



**STATE OF NEW YORK
DEPARTMENT OF TAXATION AND FINANCE
Office of Budget & Management Analysis
Bureau of Fiscal Services
Building 9, Room 234
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Albany, NY 12227**

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Dear Bidder,

Attached is the Department's response to Bidder Follow-up questions. We have also posted for your convenience a corrected page 85 of the RFP.

All other requirements and conditions of the RFP remain as indicated.

NYS Department of Taxation and Finance
Request for Proposal (RFP) #10-01
Collection Services for Delinquent In-state Tax Debt
Question and Answer Document

#	RFP Section	RFP Page #	Question	Answer
1			<p>In question and answer #10 on your initial Q and A document you explain that case categories under the current contract differ from the categories described in this RFP. How do case categories differ with this RFP?</p>	<p>Under the current contract, there are 4 case categories:</p> <ol style="list-style-type: none"> 1. Low Value (\$15-\$500) 2. System Defined (cases unresolved after being worked by automated efforts), 3. Skip Cases (tax debtor's whereabouts unknown) 4. All Other Cases (cases not meeting the other 3 categories) <p>While cases intended for placement under this RFP may share similar characteristics, they are not categorized as such. In addition, the current contract includes cases where a tax debtor's source of income or assets are located outside the State of New York.</p>
2			<p>On page 35 of the Q and A document and page and page 85 of the RFP you illustrate in-state business taxpayer cases by prior vendor assignment. The amounts by assignment type are switched on these two documents. For instance, on the Q and A you show that \$902 million have no prior vendor assignment but on the RFP, you indicate the \$902 million have been assigned to a prior vendor. Can you please clarify which</p>	<p>The correct numbers appear on page 35 of the Q and A document. Page 85 of the RFP contains an error. The headings for No Prior Vendor Assignment and Prior Vendor Assignment for business taxpayers should be switched. The \$902 million total is for the No Prior Vendor Assignment category.</p> <p>A corrected RFP page 85 is included with this document.</p>

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			document is correct?	
3			On page 35 of the Q and A document you illustrate cases by age groupings which have no prior vendor assignments. Why are there so many cases between 2 and 10 years old which have had no prior vendor assignments? Can you describe internal work efforts on these cases and whether or not they have been ongoing until this RFP?	The Department's collection efforts are described on page 16 of the RFP.
4			In reference to Attachments 10 and 11 on pages 158-159, are these forms also required to be signed by all employees working DTF's contract?	Yes.
5			In reference to Question # 69, pg 18 of the document, the 3 rd bullet point regarding credit card payments refers to "designated service provider website" is this DTF's credit card vendor's website which contractor will have access to take credit card payments or DTF's website?	The 3 rd bullet refers to the designated service provider's website which the contractor will be able to process taxpayer credit card payments. The Department's website provides a link to the designated service provider's website.
6			Will DTF be maintaining the merchant service agreements for the credit cards?	Taxpayer credit card payments are processed through credit card service providers. The Department maintains any necessary agreements.

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7			In reference to Section V.A.4 Department access to contractor’s collection system on page 36, “access to the contractor's collection system, in real time, for active, recalled, and returned cases” what is DTF’s definition of “real time”?	For purposes of this requirement, Real Time is considered access to current case status and notes as soon as they are updated in the system.
8			In reference to Section IX.A Proposal Content and Organization specifically for Volume 1 only, is it necessary to use the actual Attachments A-K (with DTF header and footer information) or can we simply cut and paste the Attachment and requirement text into our document template to create a better flow and help with page numbering in the table of contents?	A cut and paste into your document is acceptable. Please note: it is the bidders responsibility to ensure all information in the attachment (including the Attachment name and number) is included.
9			<p>We have several questions in reference to Section IV.CC on page 34 of the RFP, “The Contractor will provide the Department a means by which to remotely service observe calls conducted by Contractor staff with tax debtors. The Department prefers real time access. This ability must be provided to the Department at its facility” as follows:</p> <p style="padding-left: 40px;">a. Does DTF require contractors to record</p>	<p>a. The Department is not requiring the contractor to record calls under this RFP.</p>

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			<p>calls?</p> <p>b. If so, what is the retention period for recorded calls?</p> <p>c. When referring to “real time access” does DTF intend to observe "live" calls or is listening to recorded calls acceptable?</p>	<p>b. N/A</p> <p>c. It is the Department’s preference to observe “live” calls.</p>
10			<p>We have several questions in reference to Section V. Case Resolution, Page 31 “The contractor may only enter into an IPA under the standards and conditions prescribed by the Department and must provide detailed information concerning any case being resolved by IPA in the manner prescribed by the Department (see IV.X. Department Programs)” as follows:</p> <p>a. In review of IV.X. Department Programs, it does not readily clarify the standards and conditions for entering into an IPA. Can DTF please clarify whether regulations listed in NYS Department of Taxation and Finance Publication 125 can be referred</p>	<p>a. The contractor may refer to the IPA requirements in Publication 125.</p>

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			<p>to for information concerning IPA's ?</p> <p>b. Could further clarify whether there are different types of IPA's? For example streamlined IPA under 36 months no financial requirement, balance restrictions or extended payment plans requiring financial substantiation, etc.</p> <p>c. Are there requirements for client approval prior to entering a tax debtor into an agreement?</p> <p>d. What constitutes a broken payment arrangement, i.e. 60 days no payment?</p> <p>e. Is form DTF-5 (12/08) Statement of Financial Condition and other information used in securing required information for an approved IPA?</p>	<p>b. The Department expects the contractor to make those determinations.</p> <p>c. The Department does not have any approval requirements for contractor IPA's as long as the IPA addresses the entire balance within the term of the contract.</p> <p>d. The Department considers 60 days without a payment a broken arrangement. However, depending on the circumstances, the contractor has the authority to make the determination.</p> <p>e. The DTF-5 is not required for the contractor to approve an IPA. The contractor is free to use the DTF-5 in establishing IPA guidelines for Department cases.</p>

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11	VIII.A.3	60	Section VIII.A. lists “Attachment F - Electronic Data File Exchange” under “Qualifying Requirements.” However, Attachment 1 – Bidder’s Checklist, has Attachment F – Electronic Data File Exchange Response Form listed under “Technical and System Response Requirements.” We assume that our Attachment F – Electronic Data File Exchange Form should go in the “Qualifying Requirements” section of our Volume 1, as indicated in Section VIII.A., correct?	–No. Attachment F should be in Tab 3 IT Systems Response Requirements. Information provided on this form will be utilized to confirm the Qualifying Requirement for Electronic Data Exchange.
12	IX.A. Proposal Content and Submission	74	Is it acceptable for bidders to insert an Executive Summary in Volume 1, before Tab 1 – “Qualifying Requirements,” in order to summarize the key points of our proposal?	Yes.
13			<i>How do the case categories under the current contract with West differ from the case categories described in this RFP?</i>	Please see the answer to the first question.
14			We currently provide collection services for delinquent insurance and worker compensation claims to different states. Although not precisely on point for Tax collections we are very experienced with handling debt for the state governments. Would our experience in this arena suffice as “Tax Experience” as required per this RFP?	No. The experience described would not be considered “Tax Experience”.

New York State Department of Taxation and Finance
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\$ Stratification	Business Cases		Prior Vendor Assignment			
			No Prior Asgn		No Prior Asgn	
	# of TPs	\$ Amount	# of TPs	\$ Amount	# of TPs	\$ Amount
\$0.01 to \$99.99	32,700	\$1,681,659	6,929	\$405,281	25,771	\$1,276,378
\$100 to \$499.99	35,178	\$8,155,932	15,243	\$4,010,532	19,935	\$4,145,400
\$500 to \$999.99	13,149	\$9,311,678	8,283	\$5,891,023	4,866	\$3,420,655
\$1,000 to \$4,999.99	46,562	\$116,888,815	23,560	\$58,821,717	23,002	\$58,067,098
\$5,000 to \$9,999.99	12,771	\$89,143,164	5,166	\$35,615,926	7,605	\$53,527,238
\$10,000 to \$19,999.99	7,133	\$98,516,331	2,009	\$27,265,604	5,124	\$71,250,727
\$20,000 to \$49,999.99	4,328	\$131,714,695	1,061	\$31,965,532	3,267	\$99,749,163
\$50,000 to \$99,999.99	1,472	\$102,191,751	326	\$22,447,413	1,146	\$79,744,338
> \$100,000	1,352	\$671,418,256	264	\$140,589,900	1,088	\$530,828,356
Total	154,645	\$1,229,022,281	62,841	\$327,012,928	91,804	\$902,009,353