

C456 Q&A RFP Addendum #1

Please complete this form and submit at the end of your Administrative Binder.

1. Concerning 2.6 and Section 4 General Duties Bullet Point 5, what is the extent of the role of the Claims Administrator if there is a dispute concerning the amount of the claim?

The Claims Administrator must perform all the duties listed in Section 4 of the RFP, including Bullet Point 5, with respect to *all* claims, irrespective of whether such claims involve disputed amounts. As part of its duties, the Claims Administrator makes a recommendation to the Department (see, e.g., paragraph (d) under “Duties re: Claims and Potential Claims of Individual Customers”), and the Department makes the final determination as to the amount of the claim.

2. Would this include litigation in the event there is no agreement?

No. If there is litigation, it will not be handled by the Claims Administrator. However, the existence of any litigation with respect to any claim will not relieve the Claims Administrator of any of its duties under the Contract with respect to any claim.

3. What is the role, if any, in compromising the claim in the event of a dispute?

With respect to “compromising” a claim in the event of a dispute, the Claims Administrator’s role will include, among its other duties listed in the RFP, the facilitation of communications between the claimant and the Department. The final determination to compromise, settle or otherwise pay any particular claim, will be made by the Department pursuant to the requirements of New York Banking Law Article XIII-C.

4. Under Section 4 Duties re Individual Customers, what are the “criteria and parameters”?

The “criteria and parameters” will be developed by the Department in consultation with the Claims Administrator and will be consistent with the requirements of New York Banking Law Article XIII-C.

5. Concerning that same section, what documentation do you have currently concerning any or all of the individual claims?

Paragraph (a) of “Duties re: Claims and Potential Claims of Individual Customers,” in Section 4 of the RFP, lists the types of documentation that the Department currently has for individuals with claims or potential claims. The specific documentation varies for each individual.

6. Concerning Duties re Billers, exactly who are the Billers who have filed claims?

The billers are approximately five entities, including utility companies, to which customers were attempting to pay such bills as electricity, gas, and rent.

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7. Concerning the same section, what are the “criteria and parameters”?

The “criteria and parameters” will be developed by the Department in consultation with the Claims Administrator and will be consistent with the requirements of New York Banking Law Article XIII-C.

8. Concerning Section 5.16, is there a process to amend or supplement the price during the term of the contract and if so, what is that process?

No, the rates that are in the executed Agreement shall be fixed for the entire term of the Agreement.

9. Are you looking for a flat rate proposal or an hourly rate proposal with a projected estimated cost?

Please refer to Section 6.8 of the RFP, “Cost Submittal Requirements (Part III),” and the Attachments referenced therein.

We hereby acknowledge receipt of C456 Claims Administrator RFP, dated August 9, 2018, and this Addendum #1, issued by the Department and containing subsequent responses to questions.

Name

Date

Firm