



Andrew M. Cuomo
Governor

Maria T. Vullo
Superintendent

BID QUESTIONS/INQUIRIES AND RESPONSES MEMORANDUM

DATE: October 29, 2018

PLEASE ADDRESS INQUIRIES TO:

Ron Wachenheim, *Contract Management Specialist 2*
Telephone Number: (518) 402-5375
E-Mail: rfp@dfs.ny.gov

BID NO.: C000459 (Reissue of RFP #C000456)

TITLE: Claims Administrator

BID DUE DATE: November 8, 2018 @ 1:00 PM

CONTRACT TERM: Two (2) years, commencing upon approval by State Comptroller's Office

SUBJECT: Responses to Questions/Inquiries and Additional Information

ALL PROSPECTIVE BIDDERS

Below are the answers to the submitted questions:

QUESTION #1: Is there an incumbent for this RFP or with similar scope of work? If yes, please list the current contractor and describe the task current contract is assigned.

ANSWER: There is no incumbent vendor.

QUESTION #2: Can companies from outside USA apply for this?

ANSWER: Yes

QUESTION #3: Would we need to come over there for meetings?

ANSWER: Appropriate staff would be required to attend in-person meetings in New York, including in New York City.

QUESTION #4: Can we perform the tasks (related to RFP) outside USA (like from India or Canada)?

ANSWER: No

QUESTION #5: Can we submit the proposals via email?

ANSWER: No – see Section 6.1 of the RFP.

QUESTION #6: As a staffing firm, we can provide claims administrators. Would a staffing firm be able to bid on this? Or do you need a firm to manage all aspects?

ANSWER: As stated in Section 4 (“General Duties”) of the RFP, the Claims Administrator will administer “all aspects of the Claims Process.”

QUESTION #7: Under Section 4 – Duties re: Individual Customers, approximately how many of the 3300 claims are based upon services provided to the Individual Customers by Billers as those terms are used in the RFP?

ANSWER: As stated in Section 2.1 of the RFP, the claims and potential claims are “related to the failure of ... a New York licensed money transmitter” which “failed to transmit ... payments that it had received from individual customers attempting to pay bills” to the billers.

QUESTION #8: Concerning the same section, how many of the Individual Customers have supplied documentation that they paid twice for the same services?

ANSWER: The number of such individual customers has not been calculated.

QUESTION #9: Can you identify by name the identity of the Billers as that term is used in the RFP?

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

QUESTION #10: Can you also please identify the minor modifications in the scope/changes to the Technical Submittal and Cost Proposal that were made from RFP C000456 that you reference?

ANSWER: RFP C000456 remains on the DFS website and can be compared for changes.

All other terms and conditions of the bid solicitation remain the same.

This Memorandum is to be signed, submitted and made a part of your bid.

VENDOR: _____

ADDRESS: _____

SIGNATURE OF BIDDER: _____

DATE: _____