



March 18, 2019

The following Q&A will serve as Amendment #1 to NYSIF's Request for Proposals (RFP) for Electronic Payment services, bid number 2019-08-INS. Material in this Amendment supersedes any contradictory material in the RFP.

In addition, Appendix Y, List of Proposed Subcontractors, is included as an attachment to this Amendment.

Please note that the due date for the submission of bids **remains unchanged**.

**All bids are due 3/29/19, by 2:00 p.m.(eastern).**

Sincerely,

A handwritten signature in black ink that reads "Alexandria Romano". The signature is written in a cursive, flowing style.

Alexandria Romano  
Contract Management Specialist 2

**Electronic Payment Services**

**RFP #2019-08-INS**

**Amendment 1**

#	Question	NYSIF Response
1	can you tell us who the incumbent company who has the contract, are they going to be re-bidding for it....and if there were ever MWBE goals on this before	Not material to this RFP.
2	<p>why is the bid on pg. 11 stating :</p> <p>NYSIF conducted a comprehensive review of the services required under this procurement and determined that the Contract does not offer sufficient opportunities to set specific goals for participation by MWBEs as subcontractors, service providers, and suppliers to Contractor.</p> <p>and then on pg. 12 it states this:</p> <p>NYSIF hereby establishes an overall goal of 6% for SDVOB participation, based on the current availability of qualified SDVOBs</p> <p>when there is a plethora of MWBE certified firms in the State.</p> <p>I have never seen this before and are you sure the Governors office who has been quite focused on stating specific MWBE goals has signed off on this ?</p>	<p>Per the RFP, there is a 0% MWBE goals for this procurement. Nevertheless, bidders are encouraged to make good faith efforts to promote and assist in the participation of MWBEs on the Contract for the provision of services and materials.</p> <p>In addition, NYSIF established a 6% goal for SDVOB participation based on the current availability of qualified SDVOBs.</p> <p>NYSIF sought all applicable sign-offs for any removal of goals.</p> <p>Note: Five percent (5%) of the overall evaluation scale will be awarded to any responsive Bidder who meets one of the criteria outlined in RFP Section 3.1.3.</p>
3	Whether companies from Outside USA can apply for this? (like,from India or Canada)	There is not a prohibition on companies headquartered or based outside of the US, however a foreign country must: (1) Be able to provide evidence of responsibility and legal authority to do business with NY State and, (2) Not be a debarred business entity by NY State, (3) Vendors must consent to service of process, legal jurisdiction and choice of applicable laws in the State of New York, USA, and finally, (4) Security requirements may restrict storage and use of NYSIF data (in any form) to the United States. Refer back to Section 3.3 of the RFP and Appendix T regarding NYSIF's vendor security requirements.
4	Whether we need to come over there for meetings?	Yes: Albany or NYC office locations.
5	Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	Vendor must meet all requirements outlined in the RFP, no matter their location, and be subject to service of process, legal jurisdiction, and choice of applicable law in the State of New York, USA; NYSIF data security requirements may restrict storage and use of NYSIF data (in any form) to the United States. Refer back to Section 3.3 of the RFP and Appendix T regarding NYSIF's vendor security requirements.
6	Can we submit the proposals via email?	Email bid submissions are not acceptable. Please refer back to RFP Section 4.3.
7	Regarding the above-referenced solicitation, we're just wondering why there aren't any diversity goals...we finally see an opportunity that applies to us, and it's a big fat zero. Can you shed any light on this?	<p>For purposes of this procurement, NYSIF conducted a comprehensive review of the services required under this procurement and determined that the Contract does not offer sufficient opportunities to set specific goals for participation by MWBEs as subcontractors, service providers, and suppliers to Contractor. Nevertheless, Bidder/Contractor is encouraged to make good faith efforts to promote and assist in the participation of MWBEs on the Contract for the provision of services and materials. In addition, NYSIF established a 6% goal for SDVOB participation based on the current availability of qualified SDVOBs.</p> <p>Although there is no MWBE goals, certified MWBE vendors are encouraged to bid and five percent (5%) of the overall evaluation scale will be awarded to any responsive Bidder who meets one of the criteria outlined in RFP Section 3.1.3.</p>

**Electronic Payment Services**

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#	Question	NYSIF Response
8	I am writing to request the Appendix Y: Subcontractor Utilization form as it relates to BNY Mellon's participation in the NYSIF Electronic Payment Services RFP. Although the Appendix Y is listed in the appendices table with the RFP document's Table of Contents, the form seems to be missing from the document after Appendix X, unless I am mistaken. Please provide at your earliest convenience.	Appendix Y was unintentionally omitted. It is now included as part of Amendment #1.
9	This RFP seems to be for the same services as the RFP #2017-11-INS for Electronic Payments in 2017 which had an expected term of 5 years. What is the reasoning behind the issuance of this RFP, being that the expected term of the previous RFP was 5 years?	Not material to this RFP.
10	Communication, Reporting and Data Exchange - Is this RFP replacing an existing IVR System?	Not material to this RFP.
11	Communication, Reporting and Data Exchange - Does NYSIF have an existing IVR script/workflow in place or will a new one need to be created.	Yes, NYSIF has an existing IVR workflow in place. When the customer opts to make a payment the call is transferred to the vendor IVR. A new vendor IVR script may need to be created.
12	Communication, Reporting and Data Exchange - How many languages will be recorded?	English and Spanish.
13	Please confirm that ST-220-CA, ST-220-TD and Appendix O are not required submissions with the RFP response.	Confirmed, they are required should your firm be awarded.
14	The total eCheck volume on Attachment A for 2018 was 302,767 which equates to 1,513,835 over five years. Appendix Z shows the five year estimated eCheck volume at 1,700,000 for one time payments and 1,100,00 for recurring payments. Can you please confirm that the estimated volumes on Appendix Z are correct?	The actual 2018 stats are included in Attachment A. Appendix Z includes percentages for projected growth.
15	The total eCheck return volume on Attachment A for 2018 was 5,013 which equates to 25,065 over five years. Appendix Z shows the five year estimated eCheck return volume at 50,000. Can you please confirm that the estimated volumes on Appendix Z are correct?	The actual 2018 stats are included in Attachment A. Appendix Z includes percentages for projected growth.
16	The total Credit Card amount on Attachment A for 2018 was \$81,873,867 which equates to \$409,369,335 over five years. Appendix Z shows the five year estimated Credit Card amount at \$330,000,000 for one time payments and \$220,000,000 for recurring payments. Can you please confirm that the estimated amounts on Appendix Z are correct?	The actual 2018 stats are included in Attachment A. Appendix Z includes percentages for projected growth.
17	Can you please elaborate on the request to have the solution accommodate deposits for policy applications? Please provide the process flow for policy applications deposits and if the upload of the application will be necessary.	These are the current fields that we send over for application deposits for policy applications: ATN#, Payment Amount, Payment Type, Postback URL, Return URL, Cancel URL, Error URL, a time stamp field called "Unique Id", and "Product Key". Upload is not necessary.
18	What is the average dollar amount per payment method?	Refer to Attachment A.
19	Please provide breakout or percentages of credit card use by vendor (AMEX, MasterCard, Visa, Discover)	AMEX: -Volume=22.88% -Amount=45.44% DISCOVER -Volume=1.20% -Amount=1.10% VISA/MC -Volume=75.92% - Amount=53.46%
20	SECTION 4, BID/PROPOSAL FORMAT - 4.2.7 APPENDICES - Are there Appendixes for I through L, P through Q, and W?	No.
21	SECTION 4, BID/PROPOSAL FORMAT - 4.2.7 APPENDICES - Appendix Y. Subcontracting Utilization is listed as required, but was not provided in the orginal document. Could you provide this to us?	Appendix Y was unintentionally omitted. It is now included as part of Amendment #1.

## Electronic Payment Services

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22	SECTION 4, BID/PROPOSAL FORMAT - 4.2.7 APPENDICES - Does One Inc need to comply with the items in Appendix M and Appendix S?	<p>Yes, per RFP Section 4.2.7. the following appendices must be completed and returned with your proposal:</p> <ul style="list-style-type: none"> <li>• MWBE/EEO Requirements and Procedures, Appendix M requires Bidders to submit (i) form 101; (ii) form 103 or a copy of bidders current NYSDDED MWBE certification; and (iii) form 106 or a copy of bidders EEO policy</li> <li>• Use of Service-Disabled Veteran-Owned Business Enterprises in Contract Performance, Appendix S requires Bidders to submit form S-100, Utilization Plan and/or a copy of bidders current SDVOB certification.</li> </ul> <p>Please refer back to Section 1.9 and 1.10 for more information on MWBE and SDVOB Goals under this procurement.</p>
23	SECTION 4, BID/PROPOSAL FORMAT - 4.2.7 APPENDICES - We would like to confirm that Appendix O. Contract Consultant Law Forms A and B are informational items and do not have to be returned in this RFP.	Confirmed, they are required should your firm be awarded.
24	SECTION 4, BID/PROPOSAL FORMAT - 4.2.7 APPENDICES - We would like to confirm that Appendix N. ST-220CA, ST-220TD are informational items and do not have to be returned in this RFP.	Confirmed, they are required should your firm be awarded.
25	4.1 BID PREPARATION - Is there an interest in reviewing a pricing model in which fees are passed to the individual making a credit card payment as opposed to NYSIF paying all merchant services fees?	Yes, per appendix Z bidders must provide pricing models for passing credit card fees to customers and if NYSIF were to pay these fees.
26	4.1 BID PREPARATION - Can you provide us 3 months of statements and 1 month of detailed transactions from your current processor?	NYSIF will not provide a statement.
27	Mandatory Requirements -For one-time payments without logging-in, do you foresee having the payer signing-onto NYSIFs site prior to be transferred to "check-out"? (single-sign-on)	NYSIF wants to give the customer the ability to go to the payment site via their NYSIF account or without signing in and providing their policy number for payment.
28	Mandatory Requirements - NYSIF (in #9) references the system's ability to support NYSIF absorbed costs versus fees being passed to the customer. Please describe a specific use-case (or example). Is NYSIF planning to have "absorbed fee payments" in the same (single) transaction as the "non-absorbed fee payments"?	No, we want the option to either pass fees on or for NYSIF to take them, in separate transactions only.
29	Attachment A - How many electronic check returns did the fund have on the volume quoted in Attachment A (NSF and administrative returns)?	This is included in Attachment A as eCheck Chargebacks.
30	Attachment A- Of the total volumes shown in Attachment A for 2018, what percentage of the credit card volume did NYSIF absorb the costs versus passing the fee to the card holder?	NYSIF did not absorb credit card fees.
31	Attachment A - Can NYSIF provide a breakout of credit cards accepted in 2018? Desired information is a) volume by Card Type (Visa, MC, Discover and Amex) b) Volume by Consumer Credit Card vs Consumer Debit Card vs Commercial/Business Card. Alternatively, if NYSIF could provide a detailed Merchant Services statement (representative month) from your existing provider, it would contain the requested level of detail.	<p>NYSIF will not provide a statement.</p> <p>a) Please see Question #19</p> <p>b) Breakout not available.</p>
32	Exhibit C #38 Performance/ Bid Bond - NYSIF Exhibit C, 38. Performance Bond/ Bid Bond - Performance bonds / bid bonds are not traditionally used for banking services RFP. Would NYSIF respectfully consider agreeing this term is not applicable for this RFP?	Please include all requested changes to Exhibit C in your Comments and Limitations section of your proposal.
33	Will the New York State Insurance Fund accept a vendor's certified Responsibility Questionnaire through the NYS VendRep System versus the paper form included within the RFP?	Yes.

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34	Appendix G - Appendix G - Bidder will not be subcontracting for this contract, please provide guidance on if appendix G should be completed?	Appendix G must be completed and submitted with your bid. If your firm is not utilizing New York State businesses' in the performance of this contract you should check 'no'.
35	Exhibit B General Specifications Item # 12 /Extraneous Terms - NYSIF Exhibit B, 12. Extraneous Terms, p 3-4 - Given that Banks operate under various laws and regulations that are unique to the banking industry, there are specific service descriptions and terms and disclosures related to treasury and depository services that are significant to the final contract but not addressed in the RFP. Will the State allow the Bank to submit a customized Treasury Services Terms & Conditions and Deposit Agreement, Disclosures & Signature Cards with our Bid Proposal to be incorporated into the final contract and falling last in order of precedence? Most banks might be unable to bid if such an approach were not allowed.	Please include all requested changes to Exhibit B in your Comments and Limitations section of your proposal.
36	Exhibit B General Specifications Item # 12 /Extraneous Terms - NYSIF Exhibit B, 12. Extraneous Terms - Use of standard, pre-printed forms...shall not be considered - We understand why this approach is taken. However it does present issues when taken too literally. Inevitably, some form or other is not thought of at this early stage but ultimately needs inclusion. Perhaps NYS could allow for inclusion post contract award of form(s) so long as to do so is mutually agreeable? It is through extensive experience that we offer this suggestion. This clause is hard on all parties post contract award due to its restrictive language.	Please include all requested changes to Exhibit B in your Comments and Limitations section of your proposal.
37	Appendix Z - How many checking accounts will be utilized for this RFP?	Two checking accounts: One for Workers Compensation fund and one for the Disability fund.
38	Appendix Z - Will you provide a current analysis statement with pricing removed?	Appendix Z provides the information needed to price out the proposal.
39	General - Once a contract award is made, what is the earliest date NYSIF will be ready to begin the project and what is the desired go-live date?	The anticipated start date is to be determined.
40	General - May we use the NYSIF logo for the purposes of creating screen mock ups to be included in our response?	No.
41	2.3 Desirables - On page 16, the RFP states, "When opting to speak to Customer Service Representative (CSR), IVR must transfer caller to vendor's CSR." Would this transfer require our CSRs to take over-the-phone payments or is this requirement for technical support only?	This would require bidder's customer service representative to take over-the-phone payments.
42	2.1 Mandatory Requirements - On page 13, the RFP states. "Ability to display a copy of NYSIF's most current bill to customers when making automatic/recurring and one-time payments". Would the vendor construct the bill from payer information provided to vendor by NYSIF, or does NYSIF provide pdfs of the bill that the vendor displays to payer?	NYSIF could provide either the data for bill generation or the pdfs.
43	What accounting systems or other systems would the vendor need to integrate with to provide these services?	There would be some integration needed with NYSIF's website. Back end accounting systems are updated via payment files.
44	Which bank is the banking services provider? (i.e. where funds are deposited)	Bank of America.
45	If known, please supply the number of debit/credit card chargebacks in the last 12 months.	This is included in Attachment A.
46	If known, please supply the number of e-check returns in the last 12 months.	This is included in Attachment A as eCheck Chargebacks.
47	What is the timeline for implementation and go-live?	The anticipated start date is to be determined.

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#	Question	NYSIF Response
48	<p>2.1 Mandatory Requirements - IVR-related Do you have an existing payment IVR?</p> <p>a. If so, what technical documentation can you provide related to call flows and data interfaces?</p> <p>b. Do you wish to retain the existing phone number or should a new number be provided?</p> <p>c. Who owns and manages the existing phone number?</p> <p>d. Does your existing IVR offer any services besides payment acceptance? If so, please describe.</p>	<p>Yes, through our existing vendor.</p> <p>A. No.</p> <p>B/C. NYSIF owns the phone number for the NYSIF customer IVR. The vendor has a separate number. A number would need to be provided.</p> <p>D. Yes, this is the main customer service number for NYSIF related inquiries.</p>
49	<p>2.1 Mandatory Requirements - IVR-related - What is the average call volume to your IVR (minutes and transactions) on a monthly basis?</p> <p>a. How many calls result in a payment?</p> <p>B. How many calls are transferred to a customer service agent?</p> <p>C. How many calls are abandoned?</p>	<p>We do not have this information available.</p> <p>A. Refer to Attachment A.</p> <p>B/C. This information is not available.</p>
50	2.1 Mandatory Requirements - IVR-related - Does the IVR need to offer an option for Spanish-language prompts?	Yes.
51	2.1 Mandatory Requirements - IVR-related - How many bill types are payable via IVR?	Two bill types: Workers Compensation and Disability.
52	2.1 Mandatory Requirements - IVR-related -Do you have bill types that are not payable via IVR?	No.
53	2.1 Mandatory Requirements - IVR-related - What are the most common bill types paid through the IVR (if existing) or which bill types will receive the highest volume of IVR payments?	Workers Compensation and Disability.
54	2.1 Mandatory Requirements - IVR-related - Does the IVR need to accept payment of multiple bills for a given account number in a single transaction?	NYSIF policy has a billing cycle. If not paid, balance and fees get placed on subsequent bills.
55	<p>2.1 Mandatory Requirements - IVR-related - Will the IVR need to enforce your business rules including, but not limited to, the following? If so, please provide those rules as they apply to each bill type.</p> <p>a. Whether a particular account/bill is payable</p> <p>b. Whether fees or penalties are applied</p> <p>c. The order or sequence in which bills are paid</p>	Not Applicable.
56	<p>2.1 Mandatory Requirements - IVR-related - Can you support a real time account lookup and/or provide a daily accounts file for the IVR?</p> <p>a. Real time client-hosted lookup:</p> <p>i. Is each bill type in a single system, or will there be a need to interface with multiple systems?</p> <p>ii. What search criteria will be used by the caller for each bill type? Is this consistent across bill types?</p> <p>iii. What is the format/spec of the request and response for each bill type? Is this consistent across bill types?</p> <p>b. Accounts file import to vendor (exported by client)</p> <p>i. Can all bill types be provided in one file with a single, unified format?</p> <p>ii. Account data becomes stale as soon as the file is generated. What are the implications of an underpayment when a payment is made after a deadline has passed and before a new file is provided with amounts reflective of a penalty?</p>	<p>NYSIF can support a daily file.</p> <p>a.i. Not applicable.</p> <p>a.ii. Not applicable.</p> <p>a.iii. Not applicable.</p> <p>b.i. Each bill type will be in a separate file.</p> <p>b.ii. Payment should not be accepted for anything under minimum amount due.</p>

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#	Question	NYSIF Response
57	2.1 Mandatory Requirements - IVR-related - Does your billing system support the acceptance of real-time postbacks for IVR transactions? If so, will it accept postbacks in the vendor's standard format?	Postbacks are not applicable to IVR transactions.
58	2.1 Mandatory Requirements - IVR-related - Does your billing system support nightly remittance files for IVR transactions? If so, will it accept remittance files in the vendor's standard format?	Yes, please see RFP for attached file format that must be sent in.
59	2.1 Mandatory Requirements - IVR-related - Do you have a preference for postbacks, remittance files, or both for IVR transactions?	No postbacks for IVR.
60	2.1 Mandatory Requirements - IVR-related Does your bill system have a demo/test environment?	No.
61	2.1 Mandatory Requirements - IVR-related - Can your test environment be modified to mimic different periods throughout the year? I.e. if there are seasonal events for bill types (fees, delinquency, etc.), can the test environment simulate those events to test that the IVR is producing the desired result?	Please see Question #60.
62	2.1 Mandatory Requirements - IVR-related - Does your test data reflect test payments that have been made, e.g. will a bill still be payable after completing a test payment?	Please see Question #60.
63	Section #2/Technical Specifications - Please identify if client references are required and if so, the location of this information in the request for proposal.	References are not required under this RFP.
64	Section #2/Technical Specifications/Attachment A - 2018 Volume - Please provide the volumes and principal by payment type for credit card, offline debit card (IE. VISA, MasterCard, Discover Debit), Pinless debit (IE.Star,NYCE,Accel Pulse).	Please see Attachment A.
65	Section #2/Technical Specifications/Attachment A - 2018 Volume - Is NYSIF requiring a confirmation letter (NACHA requirement) as a separate price or bundled into total fee? Or can we provide both options?	Any fees not included in the Appendix Z as outlined will not be considered.
66	Section #2/Technical Specifications/Question #27 - Please elaborate on this question, including whether this should occur during the customer profile entry or during the ACH payment process.	During ACH payment process.
67	Section #4/Bid/Proposal Format - In this section, NYSIF specifies bid delivery by Hand Delivery, US Postal Service and Courier. Is Federal Express an allowable method for us to send Bid response?	Yes.
68	Exhibit A, Exhibit B - section 39- Is NYSIF willing to negotiate any of the terms in Exhibit A or Exhibit B, section 39?	Please include all requested changes to Exhibit B in your Comments and Limitations section of your proposal. Per RFP Section 4.2.6, "No comments, limitations or changes are permitted with respect to any of the terms and conditions contained in Exhibit A, Standard Clauses."
69	Section 2 Technical Specifications, 2.2. Services to be Provided, System Functionality - How many sites will they require?	The vender needs to provide a website that can process both WC & DBL payments per the RFP specifications.
70	Section 2 Technical Specifications, 2.2. Services to be Provided, System Functionality - Will they require API implementations?	See RFP Technical Section 2.2 Services To Be Provided - Technical and Risk Management Item 23.
71	Section 2 Technical Specifications, 2.2. Services to be Provided, System Functionality - Are they currently doing Convenience Model?	NYSIF does not currently have recurring payments for monthly bill policyholders. However, NYSIF does have a program in effect for payments through their business payroll processors.
72	Section 2 Technical Specifications, 2.2. Services to be Provided, System Functionality - Do they currently issue bills, if so, what is the monthly volume?	Average monthly bills issued in 2018: 119,415
73	Section 2 Sub-Section 2.3 Desirables -Does NYSIF wish to have CSRs accept payments by phone or in person?	NYSIF CSR's cannot accept payments. It is desirable that vendor CSR's can accept payments.
74	Section 2 Sub Section 2.3 Desirables- Does the current incumbent vendor provide CSR support or is the CSR support provided directly by NYSIF?	Yes incumbent vendor provides CSR support.
75	Section 2 Sub-Section 2.4 Volume (Attachment A) - What percent of policy holders are using a web payment portal or IVR?	Not Applicable.

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#	Question	NYSIF Response
76	Section 2 Sub-Section 2.4 Volume (Attachment A) - How many total policy holders does NYSIF receive payments from?	Not material to this RFP.
77	Section 2 Sub-Section 2.7 Term - The RFP specifies a five year term. Is there a provision for extensions at the end of that five year term?	No.
78	Section 2.9 Subcontracting - Please provide Appendix Y – Subcontracting Utilization Form, as it is not included with the RFP.	Appendix Y was unintentionally omitted. It is now included as part of Amendment #1.
79	Section 2 Sub Section 2.5 File Specification for one time payment - Please confirm that it is mandatory that the vendor use the exact file format include in attachment B or is their flexibility in this requirement?	Confirmed.
80	Section 2 Subsection 2.1 Mandatory Requirements Question 7 - Can NYSIF please provide an example current Bill?	Yes. <a href="https://ww3.nysif.com/Home/Employer/WCpolicyholder/AboutYourBill/HowToReadYourBill">https://ww3.nysif.com/Home/Employer/WCpolicyholder/AboutYourBill/HowToReadYourBill</a>
81	Section 2 Subsection 2.2 Services to be provided Question 18 - How many NYSIF bank accounts would be required for the deposit activity in this RFP?	Two.
82	Appendix Z -Pricing - Are vendor's allowed to propose any additional billing price points than those indicated on appendix Z? If yes, how should we indicate those incremental pricing line items on the appendix Z for the proposal submission?	No. Per Appendix Z, "Bid prices shall be "all inclusive". All prices shall include all direct and indirect costs, including, but not limited to, direct labor costs, overhead, fee or profit, clerical support, equipment, materials, supplies, managerial (administrative) support, system maintenance, travel, system trouble shooting and modifications, all documents, reports, forms, reproduction, marketing and any other costs associated with the delivery of all required services in the RFP. Failure to fully complete Appendix Z in the format provided may result in your bid being deemed non-responsive and disqualified. All lines of the fee schedule must be completed. Bidders may not edit the fee schedule, including removal of any lines/columns. "
83	You recently issued a RFP for Electronic Payment Services. I have the information from that RFP but I was wondering if you could provide any information about the prior contract. Is it possible to receive a copy of the contract documents for the last awarded contract?	Not material to this RFP.
84	Is there a back end accounting system / ERP that will be storing the payment card / account data? Which one?	Payment card/account data will be stored by vendor.
85	Is this system going to allow customer service representatives to take payment card data over the phone or will payment data only be allowed via IVR?	Please see Question #73.
86	Is there any need for processing card present data? Will you require any payment card hardware devices, such as in a retail setting?	No.
87	IVR – we don't provide one, but we will integrate to one	Please see Mandatory Requirement #11.
88	Is there anticipation of HIPPA data being introduced?	No.
89	Section 2 -It looks like this could be EIPP, ACH and Credit Card, please confirm.	Please see Mandatory Requirements # 2, #3, and #7.
90	When would this project start and finish?	The anticipated start date is to be determined. This is a 5-year contract.
91	Section 2 - How many applications need payment services? These does not seem to be a single ERP system.	Payment processing needs to be for WC & DCL policy holders.
92	Section 2 - Is a Front end EMV and back end SRED device needed?	NYSIF does not need any hardware for payment processing on site.
93	Section 2 - Are you currently using tokenization? Will you have a need to port these tokens to a new system?	No.
94	Section 2 - How many invoices are generated in a month?	Average monthly bills issued in 2018: 119,415
95	Section 2 - What type of payment options are to be offered through the invoice portal (credit card, ACH?)	Please see Mandatory Requirements #2 and #3.
96	Section 2 - How long of a history for these invoices. One year? More?	Please see Mandatory Requirement #7.
97	2.2 Services to be Provided - Can you supply the monthly call volume for IVR?	This information is not available.
98	2.2 Services to be Provided - Can you supply the average call duration.	This information is not available.



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99	2.2 Services to be Provided - Is there any peaks during month or cyclical which require to plan around	This information is not available.
100	2.2 Services to be Provided - How many and which languages would be required for IVR?	English and Spanish.
101	2.2 Services to be Provided - Is there a desire to allow for recurring payments by the IVR?	Yes.
102	2.2 Services to be Provided - Can you share exsisting IVR call flow?	No.
103	Section 2.1 - How are you currently storing credit cards and account numbers? Will you have a need to convert these accounts to the new system?	Please see Question #84.
104	<p>IVR – Attachment A - Please supply additional details tied to Attachment A</p> <p>1) Monthly Call Volume</p> <p>2) Average Call Duration</p> <p>3) Any peaks during the month or cyclical that we need to plan for?</p> <p>4) What languages would you like supported? Beyond English and Spanish</p> <p>5) Are you requesting a self-service IVR for account look-up, payment history etc.</p> <p>If so, please provide the details around the functions you would like to the IVR to perform</p> <p>6) Are recurring payments a requirement of the IVR?</p> <p>7) Can you share your existing IVR call flow?</p>	<p>1. Please see Question #97.</p> <p>2. Please see Question #98.</p> <p>3. Not that NYSIF is aware of at this time.</p> <p>4. Please see Question #12.</p> <p>5. No.</p> <p>6. Please see Question #101.</p> <p>7. Please see Question #102.</p>
105	Attachment A - Volume - Please break down your internet card volume for DBF by Card Type – M/C, Visa, Amex, Discover and Debit Card	Please see Question #19.
106	Attachment A - Volume - Please down your internet card volume for WCF by Card Type – M/C, Visa, Amex, Discover and Debit Card	Please see Question #19.
107	2.3 #1 Desirables - CSR - Please supply monthly number of calls that flow to CSR today?	Please see Question #97.
108	Please supply average call duration?	Please see Question #98.
109	2.3 #1 Desirables - CSR - Will the CSR be responsible for handling calls tied to payments and additional services?	Please see Question #73.
110	Would it be possible to get a copy of your customer facing bill?	Please see Question #80.

**APPENDIX Y**  
**LISTING OF PROPOSED SUBCONTRACTORS**

Legal Business Name: \_\_\_\_\_

D/B/A — Doing Business As (if applicable): \_\_\_\_\_

Federal ID No.: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Contact Title: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Detailed description of work to be provided by subcontractor: \_\_\_\_\_

\_\_\_\_\_

Dollar Value: \_\_\_\_\_

Certification (if applicable):                      MBE                      WBE                      SDVOB

Attachments:              Appendix V – Vendor Assurance of No Conflict of Interest or Detrimental Effect  
   Appendix E – Vendor Responsibility Questionnaire (if value exceeds \$100,000)

Legal Business Name: \_\_\_\_\_

D/B/A — Doing Business As (if applicable): \_\_\_\_\_

Federal ID No.: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Contact Title: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Detailed description of work to be provided by subcontractor: \_\_\_\_\_

\_\_\_\_\_

Dollar Value: \_\_\_\_\_

Certification (if applicable):                      MBE                      WBE                      SDVOB

Attachments:              Appendix V – Vendor Assurance of No Conflict of Interest or Detrimental Effect  
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Attach additional sheets if necessary