive Pay relates only to check clearing services identified in Section 3.2.9.</p>
68	BR10A	<p><b>Question:</b> FINANCIAL PROPOSAL - The limitations on the cardholder fee schedule imply that the State is funding the difference within their cost savings for reducing printing, postage, etc. Where on the fee schedule are bidders to provide the program fee to the State?</p> <p><b>Response:</b> There is no program fee to the State.</p>
69	BR10A	<p><b>Question:</b> FINANCIAL PROPOSAL – DISBURSEMENT PROCESSING – ELECTRONIC DEBIT CARD PRICING - As many common debit card fees are missing from the fee schedule, please confirm bidders are able to add additional lines to cover these fees in the schedule to ensure all fees are identified and bidders evaluated equally.</p> <p><b>Response:</b> Bidders should only provide pricing for the line items listed on the BR-9A (formerly BR-10A).</p>
70	BR10A	<p><b>Question:</b> FINANCIAL PROPOSAL – DISBURSEMENT PROCESSING – ELECTRONIC DEBIT CARD PRICING - As contractors are charged fees for withdrawals and balance inquiries that are performed at ATMS not owned by the bidder and generally exceed the fee limited by the state, will the State amend the fee schedule to cap the balance inquiry fees and ATM withdrawal fees to \$1.25 to allow a contractor to cover their respective costs for the program?</p> <p><b>Response:</b> No. The OTDA will not amend the caps.</p>

#	IFB Section	Question and Response:
71	Appendix B (BR-13)	<p><b>Question:</b> Appendix B (BR-13) States “Expedited delivery of replacement debit card due to non-receipt of initial debit card or Offeror error. Requires a 2 day delivery service. No Transaction Fee.” How many days must pass from initial mail date before this non-receipt requirement takes effect? Does this apply to cases where OTDA has provided incorrect addresses for delivery?</p> <p><b>Response:</b> <b>Note: BR-13 has been replaced with BR-12.</b> There are two ways to obtain a debit card. One is via pre-enrollment notice and other upon request. For debit cards issued through the pre-enrollment notice process, 44 days is the allotted timeframe after notice is received.</p> <p>For debit cards mailed via request form the customer service helpline, the timeframe is 7-10 business days.</p> <p>Debit cards are mailed to addresses resident in our case records and are obtained either through the custodial parent or the USPS, depending on the type of mailing. Custodial parent addresses do not have a unique source code and therefore, it cannot be easily determined that the address that the card was mailed to was “incorrectly” provided by the state.</p>
72	Notice to All Bidders regarding MWBE which precedes the RFP document.	<p><b>Question:</b> For core banking services including card products a 30% MWBE target is unattainable. We would like to take this opportunity to encourage OTDA to not include a 30% MWBE. We recommend the target be set at 0%. We are aware a process for partial or full waiver is available. However, it is laborious and puts NYS, OTDA and bidders through a great deal of effort that results in no beneficial outcome. Other parts of NYS have come to recognize that MWBE targets are simply N/A as it relates to hard-core banking services and that a target of 0% is appropriate. We highly recommend OTDA use the same approach. Examples of agencies that use this approach are NYS Tax and Finance for its card program, as well as DASNY and NYSIF, to name just a few.</p> <p><b>Response:</b> We will place a 30% MWBE participation goal on the discretionary amount of the contract for banking services. With regard to the debit card services requested in this IFB, if there are NYS Certified MWBEs that are able to produce cards or provide debit card customer services, etc., the OTDA would not agree that those costs should be excluded from the 30% goals.</p>