



**Human Resources  
Administration**

Department of  
Social Services

Office of Contracts

W-2-196  
Rev. 06/14

October 24, 2014

Steven Banks  
Commissioner

Martha A. Calhoun  
General Counsel

Vincent Pullo  
Agency Chief  
Contracting Officer

**Re: Addendum #2 to the  
Request for Proposals for  
Accounts Maintenance Service  
EPIN: 09613P0004  
PIN: 069143100011**

180 Water Street  
New York, NY 10038

929 221 6347

Dear Prospective Proposer:

The Human Resources Administration (HRA) appreciates your interest in the Request for Proposals ("RFP") for Accounts Maintenance Service issued on September 24, 2014.

Please find attached Addendum #2 for the above-referenced Request for Proposals. Addendum #2 contains:

- **Revisions to the RFP Price Proposal:** Attached to this Addendum as Appendix 1 is revisions to Attachment B -Price Proposal Form, specifically B2, B3, and B4. **All new language is bolded and underlined.** Language that is crossed out is being deleted from RFP. B1 has not changed.
- **Revisions to the RFP Technical Proposal:** Appendix 2 is revised language in page 17, specific to the Continuity of Operations Plan Rider. **All new language is bolded and underlined.** Language that is crossed out is being deleted from RFP.
- **Revisions to the RFP Technical Proposal:** Appendix 3 is additional language to be included on page 7, regarding the installation, maintenance and support of computer equipment. **All new language is bolded and underlined.**
- **Revisions to the RFP Technical Proposal:** Appendix 4 is additional language to be included on pages 13 and 14 regarding Agency staff site visits. **All new language is bolded and underlined.**
- **Questions and Answers:** Appendix 5 contains answers to questions received subsequent to the Pre-proposal Conference and submitted in writing to HRA.

**This Addendum #2 also extends the due date of the proposals to Wednesday, November 12, 2014.**

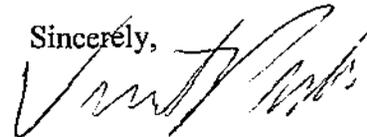
Please acknowledge your receipt of Addendum #2 by listing in on the Acknowledgment of Addenda Form (Attachment C of the RFP package) and including it in your proposal submission.

Proposers are reminded that they must deliver their proposals by **November 12, 2014 at 2:00 pm** to:

**NYC Human Resources Administration  
Office of Contracts – RFP Unit  
180 Water Street, 14<sup>th</sup> Floor  
New York, NY 10038**

Proposals received at this location after the proposal due date and time are late and shall not be accepted by the Agency, except as provided under the New York City Procurement Policy Board Rules.

Sincerely,

A handwritten signature in black ink, appearing to read "V. [unclear] [unclear]", is written over the word "Sincerely,".

**APPENDIX 1**

ATTACHMENT B Revised Price Proposal, **all new language is bolded and underlined.** Language that is crossed out is being deleted from RFP.

**ATTACHMENT B-1 REVISED PRICE PROPOSAL FORM SUMMARY**

**ATTACHMENT B 2 (REVISED) – PRICE PROPOSAL FORM YEAR 1**

Proposer's Name: \_\_\_\_\_

Year 1			
	A. Estimated Volume Year1	B. Cost per Unit of Service	C. Cost per Data Entry Type (A+B) <b>(A*B)</b>
1. All Mail	75,000		
2. Court Messages	25,000		
3. New Orders/Modifications A. Orders to be Entered (61,000) B. Narrative Entry Only (6,000)	67,000		
4. Court Orders From other States Uniform Inter-State Family Support Act Orders (UIFSA'S)	1,500		
5. Conversions/De-conversions	50,000		
6. Accounts Maintenance Work Reports	25,000		
7. Sub -Total (C1+C2+C3+C4+C5+C6+C7)			
8. Special Projects ( <del>C8</del> <u>C7</u> above x 10%)			
9. Year 2 Total ( <del>C8+C9</del> ) <b>(C7+C8)</b>			

HRA estimates that special projects could amount to 10% of the estimated Volume. The actual volumes of special projects may be higher or lower than this estimate.

ATTACHMENT B 3 (REVISED) – PRICE PROPOSAL FORM YEAR 2

Proposer's Name: \_\_\_\_\_

Year 2			
	A. Estimated Volume Year 2	B. Cost per Unit of Service	C. Total Cost per Data Entry Type (A+B) (A*B)
1. All Mail	75,000		
2. Court Messages	25,000		
3. New Orders/Modifications A. Orders to be Entered (61,000) B. Narrative Entry Only (6,000)	67,000		
4. Court Orders From other States Uniform Inter-State Family Support Act Orders (UIFSA'S)	1,500		
5. Conversions/De-conversions	50,000		
6. Accounts Maintenance Work Reports	25,000		
7. Sub -Total (C1+C2+C3+C4+C5+C6+C7)			
8. Special Projects (C8 C7 above x 10%)			
9. Year 2 Total (C8+C9) (C7+C8)			

HRA estimates that special projects could amount to 10% of the estimated Volume.  
 The actual volumes of special projects may be higher or lower than this estimate.

ATTACHMENT B 4 (REVISED) – PRICE PROPOSAL FORM YEAR 3

Proposer's Name: \_\_\_\_\_

Year 3			
	A. Estimated Volume Year3	B. Cost per Unit of Service	C. Total Cost per Data Entry Type (A+B) (A*B)
1. All Mail	75,000		
2. Court Messages	25,000		
3. New Orders/Modifications A. Orders to be Entered (61,000) B. Narrative Entry Only (6,000)	67,000		
4. Court Orders From other States Uniform Inter-State Family Support Act Orders (UIFSA'S)	1,500		
5. Conversions/De-conversions	50,000		
6. Accounts Maintenance Work Reports	25,000		
7. Sub -Total (C1+C2+C3+C4+C5+C6+C7)			
8. Special Projects (C8 <u>C7</u> above x 10%)			
9. Year 2 Total (C8+C9) (C7+C8)			

HRA estimates that special projects could amount to 10% of the estimated Volume. The actual volumes of special projects may be higher or lower than this estimate.

## APPENDIX 2

Revisions to Continuity of Operations Plan Rider on page 17 of the RFP; please note **all new language is bolded and underlined**. Language that is crossed out is being deleted from RFP.

### F. Continuity of Operations Plan Rider

~~Winning contractor must abide by the Continuity of Operations (COOP) Plan Rider and timely submit draft proposal. Please note the Contractor must include in the rider their proposed plan to continue operations in case of emergencies. This includes access to an alternate work site for staff, the set up and access to computer PC's and access to the systems identified as necessary to the performance of this contract. Again, please note the Department will be available to guide Contractor on developing a complete COOP plan.~~

**Continuity of Operations Plan Rider is to be used for those programs where continuation of services in the immediate aftermath of an emergency is essential for public health or safety.**

**Prior to the commencement of services under this Agreement, Contractor shall submit for the Department's review and approval a written Continuity of Operations Plan (COOP) for its business which indicates its ability to continue the provision of essential services to the Department in the event that a State of Emergency is declared by the Mayor. The vendor should seek guidance from the Department on how to develop a COOP plan. A COOP plan includes, but is not limited to: the identification of an alternate site of business; appointment of alternate personnel for identified essential staff; development of protocols for the safekeeping of vital business records; and, a transportation contingency plan for its employees.**

### APPENDIX 3

**Revisions to page 7 of the RFP. Please note All new language is bolded and underlined.**

Page 7 of the RFP is amended to include the following:

#### SITE PREPARATION

The Agency will install personal computers and printers at the contractor's business location. The Agency will bear the cost of computer equipment installation, including securing and pulling cable, and transporting the equipment to the site. The Agency will provide database access to all systems used by the contractor. Note: the Contractor is responsible for the security of all supplied computer equipment and related materials. Contractor will be held liable for replacement costs due to theft or damage to said equipment under Contractors' control. Contractor agrees to follow HRA rules and will sign all confidentiality requirements.

**Please note, as stated above, the Agency is required to install State computers and printers at the contractor's business location. The Agency will provide on-site technical support for the initial installation of the equipment. In addition, the Agency will provide ongoing maintenance and technical assistance at the site.**

#### APPENDIX 4

**Revisions to pages 13 and 14 of the RFP. Please note All new language is bolded and underlined.**

Pages 13 and 14 of the RFP is amended as follows:

#### **B. QUALITY ASSURANCE / TRAINING REQUIREMENTS**

##### **Quality Control**

The contractor will:

1. Learn all aspects of the work prior to the assignment of work.
2. Ensure that work is performed accurately and within the specified timeframes.
3. Have a process/method to control and track the receipt and completion dates for all work. Transmit results to the Agency electronically on a weekly basis.
4. Maintain an error rate equal to or less than ½% (.5%).
5. Notify the Agency of all errors and corrective actions taken. Indicate whether the error resulted in an incorrect disbursement of funds.
6. Ensure that all errors receive appropriate correction in accordance with case category time frames.
7. Provide a full-time Training/Quality Assurance/Procedures supervisor/unit with responsibility for training and ensuring the quality of the work performed by the contractor's staff and for documenting work processes. Staff assigned to this function would not have any additional line responsibilities.
8. Develop a written plan of action for conducting on-going quality review as well as continuous quality improvement.
9. Ensure system security, confidentiality and quality control of all fiscal transactions and data entry.

Please note: the selected vendor will be required to maintain confidentiality of reports, information or data by using a reasonable degree of care, and using at least the same degree of care that contractor uses to preserve the confidentiality of its own confidential information. If social security numbers or Personally Identifiable information is involved, contractor must use best practice methods (e.g . encryption of electronic methods) to protect the confidential information. At the request of HRA, the contractor must return all confidential information to HRA unless it is legally required to keep the information, in which case, contractor will notify HRA in writing that it is legally required to keep the information, the reason for this requirement, and specify the information it intends to retain. This maintenance of confidentiality includes, where appropriate, destruction of documents.

**Please note, Agency staff will visit the vendor's site on a weekly basis to conduct audits, and periodically to provide training, as needed.**

**APPENDIX 5**

Answers to Questions, Submitted to HRA in Writing

## APPENDIX 5 – Answers to Questions

### Question 1:

Can you tell us the size of the existing staff, specifically the number of data entry clerks and the ratio of supervisor's vs clerk?

**Answer:** This work is currently being performed by a vendor, and HRA does not collect specific data on all employees performing such services on behalf of the contractor.

### Question 2:

Can you further define line C8 in attachment B2?

**Answer:** There is an error on the form, and the corrected attachment is included in this addendum. The reference should refer to C7, not C8.

### Question 3:

Will the vendor be bound by any staffing rules other than location and living wage, such as Unionization or Minority Owned or Women Owned Businesses requirements of NYS?

**Answer:** No. The contract is neutral as to Union requirements and, although M/WBE usage is encouraged, it is not required, based on past history regarding this service.

### Question 4:

Is the scope of this contract different in any way then the scope of the existing contract? What has been added in this contract term as part of lessons learned?

**Answer:** There are no significant differences between this RFP and the existing contract. There is a change in the scope of work based on a category of work which is no longer relevant based on systems used and there have been enhancements made to reporting requirements in terms of the vendor being required to submit information electronically.

### Question 5:

Please explain any seasonality of volumes or times of the year when there is a flux in volume?

**Answer:** There is no significant fluctuation in seasonal work volumes. However, there could be daily fluctuations in work volume, due to variations in the number of cases calendared for court hearings. Daily volume could increase or decrease by as much as 10%; however, HRA cannot predict specific fluctuations.

**Question 6:** Have any financial penalties been applied in the current contract and for how much?

**Answer:** No financial penalties have been imposed upon the current vendor. However, there have been isolated occasions where the agency has had to recoup funds from the vendor due to an error caused by the vendor, which resulted in an overpayment to either party.

**Question 7:**

The go live date is not explicit, is it 5/1/2015?

**Answer:** Yes, 3 months from the Anticipated Contract Start Date. Note that the Anticipated Contract Start Date is subject to change due to Contract registration processing requirements.

**Question 8:**

Page 14 states 5% quality, how is this measured? At the doc field or key stroke level?

**Answer:** The correct error rate stated on p. 14 is 0.5%, not 5%. Error rates are based on the total number of errors divided by the total number of data entry fields. Please note that this answer amends a response provided at the pre-proposal conference.

**Question 9:**

Is there a method/way to do QC on OW entry prior to being officially submitted? Please define how quality is measured today.

**Answer:** While the child support system (ASSETS) does have some built in edits, the system (ASSETS) will not prevent the vendor from processing an error if incorrect information is entered. For example, ASSETS will not allow the worker to refund more money than is available, but the system (ASSETS) will disburse the funds if the wrong amount is entered up to the available amount. The vendor should implement internal quality controls to ensure that transactions involving the movement of money are reviewed by more than one staff member. This is a highly manual process, which cannot be automated. The vendor will have to determine and implement the appropriate operational procedures and quality checks in accordance with the RFP to ensure adequate quality control, which also correlate to the expected Quality Assurance reporting outlined on page 14 of the RFP.

**Question 10:**

Is this work currently performed by a NYC agency? If outsourced who is the incumbent?

**Answer:** YMS Management Associates.

**Question 11:**

Please provide the current full time equivalents required for each document type.

**Answer:** HRA expects a proposer to propose and supply an adequate number of staff to supply the services outlined in the RFP. HRA does not collect specific data on all employees performing such services on behalf of the contractor.

**Question 12:**

RFP page 8: Does the contractor need a facility in each Borough or is only one facility required?

**Answer:** Only one facility is required. This information is on page 8 (Office Location) in the RFP.

**Question 13:**

Please provide estimated through/puts per HR.  
i.e.: Return mail XX/HR, court messages =XX/HR etc...

**Answer:** Please see the Answer to Question 1.

**Question 14:**

Please provide business rules/job process for each document type.

**Answer:** This information will be provided to the selected vendor during the contracting process. Proposers should propose on the requirements as stated in the RFP.

**Question 15:**

How many doc types can a seasoned operator perform per hour? (Please provide by type)

**Answer:** The current contract is paid on a unit cost basis, and as such, HRA does not keep track of the contractor's work rate or efficiencies in the manner.

**Question 16:**

How many pickups are required to be done daily?

**Answer:** One (1)

**Question 17:**

Does mail need to be time stamped?

**Answer:** Yes

**Question 18:**

Does facility need to be secure as far as people coming or going?

**Answer:** Yes. Child support data includes confidential information so the vendor's facility must be secure.

**Question 19:**

I would like to get information on becoming a sub-contractor for this RFP.

**Answer:** A potential subcontractor can engage other potential proposers to either propose jointly or as a subcontractor. A list of proposers who have downloaded (accurate as of October 2, 2014) and the attendance list for the pre-proposal conference were included in Addendum #1.

**Question 20:**

Office in lower Manhattan, my office is in midtown on 34<sup>th</sup> street is this an issue?

**Answer:** That location would be close enough to lower Manhattan to meet the requirements set forth in the RFP.

**Question 21:**

Is this service being handled by an outside Vendor now?

**Answer:** Yes. YMS Management Associates is the current vendor.

**Question 22:**

Is there a Hotline or Email support for vendor to ask questions?

**Answer:** There is no official hotline but there is a team of seasoned staff assigned to support the vendor and monitor the contract so assistance will be available on-going.

**Question 23:**

For QC, vendor has no access to query database (Adhoc)?

**Answer:** That is correct. The vendor will not have access to the back-end of the NYS child support system (ASSETS) for ad-hoc querying.

**Question 24:**

A requirement is to pay living wage for employees that do data entry is listed in the NY Comptrollers web site as:

**Data Entry Operator**  
**Effective Period: 7/1/2013 - 6/30/2014**  
Wage Rate per Hour: \$16.21  
**Supplemental Benefit Rate per Hour: None**

This is listed under Temporary Services – If our employees are permanent does the 16.21 how do we factor in the cost of health insurance, vacation time, etc. which are given to our permanent employees?

**Answer:** This is the title that should be used for this contract, as it is considered a temporary office service. Please note that that the wage rate per hour is \$16.44 and is effective 7/1/2014 – 6/30/2015.

**Question 25:**

On Continuity of Operations Plan Rider how will OCSE enable the vendor access to State and City systems so that the vendor will be able to continue to provide service from the backup site in case of an emergency? What happens if the emergency affects City and State Systems? (Systems are CSMS, ASSETS, WMS.)

**Answer:** Please see Appendix 2 of this Addendum for updated language regarding the COOP. As noted the contract requires a plan that would allow continuity of operation in the event of a State of Emergency.

NYC and NYS have recovery plans. If the emergency affects City and State systems, the vendor would receive guidance from OCSE on how to proceed.

**Question 26:**

Please verify that the vendor will have the ability to have a supervisor review a claim prior to submission to NYC HRA.

**Answer:** The question as stated is not totally clear. If, by “claim”, the inquirer means can a case be reviewed by a Supervisor and/or agency representative before the transaction is processed by the vendor should questions arise, the response is yes. Resources will be available to the vendor to clarify issues surrounding particular transaction(s). Otherwise, billing inquiries should be addressed as outlined in the RFP.

**Question 27:**

Page 8 of the RFP, states we must establish at least one office in NYC: Does this mean all work must be completed in NYC? Or is it safe to assume that at least 51% of the work must be performed in NYC and

the remaining work can be performed either on Long Island or Up State New York? (allows for business continuity and disaster recovery)

**Answer:** All work must be completed in NYC. Please see the Answer to Question 32.

**Question 28:**

On page three of the RFP it says that in 2011 there were 14,616 new orders. Of these 14,616, how many were resident on or known to CSMS/ASSETS when the ACS document was received?

**Answer:** For the vast majority of the cases, a child support application has been received and a case opened on ASSETS. The case remains at case level until an ACS is received and account built.

**Question 29:**

A.2.B, B.1, Pages 20 and 23: Given the length of our audited financial statements, can Bidders provide these documents in electronic format only or provide a web link?

**Answer:** Audited financial statements should be included in the technical proposal.

**Question 30:**

IV, Instructions, Page 19: The RFP instructions states that "The proposal should be typed on both sides of 8 ½" X 11" papers." Are 11 x 17 paper foldouts allowed?

**Answer:** HRA prefers that 11' x 17" foldouts not be used.

**Question 31:**

II.C, Page 7: In regards to RFP Section II.C, Anticipated Available Funding, will there be additional dollars (above 9.9M) for the renewal period, if HRA chooses to renew after the initial contract term of 3 years?

**Answer:** This would depend on available funding. If HRA extends this contract beyond the 3 year contract term, the extension will be dependent upon the availability of funds.

**Question 32:**

III.B, Office Location, Page 8: Assuming that vendor establishes an office in close proximity to lower Manhattan, will HRA entertain work being performed at a location outside of the city where OCSE work is currently performed?

**Answer:**

No, all work must be completed in NYC. OCSE will need to visit the sites regularly for technical support, computer installation and ongoing maintenance and technical assistance, as well as to provide training and conduct audits.

**Question 33:**

III, Organizational Requirements, Page 9: Requirement #2 – Adequate number of Managers/Supervisors to staff ratio

**Question 33 A.** – How many staff are supporting the Accounts Maintenance project today?

**Answer:** Please see the answer to question #1, above.

**Question 33 B.** – Does New York City have a guideline for adequate Manager/Supervisor to staff ratio?

**Answer:** There are no guidelines. Proposers must determine the adequate supervisor to staff ratio needed to successfully perform work on this resultant contract in a manner consistent with the requirements of the RFP.

**Question 34:**

III, Organizational Requirements, Page 9: Requirement #4 – Establish full operations within 3 months of contract start date (stated as February 1, 2015).

**Question** – Does this assume May 1, 2015 start?

**Answer:** Please see the answer to question #7.

**Question 35:**

Attachment B.2, Section C8 (Special Projects): Please explain the computation listed in line C8 in Attachment B2 (Special Projects).

**Answer:** The ultimate price will be negotiated based on the category of work, and that price will be influenced by the existing unit cost per category identified in the RFP. Please note that the price proposal form in Attachment B have been revised in this Addendum.

**Question 36:**

**General:** Is HRA open to any proven innovation that will automate any portion of the scope of work?

**Answer:** The proposer should, and is expected to, propose on the scope of work as delineated in RFP. If the proposer would like to propose such an innovation, it should propose on what is required first, and clearly discuss the alternative method in its technical proposal. Technical proposals will be scored only

on items required in the RFP. Please note that any innovation that is contingent upon approval from New York State will not be considered.

**Question 37:**

General Question about Section III, Scope of Services, Page 9: Has the scope expanded from the work the existing vendor is doing today?

**Answer:** No. Please see response to question #4.

**Question 38:**

III.B, Quality Assurance Reporting, Page 14, Items #1 and #2: Can HRA clarify what is included in the monthly certified report included in Item #1, under the Quality Assurance Reporting title? What is the expected confidence level in the audit process and is it the same as it exists today?

**Answer:** Items No. 1 and 2, refer to ensuring that errors are reported to the agency. Therefore, as identified in the RFP, the vendor is expected to perform a random sampling of cases completed for each category of work and report the findings to the agency across a spectrum of provided data entry fields to assess the accuracy of data entry performed. Additionally, the vendor is expected to report to the agency any identified training deficiencies or gaps in knowledge required to perform the expected work. A sample is selected and evaluated against the established criteria. The results should be verifiable and based on a confidence interval of 95%, with a sampling risk of 5%.

**Question 39:**

III, Line and Batch Entry, Page 10: What is the current throughput/processing rate by form type?

**Answer:** This work is currently being performed by a vendor so that information is not available.

**Question 40:**

Please provide sample reports and formatting.

**Answer:** The selected vendor would have the autonomy to prepare reports that fall within the discretion of their existing templates as long as the required information outlined in the RFP was obtained in accordance with the scheduled provisions.

**Question 41:**

Please verify that the Disaster Recovery/Business continuity (DR/BC) location is not required to be within one of the City's Boroughs. Also verify if it is acceptable to perform services at this location on a regular basis in order to maintain a true DR/BC location.

**Answer:**

A Disaster Recovery site is not necessary. The child support data is backed up by NYS and the recovery of data can only be done by the State. There's no need for the vendor to conduct a data backup.

Work for this contract must be performed with in NYC (see question 32). Business continuity is addressed in this addendum in Appendix 2 – Continuity of Operations Plan Rider.

**Question 42:**

For each type of work (Returned Mail, Court Messages, etc.), please provide the average amount of time required for current staff to complete the processing.

**Answer:** Please see answer to question 11.

**Question 43:**

Is it possible to perform some of the work (courier pickups) out of an office in Manhattan, and the ASSETS print work out of an office located outside of NYC but within the State of New York?

**Answer:** No. Please see the Answer to Question 32.

**Question 44:**

Please advise if bidders are required to complete and submit the appendix entitled GENERAL CONTRACT PROVISIONS with proposals.

**Answer:** Proposers should submit the Tax Affirmation located in Appendix B with its technical proposal.

**Question 45:**

a. How will the vendors connect to the HRA Systems?

**Answer:** Vendors will need to be on State Network and connect to HRA\State systems. New York State technical staff will come onsite and install the technical components required to connect to the various systems, which includes switches, telecommunications lines and the establishment of the network. The State and the NYC HRA/OCSE will provide and install State PCs that connect to HRA's and the State's systems.

b. Will it be via a VPN connection?

**Answer:** No, the network connection is created through the telecommunications lines (either through FIOS (or the like) or T1) that link up to the State Network.

c. Are there any specific connection requirements (Direct connection to HRA, physical, VPN etc.)

**Answer:** Yes, as stated above, the connection requirements are determined by the State and set up by the State's technical staff utilizing the telecommunications lines and the State network. All computers accessing the systems must be on the State Network.

**Question 46:**

In the Price Proposal Attachments, what does the HRA mean in Column C, "Cost per Data entry Type (A+B)"?

**Answer:** Proposed Answer: Items 1 through 6 on the Price Proposal Attachments (B2, B3 and B4) are the Data Entry Types. There are errors on each of these attachments, which required correction. Column C should read "Total Cost per Data Entry Type (A x B)". The revised cost proposal forms are included in this Addendum.

**Question 47:**

Please clarify the description of "Unit of Service".

**Answer:** A "Unit of Service" is simply an individual case and the type of work to be done on that case e.g. Conversion /Deconversions, Court Messages etc.