

NYS Department of Taxation and Finance
Request for Proposal (RFP) #13-12
Electronic Check Processing – Check 21 Services
Round 2 Question and Answer Document

#	RFP Section	RFP Page #	Question	Answer
1	Preface, A. Proposal Questions/Inquiries Preface, G. Contract Signing and Contract Term	6, 8	<p><i>“Prospective Bidders should note that all clarifications and exceptions, including those relating to the terms and conditions of the RFP, are to be resolved prior to the submission of a bid. Exceptions to Contract terms in Exhibit C, Preliminary Contract, must be submitted with the Bid Proposal.”</i></p> <p><i>“Any exceptions or additions to the terms and conditions of the Preliminary Contract must be identified in the Bidder’s proposal. With the exception of Banking Services Agreements which will be subject to negotiation, the Department will not sign any vendor supplied contract documents. As such, if there are specific terms to be included in the final Contract, they must be submitted in response to Section V.B.19 - Proposed Extraneous Terms.”</i></p> <p>In Preface A. do the “exceptions to the T&C of the RFP” on page 6 refer to the administrative aspect of the procurement process rather than the final contractual terms and conditions for the services to be provided? Are all other exceptions for contractual terms and service agreements noted in Section V.B.19. to be evaluated with our bid?</p>	<p>All clarifications and exceptions, for both the RFP and the Contract, should be identified.</p> <p>Any questions regarding the Technical Proposal of the RFP should have been addressed in the two Question and Answer periods. Exceptions to the Contract must be submitted as extraneous terms with the bid, as indicated in Section V. B. 19, and will be evaluated as a part of the Technical Evaluation.</p>

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2	III. Technical Requirements, D. Cash Management Requirements.	38	<p><i>“2.1 <u>The Bidder must provide their standard banking and/or service agreement(s). Submission of such agreement(s) is for informational purposes. The Bidder must be willing to negotiate the terms of such agreement(s).</u> RESPONSE: The Contractor must affirm understanding of, and agreement to comply with, this requirement. Provide any standard banking and/or service agreement(s) with the proposal response.”</i></p> <p>Are we able to submit our standard account terms and have them incorporated in to the final agreement since the Department states that the standard service agreements are for informational purposes only?</p>	No. Vendor-supplied standard banking and/or service agreement(s) are to be submitted with the bid for informational purposes. They will not be incorporated into the base Contract. If a bidder wishes the State to consider any portion of their standard banking services agreements, they should present those portion(s) as an extraneous term(s) pursuant to Section V.B.19. of the RFP.
3	General Question	General	May we use an alternative format (i.e. remove table-style format) in responding to the RFP as long as we cover each section and question?	No. The bid proposal must be in the RFP format.
4	Functional Requirement 2.4	22	<p><i>“2.4 The Contractor must provide ICL Help-Desk support to DTF. Such support must be available from 8 A.M. to 8 P.M. Eastern Time, Monday through Saturday.”</i></p> <p>Please note that though we can accept transmissions Saturday (we can accept transmissions 24/7), we do not process or</p>	No, the requirement cannot be changed.

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			<p>service transmission on Saturday; would DTF consider accepting Sunday as an alternative, full service day? Notably it is not possible for us to adjust the bank-wide schedule (full service is Sunday – Friday) so if this is not acceptable we would need to decline to bid.</p>	
5	Amendment: Responses to Questions (#12)		<p><i>“What level of deposits are expected to be maintained in connection with this contract on the average in a given year? If they are expected to be substantial would a Federal Home Loan Letter of Credit be an acceptable form of collateral? It does comply with NYS law and furthermore is currently accepted by NYS OSC as an acceptable form of collateral.”</i></p> <p>As a follow up question to Q&A number 12, DTF provided average DEPOSIT amounts for the 3 primary tax types. What we are actually looking for is average COLLECTED balances. That is, how much money is on average in these accounts after OSC makes transfers out and or DTF moves money out during the day (i.e., what is the average COLLECTED balance for these accounts)?</p>	<p>The Corporation Tax account maintains a zero balance, the PIT account maintains a \$10,000 balance and HUT maintains a \$20,000 balance.</p>

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6			<p><i>“The Contractor must provide an electronic adjustment file to DTF on each Banking Day in a format to be specified by DTF. Each file must include, but not be limited to...”</i></p> <p>Does this need to be a file?</p> <p>Is an image acceptable?</p>	<p>Yes.</p> <p>No.</p>
7			<p>“Contractor must maintain a test environment, separate from the processing environment, which is configured to allow Enhancements in a controlled environment. The test environment shall mimic production and be continuously maintained.”</p> <p>Does the state require direct access to this test environment?</p>	<p>DTF would expect that the test environment would be available upon request, but the State would not require unsupported direct access.</p>