



New York State Insurance Fund
Procurement Unit

April 19, 2018

The following (Q&A) will serve as Amendment #2 to NYSIF's Request for Proposals (RFP) for Record Storage & Retrieval Services, bid number 2018-24-ADM. Material in this Amendment supersedes any contradictory material in the RFP.

Please note that the due date for the submission of bids **has been revised per Amendment 1 of this RFP.**

All bids are due 5/4/2018, by 2:00 p.m.(eastern).

Sincerely,

A handwritten signature in black ink, appearing to read "Megan McClune".

Megan McClune
Contract Management Specialist

Record Storage Retrieval Services

RFP #2018-24-ADM

Amendment 2

#	Question	NYSIF Response
1	How many boxes do you have for record storage and what size are the boxes (legal size or banker boxes)? Would it be helpful for me to perform a site survey? Please advise.	Please refer to section 2.3.1 of the RFP. No site survey will be allowed.
2	Would you be interested in a response to scan and store these files in an electronic manner instead of physical storage of the paper files?	No
3	Would a proposal to receive, scan, store, and make available the electronic copies of all these files be entertained by your office?	No
4	We are in the process to obtaining our WBE certification. Although it is not officially determined at this point, would it be advantageous to make note in our bid package regarding our intentions?	Please refer to RFP Section 3.1.3 of the RFP.
5	Our company recently applied for WBE certification and our application was denied (appeal date is scheduled on July 10, 2018 in Albany, NY). Question: Under Appendix E (q); can you tell me if this should be classified as “yes” or “no”? It’s unclear if the question is asking if our company was previously classified as a WBE and our certification was revoked etc.	This should be the status of your company as of the date of the bid submission.
6	Will there be a complete electronic Inventory listing provided to the new vendor with both file level and box level descriptions.	File level inventory is incomplete at this time and will need to be completed by the new vendor. A complete electronic inventory of the cartons will be provided.
7	Initial inventory and Reconcile process is confusing, are you looking for the new vendor to do a complete file level indexing or a verification of the existing file level inventory from previous vendor.	Yes, the new vendor must conduct a full reconciliation of the inventory.
8	With NYSIF Delivering the Records to the new vendor, what volume can we expect per week , per month?	This is To Be Determined. This will be coordinated upon contract execution.
9	Where is the information located on the file for indexing – on the tab or within the file- please note where Policy Name, File number, Year File status and Business office information can be located.	The information is located in the inventory record and on the file tab.
10	We capture senders contact information at the order and box level , is that acceptable- for the initial inventory what do we capture for the senders information.	The new vendor will use the existing inventory for the initial intake of cartons. The new vendor will then reconcile the inventory per Section 2.3.3 of the RFP.
11	Inventory requirement for File level Data to be in the system within 48 hours of receipt is not practical, we could potentially get 200 boxes in one shipment 3200 files to be indexed in 48 hours. Would ability to retrieve requested files in the required timelines for new records suffice.	This requirement is for new, incoming files.
12	Our Facilities are above industry Standard but we cannot guarantee relative humidity is under 50% at all times unless the records are stored in a climate controlled facility. I believe that would be the case for all vendors.	RFP Section 2.1(4)(i) is being amended as follows: i. Must have a reasonable climate control system for document storage to ensure the integrity and longevity of the records over the term of the contract. The relative humidity of the facility must not to exceed 50%.
13	For the 4,000 boxes picked up per year, is the vendor required to do the pick-up or will NYSIF be sending in the records.	NYSIF will be sending records to the facility.
14	What are the specifications for the “free boxes”.	Disregard references to "free boxes". Files will be sent to storage in boxes, and NYSIF will procure these boxes separately.
15	What is the quantity of free boxes per annum that is required?	See question 14.
16	What is the frequency of delivery to each site and how many at a time to each site per year?	See question 14.
17	How many hours per annum will the audit area be utilized and by how many people?	Very infrequently, if at all. The space need not be exclusive to NYSIF, simply available if ever the need arises to review documents at the storage facility.
18	How many boxes will need re-packing per annum?	Unknown. NYSIF anticipates all boxes to be in suitable condition.
19	Will an electronic inventory be provided?	See question 6
20	What is the format of the electronic inventory?	Microsoft Excel
21	What will be included in the electronic inventory?	A carton level inventory will be provided. There will be an electronic file level inventory; however the file level inventory may be incomplete. See Exhibits 3 & 4 for sample inventories.

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22	When the boxes are delivered to the new vendor, what information will appear on the exterior of the box?	See attached Exhibit 2 - Sample Packing Slip.
23	Will there be a hard copy printout inside the box, of the files contained in the box.	See question 22
24	Is the NYSIF expectation that a completely new file and box inventory will be created by the new vendor including new data entry? Or, is it the expectation of the NYSIF that the new vendor will import electronically the existing inventory, and verify the contents of each box against the electronic inventory and the inventory of files contained in each box, and note any exceptions to the electronic inventory at time of receipt.	Import electronically the existing inventory and verify the contents of each box against the electronic inventory and the inventory of files (packing slip) contained in each box, and note any exceptions to the electronic inventory at the time of receipt.
25	Please provide a sample of a typical file for the NYSIF.	NYSIF cannot provide this, as files are confidential; however, files will be in manila style folders and in a storage box. File sizes can vary from just a few pages in a manila folder to several boxes.
26	Please provide a sample of the box inventory.	See Exhibit 3, Sample Carton Inventory
27	Please provide a sample of the file inventory.	See Exhibit 4, Sample Record Inventory
28	Please provide a sample of the delivery manifest provided at time of delivery by the carrier making the initial delivery to the vendor.	The delivery manifest would be the carton level inventory of that truck shipment.
29	Please provide a sample copy of the “Packing List” provided at time of delivery of the records being delivered.	See question 22 & 28, also see Exhibit 2 Sample Packing Slip & Exhibit 3 Sample Carton Inventory.
30	Please provide a sample of the current bar code used on the boxes.	N/A
31	Who is the current vendor?	N/A
32	Please provide a copy of the RFP for the transportation/moving of the boxes.	N/A
33	What company is the current vendor?	N/A
34	What is the name of the records management software being used by the current vendor?	N/A
35	How many records requested are not found and not retrieved per annum? Your item # 2.3.5.	N/A
36	Please define “Re-Boxing” Page 18 Item C, Subsection V.	Please see Section 2.1(4)(q)
37	Will there be an opportunity to ask followup questions based on the responses received to these questions by the NYSIF?	This is the only question and answer period scheduled for this procurement
38	Is this a prevailing wage contract? If yes, please provide the schedule of labor classifications and wages and benefits required.	This is not a Public Works contract.
39	At time of contract termination it states that the “current contractor is accountable for the records up to the point of transfer and signatory acceptance of these materials by the new Contractor.” This is unreasonable as NYSIF uses a third party – neither the current contractor nor the new contractor --to transport the records from the current to new, and the NYSIF controls the work of the third party, not the contractor. Accountability of the current contractor should end when the third party selected by the NYSIF signs for the boxes at time of pickup from the current contractor.	NYSIF is amending this requirement. The accountability of the current contractor ends upon acceptance of the transport company.
40	Given that you have a penalty for files not found, leads one to reasonably conclude that the accuracy of your current file data base is poor and/or your current contractor has problems, or both. Please rate the accuracy of your current electronic inventory of files: Sub Poor, Poor, Fair, Good, Very Good, or Excellent.	This provision applies to records AFTER the new vendor has reconciled the inventory per Section 2.3.3 of the RFP. After the new vendor acknowledges the records in their inventory, failure to find them will result in a penalty.
41	Please define the loading conditions, requirements, and any restrictions or hazards at each of the NYSIF sites that will need delivery and/or pickup services by the contractor.	Pick up and delivery at NYSIF sites will be made via parcel courier through a mailroom at each location.
42	The NYSIF has set the rate to provide the Initial complete Inventory & Data Entry of All Records at .33 Per file. Given that the NYSIF in the previous section states that “the contractor shall include all direct and indirect costs ... including profit” when determining prices, please advise how the NYSIF arrived at .33 per file as the price for these services taking into consideration your stated performance criteria.	This number is based on historical data from several sources for similar services. The reference made should apply to all of the pricing provided by the bidder.
43	Will the contractor be required to transport “new deposits” during the term of the contract or will all new deposits be sent to the contractor via a third party carrier at NYSIF’s expense?	NYSIF will send all new deposits via a third party carrier at NYSIF's expense.

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44	Will the contractor be required to deliver the “free boxes” to the NYSIF or will the contractor ship the new boxes via a third party carrier at NYSIF’s expense?	N/A
45	File Count of 580,000 appears in the RFP section 2.3 Services to Be Provided, paragraph 2.3.1. How was this number determined?	It is the rounded up number of files NYSIF currently has in storage.
46	Pay on file count Appendix Z, Section B: please confirm this is based on actual # of files scanned.	Scanning is not part of this contract.
47	Section2, Paragraph 2.3.2, Services to Be Provided . Relocation of current records: states all records must be indexed within 30 days. Please confirm that this applies only to the indexing of 36,000 incoming cartons for storage. Also, please confirm that this permits 30 days from initial receipt of a particular box, as 36,000 boxes coming palletized 40 boxes per pallet will mean receipt of 900 pallets, which, at 22 pallets per trailer load, is 41 trailer loads.	NYSIF expects the vendor to enter the record inventory into their system from the current inventory. Understanding that it will take several months to conduct the complete reconciliation of the records as required. This is provided for in section 2.3.3 of the RFP.
48	Section 2, Paragraph 2.3 Services to Be Provided, Para 2.3.3 Initial Inventory & Data Entry of All Records states contractor will reconcile contents of the cartons electronically to RMS Software within 6 months. Question: Are these contents of the cartons in folders and/or discreet envelopes within boxes?	Files are in manila folders within the boxes.
49	Section 2, Paragraph 2.3 Services to Be Provided, Para 2.3.2 Relocation of Current Records: What is the estimated number of palletized boxes we can expect to receive per day?	This is To Be Determined. This will be coordinated upon contract execution.
50	Section 2, Paragraph 2.3 Services to Be Provided, Para 2.3.4 estimates that 6,000 cartons of annual deposits during contract term beyond the existing 36,000 can be expected. How will NYSIF send cartons into storage in consideration of section 2.3.5. statement that return of existing records from NYSIF offices will be done by courier/shipping at NYSIF’s expense.	Parcel courier
51	Section 2, Paragraph 2.3 Services to Be Provided, Para 2.3.12 Performance Metrics: contract expects 95% success rate in finding a requested records, and stipulates penalties for success rates below 95%. Question: what is the success rate in locating requested records over the past 3 years?	This has not been measured. However, the success rate should coincide with the actual inventory conducted by the new vendor, thus this is a valid expectation.
52	Appendix Z, Section A posts a rate for initial intake & date entry on 580,000 file. There is no such rate for initial intake, data entry on 36,000 cartons coming in. Question: can a line for a fee for initial intake and data entry of 36,000 incoming cartons be added, as this is a distinct service.	No.
53	Appendix Z, Section B posts a rate for the annual intake of new records. No such rate for intake of new carton is posted, but the RFP states to expect 6,000 cartons to come in per year. Question: Can a line for a fee for intake of new cartons be posted?	No.
54	Section2, Paragraph 2.3 Services to Be Provided, Para 2.3.2 states awarded contractor will be provided an up-to-date- list of cartons/carton contents prior to start of transfer. Can you share an example of current carton/file inventory list?	See question 22 & 28, also see Exhibit 2 Sample Packing Slip & Exhibit 3 Sample Carton Inventory.
55	Section 2, Paragraph 2.3 Services to Be Provided, Para 2.3.2 states that a packing slip containing all info on records contained in a box is to be expected. Can a master inventory of records in cartons be provided to the awarded contractor prior to start of initial transfer via excel doc of memory stick?	See question 6.
56	Section 2, Paragraph 2.1 Mandatory Requirements, Item 4.o requires winning bidder to supply NYSIF locations with a ‘regular’ supply of standard corrugated cartons at no cost, delivered to site upon request. Question: can these cartons be shipped to the NYSIF locations using the NYSIF shipping service contractor?	See answer to question 14.
57	Section 4.2 Bid Format, Paragraph 4.2.3 Company Background,item C (Company Background) requires a list of all staff being proposed by the bidder. Question: Does this list mean all staff who would be assigned to regularly work on the project, or all staff presently employed at the record storage location?	Staff assigned to the NYSIF project.

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58	Section 2 Technical Specifications, Paragraph 2.1 Mandatory Requirements, Item J states ‘shelving height minimum 6” off the ground....” Question: Does NYSIF require that cartons be stored on up-right shelving? Or can cartons be stored on pallets raised off the ground?	The Contractor may not store cartons in a manner that will cause the cartons to be crushed or destroyed. Given this parameter, it is up to the Contractors discretion on how to store the boxes as long as the Contractor meets the minimum storage requirements of the RFP, and maintains the integrity of the cartons. Additionally, the Contractor must replace any boxes that are destroyed due the Contractors mishandling.
59	Appendix Z, Fee Schedule Proposal reads: “The cost evaluation portion of this contract will be based on the Grand Total Bid for Five (5) Years Service. Schedules (Bid) must include all costs necessary or incidental to deliver all required services of this RFP.” Observation: Section B on Appendix Z asks for computation of Annual Contract Services Cost (Years 1-3) subtotal. Question: Will a revision of this Appendix be prepared for inclusion of annual contract services into years 4 & year 5?	The Year 4 & 5 "Annual Contract Services" will be calculated based upon the Bidders Price Escalation in Section C of the Fee Schedule. If the percentage price increase is not addressed in Section C of the Bidders Fee Schedule (Appendix Z) no price escalation will be permitted, and the rates established in Section B will remain fixed for years 4 & 5.
60	Is section 2 & 3 provided for informational purposes only or are answers required?	Section 2 of the RFP addresses the Technical Specifications of the services NYSIF is requesting. It is the responsibility of the bidder to address these items in their proposal and provide proof that they are capable of fulfilling these services. Section 3 of the RFP details NYSIF's Method of Evaluation & Criteria, which address how NYSIF will evaluate proposals.
61	If our company was recently denied WBE certification however we have a scheduled appeal date in July in hopes to have the decision reversed. Is our company required to complete any of the documents in appendix M?	All Bidders are required to complete Appendix M, and Bidders are required to complete these forms under their status at the time of bid submission.
62	Can you tell me what “Section A Initial contract services” in terms to rates and quantities etc is referring to?	This refers to the Initial Inventory and Data Entry of All Records as addressed under Section 2.3.3 of the RFP.

EXHIBIT 2
SAMPLE PACKING SLIP

[illegible]

Sender's Contact Information

Name:

Business Office:

Department:

Phone:

Email Address:

Date Sent to Warehouse:

Eastern Connection BOL#:

EXHIBIT 3
CARTON INVENTORY SAMPLE

Trans#	Sku	Lot Number	Serial Number
M-714N-C	2017-ACTIVE C	26208833	714N-C
M-714N-C	2017-ACTIVE C	26214734	714N-C
M-714N-C	2017-ACTIVE C	26244525	714N-C
M-714N-C	2017-ACTIVE C	26254938	714N-C
M-714N-C	2017-ACTIVE C	26269308	714N-C
M-714N-C	2017-ACTIVE C	26309229	714N-C
M-714N-C	2017-ACTIVE C	26340018	714N-C
M-714N-C	2017-ACTIVE C	26341941	714N-C
M-714N-C	2017-ACTIVE C	26383646	714N-C
M-715N-C	2017-ACTIVE C	26576546	715N-C
M-715N-C	2017-ACTIVE C	26585430	715N-C
M-715N-C	2017-ACTIVE C	26615757	715N-C
M-715N-C	2017-ACTIVE C	26625442	715N-C
M-715N-C	2017-ACTIVE C	26645757	715N-C
M-715N-C	2017-ACTIVE C	26656629	715N-C
M-719N-C	2017-ACTIVE C	64096807	719N-C
M-719N-C	2017-ACTIVE C	64096878	719N-C
M-719N-C	2017-ACTIVE C	64107394	719N-C
M-719N-C	2017-ACTIVE C	64134687	719N-C
M-719N-C	2017-ACTIVE C	64173115	719N-C
M-719N-C	2017-ACTIVE C	64154271	719N-C
M-719N-C	2017-ACTIVE C	64185796	719N-C
M-719N-C	2017-ACTIVE C	64202104	719N-C
M-719N-C	2017-ACTIVE C	64220239	719N-C
M-719N-C	2017-ACTIVE C	64211873	719N-C
M-719N-C	2017-ACTIVE C	64216179	719N-C
M-719N-C	2017-ACTIVE C	64230998	719N-C
M-719N-C	2017-ACTIVE C	64232606	719N-C
M-719N-C	2017-ACTIVE C	64254907	719N-C
M-719N-C	2017-ACTIVE C	64263585	719N-C
M-719N-C	2017-ACTIVE C	64282494	719N-C
M-719N-C	2017-ACTIVE C	64278757	719N-C
M-719N-C	2017-ACTIVE C	64296558	719N-C
M-719N-C	2017-ACTIVE C	64305634	719N-C
M-719N-C	2017-ACTIVE C	64307846	719N-C
M-719N-C	2017-ACTIVE C	64316813	719N-C
M-719N-C	2017-ACTIVE C	64317373	719N-C
M-719N-C	2017-ACTIVE C	64329416	719N-C
M-719N-C	2017-ACTIVE C	64343072	719N-C
M-719N-C	2017-ACTIVE C	64363419	719N-C
M-719N-C	2017-ACTIVE C	64372030	719N-C
M-719N-C	2017-ACTIVE C	64402310	719N-C
M-720N-C	2017-ACTIVE C	64932857	720N-C

EXHIBIT 4
SAMPLE RECORD INVENTORY

ReferenceNum	Description	LotNumber	SerialNumber
51014247	2015 CLAIMS	64838097	492
51014245	2015 CLAIMS	311601	486
51014244	2015 CLAIMS	65420465	485
51237744	2015 CLAIMS	67195180	490
51237745	2015 CLAIMS	30662159	489
51273650	2016 CLAIMS	33181082	495
51014242	2015 CLAIMS	66490103	488
51014249	2015 CLAIMS	38936910	497
487	2015 CLAIMS	135788	487
51014246	2015 CLAIMS	37306636	491
51237747	2015 CLAIMS	128805	504
51237748	2015 CLAIMS	42323774	503
A-1061	2016 ACTIVE UNDERWRITING	22677108	1061
42615	PROCUREMENT FILES	75399	1
42615	PROCUREMENT FILES	75393	2
42615	PROCUREMENT FILES	75396	3
42615	PROCUREMENT FILES	75400	4
51014323	2015 UNDERWRITING	11275559	5
42615	PROCUREMENT FILES	75395	6
42615	PROCUREMENT FILES	75397	7
42615	PROCUREMENT FILES	75398	8
42615	PROCUREMENT FILES	75401	9
42615	PROCUREMENT FILES	75402	10
51086882	2015 UNDERWRITING	10698785	11
51016722	2015 UNDERWRITING	20595773	13
51086883	2015 UNDERWRITING	10039824	21
51016721	2015 UNDERWRITING	20298154	30
5108679	2015 UNDERWRITING	10288660	32
51086878	2015 UNDERWRITING	14690630	34
51086880	2015 UNDERWRITING	11039708	36
51016713	2015 UNDERWRITING	11717004	43
42605	LEGAL FILES	70049	46
42605	LEGAL FILES	70048	47
42605	LEGAL FILES	70032	48
42605	LEGAL FILES	70031	49
42605	LEGAL FILES	70030	50
42605	LEGAL FILES	70037	51
42605	LEGAL FILES	70036	52
42605	LEGAL FILES	70035	53
42605	LEGAL FILES	70034	54
42605	LEGAL FILES	70033	55
42605	LEGAL FILES	70042	56
42605	LEGAL FILES	70041	57
42605	LEGAL FILES	70040	58
51016719	2015 UNDERWRITING	14649644	59