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April 27, 2022

The following (Q&A) will serve as Amendment #1 to NYSIF's Request for Proposals (RFP) for Collection Services, bid number 2022-05-ADM. Material in this Amendment supersedes any contradictory material in the RFP.

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

All bids are due May 9, 2022, by 2:00 p.m.(eastern).

Sincerely,

Megan McClune

Megan McClune
Contract Management Specialist

**Collection Services
RFP #2022-05-ADM
Amendment 1**

Question #	RFP Page #	RFP Section and Sub-Section Reference #/Heading	Question	NYSIF Response
1			Please reconfirm the due date for this procurement by providing it in response to answers to questions.	Refer to the "RFP Calendar" on page 7 of 41 of the RFP.
2			Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?	No, Bidders must submit pricing in accordance with the Appendix Z Fee Schedule, which is included within the RFP.
3			Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.	Not relevant to this procurement
4			How are fees currently being billed by any incumbent(s), by category, and at what rates?	Not relevant to this procurement
5			What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?	Not relevant to this procurement
6			To how many vendors are you seeking to award a contract?	Refer to Section 1.7 of the RFP.
7			To what extent are these accounts owed by private consumers versus commercial businesses?	All accounts are commercial
8			What billing servicer do you utilize?	Not relevant to this procurement
9			Have all cases been fully adjudicated by the time of placement?	All policies have been billed to their cancellation date, either by actual or estimated billing

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10			If applicable, will accounts held by any incumbent(s) or any backlog be moved to any new vendor(s) as a one-time placement at contract start up?	See section 2.3 of the RFP.
11			What is your case management/accounting software system of record?	Not relevant to this procurement
12			Who is your electronic payment/credit card processing vendor?	Not relevant to this procurement
13			What process should a vendor follow, or which individual(s) should a vendor contact, to discuss budget-neutral services outside of the scope of this procurement, but related to it, designed to recover more debt prior to outside placement and lower collection costs?	Pursuant to State Finance Law § 139-j and § 139-k, this solicitation includes and imposes certain restrictions on communications between NYSIF personnel and a prospective bidder during the procurement process. All inquiries must be directed to the Designated Contacts outlined in Section 1.2 of the RFP. Additional information regarding permissible contacts can be found within the Section 1.3 of the RFP.
14			How do your current processes and/or vendor relationship(s) systematically determine if the death of a responsible party has occurred?	Information from a third party, returned mail
15			How do your current processes and/or vendor relationship(s) handle the death of a responsible party?	In the case of the death of a sole proprietor that is responsible for a balance due the account is reviewed for possible closeout or additional action.
16			Do you have a designated process or policies around deceased accounts today, and what is envisioned in the future?	Our process is to evaluate whether or not further collection efforts are likely to lead to a recovery.

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17			Do you currently search and file probated estate claims? Have you considered an automated tool to identify and file probated estate claims?	Our process is to evaluate whether or not further collection efforts are likely to lead to a recovery and then proceed accordingly.
18			I am interested in a subcontractor opportunity to supply the Skip Tracing tools available by TransUnion. Is there such an opportunity for the above referenced bid?	The Bidder may arrange for a portion/s of its responsibilities under a Contract to be subcontracted to qualified, responsible subcontractors, subject to approval of NYSIF. If the Bidder determines to subcontract a portion of the services, the subcontractors must be clearly identified and the nature and extent of its involvement in and/or proposed performance under the Contract must be fully explained by the Bidder to NYSIF. Please see Section 2.6 in the RFP for more information on Subcontracting.
19			I wanted to confirm this bid is not for law firms.	Below please find quoted language from Section 1.4 of the RFP, "PURPOSE OF THIS RFP". Note, it is the responsibility of Bidders to review the full scope outlined within the RFP and determine whether your firm is capable of providing the required services. <i>NYSIF is seeking Collection Agency(ies) to provide Full Collection Services. The successful bidder(s) will receive referrals of delinquent, unpaid Workers' Compensation and Disability Benefits insurance premium accounts.</i>

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20		Appendices A, B, and C	As a longtime service provider for NYSIF we have no questions, but in the interest of accuracy, would it be possible to send us a Word version of Appendices A, B, and C so we may more efficiently compare the current documents with the previous ones we signed in 2017 so we can better identify any changes?	No. Please note, per Section 4.2.6, COMMENTS & LIMITATION": <i>No comments, limitations or changes are permitted with respect to any of the terms and conditions contained in Appendix A, Standard Clauses for New York State Contracts.</i> All other exceptions, caveats or additional information must be handled in accordance with Section 4.2.6 of the RFP.
21	2.12.D	Copies of all licenses and certifications must accompany the Contractor's bid.	Can bidders can provide a list with their proposals and provide the actual copies following contract award.	Copies of all licenses and certifications should accompany the Contractor's bid.
22	4.1 4.2	Administrative, Technical and Cost Volumes	Please clarify what information from Section 4.3 should be included in the Administrative Proposal and what information should be included in the Technical Proposal.	The "Administrative" proposal would be the Appendices listed in Section 4.2.7 of the RFP. The "Cost" proposal would be the Appendix Z Fee Schedule. The "Technical" proposal would be the remaining information requested under the RFP.
23	4.2.7	"M WBE/ EEO Requirements and Procedures	The section states to submit form 101, The Appendix M form is 102, can you please clarify and provide Form 101 if bidders are to complete it instead of 102	At the time of Bid Submission, Bidders must complete and submit forms 101 & 106. Form 101 is the anticipated staffing plan. Form 102 is used after Contract execution to report actual workforce utilization on a quarterly basis. Form 101 can be found in the Appendix M section starting on page 104 of 138 in the RFP document.

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24	4.3	Proposal Submission	RFP Section 4.3 permits bidders to submit their proposal via email; however, RFP Section 4.2.7 states "The Fee Schedule Proposal must be a separate electronic file on the USB flash drive." Please confirm that email submission of the Cost Volume is acceptable.	The requirement for the USB flash drive is only required if a Bidder is submitting a hard-copy proposal. If the Bidder submits an electronic proposal via email NYSIF does not need another electronic copy submitted via mail. Note, the Fee Schedule Proposal must be a separate file under the electronic submission.
25	4.2.7	Appendix S	Appendix S is listed in the ToC; however, RFP Section 4.2.7 which contains the appendices which must be submitted with bidders' proposals does not list this appendix as a requirement. IS this a requirement?	As stated in Section 1.10 of the RFP: For purposes of this procurement, NYSIF conducted a comprehensive search and determined that the Contract does not offer sufficient opportunities to set specific goals for participation by SDVOBs 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 SDVOBs on the Contract for the provision of services and materials. Bidders are to submit Appendix S if applicable.
26	2..2.1.D	Referral to Attorney	While there is no cost to file suit, will NYSIF reimburse vendor for the service fees?	No, Bidders must submit pricing in accordance with the Appendix Z Fee Schedule, which is included within the RFP. Only percentages may be bid, these rates shall be "all inclusive". NYSIF is only responsible for the Fees under the Appendix Z Fee Schedule. No other fees will be paid.
27	31	Section 3.3 - Appendix T	Will NYSIF accept a SOC 2 Type 2 attestation in lieu of the Appendix T questionnaire? It appears most of the questions posed in Appendix T are covered as part of a SOC 2 audit.	No, NYSIF will not accept a SOC 2 Type 2 in lieu of Appendix T Vendor Security Survey.

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28	36	Section 4.2 - Bid Format and Section 4.3 - Bid Submission & Delivery	Please confirm that NYSIF will accept bidder responses via email (per Section 4.3) with the Administrative, Technical, and Cost Proposals each provided separately in a zip file in lieu of a USB drive as referenced in Section 4.2.	Yes, Email submission of the Administrative, Technical, and Cost Proposal is acceptable. Please email these as separate files. The requirement for the USB flash drive is only required if a Bidder is submitting a hard-copy proposal. If the Bidder submits an electronic proposal via email NYSIF does not need another electronic copy submitted via mail.
29	14	2.2.1	What is the breakdown in balance figures and volume of cases referred of DB & WC	WC represents 70% of the number of accounts referred and 96% of the dollar amount of accounts referred. DB represents 30% of the number of accounts referred and 4% of the dollar amount of accounts referred.
30	14	2.2.1	Who is the DB administrator for NYSIF	Not relevant to this procurement