

**NYS Department of Health Medicaid Incentives for Prevention of Chronic Disease
Request For Proposals #1204091105
Questions and Answers**

#	Paragraph	RFP Page #	Question	Answer
1	General	--	Are there requirements for location of card manufacturing or issuance facilities?	No.
2	General	--	Are there requirements for Disaster Recovery sites, and its proximity to the primary site?	No.
3	General	--	Is postage to be treated as a pass-through cost?	No. All costs associated with production/distribution of the cards are included in the per card pricing as detailed in the RFP.
4	General	--	Will a photo be required on the card?	No
5	General	--	Due to the recent weather-related events on the East Coast, in combination with the upcoming Thanksgiving holiday, would the Department consider a two-week extension?	The due date for proposal submission has been extended to 3:00pm ET December 7, 2012.
6	General	--	Would the Department please describe the available funding for the NYS Medicaid Incentive Program under the multi-year grant awarded by the Centers for Medicare and Medicaid Services (CMS)? Specifically, would the Department describe the total funding awarded, the timetable for disbursement, and any conditions for release to the State?	NYS was awarded a \$10 million, five year award (\$2 million per year). The grant award will not be used to solely support this contract.
7	General	--	When would you like for the program to be live?	The Department will work with the selected vendor on an implementation plan to have the program go live as soon as possible after the contract execution date.
8	General	--	How do we go about obtaining a NYS Vendor ID number? Do you require?	A Vendor ID is required in order to enter into a contract with NYS. It is recommended that bidders not enrolled in the OSC Vendor ID System obtain a Vendor ID to expedite the contracting process, should an unregistered vendor be selected. Details on obtaining a NYS Vendor ID are available at: http://www.osc.state.ny.us/vendors/ .
9	General	--	What are the eligibility requirements for the Contractor?	Eligibility requirements are outlined in Section B.3. of the RFP.

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10	General	--	What agency has oversight for the Program?	New York State Department of Health, Office of Quality and Patient Safety
11	General	--	What is the proposed configuration for the Contractor, one for Western New York or multiple within Western New York? One for each study arm category?	One contractor will be selected for the entire state.
12	General	--	If participants are located within a community or already established with an organization, may they attend programs that are offered by the vendor (i.e. hospitals or health centers)?	No medical record information will be given to the Contractor. The Contractor will only receive the information necessary to produce and distribute the cash cards. Data on the program participants will be collected and managed by the Department.
13	General	--	Is there the ability to partner with other entities to provide services?	Yes
14	A. Introduction and Background	1	The Department's grant covers September 2, 2011 through September 12, 2016. Would the Department provide the amount of the grant provided for each year and if any remaining funds from year 1 are available to use in year 2?	NYS was awarded a \$10 million, five year award (\$2 million per year). Availability of carryover funding is dependent on CMS. The grant award will not be used to solely support this contract.
15	B.1 Program structure	1	Are the future regions of the state part of the project that will be awarded through this procurement? Does the anticipated number of participants cited in B.2 reflect the expanded regions?	It is expected that the program will be expanded to additional regions in the future. The anticipated number of participants reflects all possible regions.
16	B.1 Program structure	1	What are the expected volumes over the life of the contract? What is the timeline for phasing in all regions?	It is estimated that up to 16,700 participants will be enrolled in the program over the life of the contract. This number is not a guarantee. The program will be expanded based on enrollment and capacity to expand; there is currently no timeline available.
17	B.1 Program structure	1	What are the average amounts per cardholder that will be loaded to a card during one year?	The maximum incentive payment per participant per study arm is \$250.

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18	B.2 Expected Volume	3	<p>What is the expected annual volume?</p> <p>How frequently will requests be sent to the vendor to produce and mail cards? Daily? Weekly? Monthly?</p> <p>What is the anticipated average card order size?</p> <p>Are these volumes for the pilot locations only, or the statewide expansion of the program?</p>	<p>Annual expected volume will depend on the number of participants in the program.</p> <p>DOH does not anticipate more than a weekly frequency to produce and mail cards.</p> <p>The anticipated card order size is dependent on the number of participants enrolled in the program.</p> <p>The total expected volume of 16,700 would include the statewide expansion.</p>
19	B.3 Functional Requirements	3	<p>Due to FinCen Regulations, we will be required to collect SSN# and or Date of Birth Information on each cardholder. Do you have this information available? Bank may allow a letter to be on file stating that based on request of the Bank and or Law Enforcement Agency that SSN# and Date of Birth Information will be provided (TBD).</p>	<p>SSN and Date of Birth information will not be given to the Contractor.</p>
20	B.3 Functional Requirements	3	<p>Since there are 4 programs, can we use 1 package for each of the 4 or do you require 4 different versions of the card and carrier?</p>	<p>One package can be used for all four arms of the program.</p>
21	B.3 Functional Requirements (1.3)	4	<p>Will the debit cards be useable at any ATM or POS device, not just those accepting EBT cards?</p> <p>Please define “participating merchant.” Accepts these cards? Accepts the card brand selected for this project?</p>	<p>Yes</p> <p>“Participating merchant” is anywhere the user can use the card to pay for goods or services, as well as receive cash back.</p>

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22	B.3 Functional Requirements (1.3)	4	<p>Is PIN mailer issuance required with each card? If yes, will we receive a PIN file or will we calculate and create our own?</p> <p>Will we mail PIN in advance of the cards or after the cards? (if after the cards so, how many days?)</p>	<p>Yes, PIN mailer issuance is required with each card. The vendor would issue the PIN. The PIN can be mailed in advance of or after the cards. The number of days the PIN should be mailed prior to or after the card is at the discretion of the vendor, but should be discussed in the technical proposal.</p> <p>For all new cash cards, the Contractor must create and mail cash cards to Cardholders within five (5) business days of receipt of information from the Department.</p>
23	B.3 Functional Requirements (1.4)	4	<p>What kinds of security features are desired?</p> <p>Does the V UV ink and hologram suffice or more than that?</p>	<p>Bidders should describe security features they recommend as part of proposal.</p>
24	B.3 Functional Requirements (1.5)	4	<p>Industry practices for incentive cards typically do not include ATM withdrawals or balance inquiries. Industry practices for reloadable prepaid debit cards typically include ATM withdrawals and balance inquiry functionality with a nominal fee to the cardholder.</p> <ul style="list-style-type: none"> • Would the Department confirm the incentive cards should have ATM withdrawal and balance inquiry functionality? • If so, where should bidders indicate the in network and out of network ATM withdrawal fee for the cardholder? <p>If the Department would like to cover this fee, should a bidder include it in Attachment 2?</p>	<p>The incentive cards should have ATM withdrawal and balance inquiry functionality. Bidders should describe how they will inform cardholders of in-network and out-of-network ATM withdrawal fees, e.g., sending instructions with the issuance of cards.</p> <p>All fees must be included in the per card pricing in Attachment 2. The Bid Form cannot be modified.</p>
25	B.3 Functional Requirements (1.5)	4	<p>As cards will be loaded with small deposits, can a bidder provide alternative cash access options instead of an ATM to keep the overall program costs low for the Department?</p>	<p>The RFP states that the Contractor must issue cash cards that allow for access to funds and account balance inquiries via an ATM with PIN usage.</p>

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26	B.3 Functional Requirements (1.7)	4	<p>Will the contractor provide the mechanism to request a replacement, or will DOH perform that function and send the request to the contractor?</p> <p>Are replacement cards mailed individually, or sent with other original card request batches?</p> <p>How many days is the contractor allowed before issuing the new card?</p>	<p>The contractor will provide the mechanism to request a replacement card.</p> <p>The replacement cards can be sent with other original card request batches.</p> <p>The number of days the contractor is allowed before issuing the new replacement card is at the discretion of the vendor, but should be discussed in the technical proposal.</p>
27	B.3 Functional Requirements (1.11)	5	<p>Due to the obligations of contractors to support debit card accounts, including annual privacy and regulatory notifications, and to be in line with industry standards for such accounts, would the Department allow a nominal fee for inactivity to be charged to only cardholders who do not have activity on their card account for 90 days?</p>	<p>No. Per section C.1.11 of the RFP, "The Contractor may not impose any Cardholder fees for account maintenance and inactivity.</p>
28	B.3 Functional Requirements (1.12)	5	<p>How long does the DOH desire cards to be useable?</p>	<p>The card should be useable for up to 12 months.</p>
29	B.3 Enrollment and Payment (2.2)	6	<p>The RFP states that the enrollment file includes the cash card activation security key(s) to be posted to the card account. Would the Department please clarify the intended use for the keys? How is this information used in the enrollment process? Is the security key a unique identifier for each recipient?</p>	<p>The security key will be used as a unique identifier for each recipient.</p>
30	B.3 Enrollment and Payment (2.2)	6	<p>Will DOH provide security keys, or is the contractor expected to calculate them?</p>	<p>The Contractor is expected to calculate security keys.</p>
31	B.3 Enrollment and Payment (2.3)	6	<p>Is a Mailed Confirmation file also required in addition to the Acknowledgement file?</p>	<p>No.</p>

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32	C.1 Technical Proposal	8	<ul style="list-style-type: none"> • Are vendors permitted to use font smaller than 11 point for tables and graphics? • Are vendors permitted to use pull-out sheets for work plans? <p>Is it acceptable for vendors to mark portion of their proposal Proprietary and Confidential?</p>	<p>Yes, but no smaller than 8 point font.</p> <p>Yes</p> <p>Disclosure of information related to this procurement and the resulting contract shall be permitted consistent with the laws of the State of New York and specifically the Freedom of Information Law (FOIL) contained in Article 6 of the Public Officers Law. The State shall take reasonable steps to protect from public disclosure any of the records relating to this procurement that are exempt from disclosure. Information constituting trade secrets or critical infrastructure information for purposes of FOIL shall be clearly marked and identified as such by the contractor upon submission. Determinations as to whether the materials or information may be withheld from disclosure will be made in accordance with FOIL at the time a request for such information is received by the State.</p>
33	C.2 Cost Proposal	11	<p>Since this is a prepaid program, funds/card fulfillment fees would need to be paid up front. Do you foresee any issues?</p>	<p>There will be no advance payments to the Contractor. All costs, including any start-up related activities, are included in the per card price as stated in the RFP.</p>
34	C.3 Method of Award (Technical Evaluation)	11	<p>“Technical Evaluation” states that “[d]etailed evaluation criteria [for scoring the Technical proposals] will not be disclosed to bidders.” Would the Department explain its rationale for not disclosing detailed evaluation criteria? Would the Department describe the general criteria?</p>	<p>The technical proposal will be evaluated based on the bidders responses to the requirements listed in sections C and D of the RFP. As stated in the RFP, the technical proposal comprises 70% of the total score and the cost proposal comprises 30% of the total score.</p>

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35	D.6 Term of Contract	15	<p>The Period of Performance is listed as 12/1/2012 – 9/16/2012. However, the proposal is due 11/29/2012. How many days after proposal submission is award anticipated, assuming the Office of the State Comptroller (OSC) approval is required?</p> <p>What is the desired date to start issuing the first cards?</p>	<p>The anticipated term of the contract is now 2/15/13 – 9/12/16.</p> <p>The Department will work with the selected vendor on an implementation plan to have the program go live as soon as possible after the contract execution date.</p>
36	D.16 Contractor Requirements and Procedures	20	<p>Page 20 of the RFP states, “For purposes of this solicitation, New York State Department of Health hereby establishes an overall goal of 20% for MWBE participation, 10% for Minority-Owned Business Enterprises (“MBE”) participation and 10% for Women-Owned Business Enterprises (“WBE”) participation (based on the current availability of qualified MBEs and WBEs).”</p> <ul style="list-style-type: none"> • Due to the relative small size of the recipient pool within the Pilot program, would the Department consider waiving the MBE/WBE requirements of the RFP as it relates to the Pilot then re-visit the requirement when the program expands statewide? <p>If the Department is unable to waive the MBE/WBE requirement for the Pilot program, would it consider lowering the percentages to 2.5% for MBE participation and 2.5% for WBE participation for the Pilot to reflect the size of the program more accurately?</p>	<p>Awards are contingent on the selected vendor meeting the Department’s 20% goal. Bidders may request a goal less than 20% by submitting a Waiver Request Form #2. In the event of non-approval of the waiver request, the contingent award may be rescinded.</p>

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37	Appendix D	Section L	Would the Department please confirm that Contractor will retain exclusive ownership of all tools and software used in the delivery of the services, and that the Department will have no residual rights thereto beyond the term of the agreement?	Yes. The Contractor will retain ownership of all previously owned tools and software used in the delivery of services under the contract.
38	Appendix D,	Section W, 1, b	<p>This section refers to several types of policies that are covered under Commercial General Liability.</p> <p>a. Would the Department please confirm that Commercial General Liability Insurance coverage will be sufficient to meet the substantive requirements of this section?</p> <p>b. Also, would the Department please confirm that, in order to comply with this provision, the New York Department of Health may be included as an additional insured on such policy for claims caused by the negligent acts or omissions of Contractor?</p>	<p>a. General liability insurance in the name of the Contractor in amounts detailed in Appendix D.W.1.b must be obtained.</p> <p>b. Protective liability insurance in the name of the State of New York, Department of Health, must be obtained in accordance with Appendix D.</p>
39	Attachment 7	Section I, B	The RFP language indicates that there will be a maximum compensation amount for the term of the agreement. Would the Department please confirm that contractor will have no obligation to perform work in the absence of program funding?	The vendor would have no obligation to perform work in the absence of program funding.

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40	Attachment 7	Section III, E	<p>The RFP states that the agreement may be canceled at any time by the Department of Health upon 30 days' prior written notice. Given that Contractor will incur upfront costs in the start-up phase of the contract, would the Department agree to equitably compensate Contractor for the unamortized portion of those costs in the following two scenarios? Please note that such costs would not otherwise be recoverable by way of the fee structure specified in the RFP.</p> <ul style="list-style-type: none"> a. In a situation where the Department terminates the agreement for its own convenience; and b. In the event of a termination for lack of funding or fiscal appropriation. 	<ul style="list-style-type: none"> a. Per Appendix D, Section U.2: "Except as otherwise provided in the Contract, the liability of the State for payments to the Contractor and the liability of the Contractor for services hereunder shall cease." b. Per Appendix A, Paragraph 1: "EXECUTORY CLAUSE. In accordance with Section 41 of the State Finance Law, the State shall have no liability under this contract to the Contractor or to anyone else beyond funds appropriated and available for this contract."