

NYS DOH RFP #0706181230 Questions and Answers

Note to all bidders: The Vendor Responsibility Attestation Form referred to in Section E, item 10 of the RFP was not included in the original posting. This form is attached and must be submitted as part of your proposal.

- 1) Page 4, Item C-1 - The service delivery timeline in the RFP is different than the current timeline. Please advise if timeline is intentionally being revised.

The timeline has been revised to streamline the billing process and reduce the number of mailings sent between quarterly installment billings. The requirement for the separate annual adjustment notice required under Part 58-3.6 will be retained. Proposals must clearly indicate that the mandated timelines will be met.

- 2) Page 5, Item c. #i. – In the past, assessment of penalties for overdue accounts has been discretionary. Will penalty assessment be implemented on all delinquent accounts?

Interest must be assessed as required under Section 18, Chapter 55 of the State Finance Law. Chapter 55 authorizes the imposition of additional penalties such as withholding a permit, which can be discretionary.

- 3) Page 6, Item c. #iii. – Are the 90-day dunning notices to be included with the Annual Invoice or submitted as a separate statement?

Chapter 55 requires dunning notices to be sent at 30, 60 and 90 days. To the extent possible dunning notices for prior year fees shall be incorporated into the quarterly billing statements for the current year and identified as such, but depending on the timing of the quarterly invoice a separate notice may be required to comply with the requirements for dunning under Chapter 55.

- 4) Page 6, Item c. #iv. – Please clarify the “Preparation of monthly payment tracking reports”. Please specify what information is required for these reports. [Query: Would a PDF copy be more useful than hard copy of this report? Or an alternative printing schedule in combination with a PDF copy.]

The report shall include a chronological transaction history for each laboratory. Alternate printing schedules and electronic data formats

would be considered, with the proviso that at minimum, quarterly reports are generated.

- 5) Page 6, item f, # ii: Does New York State have a preference for a Merchant Company that will be used to receive credit/debit card payments? Key Bank may offer these services.

If New York State already has a contractual relationship with merchant companies for these services, that relationship would have to be honored.

- 6) Page 6, Item f. #iii - Are "application fees" received at the program offices included with the "miscellaneous revenue" currently handled? Or are the application fees a new receipt that will be deposited?

Miscellaneous revenue includes application fees.

- 7) Page 7, item f, # ix: Please clarify the last sentence regarding "Web-based payment interface". Is this to enable labs to make payments on-line? Or an internal connection between DOH & the contractor? Does the DOH have an existing, web-based electronic payment interface system that will interface with the current LABTRAK system? Or will the current DOH LABTRAK system need to provide this functionality as part of this proposal?

The Department will be exploring the use of web-based utilities to enable laboratories to make payments on-line. There are existing utilities that other State agencies use for this purpose that could be interfaced with a vendor system.

- 8) Page 7, Item f. #xii. – Please clarify the nature and to what extent the contractor will be responsible for answering questions from laboratories.

The preference would be that bills and notices would include contact information and that laboratories would call the contractor directly with questions. The number of calls is not expected to increase as currently laboratories call Program staff with questions, which must be relayed to the contractor for response.

- 9) Has this solicitation ever gone out before?

This solicitation has been sent out for three previous contract periods of five years with a one year extension in each case; the most recent solicitation prior to the current one was sent out in December of 2002.

10) Who is the current contractor?

The current contractor is Arthur Place and Company of Albany, New York.

11) What database are they using?

They are using a proprietary database developed for this application.

12) What is the value of the current contract? If this is the first time that this solicitation has gone out to bid, what is your expected budget amount?

That information is typically not disclosed as bidders are competing and being evaluated on the basis of cost.