

New York State Department of Health
RFP # 16810 DSRIP Program Opt Out Mailing
Questions and Answers Posted 9/8/16

Question #	RFP Section	Bidder's Question	Answer
1.	General	Who is the incumbent vendor? How long have they performed on this contract?	The Center for Disability Services has performed these services for one (1) year.
2.	General	Can you provide the bid tabulation from the previous bid?	There was no previous bid.
3.	General	How much has been spent for these services (excluding postage) during the most recent 12 months?	\$1.75 million
4.	General	How much has the Department paid in postage per piece for these mailers the past 12 months?	\$2.5 million has been paid in total. Per mailer prices are not available.
5.	4.2 Tasks/Deliverables	Does DOH have any particular requirements for the method or image standards/format employed in the scanning? Is Adobe PDF format adequate, or is some other image format required? How does the vendor receive the mail to be scanned, noting that it is being returned to Albany? This question applies to both <u>undeliverable mail</u> and signed <u>Opt Out forms</u> .	The vendor can make recommendations for the scanned documents if it is TIFF or PDF. If the vendor is not local to Albany, they will need to follow the 2FA requirements to have signed Opt Outs transported to the vendor to scan. Undeliverable mail will be submitted back to the vendor's P.O. Box for handling.
6.	4.2.1 File Cleansing	When you state that vendors can submit recommendations for address cleansing, are you envisioning services outside of normal hygiene (USPS CASS) and/or move update (USPS NCOA) services? Perhaps 3 rd party vendors that compare data against proprietary databases (credit bureaus, etc.)?	The DOH will entertain outside, 3 rd party vendors for recommendations. Examples would include address resolution services, deceased scrub or incarceration scrub.
7.	4.2.2 File Customization –	Please confirm that although there is lots of barcoded technology put into the letter, the letter is not returned with the mail.	The signed Opt-Out form containing member's name and CIN is the only form needed to process the opt out.

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	Generating the Opt Out Letter		
8.	4.2.4 Postage Requirements	Would the NYSDOH consider a postage system in which the NYSDOH fronts an estimated monthly amount at the beginning of each month and have the vendor send a detailed spend-down report weekly?	No. The Contractor must invoice for the appropriate amount of postage each month as detailed in section 4.2.4.
9.	4.2.4 Postage Requirements	Is the contractor expected to front postage for the mailings? Or will DOH provide an upfront deposit for the first mailing such that a positive balance would be maintained in advance of mailings by virtue of the ongoing postal invoicing process outlined?	See Question #8
10.	4.2.4 Postage Requirements/ Section 4.4(7) Reporting Requirements	There seems to be some contradictory language within the specifications regarding the postage permit. Should bidders assume that the Department will set up a fund and allow the use of its indicia for postage or will the vendor be required to set up its own permit and get reimbursed for postage?	The vendor will establish the postage permit and imprint. The vendor will bill DOH to fund the postage account owned and monitored by the vendor.
11.	4.2.5 Undeliverable Mail	What is the vendor to scan – the unopened envelope?	The vendor will scan the paper opt out forms that come to the dedicated P.O.B. number after they have been processed (Record Retention)
12.	4.2.5 Undeliverable Mail	Is the undeliverable mail to be shredded immediately after scanning, or will it need to be held in storage for some period of time?	The undeliverable mail will be scanned within 3 days of receiving and shred/destroyed within 4 days of being scanned and recorded.
13.	4.2.7a Reprinting of the Opt Out Letter	What is the expected frequency that a reprinted opt-out letter will be requested?	The expected frequency that a reprinted letter will be requested should be minimal since the Opt-Out letter/form is available on the website in different languages. Members can opt out by telephone as well.
14.	4.2.7a Reprinting the Opt-Out Letter	How are reprints facilitated? Does DOH submit recipient data again? Or is the vendor reprinting by virtue of an in-house archive	If the member cannot access the Opt-Out form from the DSRIP website, and

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		compiled from all submitted data and generated forms across mailings? If the latter, what is the time period required for the ability to generate a reprint: "N" months, or from inception of contract?	insists on a reprint, the DOH will submit member data (CIN) again. The reprint will be completed within 7 days of the DOH notifying the vendor.
15.	4.2.7b Scanning and Recording of Signed Opt-Out Forms	Is the vendor to store the letters after they are scanned, or does storage refer to the electronic copy only?	The vendor will destroy the letters after scanning and upon DOH Q&A validation checks.
16.	4.2.7b Scanning and Recording of Signed Opt-Out Forms	Do you have any historical statistics regarding the percentage of recipients who subsequently return signed forms to opt out? This answer would help establish the number of signed forms that need to be warehoused.	We would estimate 2.5% of the distributed mail.
17.	4.4 Reporting Requirements	Do you have any samples of any past reports that have satisfied the requirements of DOH? I note your descriptions of report components but am asking for report examples if you have them available.	Sample reports are not available at this time.
18.	8.3 Technical Evaluation	Can you provide insight into the technical proposal evaluation and how the elements within the proposal will be weighted relative to one another?	Bidders should reference Section 6.2.D for the elements of the technical proposal evaluation. DOH will not release its evaluation documents prior to bid.
19.	Attachments	The Opt Out form does not seem to have space for an address, please explain.	The Opt-Out letter/form mailing contains the member's address, viewable through the #10 envelope. The letter/form viewable on the website does not have space for address as just the name and CIN are needed to process the form.
20.	Attachments	LETTER AND CONSENT FORM - Variable vs Static Printing a. Please confirm that the following images are labeled correctly	ai- Variable (address, unique barcode and PPS per county) aii- Static

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		<ul style="list-style-type: none"> i. OPT-OUT Letter Sheet One Side 1: Variable (addressing and variable barcode) ii. OPT-OUT Letter Sheet One Side 2: Static iii. OPT-OUT Letter Sheet Two Side 1: Static iv. OPT-OUT Letter Sheet Two Side 1: Static v. OPT-OUT Consent Form: Static 	<ul style="list-style-type: none"> aiii- Static aiv- Static av- Variable (member identifier, PPS, MCP and unique barcode)
21.	Attachments	Is it possible that all 4 pages of the letter are generic for all recipients and the OPT-OUT FORM has the barcoded technology and address on it?	The 4 pages of the letter cannot be static. The address must remain on the letter as it is placed first within the mailing package. The Opt-Out form contains the member's name and CIN.
22.	Attachment N	Do you have a <u>completed</u> sample of the Opt Out letter that indicates placement of the outbound mailing address, etc. to show through the envelope window? I don't see an obvious location for that information based on the unaddressed sample provided in the RFP.	Please see Exhibit 1.