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STATE OF NEW YORK  
DEPARTMENT OF CIVIL SERVICE

Dependent Eligibility Audit Services  
Preproposal Conference

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DATE: July 2, 2008

TIME: 10:01 to 10:37 a.m.

LOCATION: 80 South Swan Street  
Room 354  
Albany, New York 12242

BEFORE: Linda Burk  
Procurement Manager  
Employee Benefits Division  
NYS Department of Civil Service  
80 South Swan Street  
Albany, New York 12242

1 Dependent Eligibility Audit Services - 7-2-2008

2 APPEARANCES:

3

4 FOR DEPARTMENT OF CIVIL SERVICE:

5

6 Linda Burk

7 Pam Fetcho

8 David Boland

9 Robert DuBois

10 ATTEENDEES:

11

12 Howard Gerver

13

14 Jim Kelly

15

16 David Chojnacki

17

18 Brian Murphy

19

20 Fred Serafini

21

22 Kim Paul

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24 Dominica Sortisio

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1 Dependent Eligibility Audit Services - 7-2-2008

2 receive updated information or notice of amendments

3

4 to the R.F.P., I would advise you to complete this

5

6 exhibit. I have copies which you may complete

7

8 before you leave today.

9

10

11 Please remember it is extremely

12

13 important that you do not attempt to contact anyone

14

15 other than myself for questions or issues

16

17 concerning this R.F.P. The e-mail address and

18

19 phone number can be found in Section II of the

20

21 R.F.P.

22

23

24 There are requirements for the

25

26 offeror's administrative proposal submission,

27

28 including the minimum mandatory requirements that

29

30 must be satisfied to qualify an offerer to be

31

32 considered for selection. These requirements can

33

34 be found in section three of the R.F.P.

35

36

37 Exhibit One-A is a checklist

38

39 provided to assist you in making sure everything

40

41 required has been included in your proposal. It is

42

43 highly recommended that you complete the checklist.

44

45

46 Please be sure to submit the

47

48 administrative, technical, and cost proposals

49

50 separately. Under no circumstances should cost

51

52

1 Dependent Eligibility Audit Services - 7-2-2008

2 (The preposposal conference

3

4 commenced at 10:01 a.m.)

5

6 MS. BURK: Good morning. My

7

8 name's Linda Burk, procurement manager for the

9

10 Employee Benefits Division. I'd like to welcome

11

12 you to the dependent eligibility audit services

13

14 preposposal conference.

15

16 There are a few items I'd like to

17

18 go over before we begin answering your questions.

19

20 If you have not already done so, please sign in

21

22 over at the table.

23

24 Exhibit One-K is the offeror's

25

26 affirmation of understanding and agreement,

27

28 pursuant to the Lobbying Act and concerns contact

29

30 during the procurement's restricted period.

31

32 Exhibit One-K is mandatory and should have been

33

34 completed prior to today's conference. If you have

35

36 not, you must step outside at this time and

37

38 complete the form. Also, agency policy is found in

39

40 Exhibit One-L of the R.F.P., and must carefully

41

42 reviewed.

43

44 Exhibit One-J, notice of bidding

45

46 intention form, is not mandatory, but in order to

47

48

49

50

51

52

1 Dependent Eligibility Audit Services - 7-2-2008

2 receive updated information or notice of amendments

3

4 to the R.F.P., I would advise you to complete this

5

6 exhibit. I have copies which you may complete

7

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17 concerning this R.F.P. The e-mail address and

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19 phone number can be found in Section II of the

20

21 R.F.P.

22

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24 There are requirements for the

25

26 offeror's administrative proposal submission,

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30 must be satisfied to qualify an offerer to be

31

32 considered for selection. These requirements can

33

34 be found in section three of the R.F.P.

35

36

37 Exhibit One-A is a checklist

38

39 provided to assist you in making sure everything

40

41 required has been included in your proposal. It is

42

43 highly recommended that you complete the checklist.

44

45

46 Please be sure to submit the

47

48 administrative, technical, and cost proposals

49

50 separately. Under no circumstances should cost

51

52

1 Dependent Eligibility Audit Services - 7-2-2008

2 information be included with the administrative or

3

4 technical proposals. Submission of twelve

5

6 separately bound hard copies, two originals plus

7

8 ten copies of each of the three parts, and one C.D.

9

10 for each part is required.

11

12 Finally, I must also remind you

13

14 that failure to submit Exhibit One-C, request for

15

16 redactions, may result in disclosure of all

17

18 material provided in your proposal, if requested,

19

20 pursuant to the New York State Freedom of

21

22 Information Law. You should take note of this

23

24 requirement in section two and follow the

25

26 procedures regarding FOIL.

27

28 The purpose of our meeting today

29

30 is to answer questions that you may have regarding

31

32 the dependent eligibility audit services R.F.P.

33

34 released on June 18th, with proposals being due

35

36 July 31st.

37

38 Official written responses to all

39

40 questions asked today, or submitted by mail or

41

42 e-mail prior to the July 3rd deadline, will be

43

44 posted to the Web site on or about July 11th. Only

45

46 the written official responses will be deemed

47

48

49

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1 Dependent Eligibility Audit Services - 7-2-2008  
 2 controlling. Responses are not official until they  
 3 are posted to the Web site.  
 4 We're being recorded, so I would  
 5 ask that you please state your name and the name of  
 6 your organization before asking your question.  
 7 If you can't hear at any point in  
 8 time, please let me know.  
 9 At this time I'd like to  
 10 introduce the panel. We have Robert DuBois, the  
 11 director of the Employee Benefits Division, Dave  
 12 Boland, assistant director of contract management  
 13 and Pam Fetcho, contract manager for the dependent  
 14 eligibility audit services.  
 15 You want to start? Do you have  
 16 any questions?  
 17 MR. GERVER: Sure. Howard Gerver  
 18 with H.R. Best Practices. I know it's never about  
 19 the money, but it's always about the money, so I'll  
 20 just jump in right there. I'm from New York, so  
 21 excuse me.  
 22 So, could you provide some extra  
 23 color regarding the three-to-one return that you're  
 24 looking for? Color in terms of just --.

1 Dependent Eligibility Audit Services - 7-2-2008  
 2 MR. DUBOIS: Green.  
 3 MR. GERVER: Right.  
 4 MR. DUBOIS: Green.  
 5 MR. GERVER: Green. Okay.  
 6 Great. Well, green is good.  
 7 MR. DUBOIS: Can you be more  
 8 specific?  
 9 MR. GERVER: Yeah. Okay. Well,  
 10 we've had some prior communications over the past  
 11 year and a half, and our point of view regarding  
 12 dependent audits is that a claims-based model  
 13 versus a per-capita-based savings model is more  
 14 credible, since the claims attached to those  
 15 confirmed ineligibles will be the true savings. So  
 16 I was curious if you could share with us, perhaps,  
 17 your decision around moving towards a  
 18 per-capita-based model, in conjunction with the  
 19 three-to-one return you're looking for.  
 20 MR. DUBOIS: We're not  
 21 quantifying savings, generally, on a per-capita  
 22 basis. We're -- we're looking at the claims for  
 23 those eligible dependents who are removed from the  
 24 files.

1 Dependent Eligibility Audit Services - 7-2-2008  
 2 MR. GERVER: Okay.  
 3 MR. DUBOIS: And I think there's  
 4 quite a bit of detail in the R.F.P. regarding that.  
 5 The only per-capita basis for quantifying savings  
 6 are dependents who would be Medicare -- removed  
 7 dependents who are Medicare eligible, because we  
 8 reimburse Medicare Part B premium, so we're  
 9 crediting that amount as savings.  
 10 And our H.M.O. enrollment is  
 11 community-rated, so we're counting premium for  
 12 H.M.O. enrollments, but the vast majority of the  
 13 persons covered under the State Health Insurance  
 14 Program are enrolled in the Empire Plan, and we are  
 15 using a claims-based formula for that part of the  
 16 calculation and that is --  
 17 MR. GERVER: Okay. Thank you.  
 18 MR. DUBOIS: -- where we would  
 19 expect most of the savings to be.  
 20 MR. GERVER: Thank you.  
 21 MS. FETCHO: And also, if you  
 22 look at Exhibit Three-H, that gives an example of  
 23 how the return-on-investment calculation would be  
 24 done. So that might help clarify for you any other

1 Dependent Eligibility Audit Services - 7-2-2008  
 2 questions that you might have regarding the  
 3 calculation.  
 4 MR. KELLY: Jim Kelly with  
 5 Secova. You know, it's -- it's one thing to read  
 6 in an R.F.P. what process or mentality, what you  
 7 want to have done, but it -- it would be  
 8 beneficial, I think, if you could just give us a  
 9 review of what happened, what's behind it, how did  
 10 the state get there? There's some -- from our  
 11 experience in state business, there's interesting  
 12 dynamics that happen when we start terminating  
 13 eligible dependents, and what happens in the state.  
 14 So the state's appetite for terminating enrolled  
 15 dependents; were there any political issues  
 16 surrounding that issue going into this process?  
 17 You know, where you are in the -- you described  
 18 also in the R.F.P. how you intend to slip from an  
 19 amnesty period to whole audit, and then splitting  
 20 the population, so just maybe an overall  
 21 description as to how we got to the R.F.P. over the  
 22 last couple years of our involvement.  
 23 MR. DUBOIS: Yeah, I mean, we  
 24 became aware of eligibility audit activities that

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1 Dependent Eligibility Audit Services - 7-2-2008  
 2 some of the, you know, larger private sector  
 3 corporations were doing. And we did an R.F.I. We  
 4 also reached out to other governmental entities and  
 5 looked at some -- I think Georgia, it was, had done  
 6 their own in-house work, and we came to the  
 7 conclusion that one, in an activity like this, time  
 8 was of the essence. We're looking to generate  
 9 savings as quickly as we possibly can, particularly  
 10 now given the -- you know, the state's overall  
 11 financial situation.

12 And we had looked at the  
 13 feasibility of, you know, using our own staff to do  
 14 it. We felt that, given the volume that we were  
 15 dealing with, the large number of persons, that to  
 16 ramp up for such an activity would not be the most  
 17 cost-effective solution, so we decided to do the --  
 18 the R.F.P. to seek a qualified offeror to -- to  
 19 perform those services.

20 I -- I'm not quite sure where you  
 21 were going with your question regarding the state's  
 22 appetite for --.

23 MR. KELLY: I mean, we've,  
 24 through a number of discussions with a number of

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1 Dependent Eligibility Audit Services - 7-2-2008  
 2 having to -- to utilize those other resources.  
 3 MR. KELLY: Thank you.  
 4 MR. CHOJNACKI: Yeah, Dave  
 5 Chojnacki from BUDCO. A question in section three  
 6 of the -- I believe it's section three of the  
 7 preliminary requirements. You mentioned that the  
 8 firm needs to have completed three audits of a  
 9 hundred thousand lives or more over the past three  
 10 years. Are you defining that as a hundred thousand  
 11 contract holders or dependents?

12 MS. FETCHO: Yes.

13 MR. CHOJNACKI: Persons.

14 MR. DUBOIS: Right.

15 MR. DUBOIS: Contract holders and  
 16 their dependents. Okay. So combined.

17 MR. DUBOIS: Yes.

18 MR. CHOJNACKI: Thank you.

19 MR. MURPHY: Brian Murphy,  
 20 K.P.M.G. As an audit firm, we generally don't have  
 21 to enter into agreements, when we're looking into  
 22 returns on investment. Would the Department  
 23 reconsider revising the model to a fixed fee, be  
 24 more in line other state contracts, or are you set

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 2 different states, about when we terminate a  
 3 dependent, and they become uninsured, per se, in  
 4 the state, what are the issues? Is that a  
 5 political issue for the governor; is that a  
 6 political issue for the state agencies, as you --  
 7 when it winds up in the newspaper that you're  
 8 terminating enrolled dependents?

9 MR. DUBOIS: Well, yeah, I -- I

10 think from -- we have a fiduciary obligation --

11 MR. KELLY: Right.

12 MR. DUBOIS: -- to the plan's  
 13 participants. And that includes the state, you  
 14 know, itself, as a contributor to the state  
 15 employees who make a contribution, and retirees who  
 16 make a premium contribution towards the plan; also  
 17 to the local government participants. So, our --  
 18 our financial obligation -- our fiscal -- fiduciary  
 19 obligation is to the plan, and that's where we're  
 20 coming from.

21 The -- you know, the -- there is  
 22 potential, of course, that this will result in some  
 23 persons becoming uninsured. It might also result  
 24 in persons who have availability of other insurance

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 2 on the return-investment model?

3 MR. DUBOIS: The -- we -- the  
 4 pricing is not a return on investment. We're  
 5 looking for a fixed price, with a guarantee return  
 6 on investment. So, if you don't have the return on  
 7 investment, you don't get paid up to that amount.

8 MR. GERVER: You bring it back  
 9 down and then adjust, so you guarantee the three to  
 10 one, is that --?

11 MR. DUBOIS: Correct.

12 MR. GERVER: Okay. And does that  
 13 include out-of-pocket costs such as postage, et  
 14 cetera, or are those separate from the -- is this  
 15 how you made your best practices, or is that carved  
 16 out, if you will, of the return?

17 MR. DUBOIS: The fees are all the  
 18 fees that are under this contract, so it would  
 19 include postage and everything.

20 MR. KELLY: Jim Kelly -- oh, go  
 21 ahead.

22 MS. FETCHO: Yeah, I -- I'd --  
 23 I'd just like to -- to go back and clarify the  
 24 previous question on the minimum mandatory

4 (Pages 10 to 13)

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1 Dependent Eligibility Audit Services - 7-2-2008  
 2 requirements of a hundred thousand or more covered  
 3 lives. That -- that does not have to be within a  
 4 three-year period. I -- I think we asked for  
 5 references --  
 6 FROM THE FLOOR: Okay. Right.  
 7 MS. FETCHO: -- within three  
 8 years, but that's not needed to satisfy the minimum  
 9 mandatory. We just -- the minimum mandatory is  
 10 just D.E.A.'s -- D.E.A.S.'s search for three  
 11 clients, a hundred thousand or more covered lives,  
 12 and it doesn't have to be within the three-year  
 13 period.  
 14 MR. KELLY: Jim Kelly with  
 15 Secova. Can you describe the state's benefits  
 16 calendar, when does open enrollment happen --?  
 17 MR. DUBOIS: Well, there's -- I  
 18 mean, there is no open enrollment. There is an  
 19 option-transfer period. Open enrollment being a  
 20 person who's not currently enrolled being allowed  
 21 to come in and enroll with no waiting period or  
 22 other penalty. But there's --.  
 23 MR. KELLY: So there's no renewal  
 24 anniversary date for your health plans or --?

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 2 MR. KELLY: Sure.  
 3 MR. DUBOIS: An open-enrollment  
 4 period would allow them to enroll at will, with no  
 5 waiting period or no medical proof.  
 6 MR. KELLY: Right.  
 7 MR. DUBOIS: Okay?  
 8 MR. KELLY: My description of  
 9 what I'm trying to get to is --  
 10 MR. DUBOIS: Is a transfer?  
 11 MR. KELLY: -- is that we send  
 12 enroll -- we send kits to employees --  
 13 MR. DUBOIS: Yeah.  
 14 MR. KELLY: -- that describe  
 15 their --  
 16 MR. DUBOIS: Okay. We refer  
 17 to --  
 18 MR. KELLY: -- benefits, and they  
 19 can --.  
 20 MR. DUBOIS: -- we refer to that  
 21 as an option transfer.  
 22 MR. KELLY: Option transfer. And  
 23 option transfer happens at what time of year?  
 24 MR. DUBOIS: During the month of

Page 15

1 Dependent Eligibility Audit Services - 7-2-2008  
 2 MR. DUBOIS: There -- yeah, the  
 3 plans are on a calendar-year basis.  
 4 MR. KELLY: Okay.  
 5 MR. DUBOIS: We do allow retirees  
 6 to change options at any time, but only once during  
 7 a twelve-month period. But regular employees it's  
 8 an annual transfer period that usually occurs  
 9 during the month of December.  
 10 MR. KELLY: So, for the existing  
 11 population there's no open -- annual enrollment  
 12 period that happens in the fall, or in January?  
 13 MR. DUBOIS: Well, I -- I think I  
 14 want to --.  
 15 MR. KELLY: That's my  
 16 terminology.  
 17 MR. DUBOIS: Okay. Yeah, I mean,  
 18 the term "open enrollment," from our perspective,  
 19 is a -- is a different thing than an  
 20 option-transfer period. Open enrollment -- an  
 21 employee who is eligible for coverage, but for  
 22 whatever reason chooses not to obtain it, and then  
 23 seeks to become covered, is subject to a waiting  
 24 period.

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1 Dependent Eligibility Audit Services - 7-2-2008  
 2 December typically --  
 3 MR. KELLY: Okay.  
 4 MR. DUBOIS: -- for coverage  
 5 effective January 1. Or if you read the  
 6 description, I believe that there's details in  
 7 there. State employees are paid on two alternate  
 8 biweekly payroll schedules, an administrative  
 9 payroll schedule and an institutional payroll  
 10 schedule. So someone is getting a paycheck every  
 11 week, but any individual employee, it's two weeks  
 12 apart.  
 13 MR. KELLY: Right.  
 14 MR. DUBOIS: Typically January  
 15 1st will -- the effective dates will straddle  
 16 January 1st, so it might be December 26th for one  
 17 group and January 2nd for the other. And then the  
 18 third group are people who are covered on a monthly  
 19 basis, which includes the local governments and  
 20 retirees.  
 21 MR. KELLY: Okay. And  
 22 communications for the options transfer, out to the  
 23 population, begin at what time?  
 24 MR. DUBOIS: Typically they're

5 (Pages 14 to 17)

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1 Dependent Eligibility Audit Services - 7-2-2008  
2 out right around the end -- right around  
3 Thanksgiving.

4 MR. KELLY: Okay.

5 MR. GERVER: Howard Gerver, H.R.

6 Best Practices. Along the vein of the process  
7 question that was just asked, can you describe a  
8 little bit about the governance around the -- the  
9 current dependent-verification process for those  
10 people that are in the plan, in terms of are people  
11 required to show the requisite documentation as  
12 they enroll, or maintain --?

13 MR. DUBOIS: Yes. Currently a  
14 new employee, for example, coming in, who wishes to  
15 enroll for family coverage, you know, needs to  
16 present a set of documentation, which I believe is  
17 described in the R.F.P.; is it not?

18 MS. FETCHO: It is. And there's  
19 several exhibits that go into a little more detail  
20 about what documentation is required for the  
21 different types of dependents.

22 MR. DUBOIS: But basically they  
23 have to show the proofs of eligibility to their  
24 health benefits administrator, who is an employee

Page 20

1 Dependent Eligibility Audit Services - 7-2-2008  
2 dependents who are not eligible, but actually  
3 persons who are not, in fact, employees. That is  
4 outside the scope of this particular audit  
5 activity, but you know, we just wanted -- wanted  
6 you to be aware of -- of the situation.

7 MR. GERVER: Can we propose  
8 additional services as well, like along the lines  
9 of --?

10 MR. DUBOIS: Well, let me -- let  
11 me -- I was going to provide a caution to all  
12 potential offerors. One is look carefully at the  
13 minimum mandatory requirements. They are not  
14 negotiable. They must be satisfied in order for  
15 your proposal to be considered.

16 Secondly, look very carefully at  
17 the requirements. We are not, in this instance,  
18 prescribing a specific process for you to use, but  
19 again, you need to address the requirements. If  
20 you have an -- an alternative approach that is  
21 outside the requirements of the R.F.P., you should  
22 respond in detail to the R.F.P.'s requirements, and  
23 propose an alternative in the separate alternative  
24 section.

Page 19

1 Dependent Eligibility Audit Services - 7-2-2008  
2 typically in the personnel office of the agency  
3 where they work. And those -- you know, those  
4 documents are then -- they -- if they bring  
5 original source documents, they're returned to the  
6 employee. We are not confident that agency health  
7 benefits administrators maintain copies of those  
8 records. Much of the administration is  
9 decentralized and we're looking to make sure that,  
10 you know, gaps are plugged there.

11 We also feel that there is  
12 probably a greater level of vulnerability at the  
13 local government level, where again, the -- our  
14 ability to monitor the situation is far -- far less  
15 than it is on the -- in the case of a state  
16 employee.

17 For example, we know if a person  
18 is enrolled by a state agency, because we need to  
19 take a deduction from their paycheck. So if  
20 there's no paycheck, there's, you know, no proof of  
21 in fact that this person is an employee.

22 On the local government side, we  
23 bill the agency for the full premium, so they could  
24 have enrolled persons, you know, not only

Page 21

1 Dependent Eligibility Audit Services - 7-2-2008  
2 So, if you fail to -- to meet the  
3 requirements of the R.F.P., your proposal will  
4 either be rejected outright if it's a minimum  
5 mandatory, or will score low against any of the  
6 program requirements. So you should satisfy the  
7 R.F.P. If you have a better way of doing it,  
8 propose that as an alternative.

9 MR. SERAFINI: Fred Serafini from  
10 Consova. I didn't notice in the time line a  
11 potential site visit. Are you considering a site  
12 visit if you get to the point of finalists?

13 MR. DUBOIS: Yeah, we -- we  
14 probably might. You know, management interviews  
15 and site visits are optional requirements, are  
16 optional activities for the procurement. And I --  
17 that -- that would be dependent on what the  
18 situation is when -- when we get there.

19 MR. SERAFINI: Thank you.

20 MS. PAUL: This is Kim Paul from  
21 BUDCO. Can you narrow down how many sets of unique  
22 eligibility we're looking at with the unions? Is  
23 there just one set of eligibility, or does each  
24 group have their own unique eligibility criteria?

6 (Pages 18 to 21)

1 Dependent Eligibility Audit Services - 7-2-2008  
 2 MR. DUBOIS: Eligibility criteria  
 3 are consistent in each of the bargaining units.  
 4 Local governments have differing eligibility  
 5 criteria for employees, but the dependent  
 6 eligibility criteria are consistent across the  
 7 entire program.  
 8 MR. GERVER: Do you have a --  
 9 Howard Gerver with H.R. Best Practices. Do you  
 10 have a -- and I apologize again if this is in the  
 11 R.F.P., but do you have a preferred method of data  
 12 collection in terms of the documents that would be  
 13 on site at your local entity level, or whether it  
 14 be sent in to a service center?  
 15 MS. FETCHO: Are you referring to  
 16 the documentation you would receive from the  
 17 enrollee?  
 18 MR. GERVER: I'm sorry?  
 19 MS. FETCHO: Are -- are you  
 20 referring to the documentation you would receive  
 21 from the enrollee?  
 22 MR. GERVER: Yes, in terms of the  
 23 proof.  
 24 MS. FETCHO: All right. Yeah.

1 Dependent Eligibility Audit Services - 7-2-2008  
 2 In -- in the R.F.P. it does describe our desire to  
 3 have an imaged file transmitted to us, probably in  
 4 a .tif format, so that we could then load that into  
 5 our imaging system.  
 6 MR. DUBOIS: I -- I think,  
 7 though, if I understood the question correctly, it  
 8 was do you -- do we expect you to go out to the  
 9 workplace to obtain this document?  
 10 MR. GERVER: Well, I'm just  
 11 throwing some options out there. Yeah, but  
 12 basically, it could be done --  
 13 MR. DUBOIS: We --  
 14 MR. GERBER: -- on site, or it  
 15 could be --?  
 16 MR. DUBOIS: -- we did not  
 17 specify.  
 18 MR. GERVER: Right.  
 19 MR. DUBOIS: And -- and I think  
 20 we probably envisioned this, you know, that the  
 21 documents would be sent to a service center. You  
 22 know, based on information we received from our  
 23 request for information, that seemed to be the  
 24 prevailing method and would probably be the

1 Dependent Eligibility Audit Services - 7-2-2008  
 2 preferred method; we didn't -- but we didn't  
 3 specify. I -- I would imagine on-site collection  
 4 would be time consuming, disruptive in the  
 5 workplace.  
 6 Some of our workplaces are  
 7 secure, of course. We have prisons and other  
 8 secure facilities where, you know, that kind of  
 9 activity would be disruptive. And obviously also  
 10 we have twenty-four/seven employment, so I guess  
 11 we'd anticipated that it would be a mail-in, had  
 12 not anticipated any kind of on-site collection.  
 13 MR. GERVER: Well, you answered  
 14 part of the question. So, in the event that it was  
 15 on-site versus mail, what would the access to the  
 16 population be, in I think you mentioned, a secure  
 17 environment?  
 18 MR. DUBOIS: Yeah, I -- I just --  
 19 I don't think that on-site is a feasible approach  
 20 for our -- for our work force.  
 21 We also have a very distributed  
 22 work force. You know, for example, a forest ranger  
 23 in the Adirondacks is probably the only employee  
 24 within thirty miles.

1 Dependent Eligibility Audit Services - 7-2-2008  
 2 MR. KELLY: That's a long site  
 3 visit.  
 4 MR. DUBOIS: Yeah.  
 5 MS. PAUL: This is Kim Paul from  
 6 BUDCO again. The file layouts that were included  
 7 in the R.F.P. have a lot of information, but we  
 8 found that potentially there's additional  
 9 information that would be very helpful for a  
 10 program of this nature. Is that a flexible option  
 11 to include additional information in your file  
 12 layouts to us?  
 13 MR. DUBOIS: I think consistent  
 14 with my prior comment, your --  
 15 MS. PAUL: The minimal?  
 16 MR. DUBOIS: -- yeah, right. But  
 17 you know, we don't -- we certainly would reserve  
 18 the right to consider adding elements to the file  
 19 layout, you know, in order to facilitate the  
 20 enroll -- the -- the audit. So, your response  
 21 should be based on what was presented in the  
 22 R.F.P., but with the understanding that we would  
 23 certainly -- we're looking to make this thing go as  
 24 quickly and as efficiently as possible, so we would

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2 be receptive to additional things, but they cannot  
3 be a requirement of your proposal.

4 MR. MURPHY: Brian Murphy,  
5 K.P.M.G. Has the Department set any performance  
6 metrix, in terms of numbers of audits or estimated  
7 level of effort, or you know, any budget for the  
8 project?

9 MR. DUBOIS: We are requiring  
10 that the activity be completed within one year, but  
11 we -- you know, we've not -- we're not telling you  
12 guys how much money we've got to spend on this.  
13 Bid low.

14 MR. GERVER: Well, to that end --  
15 this is Howard Gerver with H.R. Best Practices, and  
16 to that end of Mr. DuBois' comment about bidding  
17 low, assuming that was acceptable to the vendors,  
18 would you consider a performance bonus, or you  
19 know, certain -- hitting -- hitting certain  
20 thresholds, if you will?

21 MR. DUBOIS: We -- well, the  
22 contract will be awarded based on the response to  
23 the R.F.P. proposal. We reserve the right to  
24 negotiate terms that are more favorable to the

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2 Secova. The R.F.P., in the introduction, mentions  
3 a one-time audit of it, and if you go through this  
4 year's process and clean up your eligibility, is  
5 there a plan for the state to change how you manage  
6 dependent enrollment going forward? It's our  
7 experience if you don't we're going to be back to  
8 the same place in three to five years.

9 MR. DUBOIS: Yeah, well, you  
10 know, we -- for those of us who have been with the  
11 state for a long time, there was not, when we  
12 enrolled originally, the requirement to submit  
13 documentation regarding dependents. We've since, a  
14 number of years ago, instituted that. Currently  
15 we're -- we have a -- as I mentioned, a very  
16 decentralized process. Depending on the results of  
17 this audit, I think we would assess the value of  
18 basically tightening up that process, and exerting  
19 greater controls, out on the individual agencies.

20 On the other hand, if we find we  
21 have no ineligible dependents, as unlikely as that  
22 is, based on everything we've heard from the  
23 industry, we would probably not make a change,  
24 since the juice wouldn't be worth the squeeze.

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2 state, always. Under State Finance Law we could  
3 not offer additional compensation above what was  
4 proposed. I'm going to check with counsel on that  
5 just to -- to make sure, but I -- I don't think we  
6 had contemplated a performance bonus, and probably  
7 not, but again, we'll provide a written response to  
8 that question.

9 MR. BOLAND: Just to -- just to  
10 clarify the bid-low situation, the award will we  
11 made that -- based on a combination of the  
12 technical proposal and the cost proposal, so not --  
13 not necessarily the lowest-cost bidder will win  
14 this thing.

15 MR. DUBOIS: Oh yeah, clearly, I  
16 mean, the -- the -- you know --.

17 MR. GERVER: We read that in the  
18 R.F.P.

19 MR. DUBOIS: Yeah, it's in there.

20 MR. GERVER: So then, thank you.

21 MR. DUBOIS: So propose a  
22 fabulous technical solution and bid low.

23 MR. GERVER: We're there. Okay.

24 MR. KELLY: Jim Kelly with

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2 MR. KELLY: But on that basis, a  
3 response specifically to the specs would provide an  
4 alternative pricing model for both the initial and  
5 ongoing; is that appropriate?

6 MR. DUBOIS: The R.F.P. does  
7 not -- does not request pricing for any kind of  
8 ongoing activity, so it won't be evaluated.

9 MR. KELLY: Okay. Enough said.

10 MR. DUBOIS: Were we to do an  
11 ongoing process, we would, you know, issue an  
12 additional R.F.P. at that time.

13 MR. GERVER: Howard Gerver, H.R.  
14 Best Practices. While the R.F.P. laid out those  
15 technical specifications, some of them around the  
16 criteria, some of the things that I don't believe  
17 it mentioned, and my memory -- my memory may be  
18 short on this one, but state government experience  
19 doing eligibility auditing, or even New York State  
20 public-sector dependent-eligibility audit, having  
21 that experience. Is there a reason why some of  
22 those types of relevant experiences were excluded  
23 from the criteria?

24 MR. DUBOIS: As to why we didn't

8 (Pages 26 to 29)

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1 Dependent Eligibility Audit Services - 7-2-2008  
2 specifically require --?

3 MR. GERVER: In terms of firms  
4 that have experience doing eligibility of auditing  
5 for other state governments, as well as other New  
6 York State related public-sector  
7 dependent-eligibility auditing experience.

8 MR. DUBOIS: We didn't feel that  
9 that was a significant differentiator.

10 MR. GERVER: Okay.

11 MS. PAUL: This is Kim from  
12 BUDCO. The mention of appeals of what is in the  
13 document itself, is there a timing element that you  
14 currently administer appeals for dependent  
15 eligibility at all?

16 MS. FETCHO: Well, within the  
17 context of -- of this process, we currently do not  
18 have a dependent-eligibility-audit process. So  
19 this appeals, and I -- I think in -- in another  
20 part of the R.F.P. we really described it a little  
21 differently as opposed to an appeal. That it's an  
22 enrollee who submits documentation after the -- the  
23 required deadline.

24 You know, if -- if an enrollee is

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2 state mailing? Is there a percentage that you have  
3 come back?

4 MR. DUBOIS: Oh, yeah.

5 MS. SORTISIO: Okay.

6 MR. DUBOIS: Yeah. And we can  
7 get that for you.

8 MS. SORTISIO: Okay. Great.

9 MR. DUBOIS: Yeah.

10 MS. SORTISIO: And -- and what is  
11 the employee's responsibility to maintain their own  
12 address -- their address maintenance? Is there --?

13 MR. DUBOIS: I'm sure in each  
14 agency's administrative handbook there's a  
15 requirement that employees advise personnel of  
16 address changes. We pretty aggressively manage our  
17 mail. Most of the documents we send out are sent  
18 first class with return, and we make efforts to  
19 obtain correct addresses. And we can describe that  
20 for you in detail, in the -- in the written  
21 response to this, along with what our return rate  
22 is.

23 MS. SORTISIO: Thank you very  
24 much.

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2 eligible, or if a dependent is eligible, then no  
3 matter when they -- they submit their  
4 documentation, they're eligible to be put back  
5 on -- on the file. Depending on the circumstance,  
6 they might be subject to -- to certain -- a certain  
7 waiting periods, or certain times of the -- times  
8 of the year to do that.

9 MR. CHOJNACKI: Dave Chojnacki  
10 from BUDCO. Language requirements from the state,  
11 is everything required to be English as first  
12 language? Or is there a special consideration for  
13 Spanish-speaking people that would be factored into  
14 this, or any other, you know, decision made toward  
15 either document information that's forwarded, or a  
16 contact center need for a language line?

17 MR. DUBOIS: That was not a  
18 requirement of the R.F.P. Again, I think, you  
19 know, a solution that contemplated that sort of  
20 thing, that would be a basis for evaluation of the  
21 technical proposal.

22 MS. SORTISIO: Dominica Sortisio,  
23 BUDCO. My question is do you have a typical return  
24 on a mass mailing that you have, when you do a

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2 MR. KELLY: Jim Kelly from  
3 Secova. Linda, a question for you, and don't be  
4 offended if you -- are all the potential bidders in  
5 the room today?

6 MR. DUBOIS: No, they're not;  
7 right?

8 MS. BURK: Huh-uh.

9 MR. DUBOIS: We had one firm, I  
10 believe, additionally, who advised us they intended  
11 to bid, but were not attending today's meeting.

12 MS. BURK: It was not mandatory  
13 to be here.

14 MR. KELLY: Right. Thank you.

15 MR. SERAFINI: I'm Fred Serafini  
16 from Consova. As additional questions come up, do  
17 you prefer phone, e-mail?

18 MS. BURK: I'd prefer e-mail.

19 There was a form --

20 MR. SERAFINI: Okay.

21 MS. BURK: -- I think it's

22 Exhibit One-R.

23 MR. SERAFINI: Okay.

24 MS. BURK: And you can just

9 (Pages 30 to 33)

1 Dependent Eligibility Audit Services - 7-2-2008  
 2 attach additional questions to that and e-mail them  
 3 to me.  
 4 MR. SERAFINI: All right. Thank  
 5 you.  
 6 MR. BURK: And do they tell The  
 7 due date --?  
 8 MR. DUBOIS: Yeah, basically all  
 9 communication regarding the procurement should be  
 10 in writing.  
 11 MR. SERAFINI: Okay.  
 12 MR. DUBOIS: And e-mail is our  
 13 preferred method, just because it allows us to  
 14 respond to you more quickly, and --.  
 15 MR. SERAFINI: Sure.  
 16 MS. BURK: And they're due  
 17 tomorrow, in order for us to get them out in a  
 18 timely fashion.  
 19 MR. SERAFINI: I'm assuming  
 20 that's four p.m. east coast time?  
 21 MS. BURK: Five --  
 22 MR. SERAFINI: Five.  
 23 MS. BURK: -- I'll accept.  
 24 Are there any other questions?

1 Dependent Eligibility Audit Services - 7-2-2008  
 2 Okay. Once again, I'd like to  
 3 remind you that the written questions are due  
 4 tomorrow at close of business. And the responses  
 5 will be due on or about July 11th. And if you can  
 6 read in Exhibit One-J, you'll receive an e-mail  
 7 notifying you that they've been posted to the Web  
 8 site.  
 9 If you intend to submit a  
 10 proposal in response to this R.F.P., please  
 11 remember that the proposals are due July 31st, and  
 12 must be received in the Department by three p.m.  
 13 And thank you for your interest  
 14 in this R.F.P.  
 15 (The preproposal conference  
 16 concluded at 10:35 a.m.)  
 17  
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 20  
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 24

1 Dependent Eligibility Audit Services - 7-2-2008  
 2 I, Nathan B. Roberts, do hereby certify that the  
 3 foregoing was taken by me, in the cause, at the time  
 4 and place, as stated in the caption hereto, at Page 1  
 5 hereof; that the foregoing typewritten transcription,  
 6 consisting of pages number 1 to 35, inclusive, is a  
 7 true record prepared by me and completed by  
 8 Associated Reporters Int'l., Inc. from materials  
 9 provided by me.

10 \_\_\_\_\_  
 11 Nathan B. Roberts, Reporter  
 12 \_\_\_\_\_ Date

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