



August 2, 2016

The following (Q&A) will serve as Amendment #1 to NYSIF's Request for Proposals (RFP) for E-Billing Services, bid number 2016-18-ADM. Material in this Amendment supersedes any contradictory material in the IFB.

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

**All bids are due 8/11/16, by 2:00 p.m.(eastern).**

Sincerely,

A handwritten signature in black ink, appearing to read "Vincent Ginardi".

Vincent Ginardi  
Contract Management Specialist 1

**Electronic Billing Services**

**IFB #2016-18-ADM**

**Amendment 1**

#	Question	NYSIF Response
1	This is to be mentioned that we are an MBE certified(Both NY state and City) organization. And would like to peripatetic in this bidding. But one of your requirements states "Bidders are required to have a minimum of five (5) years experience in providing electronic billing services."Though we don't have 5 years of experience in providing e-billing services, but being an MBE will you consider us for applying for this bid?	Bidders must meet the minimum of five (5) years experience in providing electronic billing services to be considered.
2	We have the software that is capable of performing the requirements for electronic billing and reporting as laid out in your specifications. But we are not a print operation so we would not be able to perform section C for the bill printing requirement. However, we would like to know if NYSIF would entertain a bid which would have 2 entities coordinate together for the completion of all of the requirements.	NYSIF will only contract with one vendor. You may subcontract, however, the subcontractor would need to be approved by NYSIF.
3	Average # of pages (physical pages or impressions) per mail piece	One (1) page double sided
4	Are the files simplex or duplex produced? Print on one side or both sides	Duplex
5	Form (paper) Specifications [weight, size, colors, perforation, recycled] - Paper Stock Weight examples - 18lb, 20lb, 20lb HB, 21lb, 22lb or 24lb?	Perforated paper is 20 lb, 92 bright with micro perf at 3 2/3. This is subject to change based upon the bill redesign.
6	OME Specifications [weight, size, colors, perforation, recycled] - envelope original bill is supplied to policyholders	Commercial style window, white wove-sub 24 #10;window size 4 1/4*1 1/4; window position 3/8"L,1 1/4"B;Inside security tint. This is subject to change based upon the bill redesign.
7	BRE Specifications [ weight, size, colors, perforation, recycled] - business remittance envelope that policyholder sends payment and stub back to organization	Commercial style window, white wove-sub 24 (diagonal seam) #9;window size 3 5/8*1 1/4; window position 4 1/2"L,1 1/8"B;Inside security tint. This is subject to change based upon the bill redesign.
8	Is your current bill black/white only? If color, do you use highlight color or what specific colors do you use and what needs to be printed in color on the bill?	Black and Cardinal Red, see section III C.c.
9	How many bills do you send out to your policyholders monthly? If your frequency is other than monthly, please detail what frequency your billing cycle is and what is the associated volume?	Approximately 100,000 per month
10	Do you currently outsource Print/Mail services? If so, who is your current vendor and when does your current contract expire?	Not relevant to this procurement
11	Can we receive b/w if applicable or color if applicable scanned copies of the application and envelopes	NYSIF will be redesigning the bill, therefore, the existing bill is not relevant.
12	How many applications are included in this IFB for consideration for managing printing and document fulfillment services? For example, if you support bills, collections letters, EOBs only, these are three applications...does NYSIF only want or have ONE application supported in this IFB i.e. Bills or are there more?	Please see the IFB Section III - Specifications
13	Do you outsource document composition or handle composition of all bill and related documents in-house?	In house
14	Please provide any other detail not included in these list of questions that you feel is relevant and pertinent to quoting you a service program	All details deemed relevant are included in the IFB and this amendment
15	How many policyholders do you currently have as customers? Also, what is the number of electronic bills or mail pieces that you send out on a monthly basis?	160,000 policyholders, approximately 100,000 statements are generated monthly
16	Do you support any current electronic billing and/or electronic payment services with your policyholders? If so, what channels/services do you have in market?	Electronic Billing - No, Electronic Payments - Yes, via a third party
17	If you support electronic billing today, what is the number of policyholders that have signed up for electronic billing today?	NYSIF does not currently support electronic billing

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18	What is the number of electronic payments you have today in market on a monthly basis? Please breakdown this number by ACH, Debit Card, Credit Card, etc.	N/A, this is not relevant to this IFB
19	Do you support recurring payments today? If so, what is the volume of payments on a monthly basis?	See question 17
20	Do you want to support outbound communications(message alerts or notifications) via email, SMS and phone?	Yes
21	Will your organization support an absorbed fee model or a convenience fee model? If convenience fee, we need the following to generate pricing - <ul style="list-style-type: none"> <li>• number of convenience fee payments on a monthly basis</li> <li>• average ticket per premium payment for these payments</li> <li>• what is the largest single payment on average each month in dollars</li> <li>• do you support a maximum payment limit per payment? If so, what payment cap would you like us to consider?</li> <li>• Please breakdown payments by type - number of ACH vs Debit Card vs Credit Card</li> </ul>	N/A, this IFB is for billing only
23	In the below eCommerce services, which services do you want to support and need pricing for? <ul style="list-style-type: none"> <li>• Biller Direct - enrollment, customer profile, recurring payments, messages/alerts, electronic bills, etc. and/or</li> <li>• EZ-PAY - non-enrollment/convenience fee for one-time payments</li> <li>• i-Pay - non-enrollment/absorbed fee for one-time payments</li> </ul>	See services on Appendix Z
24	Who is your current electronic billing vendor? Do they handle composition w/ bill archive for your organization?	Not relevant to this procurment
25	Who is your current electronic payment vendor?	Not relevant to this procurment
26	Is your current policy adminstration system in-house or outsourced? If outsourced, who is the current vendor?	Not relevant to this procurment
27	Is your current billing system in-house or outsourced? If outsourced, who is the current vendor?	Not relevant to this procurment
28	Do you want to support Mobile billing and payment services? If so, what option? [Name redacted] app, Responsive Web Design (Optimize Web Browser by Channel Used) or Pay by Text.	Mobile billing should be available
29	Will your organization use [Name Redacted]'s application to take payment instructions over the phone and/or will you consider using [Name Redacted]'s call center to act as third party agent to take payments on behalf of your organization directly to your policyholders?	Please see the IFB Section III - Specifications
30	Will you also consider IVR as a payment option to complement both the Web and CSR options to take payments?	Please see the IFB Section III - Specifications
31	Please provide any other detail not included in these list of questions that you feel is relevant and pertinent to quoting you a service program	All details deemed relevant are included in the IFB and this amendment
32	Section II.1: What documentation is required?	No specific documentation is required. Please provide the number of years experience in the description of the company background.
33	Section III.A: Clarify what is meant by interactive	Hyperlinks to our payment service and video and or audio links for marketing purposes
34	Section III.A: Clairfy if you are looking for a specific type of outreach	We seeking assistance in developing maximum enrollment

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35	Section III.A: Clarify what type of audio and video you are looking for on the billing page (i.e. instructions for how to log in and make a payment, etc.	See question 33
36	Section III.A: Provide clarity around what would be considered a regular solicitation campaign.	Monthly
37	Section III.A Are any file formats acceptable?	The file format will need to be agreed upon by NYSIF
38	Appendix E: The Vendor Responsibility Questionnaire is a required form, however [name redacted] has a completed and certified online version of the form on the New York State VendRep system. Is it acceptable to include a copy of the certified online version with our submission.	A copy of the certified online Vendor Responsibility Questionnaire is acceptable
39	Section II:1: Experience: Bidders are required to have a minimum of five (5) years experience in providing electronic billing services. Documentation must be provided with your bid. Can you clarify what documentation must be provided?	See question 32
40	Section V:B. Company Background 3. Length of time providing construction services. Can you clarify what construction services are?	Delete Section V.1.B.3 and replace with "Length of time providing electronic billing and printing services."
41	Section III: A. Electronic Billing and Design Requirements d. Provide an interactive, printable PDF from the receipt of the bill to online payment. Please further define this requirement	See question 33
42	Section III: A. h. Provide electronic storage of historical statements. How many years do you require? Will there be any back file conversion of historical statemtns onto the new platform?	A minimum of three (3) years. Historical statement is to be determined.
43	Section III: A. Electronic Billing and Design Requirements j. Provide audio and video on electronic billing page. Can you further define requirement for audio & video.	See question 33
44	Section III: A. Electronic Billing and Design Requirements f. Include an insertion and tracking codes in the return file. Can you further define this requirement?	This is an indexing requirement
45	Is NYSIF hosting the payment site? Are you looking for a solution to integrate into the statement delivery platform via single sign on?	NYSIF uses a third party for payment services.