

**New York State Department of Civil Service
Invitation for Bid #DEAS-2015-1
New York State Health Insurance Program
Dependent Eligibility Audit Services
Official Answers to Offeror Questions**

Following are the Department's answers to questions regarding the NYSHIP DEAS IFB.

Note: If the Offeror's questions included their name, the name has been replaced with "Offeror."

Questions and Answers as of May 29, 2015

<u>Section</u>	<u>Question & Answer</u>
Q1 General	Please confirm Exhibit IV was intentionally left out from the Table of Contents?
A1	Confirmed; there is no Exhibit IV.
Q2 General	Can communications be sent via email in addition to US Mail? If yes, if an email address is provided by the member, can daily determination notices be sent via email instead of United States Postal Service mailings?
A2	If an Offeror uses email as a standard method for sending communications, the Department may consider allowing that as an option to supplement use of US Mail. This topic would need to be discussed during implementation.
Q3 General	If email is permitted, will the State be providing email addresses for the purpose of this audit
A3	The Department will not provide email addresses.
Q4 General	Do we need to send communication only in English or in any other language?
A4	The Offeror's communications with NYSHIP enrollees must be performed effectively in recognition that not all NYSHIP enrollees read and/or speak English.
Q5 General	How long after completion of the project does the state anticipate calculating ROI since the state will first have to calculate the average claims experience for those ineligible dependents enrolled in the Empire Plan?
A5	The Department anticipates calculating the savings for the DEA Project no later than 60 days after completion of the Project to the Department's satisfaction. See Section V.C.5.d.
Q6 General	Does the State know approximately the percentage of enrollees whose primary language is Spanish?
A6	No.
Q7 General	During the initial Dependent Eligibility Audit conducted back in 2009, were there any specific challenges identified, logistically or otherwise that need to be taken into consideration in preparation for this upcoming Audit?
A7	No.

- Q8** General It mentions that various metrics will be reported on daily, which is not a problem, but does that mean that the Performance Guarantees associated with each metric is measured daily or will the daily results be measured over the period of the project? For example, if one day the ASA (Avg Speed to Answer) is 47 sec...but the average of that ASA is 45 or less for the period of the project, is that considered a failed PG?
- A8** Some Performance Guarantee measurements, such as those associated with the call center and secure on-line web portal, will be based on the average performance over the term of the Agreement.
- Other Performance Guarantees, such as the “Amnesty Period, Eligibility Period, and Appeal and Reinstatement Period(s) Guarantee” and “Implementation and Start-up Guarantee” and the “Return on Investment Guarantee” have specific time-frames in which the results will be measured.
- Reports have specific due dates and penalties will be assessed on any that were not received by the due date.
- Q9** Section I
Page 1-2 Are the ineligible dependents identified in the Amnesty Period included in the ROI calculation?
- A9** Yes.
- Q10** Section I
Page 1-6 Since the last Dependent Eligibility Audit in 2009, were the “more stringent requirements” that HBAs must follow similar to the ones used in the 2009 audit?
- A10** Yes.
- Q11** Section I
Page 1-3 The IFB mentions that the “plan shall not seek recovery of any claims paid based on the coverage of the ineligible Dependent termination during the Amnesty Phase and that the Employee shall not be subject to any disciplinary, civil or criminal action, directly as a result of the coverage of the ineligible Dependent.” What consequences will there be for employees found to have ineligible dependents during the Verification Phase?
- A11** For those enrollees who do not disclose an ineligible dependent during the Amnesty Period, it is anticipated the Department will seek recovery of claims paid on behalf of ineligible dependents, and the Department may pursue other non-monetary action, for dependents found ineligible during the Verification Period.
- Q12** Section I
Page 1-6 What was the total number of dependents subject to audit in 2009?
- A12** 635,711.
- Q13** Section I
Page 1-6 What is the total number of employees that have covered dependents, who, prior to the amnesty period, would be included in the audit?
- A13** There are approximately 323,000 Family Policies (employees) that have covered dependents. Please see Exhibit III.B.

- Q14** Section III
Page 3-2 Please clarify the requirement. Does it mean that the Offeror must have performed dependent eligibility verification services for a client with a size of at least 150,000 dependent lives; or, does it mean that the Offeror must have performed eligibility services for a client with a size of 150,000 lives?
- A14** The Offeror must have performed eligibility services for a client that had at least 150,000 dependent lives.
- Q15** Section IV
Page 4-4 For reporting and tracking purposes, does NYSHIP prefer or require the Offeror's online administrative portal to be configured both on an aggregate basis as well as segmented for each of the NYS agencies, PA, and PE?
- A15** The Department would prefer to have the option for both aggregate and segmented configurations but it is not a requirement. As a minimum, aggregate configurations are required. Segmented configurations, if available, can be discussed during at implementation.
- Q16** Section IV
Page 4-6 The IFB requirements state that the Offeror must "Send different Enrollee communications for different types of Dependents (i.e. Dependent child versus Spouse) and NYSHIP populations (NY versus Participating Agency (PA) or Participating Employer (PE)." Since communications can include information respective to all dependent types, what is the rationale for requiring different communications?
- A16** The Department anticipates that the same general communication material will go to all enrollees and subsequently, customized communications would go out to specific enrollees. For example, as part of the audit follow-up, if an enrollee submitted sufficient documentation for the spouse but the documentation was incomplete for the dependent child, we anticipate the letter will identify that the spouse verification is complete and identify the dependent child verification is incomplete, advise what documentation has been submitted for the dependent child and what needs to be submitted to complete the dependent child verification.
- Q17** Section IV
Page 4-6 Is it correct to assume the rationale for requiring different communications for NYSHIP populations is that their dependent eligibility rules vary?
- A17** See response to Q16 above regarding reason(s) for expecting different communication. The eligibility guidelines, as outlined in Exhibit II.A- Dependents and Exhibit II. B – Dependent Survivor, are the same for all NYSHIP populations.
- Q18** Section IV
Page 4-10 Will the Offeror have visibility into the data used to do the ROI calculation?
- A18** The Project savings for purposes of determining an ROI will be calculated by the Department. The Department will share the results of the savings calculations; however, the Contractor will not have access to the member claims data used in calculating the savings.
- Q19** Section IV
Page 4-11 How do the ROI Calculations and Performance Guarantee fees (Project Fees) align and/or interact?
- A19** Each Performance Guarantee set forth in the IFB, including the Return of Investment Guarantee and Credit Amount, are separate and distinct. The total projected credits cannot exceed the fee being charged.

- Q20** Section IV
Page 4-14 Please provide the dependent dollar amount the state will use for each entity to determine the return on investment guarantee of 3-to-1.
- A20** Please refer to IFB Section IV.A.10 and 11 and Exhibit III.F for additional details regarding the ROI guarantee. Relative to IV.A.10.b., calculation for (1) shall be based on claims and the calculation for (2) shall be based on 2014 HMO premiums.
- Q21** Section IV
Page 4-20 The IFB in Section IV and Exhibit I do not match.
Section IV: "9. Reporting
a. Describe the reports that you recommend for this DEA Project that conform to the minimum reporting requirements described in this section. Provide report samples for each report type."
9. Reporting is not listed in the checklist in Exhibit I.A. Was it erroneously omitted from the checklist in Exhibit 1.A or should 9. Reporting be provided somewhere else?
- A21** "Reporting" is included in Section 4, Required Content of Technical Section of amended Exhibit I.A.
- Q22** Section IV
Page 4-1 Should Exhibit I.T.I be placed within the Administrative Section or within the Technical Section? If within the Administrative Section, where? Exhibit T.I.1 goes in the Technical section (page 4-1, 1st paragraph).
- "Also as part of its Administrative Section, submit a completed Exhibit I.T.I "Project Services Attestations Form."
- Does this mean it does not go into the Technical Section but into Administrative Section B. Minimum Mandatory Requirements? We do not see where we are to place this in the Technical Section per the Proposal Submission Requirement Checklist, nor where the State have designated it to be placed in the Administrative Section, as it is not listed in the Exhibits.
- A22** Please see added Exhibit I.T.1 Project Services Attestation Form, which should be submitted with the Offeror's Administrative Section.
- Q23** Section IV
Page 4-11 Per the IFB: "11. Performance Guarantees:
a. The Parties agree that the following guarantees and the corresponding credit amounts for failure to meet the Contractor Performance Guarantees shall be implemented effective the first Day following a 60-Day Implementation Period. The Offeror must submit as part of its Administrative Section a completed Exhibit I.T.2 of this IFB "Performance Guarantees Attestations Form."
- We are not able to locate Exhibit I.T.2 in the IFB package, but we do have Exhibit I.T – are these the same document?
- A23** Please see added Exhibit I.T.2 Performance Guarantees Attestation Form, which should be submitted with the Offeror's Administrative Section.
- Q24** Section VI
Page 6-1 Would you please clarify evaluation criteria and/or help us understand the priorities for evaluation? For example, it states in the RFP that it is a lowest total project cost. Does that mean, the lowest price or is there some formula used that takes into account expanded services/functionality that is considered standard for us and embedded into our price but not included with other competitors.

- A24** Awarding of the contract will be based solely on the submitted total project cost.
- Q25 Exhibit I.A** Appendix B directly contradicts Exhibit 1.A (as well as page 2-29: should there be one hard copy and one CD copy of the redacted version per the following checklist from Exhibit I.A, page 4?
- "At the time of Proposal submission the Offeror is requested to submit:
___A. Exhibit I.C Freedom of Information Law – Request for Redaction Chart
___B. Separately bound hardcopy of the Administrative Section, Technical Section, and Cost Section with each specific item requested to be protected from FOIL disclosure by highlighting in yellow.
___C. Electronic copy (on CD in Adobe Acrobat Professional software, version 8 or higher) of the complete Proposal noting each the specific item requested to be protected from FOIL which contains no more than three PDF files; one for each part of the Proposal (Administrative Section, Technical Section, and Cost Section)".
- Is there a choice between submitting one hard copy and one CD copy of the redacted version per the following statement?
- "The material sought to be protected from disclosure must be clearly marked in yellow highlighter, on a duplicate copy of the submission and may be provided in hardcopy or on a CD." (Appendix B, page 11)
- Also, does this mean that all copies (2 original and 6 copies) contain highlighted text for redaction or is there only one separate copy (hard copy and/or on a CD) that contains highlighted text?
- A25** Redactions should be completed in accordance with Section II.B.8 of the IFB.
- Q26 Exhibit I.V** Per the IFB: "The Offeror should submit specific details concerning the program identified in satisfaction of the requirements in IFB, Section III.E. This information should be provided as an attachment to this form and the information provided should support the Offeror's assertion that it can successfully implement and administer programs of the scope and complexity as set forth in this IFB# DEAS-2015-1 Program Contact."
- We are not able to find Section III.E. Can you please clarify the requirement or location of III.E?
- A26** Please see Section III.E "Reference Checks" as amended.
- Q27 Exhibit I.X** Will noted alternatives to IFB requirements on Exhibit I.X - Extraneous Terms Template render a response to this IFB to be deemed non-compliant and/or non-responsive?
- A27** Please see Section II.A.6.c "Material Deviations" and the explanation of Extraneous Terms discussed within this Section.
- Q28 Exhibit II.A** Are the eligibility rules provided in Exhibit II.A of the IFB consistent for all (3) audit populations? If not, what are the specific differences?
- A28** Yes, the Dependent Eligibility Guidelines in Exhibit II.A are consistent for all audit populations. The Dependent Survivor Eligibility Guidelines provided in Exhibit II. B are also consistent across the populations.

- Q29** Exhibit III.G Can the TIFF files contain multiple document types? For example can 1 tiff contain both a birth certificate & a tax document?
- A29** Yes.
- Q30** Exhibit III.G Are the Index file identifier link to the member only?
- A30** Yes.
- Q31** Contract Appendix B Will noted exceptions to contract terms and conditions based on the nature of these services (e.g., limitation of liability, termination for convenience, and/or ownership of intellectual property) render a response to this IFB to be deemed non-compliant and/or non-responsive?
- A31** Appendix A, B, C and D are non-negotiable and any exceptions to such terms shall result in the Proposal being deemed non-responsive.
- Q32** Appendix C If the bidders solution does not require “Third Party User” access to NY State network or computing resources to facilitate the proposed service, but does impose the need for file based data transfers using a secure authenticated transmission protocol (SFTP), is there an imposed requirement for a VPN established circuit between the bidder and NY State?
- A32** There is not an imposed requirement for a VPN established circuit between the bidder and NY State but it is an option if the bidder chooses VPN.
- The preferred connectivity method is via the Internet to a DCS-approved or DCS-provided Virtual Private Network (VPN) device. If the device is DCS-provided, DCS will loan the Third Party, in accordance with the DCS Equipment Loan Agreement, the required client software for establishing VPN connections with DCS. Normal DCS perimeter security measures will control access to the internal network.