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4/25/24

The following Q&A will serve as Amendment #1 to NYSIF's Request for Proposals (RFP) for Bank Account Verification Services, bid number 2024-05-ADM. Material in this Amendment supersedes any contradictory material in the RFP.

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

All bids are due 5/16/24, by 2:00 p.m.(eastern).

Sincerely,

A handwritten signature in black ink that reads "Alexandria Romano".

Alex Romano
Contract Management Specialist 3

Bank Account Verification Services

RFP #2024-05-ADM

Amendment 1

Question #	RFP Page #	RFP Section and Sub-Section Reference #/Heading	Question	NYSIF Response
1	14	Services to be provided	What do you mean by concurrent user capabilities?	More than one user can use the GUI at the same time.
2	13	2.1 Mandatory Requirements	Requirement #2 states that the bidder must be able to process 5,000 daily transactional inquiries. Do the 5,000 daily transactional inquiries represent new enrollees or modification to existing enrollees that NYSIF will use Account Verification Services to validate the account status and ownership? Or does NYSIF intend to use Account Verification Services to validate the account status and ownership for each account when sending out daily payments? Or a combination of new, modifications and daily payments?	A combination of new, modifications and daily payments.
3	31	Mutual Non Disclosure Agreement	<p>Given (i) that the New York State Department of Tax and Finance has recently advised that bidders should not present non-disclosure agreements to the State (see below) and (ii) that many provisions of the non-disclosure agreement go beyond what is traditionally required and would typically be subject to negotiation prior to execution, will NYSIF remove the mandatory requirement to submit a non-disclosure agreement at the time of the proposal and instead request that Bidders' identify any exceptions to those provisions that can then otherwise be incorporated/negotiated into the final contract? To be clear, Bidder has no concerns with the concept of agreeing to keep State data confidential, but cannot agree to certain proposed provisions without negotiation.</p> <p>See NYS DTF Check21 RFP, Section 4.1.5: https://www.tax.ny.gov/pdf/procurement/rfp-23-103-check-21.docx</p>	There is not a mandatory requirement that states that Bidders must submit an NDA with their proposal. Mandatory Requirements are listed in Section 2.1. of the RFP. Firms may outline their comments and limitations with the NDA as outlined in Section 4.2.6. of the RFP.
4	39	Appendix A and other documents	If the successful bidder is already a service provider to the NYSIF operating under a materially similar contract to that proposed in this RFP, would NYSIF consider amending the existing Contract to incorporate this proposed Service to avoid unnecessary resources expenditures?	NYSIF is not considering an Amendment to a current contract at this time.

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5	22	SECTION 4 – BID/PROPOSAL FORMAT - 4.1 Bid Preparation	Please explain what is to be included in the Administrative proposal files .	All applicable NYSIF Appendices and Forms.
6	15	SECTION 2 – TECHNICAL SPECIFICATIONS 2.2 Services to be Provided	In the following question, are you referring to the disengagement process from the current vendor, or the disengagement process if we become the incumbent vendor and later disengage? 11. Describe your firm’s transition plan for the disengagement process, including but not limited to providing any required: a. Testing; b. Payment history; c. Data transfer; d. Reporting; e. Audit compliance.	The disengagement process if you become the incumbent vendor and later disengage.
7	N/A	APPENDIX A - STANDARD CLAUSES FOR NEW YORK STATE CONTRACTS	Please confirm that in addition to the terms and conditions included in the NYSIF RFP documents, the service terms provided by the Firm awarded the Bid will be incorporated as part of the final agreement documents.	Confirmed. 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 .
8	14	Section 2 - TECHNICAL SPECIFICATIONS 2.2 Services to be Provided, subsection 3,4,5	Please confirm that the firm is not expected to provide NYSIF with hardware, software, or programmer support to establish, maintain and allow access to its account verification service by NYSIF employees. If any should be provided by the firm please state the requirements.	Firm is expected to provide support and documentation for the product or process the firm will be providing in order to accomplish project goals.
9	14	Section 2 - TECHNICAL SPECIFICATIONS 2.2 Services to be Provided, subsection 3,4,5	Will NYSIF provide technical staff to perform the work necessary to make the API connection to the firm's account verification service?	Yes, NYSIF will provide technical staff to make the API connection.
10	14	Section 2 - TECHNICAL SPECIFICATIONS 2.2 Services to be Provided, subsection 3,4,5	Does NYSIF plan to embed the firm's service within their current workflow? Does NYSIF integrate inhouse or use a 3rd party integrator to setup current workflow?	NYSIF will discuss this with the awarded firm.

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11	23	Section 4.2.5	<p>Each Bidder must provide a <i>Statement of Competing Commitments</i>, a list of any contractual obligations they have entered into which requires effort on the part of their key personnel during the period in which these personnel will be working on the contract resulting from this RFP.</p> <p>Can you please provide more specific details around what is expected to be provided in the required Statement of Competing Commitments? Due to the confidentiality language in our Master Agreements with our clients, we are unable to share client names and contract details publicly. In lieu of this specific information, what would be acceptable to NYSIF?</p>	<p>Bidders must note any contractual obligations they have entered into that may affect your firms ability to successfully complete the services under the contract.</p>
12	21	Bid Preparation	<p>Can you please clarify the sections that needs to be in the Administrative and Technical Proposal?</p>	<p>Administrative - All applicable NYSIF Appendices and Forms. Technical - Firms formal response to the requirements in the RFP.</p>
13	13	<p>Mandatory Requirments item #4 The Bidder must be able to provide transactional real-time inquiries to the verification service via a secure browser-based Graphical User Interface ("GUI").</p>	<p>Would the NYSIF consider using one of their own GUI interfaces and interact real-time with a verification system via API's?</p>	<p>The mandatory requirement remains unchanged. Any further discussions will be had with the awarded firm.</p>