

NCS EBT Procurement 2nd Round Questions and Answers

Question #	Posted Amendment Number or Question and Answer notation of "Q&A"	Amendment paragraph #/ Q&A #	Question	Answer
1	Q&A	Answer #51	Is the volume of bulk cards needed greater than 20% of the total number of issued cards?	Quantities will vary based on monthly needs of the states. However, typically the volume will not be greater than 20%.
2	Q&A	Answer #54	Are PIN mailers for New York to be provided under this contract?	Yes, PIN mailers for New York are to be provided under this contract.
3	Q&A	Answer #154	In order to ensure all bidders are using the same calculation for MWBE and SDVOB percentage participation, would the NCS confirm that these percentages for the proposals are to be based solely on the proposed CPCM total for the full contract term (base and option years)?	Yes, it is for the base and option years. For estimation purposes CPCM would be the overwhelming majority costs of these contracts.
4	Amendment 3	Paragraph 3, on page 2 of Amendment 3 after table	Due to potential COVID related issues with third party shipping companies, and since we cannot hand deliver: 1) Please explain how the NCS will acknowledge receipt of proposals. 2) Will the NCS except delivery confirmation from 3rd party shippers as valid receipt? 3) Will the NCS re-consider hand delivered proposals?	1. NCS will not acknowledge receipt of Proposals, see item 2. 2. Delivery confirmation from 3rd party shippers are considered valid receipts. 3. No, NCS will not re-consider hand delivered Proposals.
5	Amendment 4	Paragraph 13, Embedded PDF	There appears to be an embedded PDF document in the Amendment 4 that we cannot access. Will the NCS please provide it as a separate PDF?	Amendment 4 has been reposted with a link " View Rhode Island's MBE, WBE, and/or Disability Business Enterprise Participation Plan " that will take you to the pdf document.
6	Amendment 4	Paragraph 9, POS Standard Link	The link does not work. Please provide a new link or provide the Contracting language as a separate document.	Amendment 4 has been reposted with a link to the pdf document.
7	Amendment 4	Paragraph 10 - Link to Notification to Respondents, Part IV (CHRO)	The Link to Notification to Respondents, Part IV (CHRO) does not work. Please provide a new link or provide the document.	Amendment 4 has been reposted with a link to the document. When you click on the link enter in the search "Notification to Bidders". The Form is titled "Commission on Human Rights and Opportunities Contract Compliance Regulations, Notification to Bidders, Revised 9/3/15.
8	Amendment 4	Answer to Question 170	Many of the pricing questions reflect changes to Appendix P - Pricing Schedule and an updated Appendix P has been provided with Amendment 4. Section 13, is a duplicate of Appendix P. Please confirm that the Pricing Proposal must only include Appendix P, and that an additional duplicate Word response to each requirement in Section 13 is not required nor desired.	Pricing Proposals from Section 13 do not need to be received in Word. Appendix P - Pricing Schedule needs to be received in both Excel and PDF.
9	Amendment 4	Paragraph 10	Please confirm that the State does not intend to award directly to a MBE/WBE but rather require that the successful bidder must meet the 6.25% with a subcontractor.	The intent is that 6.25% Utilization against the Connecticut Contract is to be met by a SBE/MBE subcontractor.
10	Amendment 4 Q&A Document	Q #119, 120 and 251-256	The SLA amounts in RFP Section 12.4 appear unreasonably punitive for states with smaller caseloads. For example: If a \$1,000 or 1% of the monthly invoice (whichever is greater) liquidated damage is assessed to a smaller caseload state with a \$4,000/month invoice, the resulting liquidated damage is \$1,000. This liquidated damage equates to 25% of the invoice price and is punitive for industry standards. Where \$1,000 would seem appropriate for a state with a large amount of cases, \$250 in liquidated damages would seem more appropriate for states with smaller caseloads. The figures above are used for example purposes only and our question relates to all of the liquidated damages listed in RFP Section 12.4. Will the NCS please revise RFP Section 12.4 to appropriately align liquidated damages according to states' caseloads?	No, the NCS will not revise RFP Section 12.4 Performance Standards/Benchmark Threshold Measurement/Liquidated Damages. See below answer for question 11.
11	Amendment 4 Q&A Document	Q #119, 120 and 251-256	It is common industry practice for government outsourcing contracts to include an aggregate monthly, or "per-invoice" cap on Liquidated Damage assessments for failure to meet specified performance standards. Would the NCS be willing to consider a reasonable per-invoice cap on assessments under Section 12 of the RFP? If so, would the NCS be willing to consider an aggregate per-invoice cap in the range of 10 – 20% of the Contractor's monthly invoice?	The NCS has made modifications to the following RFP Sections. RFP Section 12.2 Liquidated Damages and Corrective Action Plan, Paragraph 4, 4th Sentence is hereby modified to read, "The amount of money so withheld by a CSA shall represent the reasonable value of such failure, but in no event will such value exceed \$100,000.00 or 50% of the full monthly voucher, whichever is less, for combined SNAP and Cash caseloads under 500,000; and a value not to exceed \$300,000.00 or 50% the full monthly voucher amount, whichever is less, for 500,000 combined SNAP and Cash caseloads or more. The amount of money so withheld by a CSA shall represent the reasonable value of such failure, but in no event will such value exceed \$100,000.00 or 50% of the full monthly voucher, whichever is less, for WIC caseloads under 500,000; and a value not to exceed \$300,000.00 or 50% the full monthly voucher amount, whichever is less, for 500,000 WIC caseloads or more." This is a change to the RFP RFP Section 12.3 Calculation of Liquidated Damages, last sentence is hereby modified to read, "In no event will the Contractor be obligated to pay liquidated damages in excess of 50% of the Contractor's total monthly invoice for all Services." This is a change to the RFP