



ADMINISTRATIVE SECTION

Exhibit I.S - Formal Offer Letter
Page 1 of 2

November 10, 2014
Ms. Linda Burk
Procurement Manager
Employee Benefits Division - Room 1106
NYS Department of Civil Service
Albany, NY 12239

RE: Invitation for Bids # EBC-2014-1 entitled: "The Empire Plan Employee Benefit Card," Firm Offer to the State of New York

Clarity Software Solutions, Inc. hereby submits this firm and binding offer to the State of New York in response to the Department's Invitation for Bids # EBC-2014-1, entitled "**The Empire Plan Employee Benefit Card,**" (IFB). The Proposal hereby submitted meets or exceeds all terms, conditions, and requirements set forth in the above-referenced IFB and in the manner set forth in this IFB.

Clarity Software Solutions, Inc. accepts the terms and conditions as set forth in IFB, Section VII and Appendices A, B, C, and D and agrees to satisfy the comprehensive programmatic duties and responsibilities outlined in this IFB in the manner set forth in this IFB.

Clarity Software Solutions, Inc. agrees to execute a contractual agreement composed substantially of the terms and conditions set forth in the draft contract included in the IFB, and accepts as non-negotiable the terms and conditions set forth in Appendices A, B, C and D to the draft contract.

Clarity Software Solutions, Inc. further agrees, if selected as a result of the IFB, to comply with 1) the provisions of Tax Law Section 5-a, Certification Regarding Sales and Compensating Use Tax; and 2) the Workers' Compensation Law as set forth in Section II.B.7 of the IFB.

This formal offer will remain firm and non-revocable for a minimum period of 365 days from the Proposal Due Date as set forth in the IFB. In the event that a contract is not approved by the NYS Comptroller within the 365 day period, this offer shall remain firm and binding beyond the 365 day period and until a contract is approved by the NYS Comptroller, unless Clarity Software Solutions, Inc. delivers to the Department of Civil Service written notice of withdrawal of its Proposal.

Exhibit I.S - Formal Offer Letter
Page 2 of 2

Clarity Software Solutions, Inc.'s complete offer is set forth as follows:

Administrative and Technical Sections and Total of eight (8) hard copy volumes [two (2) original and six (6) copies] and one (1) electronic copy on CD.

Cost Section: Total of eight (8) hard copy volumes [two (2) original and six (6) copies] and one (1) electronic copy on CD.

The undersigned affirms and swears s/he has the legal authority and capacity to sign and make this offer on behalf of, Clarity Software Solutions, Inc. and possesses the legal authority and capacity to act on behalf of Clarity Software Solutions, Inc. to execute a contract with the State of New York.

The undersigned affirms and swears as to the truth and veracity of all documents included in this offer.

Date: _____ Clarity Software Solutions, Inc.
By: _____ (signature)
Stephen Mongelli
Vice President

CORPORATE OR PARTNERSHIP ACKNOWLEDGMENT

STATE OF _____ : SS.:
COUNTY OF _____

On the ____ day of _____ in the year 2014, before me personally appeared: _____, known to me to be the person who executed the foregoing instrument, who, being duly sworn by me did depose and say that he resides at _____, Town of _____, County of _____, State of _____; and further that:

[Check One] (___ If a corporation): _he is the _____ of _____, the corporation described in said instrument; that, by authority of the Board of Directors of said corporation, _he is authorized to execute the foregoing instrument on behalf of the corporation for purposes set forth therein; and that, pursuant to that authority, _he executed the foregoing instrument in the name of and on behalf of said corporation as the act and deed of said corporation.

If a partnership): _he is the _____ of _____, the partnership described in said instrument; that, by the terms of said partnership, _he is authorized to execute the foregoing instrument on behalf of the partnership for the purposes set forth therein; and that, pursuant to that authority, _he executed the foregoing instrument in the name and on behalf of said partnership as the act and deed of said partnership.

Notary Public

Table of Contents

Administrative Section

Submittal Letter see exhibit I.S signed..... 1

 A.) Minimum Mandatory Requirements, Exhibit I.T Attestations..... 3

 B.) Key Subcontractors, pls see exhibit I.U.1, further details provided..... 4

Technical Section

A. Executive Summary 8

B. Scope, Range..... 10

C. Personell..... 13

D. Technical
Specs..... 14

E. Contractor
Responsibilities..... 16

Cost Section

A. Pricing..... Exhibit II.F

Enclosed: Sample of Clarity Reports
Enclosed: Sample Disaster Recovery Plan

Minimum Mandatory Requirements

Clarity was incorporated in 2007 and has produced member ID cards since its inception. Clarity has over 70 years of collective experience developing and implementing unparalleled healthcare communication solutions. Clarity's Founder and President was one of the principals Printing for Systems (PSI), which was the pioneer in developing customized ID card programs for health insurers, producing over 50 million ID cards annually. After many successful years developing and growing the business, PSI was acquired. Shortly after, some of Clarity's key players decided to develop and launch a new organization in 2007 with a more determined focus on application excellence and commitment to customer service.

Clarity Software Solutions, Inc. is able to meet the volume requirements proposed in IFB #EBC-2014-1. Clarity has the capacity to accommodate *more than* the requested card volume of two hundred twenty five thousand cards in a twelve month period. Clarity will produce more than 50 million ID Cards in 2014.

During implementation, your Customer Service team will work with you to determine a schedule to plan capacity requirements for any given time frame required. Clarity has redundant Teslin facilities for the production of membership ID cards. This allows for flexibility, disaster recovery and full confidence in capacity for extremely high volume especially during peak seasons. One of the biggest benefits of a fully on demand card solution, is that exact manufacturing procedures can be established and volume can be sent to any plant without notice or preparation.

Please see our sample client list with corresponding card volumes, these are only three out of 90 Health Plans we currently support. To see a larger variety of our clients, visit: <http://www.clarityssi.com/clarity-clients.shtml>

Client List Sample with Card Volumes

- Empire Blue Cross Blue Shield, NY, NY
ID Cards, Membership volume

- MVP Healthcare, Schenectady, NY
ID Cards, Membership volume 610,885

- Hudson Health, Tarrytown, NY
ID Cards, Membership volume 100,815

- Emblem Health, NY, NY
ID cards, Membership volume 3,400,000

- Independent Health, Buffalo, NY
ID cards, Membership volume 366,000

Key Subcontractors or Affiliates

Clarity maintains longstanding contracted relationships with five print vendors across the United States. This provides for accommodating volume spikes, and great backup/disaster redundancy or recovery. These partnerships have been through a formal and thorough vetting process, have high security measures in place, and work closely with our Chief Compliance Officer, Dan Schlaff to promote protection of PHI, and strict adherence to Compliance programs.

In addition to Printing, Inserting, Binding, and Distribution; Clarity also provides Address Cleansing and Least Cost Routing. Clarity Software Solutions, Inc. provides services for more than 90 Health Plan clients. Clarity has longstanding print partnerships in Connecticut, Florida, Massachusetts, Pennsylvania, Kansas, and Oklahoma. These partners process print and fulfillment for all of Clarity's clients daily. The relationship is behind the scenes to our clients, Clarity manages the relationship. Clarity only uses Secure SFTP file transfer, we are HIPPA compliant, and protect PHI vigorously. *Please see our section on security, under "Solution Overview." Clarity's timelines are not impacted by our partnerships, they are enhanced.

All of our print partnerships have been closely evaluated, are in good financial standing and have no complaints registered with the Better Business Bureau.

Clarity would implement your program at each of our locations for redundancy and capacity. We will work with you if there may be a preferred primary facility for the EBC-2014-1. We have more than enough volume capability reserved with several of our partnerships, and will choose the most effective and efficient subcontractor for this project.

Sample listing of some of the machinery and functions at our print partnerships

1 - 20 ton Spartanics M 500 sheet fed die cutting press
 1 - Magnacutter MC3 sheet fed rotary die cutting press
 Standalone Laminators -
 1 - D&K NT HS laminator

Card Matching / Affixing Equipment

17" Ga-Vehren "G1" with 2 simultaneous CR80 or VF-II card feeders, Nordson glue systems, Buskro ink jet system, Data-Trac® RTOS system and 2 plow folders
 20" Ga-Vehren "G2" with 1 simultaneous CR80 and VF-III card feeders, Nordson glue systems, Buskro ink jet system, Data-Trac® RTOS system, Axode Camera System and 2 plow folders
 912 Ga-Vehren "G3" with 2 simultaneous CR80 or VF-III card feeders, Nordson glue systems, Buskro ink jet system, Data-Trac® RTOS system, Axode Camera System, 1 page opener and 2 plow folders
 20" Ga-Vehren "G4" with 3 simultaneous CR80 or VF-III card feeders, Nordson glue systems, Buskro ink jet system, Data-Trac® RTOS system, Axode Camera System, 2 static bars, 1 page opener and 4 plow folders
 912 Ga-Vehren / CPST MJ7500 hybrid "G5" with 1 CR80 or 1 VF-III feeder, Nordson glue systems, high resolution DoD inkjet system with UV dryer, CPST controller system, Data-Trac® RTOS system, Axode Camera System, WebScan inline bar code grading and 2 plow folders
 912 Ga-Vehren "G7" with 1 CR80 or VF-III feeder, one plow folder, Data-Trac® RTOS System
 17" Ga-Vehren "G8" with 1 CR80 or 1 VF-II card feeder, Nordson glue system, Buskro ink jet system, Data-Trac® RTOS system and 1 plow folder
 912 Ga-Vehren "G10" with 2 simultaneous CR80 or VF-III card feeders, Robatech glue system, Buskro ink jet system,

Data-Trac® RTOS system and 2 plow folders

Packaging / Finishing

1 - Custom STS Pack-Trac high speed automated scanning / shrink wrapping / labeling line

1 - STS high speed shrink wrapping line

3 - hand fed shrink wrapping lines

2 - Lantech automatic pallet wrappers

Quality Control

1 - WebScan TruCheck offline bar code grader

2 - Spartanics Kard Counters

1 - Spartanics Stack Kounter

1 - Formax Shredder

Reference Checks

Please see Exhibit I.V for our client references. Each has a card volume of fifty thousand units or greater per year. Listed beside them is the name of our subcontractor.

Please note, since Clarity's inception in 2007 we have not lost a client.

Financial Statement

Please see enclosed for complete Financial Statements.

SECTION IV: TECHNICAL SECTION

1. Executive Summary

Clarity Software Solutions, Inc. (established in 2007) helps clients optimize customer relationships— save time and money—by enhancing flexibility and control over document management and communications delivery.

Based in Madison, Connecticut, Clarity serves numerous health plans around the country and across all product lines. In the past few years Clarity has implemented over 90 regional and national programs to support membership communications. Inc. magazine ranked Clarity Software Solutions No. 107 on its 2012 Inc. 500|5000, an exclusive ranking of the nation's fastest-growing private companies. Of the 500 companies, Clarity is No. 4 in the Business Products and Services industry segment. Our web based application is easy to use and allows a single communication to be published to any media type - print, web, email, or mobile.

Clarity has the experience, knowledge, and skills to manage this project for the New York State Dept. of Civil Service. Our primary business focus is working with health plans on communication programs such as; ID Cards, Letters, Welcome Kits, Annual Notice of Change (ANOC), Directories, Explanation of Benefits (EOBs), Medicare EOBs, and Summary of Benefits.

Clarity works with several plans in the Tri-State area, including Empire, Emblem, MVP, Independent and Hudson Health Plan. We are familiar with compliance, the need to make swift changes, and to accommodate 1, 2, and 3 day turn times. While we work with 90 Health Plans, some of them are small in Membership (twenty thousand) some of them are the largest plans in America with millions of Members, we have found that most of our clients range from two hundred thousand to six hundred thousand members. Thus, we are well prepared to serve the NYSHIP EBC project effectively and efficiently.

Clarity's core competencies are centered on providing a cutting edge front-end application to all of its communication programs so that we can consume any data file format requirement. The application allows our health plan partners to manage and create their designs on the fly and in real time. There is complete audit and version control within the applications to ensure compliance. Health Plans can view all of their communications both pre and post-enrollment online to track when communications have been mailed, reference the exact print files that members call in question and perform quality review prior to printing and shipping.

Clarity also provides print on demand and offset printing services. In addition to traditional print and distribution services, Clarity allows for e-delivery (electronic) through its application so that you can allow your members to receive their materials 24/7 through member portals or even mobile technology.

Clarity's approach and practice of superior client service paired with our industry leading software are key differentiators for Clarity. Our best salesmen are our references which we encourage the Dept. of Civil Service to speak with for this RFP.

Our focus is health care communications. Many of our competitors focus on print alone, but they don't have the programs, staff, and experience in working with health plans on communications that have a specific impact on Member Experience and the need to meet certain requirements from a compliance perspective.

Type and scope of work and range

Clarity has implemented over 90 health plans onto our application. While some Health Plans begin a relationship with Clarity for one type of Member Communications like ID Cards, others may contract with Clarity for other products such as Annual Notices, Directories, Kits or all of the above. Whether the health plan has five thousand members or two million~ Clarity's method and approach to the project is the same.

Each client implementation has the same core tenants that made them successful projects: Clearly defined project team at both Clarity and the client. Having a committed team assigned is critical to staying on task and collecting all requirements. Defining all requirements and having internal consensus that they are comprehensive (helps avoid scope creep or rewrites.) Having day-to-day owners of the Member Communications process involved in the implementation - they will be the end users. Commitment on a target go-live date (an open ended project allows for lack of prioritization.)

Clarity works hard to ensure that the above are present and have had a very successful track record to date. Simply put, Clarity strives to always do the right thing. Our intention is to develop long-term client relationships and we follow our conscience to achieve a profit without ever selling out. We hold ourselves and each other to a higher standard of ethical based business practices.

Communication and Subject Matter Expertise are important to implementing a successful Member Communications Program. Clarity practices facilitating the proper channels of communication that allows for transfer of business requirements from the client to Clarity in an effective, consistent and timely manner. In addition we select implementation team members who have deep knowledge of existing Member Communications processes and presentation, and can effectively convey that knowledge to Clarity. Planning - Providing a clear and concise view of the integrated tasks and timelines associated with all activity required in a successful client implementation; ongoing management of the project to the plan so risks and issues are identified early, mitigating any risk to the overall project delivery.

Following completion of User Acceptance Testing, Clarity will work with you to receive program sign-off and to prepare for production deployment and data setup. We know that one of the very first touch points that a member has with you is their Pre and Post Enrollment Communications. If it isn't timely, and of the highest quality with the right information, it becomes very hard to set and maintain the best member experience moving forward. We continually invest in our programs and people.

Innovation is part of Clarity's DNA. Our solution was developed by a team of experienced industry professionals with a vision for how member communications could be done better. Flexibility, configurability and scalability are fundamental characteristics of our web-based application. Clients can always be assured of working with the most forward-leaning tools, designed to leverage the latest in technology and meet evolving business needs.

Health plans that have migrated to Clarity from our competitors or from internal programs were looking to surpass their current member experience and gain superior customer service. Clarity can specifically help you optimize customer relationship management by enhancing flexibility and control over membership material development and delivery, allowing you to focus on your business rather than worrying about the details of print and fulfillment. Clarity is excited about the opportunity to earn your business and maintain a longstanding partnership.

Understanding and approach

The New York State Department of Civil Service is looking for a responsible and efficient vendor to produce and distribute The Empire Plan Employee Benefit Card. This includes the capability to produce over 225,000 cards in a twelve month period, electronically sweep for a weekly file extract of data for the card, and provide Summary and Detail Reporting.

Clarity is well prepared to execute this implementation. As part of the implementation, we assign a team of experienced professionals to ensure a smooth transition for your membership communications. Clarity provides these services at no cost to NYSHIP, so as to invest in the long-term partnership we hope to gain. Given the number of implementations that we have managed and the processing capabilities of our system, we greatly minimize the resources required from your business and IT teams.

Clarity's application to manage member communications allows NYSHIP to manage production processes with ease. Individual member cards or entire groups can be held prior to printing to allow you to proof all your card files for accuracy and quality for example. These held records can be approved for printing or removed from the print process. If a data file is processed and printed without being held, individual member cards or entire groups can still be pulled prior to shipping. Clarity can print any format of communication or publish electronically as well, and can support printing in multiple languages, fonts and sizes such as large print. During implementation process, NYSHIP will be provided with proof samples for sign off prior to going live.

Our application provides real-time inventory tracking. While the majority of our process is handled without any "stock" items, component items can be added to the application logic and when specific requests call for items, their counts are adjusted. Inventory reports can be run at any time within the application. Physical counts are done monthly to reconcile application counts. Client-approved reorder levels can be set to be automated based on inventory counts.

All work requests are managed through your account manager. Time estimates against work are published, and SLAs are managed against that publication to ensure accuracy and timeliness.

We offer a number of delivery and mail services as indicated below. You have the option to designate a carrier or we will select a carrier for you automatically using Least Cost Routing. Least-Cost Routing - Our fulfillment process utilizes automated least-cost routing systems to minimize freight charges. After an order's information is captured, the manifest system calculates the most efficient, cost-effective way of shipping the package.

Clarity's standard method is through pre-sorted 1st class USPS. Shipping Overrides are accommodated via our Production Control System (PCS), which is a standard tool within our application. Users can place shipping overrides to designate an alternate mailing address as one-off situations arise. This feature is often used by our clients to handle temporary address changes, custody issues or student card mailings. In addition, expedites can be processed via our PCS standard in the rare case of needing to Fed-Ex a high-profile customer ID card when necessary.

Quality is important to Clarity, and that's why Clarity has adopted the ISO 9000 standards as our quality system, and developed quality objectives and procedures to ensure that we meet the highest standards of quality in our manufacturing operations. The ISO 9000 family of standards represents an international consensus on good management practices with the aim of bringing consistency and objectivity to the process of quality assurance while establishing a foundation for continual improvement. Our pursuit of ISO 9000 standards has become an integral part of our overall quality management program, and is a driving force in providing clients the standard of excellence you expect from a partner. ISO technical committees have integrated the three familiar standards of ISO 9001, 9002, and 9003 into ISO 9001-9002. This revised standard is used for certification/registration and contractual purposes by organizations seeking recognition of their quality management systems. It will be the only standard in the ISO 9000 family against which third-party certification can be carried. Suppliers who earn this certification have demonstrated their outstanding quality performance, while customers use it as a primary means of assessing the capability of a supplier. Certified facilities go through a rigorous assessment of process documentation and personnel training which culminates in an audit performed to ISO requirements by SRI, the third party registrar. Once certified, facilities meet and maintain Quality Management System-related requirements in such areas as Document and Data Control, Product Realization, Process Measurement, Resource Management, and Corrective and Preventative Action. In addition to continuous internal audits, certified facilities go through compliance audits annually, and re-certification every three years.

Clients can be assured that quality management is an integral part of our operations with the full support of all associates, from executive management to production personnel. You have our commitment that we will continually strive to improve every aspect of operations that affect the quality of our products and services.

Personnel Resources and Staff Engagement

A typical implementation usually needs 1 business lead and 1 IT lead from the client side. IT will have limited involvement outside of setting up file transfer, and normally no more than 20% of their time is needed during implementation. The business lead will be the one to drive the logic, help determine the design of communications and perform testing. Normally no more than 50-75% of their time at maximum is needed during implementation.

As a focus of the implementation, we will work with NYSHIP to develop best practices based on your current process to minimize long-term support requirements. Steve Mongelli serves as the Executive Sponsor of the project for Clarity and brings an abundance of experience in implementing various member communications programs for health insurers around the country.

This implementation will be coordinated by both a project and technical lead that work together to ensure that all milestones and tasks are appropriately outlined, planned and executed.

Susanne Buess, Senior Business Analyst, will serve as the project lead. She has been working in the healthcare materials management field for over 16 years with specific experience in project and operations management. Susanne will serve as your main point of contact and is responsible for planning and overseeing all aspects of the project.

David Fournier, Information Technology Manager, will serve as the technical lead. Dave has over 15 years of experience in the healthcare data management field. Dave will serve as the dedicated IT resource responsible for programming and testing during implementation and ongoing relationship.

Our production facilities have dedicated project managers who would be assigned to NYSHIP and report directly to Susanne.

NYSHIP would also have a dedicated customer service representative reporting to our Service Director, Rose Levy. Rose has extensive experience within the health insurance materials management field.

Throughout the implementation process, weekly (more if required) meetings are held for requirements review, status updates and testing review. Post implementation, a routine meeting schedule with your dedicated team will be scheduled and executed per your requirements (weekly, bi-weekly, monthly.)

Training will be provided by Clarity (at no charge) to ensure NYSHIP will be able to utilize the application to its fullest extent. This will be coordinated by your customer service representative during the final stages of implementation.

Joint testing with the client is an integral component of every client implementation; the expectations and tasks involved in the integrated testing phase are described and planned as part of the implementation process. Clarity will first perform internal QA testing of the application prior to release to the client for testing. This approach ensures that the integrated testing phase with the client is most effective as any blocking defects will have been resolved in a prior phase.

Clarity Technical and System Specifications

The Clarity solution provides users with robust web-based tools to provide complete control over material design, production control (holds and overrides), as well as reporting tools. These tools greatly reduce the staff time associated with managing print and fulfillment practices or overseeing multiple vendors for such services. Our system is available to your employees 24X7 in addition to dedicated account management personnel to service your needs at any time, including off-hours.

Solution Overview

The Clarity web based application provides easy content management over material design, editing, production control, and reporting.

Key features include:

- *Unlimited customization and ability to change templates online, reducing reliance on change requests or IT. This includes the incorporation of custom logos, colors or content for groups or LOB's. These changes are made in real-time, allowing you to keep up with changes as your business dictates.*
- *Clarity can print in full color.*
- *Clarity's standard turn-around time for all materials is 48 business hours from receipt of data file, which ensures that your members receive their materials in a timely fashion. Clarity also has the ability to produce materials within a 24 hour turn-time, and an electronic rendering and viewing is available within a matter of minutes after data file processing.*
- *Create unlimited, exportable reports to analyze your production and better inform your future communication decisions, including reports on user activity, design usage, shipping information, and inventory. This also includes reconciliation/billing reports that can be broken down to track any particular cost centers for which you require invoices. Reports can be run in real-time and exported to Excel and flat files (CSV.)*
- *Ability to preview any package pre and post-production online which is crucial for quality review and member services access.*
- *Manipulate production by placing holds on any member or group, and even override data to ensure every package is 100% error free while avoiding production and manual pulls of packages.*
- *Track all file processing and order status to know when all materials were mailed or if there were errors in the data file.*
- *Ability to search on any available data item within the application, another helpful member service feature, to quickly find information.*
- *Ability to send all communications electronically to your member portal or client websites to allow for local access and printing, which enhances your member experience and creates long-term cost savings on print and shipping.*
- **User Acceptance Testing.** After the document management application has been approved by the QA team, your business owners will conduct User Acceptance Testing (UAT) to ensure that the solution performs according to the business rules and specifications detailed in the Discovery and Design Phases.

Clarity is all you need to create, manage, edit, print, deliver, and report on all of your Member Communications. Clarity has years of industry knowledge, and our team of employees have experience in; Software, Service, Insurance, and Print. We work with a variety of plans, of all types and sizes, more than 90 in total. We understand the importance of compliance, open enrollment, and tight timeframes.

There is no application like Clarity's in the marketplace. We have taken all of the feedback over the years from our health plan client's and incorporated their needs into our application. Our solution is sophisticated, yet easy to use. Holds, Pulls, Overrides, File Tracking and Reporting are standard in our web based application.

Clarity's Client Services can assist you with small or large requests, as often as needed. We also provide training of our application, so you can be as independent as you'd like. We have great print partnerships, and because we produce a large volume of materials, we pass that savings onto our clients. *Our print partnerships allow us to provide redundancy in urgent situations, quite easily. Our system is automated, and will sweep for new print jobs automatically. You do not have to wait for a file to be large enough; the size of the file is irrelevant. We can work with most file types. Clarity implements programs for new members constantly, and with little strain on the client.

The Clarity application allows for setting user rights to tailor the solution to the user, we transfer files via secure SFTP transfer, are HIPPA compliant and protect PHI. Clarity servers operate in a Linux environment, and as such, the risk of a virus infecting our servers is minimized. System monitoring controls and an intrusion detection are utilized on our systems 24 hours per day. Our powerful monitoring controls alert us to not only outages, but also unusual levels of resource usage, with particular sensitivity to data transfer rates. Additionally, our data center monitors to detect unusual activity on our Internet circuit as well as power and temperature variances. Our intrusion detection system automatically sends alerts and denies requests to access protocols (such as SSH and FTP) for offending IP addresses whenever numerous attempts are made to compromise these access protocols. The intrusion detection system also provides reports of abnormal activity.

All the monitoring at Clarity is passive, and will not attempt to auto-repair any problems - it is configured for notification only. The exception to this is the fore-mentioned IDS system, which does perform automatic protection.

Access to our data and production facility is tightly controlled and restricted only to personnel who have access to the site. There are security guards on-site 24/7/365, who actively patrol the facility. They employ motion sensitive cameras throughout the facility to monitor and track all data center activity. In order to gain access, personnel must pass through two-factor authentication barriers. ID badges and key cards are used to control physical access to the various areas of the data center, and all guests are escorted. There are facility engineers on site and available by pagers who are trained to control and maintain all critical facility components. Critical power systems are monitored using the I-Watch wireless notification system. Backup generators are tested on a weekly basis, with maintenance and full load bank tests being performed on a quarterly basis. UPS and cooling systems are inspected every 4 hours by facility technicians. Fire Detection and pre-action suppression system is employed that will automatically notify the fire department, as well as the facility staff, in the event a fire is detected.

Clarity has backup, disaster recovery, and restoration plans and available upon request.

2. Contractor's Responsibilities

A. Materials and Processing

All of the instructions provided in the bid for EBC-2014-1 regarding the production, fulfillment, distribution, and reporting of the EBC are part of Clarity's current daily practices with our current health plan clientele. It is with complete confidence that Clarity will meet expected responsibilities noted in Technical Section IV, page 5 regarding specifications for "Materials, Processing, and Prototype Specifications." *Please see exhibit II.E. In addition, the layout will meet the prototype provided, and the materials specified. During implementation Clarity will provide samples of EBC Cards, Letters, and Envelope for approval. Clarity is able to customize, modify and produce new EBC layouts within 60 days per requirements. Clarity is capable of producing and distributing in all possible production scenarios noted in Exhibit II.G. We will presort and mail in compliance with HIPAA requirements, and with USPS technology. We agree to ensure that no defective materials are mailed, and that materials are mailed to the correct cardholders. The department will not be invoiced for defective materials. Clarity shall securely maintain content, logos, etc. We will notify the dept. immediately if any production issues arise in accordance with Section IV, Technical Section, X. 1, 2, and 3.

Clarity utilizes bar code technology to ensure the proper ID cards and carriers are inserted into envelopes. We respect there is zero tolerance for mis-insertion for this critical mail piece. The manufacturing process begins with the production facility receiving print-ready files from the Clarity web-application. Along with the print files, the Clarity application also sends control files that contain information about each type of print file, as well as a unique, secure identifier for each individual card contained in that print file. Upon receipt of the print files, control documents for each file are automatically generated and printed in the laser print department, and an electronic control roster is created, serving as the master list for that day's work.

B. Weekly card production/distribution.

Clarity will maintain the weekly production cycle and performance standards referenced in Section IV. We agree to responsibilities regarding fulfillment and distribution in section IV. ii, iii, and iv. Clarity will complete all Program Services associated with production and distribution.

Files can be sent to Clarity 24X7X7. Many of our plans will have auto-approve in place. Meaning a file is received, processed in real-time and submitted to the Plant for printing. NYSHIP will also have the ability to review and QC all or selected criteria of any file to release for submission to the Plant for printing. Members of NYSHIP will be able to control when files are approved through their web application and choose to plan around the SLA cut-off timeframe. Clarity's solution will allow NYSHIP the ability to establish production hold criteria to view any or all cards that require approval before being sent to production via our Production Control System (PCS).

C. Management Reports

Clarity shall produce and make electronically available to the department in a HIPAA compliant manner; accurate weekly Card Detail and Card Summary Reports, comparable to Exhibit II.C, and Exhibit II.D within 2 business days from production cycle completion.

Please see enclosed our sample Summary and Detail Reports.

D. Performance Guarantees

Clarity agrees that all implementation and start-up activities will be completed the first day of the month following a 60 Day Implementation Period for the EBCs, Card Carriers, Envelopes, Detail and Summary Reports. Clarity agrees that if we do not complete implementation at the end of the noted 60 day period, we shall credit a fee of \$1,000 per day that we fail to assume full operational responsibility. Please note, if any deliverables that may be delayed not of Clarity's doing will require mutual sign-off and a new timeline provided that will not adversely impact Clarity from a credit fee perspective.

Clarity also agrees to the following Production Cycle Time Frames; Less than 10,000 cards will be mailed within 3 business days from the date Clarity receives the file extract. For orders more than 10,000 cards but less than 40,000, Clarity agrees to a 4 day turn time after receipt of extract file. For orders greater than 40,000 cards, within the number of business days equal to the number of EBC's requested divided by 10,000 and then rounded up to the next whole number. Clarity further agrees to credit against the Program's Fees \$250 per day, for each weekly Production Cycle not completed in agreed to timeframe. Per Section IV.A.2.a.vii of the IFB. Clarity agrees to produce one EBC for Enrollees with individual coverage and two EBCs for Enrollees with family coverage who have five or fewer dependents. If Enrollees have six or more dependents, Clarity shall produce additional EBCs. Each EBC shall list up to six covered names. If the NYSHIP Dept. requests to send extract files more frequently for production than weekly, Clarity can accept and process them.

E. Administration

Clarity shall maintain an organization of sufficient size with staff that possess the necessary skills and experience to implement all of the requirements in this IFB. Specifically; dedicate a team (i.) provide timely responses (ii.) and notify the Dept. in writing of key staff changes (iii.)

Clarity is financially stable, and has experienced significant growth in the last three years. 2013 Revenue > 37MM. 2014 Budget Revenue > 50MM. 100% of Revenue from Healthcare Communications management Key Clients: WellPoint, Emblem, Independent Health, United, Health Alliance Medical Plan, Health Alliance Plan, Network Health Plan, BCBSMN, Capital Blue, UPMC, MVP, Colorado Access, Denver Health Plan, Presbyterian, Select Health and more - Clarity has over 90 health plan clients today. Clarity has 95 employees, departments include; Operations, Customer Service, IT, Engineering, Marketing, Executive Officers. We have longstanding print partnerships with 5 vendors. Clarity expects to add even more positions by end of 2014.

Please indicate by checkmark that your Proposal meets **each** of the following submission requirements:

- 1. TIMELY SUBMISSION:** Proposal submitted to assure receipt by the Department no later than 3:00 p.m. ET on the Proposal Due Date as indicated in IFB Section II.A.1.
- 2. FORMATTING REQUIREMENTS:** The Offeror's Proposal must be organized in three parts: Administrative Section; Technical Section and Cost Section and each part must each comply with the formatting requirements stated in Section II.A.7.a and II.A.7.b of this IFB.
- a. Eight (8) separately bound hardcopies – **two (2) Originals each of the Administrative Section, Technical Section and Cost Section** containing original documents (i.e., original signatures, no photocopies) and marked and numbered (i.e., "ORIGINAL #1" and "ORIGINAL #2."), **Six (6) copies of each Administrative Section, Technical Section and Cost Section** marked and numbered (i.e., "COPY #1," "COPY #2," etc.) and a separate CD for the Administrative, Technical and Cost Sections.
 - b. Proposals must be prepared in Adobe Acrobat, with the exception of certain cost and provider network exhibits that have specific formatting instructions.
 - c. The Administrative, Technical Section must be bound together and clearly labeled. The Cost Section must be separately bound from the Administrative and Technical Sections or submitted in a separate sealed envelope clearly labeled with "The Empire Plan Employee Benefit Card # EBC-2014-1" and Offeror's name(s).
 - d. Table of Contents
 - e. Index Tabs
 - f. Pagination
 - g. Updates/Corrections
 - h. Required Content of Proposals - The Proposal shall consist of three parts: the Administrative Section must contain the documentation required in Section III of this IFB. The Technical Section must be responsive to the programmatic duties and responsibilities set forth in Section IV of this IFB. The Cost Section must demonstrate a commitment to perform all programmatic duties and responsibilities in accordance with Section V of this IFB.
- 3. REQUIRED CONTENT OF THE ADMINISTRATIVE SECTION:** The Administrative Section must contain the following information, in the order enumerated below:
- A. **Formal Offeror Letter:** The Offeror must submit a formal offer in the form of the "Formal Offer Letter" as set forth in IFB, Exhibit I.S in accordance with the requirements set forth in IFB, Section III.A
 - B. **Minimum Mandatory Requirements:** The Offeror must submit a completed Exhibit I.T "Offeror Attestations Form" containing the representations and warranties set forth therein.
 - C. **Exhibits:** The Offeror must complete and submit the Exhibits specified in Section III.C as follows:

11/12/14

- ___ Exhibit I.A Proposal Submission Requirement Checklist
 - ___ Exhibit I.D MacBride Statement and Non-Collusive Bidding Certification
 - ___ Exhibit I.G EEO Staffing Plan (form EEO-100)
 - ___ Exhibit I.K Offeror's Affirmation of Understanding & Agreement
-

C. **Exhibits** Continued

- ___ Exhibit I.M Compliance with Public Officers Law Requirements
- ___ Exhibit I.N Compliance with Americans with Disabilities Act
- ___ Exhibit I.O MWBE Utilization Plan (form MWBE-100)
- ___ Exhibit I.P Offeror's Certification of Compliance Pursuant to State Finance Law §139-k
- ___ Exhibit I.Q Certification of Good Faith Efforts (form MWBE-104)
- ___ Exhibit I.S Formal Offer Letter
- ___ Exhibit I.T Offeror Attestations Form
- ___ Exhibit I.U.1 Key Subcontractors
- ___ Exhibit I.U.2 NYS Supplier & Subcontractor Exhibit
- ___ Exhibit I.V Program References
- ___ Exhibit I.X Extraneous Terms

X D. Key Subcontractors: The Offeror must provide a statement identifying all Key Subcontractors, if any, that the Offeror will be contracting with to provide program services and must, for each such Key Subcontractor identified, complete and submit **Exhibit I.U.1 "Key Subcontractors":**

1. provide a brief description of the services to be provided by the Key Subcontractor; and
2. provide a description of any current relationships with such Key Subcontractor and the clients/projects that the Offeror and Key Subcontractor are currently servicing under a formal legal agreement or arrangement, the date when such services began and the status of the project.

The Offeror must indicate whether or not, as of the date of the Offeror's Proposal, a subcontract has been executed between the Offeror and the Key Subcontractor for services to be provided by the Key Subcontractor relating to this IFB. If the Offeror will not be subcontracting with any Key Subcontractor(s) to provide program services, the Offeror must provide a statement to that effect.

X E. Reference Checks: The Offeror must provide two (2) references of current clients and one (1) reference of a former client(s) for a total of three (3) references, for whom the Offeror has supplied Benefit Card production services similar to those required in this IFB. At least two (2) of the referenced clients shall be an entity with card production volume of fifty thousand (50,000) or more. If the Offeror has not former clients to include as references the Offeror must include a statement attesting to that fact. For each client reference provided, the Offeror must complete and submit **Exhibit I.V "Program References."** The Offeror shall be solely responsible for providing contact names, e-mail addresses and phone numbers of client references who are readily available to be contacted by the State.

X F. Financial Statements: The Offeror must provide a copy of the Offeror's last issued GAAP annual audited financial statement. A complete set of statements, not just excerpts, must be provided. Additionally, for each Key Subcontractor or Affiliate, if any, that provides any of the Program Services; provide the most recent GAAP annual audited

statement. If the Offeror, or a Key Subcontractor or Affiliate, is a privately held business and is unwilling to provide copies of their GAAP annual audited financial statements as part of their Proposal, the Offeror/Key Subcontractor/Affiliate must make arrangements for the procurement evaluation team to review the financial statements. **Note:** If financial statements have not been prepared and/or audited, the Offeror/Key Subcontractor/Affiliate must provide the following as part of its Administrative Section a letter from a bank reference attesting to the Offeror/Key Subcontractor/Affiliate's financial viability and creditworthiness. (Note: for purposes of this reference, the Offeror may not give as a reference, a parent or subsidiary company, a partner or an affiliate organization.) The letter must include the bank's name, address, contact person name and telephone number and it must address, at a minimum, the following items:

1. a brief description of the business relationship between the parties (i.e., the Offeror/Key Subcontractor/Affiliate and the bank), including the duration of the relationship and the Offeror's current standing with the bank. For example: "*The (Offeror/Key Subcontractor/Affiliate's name) is currently and has been for "x" number of years a client in good standing.*";
2. a description of any ownership/partner relationship that may exist between the parties, if any. (Note: One party cannot be the parent, partner or subsidiary of the other, nor can one party be an affiliate of the other.); and,
3. any other facts or conclusions the bank may deem relevant to the State in regard to the bank's assessment of the Offeror/Key Subcontractor/Affiliate's financial viability and creditworthiness concerning the nature and scope of the Program Services, which are the subject matter of this IFB, and the parties (i.e., DCS and the Offeror or the Offeror and Key Subcontractor of Affiliate) contractual obligations should the Offeror be awarded the resultant contract.

 G. Vendor Responsibility Questionnaire: The Offeror must complete and execute a NYS Vendor Responsibility Questionnaire for itself and all Key Subcontractors.

1. If the Offeror or Key Subcontractor, if any, is incorporated outside the State of New York, a recent certificate of Good Standing must be submitted for each.
2. If the Offeror or Key Subcontractor, if any, has any employees in NYS, a confirmation of NYC's Worker's Compensation and NYS Disability coverage must be submitted for each.

X 4. REQUIRED CONTENT OF THE TECHNICAL SECTION: The Technical Section shall be responsive to the duties and responsibilities and submission requirements set forth in Section IV of this IFB and it shall contain the following information, in accordance with the submissions associated requirements, and in the order enumerated below:

 a. Content of Bid:

 1. **Executive Summary**

 Signed Exhibit I.Y – Certification of Understanding and Acceptance of Empire Plan Benefit Card IFB Requirements.

 2. **Contractor Responsibilities**

 1. Empire Plan Identification Card Development/Implementation

2. Weekly card production, distribution, and reporting for new, duplicate and replacement EBCs
3. Re-issuance of EBCs
4. Specifications
5. Performance Guarantees and Penalties
6. Administration
7. Billing Requirements

X 5. REQUIRED CONTENT OF THE COST SECTION: The Offeror's Cost Section shall demonstrate that it will execute the duties and responsibilities set forth in Section IV of this IFB and it shall contain the following information, in accordance with the submissions associated requirements below:

- ___A. Offeror shall submit a completed Exhibit II.F – Employee Benefit Card Fee Schedule identifying proposed fees, as required.

X 6. REQUESTED REDACTIONS CD and HARD COPY: The FOIL-related materials described herein which the Offeror is requested to provide per IFB, Section II.B.8 will not be considered part of the Offeror's Proposal and will not be reviewed as a part of the Procurement's evaluation process. Notwithstanding this they have been identified in this Checklist as a reminder to Offerors of the need to provide the requested items.

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).

**NON-DISCRIMINATION IN EMPLOYMENT IN NORTHERN IRELAND
MACBRIDE FAIR EMPLOYMENT PRINCIPLES**

In accordance with Chapter 807 of the Laws of 1992 the Offeror, by submission of this bid, certifies that it or any individual or legal entity in which the Offeror holds a 10% or greater ownership interest, or any individual or legal entity that holds a 10% or greater ownership interest in the Offeror, either (answer "yes" or "no" to one or both of the following, as applicable):

Have business operations in Northern Ireland. Yes _____ or No X _____

If yes:

Shall take lawful steps in good faith to conduct any business operations they have in Northern Ireland in accordance with the MacBride Fair Employment Principles relating to nondiscrimination in employment and freedom of workplace opportunity regarding such operations in Northern Ireland, and shall permit independent monitoring of their compliance with such Principles. Yes _____ or No _____

NON-COLLUSIVE BIDDING CERTIFICATION

By submission of this bid, each Offeror and each person signing on behalf of any Offeror certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of his knowledge and belief:

1. The prices in this bid have been arrived at independently without collusion, consultation, communication or agreement for the purpose of restricting competition, as to any matter relating to such prices with any other Offeror or with any competitor;
2. Unless otherwise required by law, the prices which have been quoted in this bid have not been knowingly disclosed by the Offeror and will not knowingly be disclosed by the Offeror prior to opening, directly or indirectly, to any other Offeror or to any competitor; and
3. No attempt has been made or will be made by the Offeror to induce any other person, partnership or corporation to submit or not to submit a bid for the purpose of restricting competition.

Date: 11/11/14

Signature

PRINT:

SIGNATORY'S NAME Stephen Mongelli **TITLE** VP

INDIVIDUAL, CORPORATE OR PARTNERSHIP ACKNOWLEDGMENT

STATE OF _____ }
: **SS.:**
COUNTY OF _____ }

On the _____ day of _____ in the year 20____, before me personally appeared:

_____, known to me to be the person who executed the foregoing instrument, who, being duly sworn by me did depose and say that he resides at _____, Town of _____, County of _____, State of _____; and further that, if applicable:

[Check One, If Applicable]

(___ If a corporation): he is the _____ of _____, the

corporation described in said instrument; that, by authority of the Board of Directors of said corporation, he is authorized to execute the foregoing instrument on behalf of the corporation for purposes set forth therein; and that, pursuant to that authority, he executed the foregoing instrument in the name of and on behalf of said corporation as the act and deed of said corporation.

(___ If a partnership): he is the _____ of

_____, the partnership described in said instrument; that, by the terms of said partnership, he is authorized to execute the foregoing instrument on behalf of the partnership for the purposes set forth therein; and that, pursuant to that authority, he executed the foregoing instrument in the name and on behalf of said partnership as the act and deed of said partnership.

Notary Public



State of New York
 Department of Civil Service
 Albany, NY 12239

EQUAL EMPLOYMENT OPPORTUNITY STATING PLAN

OFFICE OF FINANCIAL ADMINISTRATION

EEO-100 (9/2011)

Solicitation No.:	Reporting Entity: <input type="checkbox"/> Contractor <input type="checkbox"/> Subcontracto	Report includes: <input type="checkbox"/> Contractor's work force to be utilized on this contract <input type="checkbox"/> Contractor's total work force <input type="checkbox"/> Subcontractor's work force to be utilized on this contract <input type="checkbox"/> Subcontractor's total work force
Contractor/Subcontractor's Name:		
Contractor/Subcontractor's Address:		
FEIN:		

Enter the total number of employees in each classification in each of the EEO-Job Categories identified.

EEO Job Categories	Total Work Force	Work force by Gender		Work force by Race/Ethnic Identification								Disabled Individual		Veteran			
		Total Male (M)	Total Female (F)	White (M) (F)		Black (M) (F)		Hispanic (M) (F)		Asian (M) (F)		American Indian or Alaskan Native (M) (F)		(M)	(F)	(M)	(F)
Executive/Senior level Officials & Managers																	
First/Mid level officials & Managers																	
Professionals																	
Technicians																	
Sales Workers																	
Administrative Support Workers																	
Craft Workers																	
Operatives																	
Laborers and Helpers																	
Service Workers																	
Totals																	

PREPARED BY (Signature): 	TELEPHONE NO.: EMAIL ADDRESS:	DATE:
NAME AND TITLE OF PREPARER (Print or Type):		



**State of New York
Department of Civil Service
Albany, NY 12239**

Page 2 of 2

General Instructions: All Offerors must complete an EEO Staffing Plan (EEO 100) and submit it as part of the bid or proposal package. Where the work force to be utilized in the performance of the State contract can be separated out from the contractor's total work force, the Offeror shall complete this form only for the anticipated work force to be utilized on the State contract. Where the work force to be utilized in the performance of the State contract cannot be separated out from the contractor's total work force, the Offeror shall complete this form for the contractor's total work force. Subcontractors awarded a subcontract over \$25,000 for the construction, demolition, replacement, major repair, renovation, planning or design of real property and improvements thereon (the "Work") except where the Work is for the beneficial use of the Contractor must complete this form upon request of the Department.

Instructions for completing:

1. Enter the Solicitation Number that this report applies to along with the name and address of the Offeror (contractor).
2. Check off the appropriate box to indicate if the report is the contractor or a subcontractor.
3. Check off the appropriate box to indicate if the contractor's/subcontractor's work force being reported is just for the contract or the total work force.
4. Enter the total work force by EEO job category.
5. Break down the total work force by gender and enter under the heading "Work force by Gender."
6. Break down the total work force by race/ethnic background and enter under the heading "Work force by Race/Ethnic Identification."
7. Enter information on any disabled or veteran employees included in the work force under the appropriate heading.
8. Enter the name, title, phone number and email address for the person completing the form. Sign and date the form in the designated boxes.

RACE/ETHNIC IDENTIFICATION

Race/ethnic designations as used by the Equal Employment Opportunity Commission do not denote scientific definitions of anthropological origins. For the purposes of this report, an employee may be included in the group to which he or she appears to belong, identifies with, or is regarded in the community as belonging. However, no person should be counted in more than one race/ethnic group. The race/ethnic categories for this survey are:

WHITE: (Not of Hispanic origin) All persons having origins in any of the original peoples of Europe, North Africa, or the Middle East.

BLACK: A person, not of Hispanic origin, who has origins in any of the black racial groups of the original peoples of Africa.

HISPANIC: A person of Mexican, Puerto Rican, Cuban, Central or South American or other Spanish culture or origin, regardless of race.

ASIAN & PACIFIC ISLANDER: A person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent or the Pacific Islands.

AMERICAN INDIAN OR ALASKAN NATIVE (Not of Hispanic Origin): A person having origins in any of the original peoples of North America, and who maintains cultural identification through tribal affiliation or community recognition.

DISABLED INDIVIDUAL - any person who:

- has a physical or mental impairment that substantially limits one or more major life activity
- has a record of such an impairment; or
- is regarded as having such an impairment.

VIETNAM ERA VETERAN: A veteran who served at any time between and including January 1, 1963 and May 7, 1975.

Exhibit I.M - Compliance with Public Officers Law Requirements



State of New York
Department of Civil Service
Alfred E. Smith State Office Building
Albany, NY 12239

Compliance with Public Officers Law Requirements

ADM-992 (1/07)

The New York State Public Officers Law ("POL"), particularly POL Sections 73 and 74, as well as all other provisions of New York State law, rules and regulations, and policy establishes ethical standards for current and former State employees. In submitting its Proposal, the Offeror must guarantee knowledge and full compliance with such provisions for purposes of this IFB and any other activities including, but not limited to, contracts, bids, offers, and negotiations. Failure to comply with these provisions may result in disqualification from the procurement process, termination, suspension or cancellation of the contract and criminal proceedings as may be required by law.

The Offeror hereby submits its affirmative statement as to the existence of, absence of, or potential for conflict of interest on the part of the Offeror because of prior, current, or proposed contracts, engagements, or affiliations.

Please provide below an affirmative statement as to the existence of, absence of, or potential for conflict of interest on the part of the Offeror because of prior, current, or proposed contracts, engagements, or affiliations. Please attach additional pieces of paper as necessary.

Name of Offeror: _____

Name & Title of Representative: _____

Signature: _____

Date: _____

Exhibit I.N - Compliance with Americans with Disabilities Act



State of New York
Department of Civil Service
Albany, NY 12239

Compliance with Americans with Disabilities Act

ADM-987 (1/07)

The Offeror hereby provides assurance of its compliance with the Americans With Disabilities Act (42 USC§12101 et. seq.), in that any services and programs provided during the course of performance of the Agreement resultant from this IFB shall be accessible under Title II of the Americans With Disabilities Act, and as otherwise may be required under the Americans With Disabilities Act.

Name of Offeror: _____

Name & Title of Representative: _____

Signature: _____

Date: _____



State of New York
 Department of Civil Service
 Albany, NY 12239

MWBE UTILIZATION PLAN

OFFICE OF FINANCIAL ADMINISTRATION

MWBE-100 (9/2011)

INSTRUCTIONS: All Offerors must complete this MWBE Utilization Plan and submit it as part of their Proposal. The Plan must contain a detailed description of the services to be provided by each Minority and/or Woman-Owned Business Enterprise (M/WBE) identified by the Offeror.

Offeror Name:		Federal Identification No.:			
Address:		Solicitation No.:			
City, State, Zip Code:		M/WBE Goals for the Solicitation: MBE: % WBE: %			
1. M/WBE Subcontractors/Suppliers Name, Address, Email Address, Telephone No.	2. Classification	3. Federal ID No.	4. Detailed Description of Work (Attach additional sheets, if necessary.)	5. Dollar Value of Subcontracts/Supplies	
A.	NYS ESD Certified <input type="checkbox"/> MBE <input type="checkbox"/> WBE				
B.	NYS ESD Certified <input type="checkbox"/> MBE <input type="checkbox"/> WBE				
6. WAIVER REQUESTED: MBE: <input type="checkbox"/> YES <input type="checkbox"/> NO If YES, submit form MWBE101 / WBE: <input type="checkbox"/> YES <input type="checkbox"/> NO If YES, submit form MWBE101					
PREPARED BY (Signature):		TELEPHONE NO.:		EMAIL ADDRESS:	
NAME AND TITLE OF PREPARER (Print or Type):					
DATE: Offeror's Certification Status: <input type="checkbox"/> MBE <input type="checkbox"/> WBE					
<p>SUBMISSION OF THIS FORM CONSTITUTES THE OFFEROR'S ACKNOWLEDGEMENT AND AGREEMENT TO COMPLY WITH THE M/WBE REQUIREMENTS SET FORTH UNDER NYS EXECUTIVE LAW, ARTICLE 15-A. FAILURE TO SUBMIT COMPLETE AND ACCURATE INFORMATION MAY RESULT IN A FIUNDING OF NONCOMPLIANCE AND/OR PROPOSAL DISQUALIFICATION.</p>		*****FOR DEPARTMENT USE ONLY*****			
		REVIEWED BY:		DATE:	
		UTILIZATION PLAN APPROVED: <input type="checkbox"/> YES <input type="checkbox"/> NO Date: _____			
		MBE CERTIFIED: <input type="checkbox"/> YES <input type="checkbox"/> NO WBE CERTIFIED: <input type="checkbox"/> YES <input type="checkbox"/> NO WAIVER GRANTED: <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> Total Waiver <input type="checkbox"/> Partial Waiver NOTICE OF DEFICIENCY ISSUED: <input type="checkbox"/> YES <input type="checkbox"/> NO Date: _____			

Exhibit I.P – Offeror’s Certification of Compliance Pursuant to State Finance Law

Offeror’s Certification of Compliance Pursuant to State Finance Law §139-k(5)

Instructions:

New York State Finance Law (SFL) §139-k(5) requires that every contract award subject to the provisions of SFL §§139-k or 139-j shall contain a certification by the Offeror that all information provided to the Department with respect to SFL §139-k is complete, true and accurate.

At the time an Offer or Bid is submitted to the Department, the Offeror must provide the following certification that the information it has and will provide to the Department pursuant to SFL §139-k is complete, true and accurate including, but not limited to, disclosures of findings of non-responsibility made within the previous four years by any State governmental entity where such finding of non-responsibility was due to a violation of SFL §139-j or due to the intentional provision of false or incomplete information to a State governmental entity.

Offeror Certification

I certify that all information provided to the Governmental Entity with respect to State Finance Law §139-k is complete, true and accurate.

Name of Offeror: _____

By: _____
(Signature)

Name: _____

Title: _____

Address: _____

Date: _____



State of New York
 Department of Civil Service
 Albany, NY 12239

**M/WBE GOAL REQUIREMENTS
 CERTIFICATION OF GOOD FAITH EFFORTS**

OFFICE OF FINANCIAL ADMINISTRATION MWBE-104 (1/2012)

The Contractor must document “good faith efforts” to provide meaningful participation by New York State Certified M/WBE subcontractors or suppliers in the performance of the State Contract.

The undersigned hereby certifies that he/she has taken the following actions on behalf of the Contractor to demonstrate the aforesaid good faith efforts [check actions as applicable]:

- (a) The Contractor attended any pre-bid meetings that were scheduled by the Department or the NYS Department of Economic Development or its designee to inform minority and women business enterprises of contracting and subcontracting opportunities available on the project;
- (b) The Contractor identified economically feasible units of the project that could be contracted or subcontracted to minority and women small business enterprises in order to increase the likelihood of participation by such enterprises;
- (c) The Contractor advertised in general circulation, trade association, and trade-oriented, minority and women-focused publications, if any, concerning the contracting or subcontracting opportunity;
- (d) The Contractor solicited and provided written notice to a reasonable number of minority and women business enterprises identified from current certified lists of such business enterprises provided or maintained by the NYS Empire State Development’s Division of Minority and Women Owned Business Development, or its designee, of the contracting or subcontracting opportunity in sufficient time to allow the enterprises to participate effectively;
- (e) The Contractor followed up initial solicitations by contacting the enterprises to determine whether the enterprises were interested in such contracting or subcontracting opportunity;
- (f) The Contractor provided interested minority and women business enterprises with adequate information about the plans, specifications and requirements for the contracting or subcontracting opportunity;
- (g) The Contractor used the services of community organizations, contractor groups, state and federal business assistance offices and other organizations identified by the NYS Department of Economic Development or its designee that provide assistance in the recruitment and placement of minority and women business enterprises; and
- (h) The Contractor negotiated in good faith with minority and women business enterprises submitting bids, proposals, or quotations and did not, without justifiable reason, reject as unsatisfactory any bids, proposals or quotations prepared by any minority or women business. "Good faith" negotiating means engaging in good faith discussions with minority or women businesses about the nature of the work, scheduling, requirements for special equipment, opportunities for dividing of work among the bidders, proposers, and various subcontractors and the bids of the minority or women businesses, including sharing with them any cost estimates from the request for proposal or invitation to bid documents, if available.

Signature:	Date:
Print Name:	
Title:	
Company:	

Sworn to before me this _____ day of 20_____

 Notary Public

Exhibit I.T - Offeror Attestations Form

An authorized representative of the Offeror who is legally authorized to certify the information requested in the name of and on behalf of the Offeror is required to complete and sign the Offeror Attestations and provide all requested information. Offeror's authorized representative must certify as to the truth of the representations made by signing where indicated, below.

CERTIFICATION:

The Offeror (1) recognizes that the following representations are submitted for the express purpose of assisting the State of New York in making a determination to award a contract; (2) acknowledges and agrees by submitting the Attestation, that the State may at its discretion, verify the truth and accuracy of all statements made herein; (3) certifies that the information submitted in this certification and any attached documentation is true, accurate and complete.

Name of Business Entity Submitting Bid:		
Entity's Legal Form:		<input type="checkbox"/> Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Other _____
No.	RFP Ref.	RFP Requirement:
1.	Section III.B.1	At time of Proposal Due Date, Offeror represents and warrants that it: <input type="checkbox"/> possesses <input type="checkbox"/> does not possess the legal capacity to enter into a contract with the Department.
2.	Section III.B.2	At time of Proposal Due Date, Offeror represents and warrants that it: <input type="checkbox"/> attests <input type="checkbox"/> does not attest that it understands and agrees to comply with all specific duties and responsibilities set forth in Section IV of this IFB #EBC-2014-1, entitled "The Empire Plan Employee Benefit Card."
3.	Section III.B.3	At time of Proposal Due Date, Offeror represents and warrants that it: <input type="checkbox"/> attests <input type="checkbox"/> does not attest that it has at least three (3) years prior experience producing and distributing Employee Benefit Cards that are similar to those specified in Exhibit II.E– Employee Benefit Card Specifications, and where the Offeror's book of business Employee Benefit Card production size is similar or greater in scope of at least two-hundred twenty-five thousand (225,000) in a twelve (12) month period. The Offeror must provide a detailed list of client organizations with the number of cards produced for each client to clearly demonstrate that the Offeror and/or its Key Subcontractor or Affiliate meets the minimum requirement of at least two-hundred twenty-five thousand (225,000) cards produced in a twelve month period.
4.	Section III.B.4	At time of Proposal Due Date, Offeror represents and warrants that it: <input type="checkbox"/> attests <input type="checkbox"/> does not attest that it has provided Employee Benefit Card production services comparable to the services specified in Section IV.A.2 for at least two (2) current or former clients, each with a card production size of at least fifty thousand (50,000) in a twelve (12) month period.
5.	Section III.B.5	At time of Proposal Due Date, Offeror represents and warrants that it: <input type="checkbox"/> attests <input type="checkbox"/> does not attest that its operations, from production to distribution, is fully HIPAA compliant.

Exhibit I.U.1 - Key Subcontractors or Affiliates

The Offeror must complete and submit this Exhibit as part of its Administrative Section. A separate form should be completed for each Key Subcontractor or Affiliate, if any. If the Offeror will not be subcontracting with any Key Subcontractor(s) or Affiliate(s) to provide any of the services required under the RFP, the Offeror must complete and submit a single Exhibit I.U.1 to that affect.

INSTRUCTION: Prepare this form for each Key Subcontractor or Affiliate	
Offeror's Name:	
<p>The Offeror:</p> <p><input checked="" type="checkbox"/> is <input type="checkbox"/> is not proposing to utilize the services of a Key Subcontractor(s) or Affiliate(s) to provide Program Services</p> <p><input checked="" type="checkbox"/> is <input type="checkbox"/> is not proposing to utilize the services of a subcontractor(s) to provide Program Services totaling \$100,000 or more during the term of the 5 year agreement</p>	
Subcontractor's Legal Name:	RR Donnelly
Business Address:	Chicago, IL
Subcontractor's Legal Form:	<input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Other
<p>As of the date of the Offeror's Proposal, a subcontract</p> <p><input type="checkbox"/> has <input checked="" type="checkbox"/> has not been executed between the Offeror and the subcontractor(s) for services to be provided by such subcontractor(s) relating to the Mental Health and Substance Abuse Program Services.</p>	
<p>In the space provided below, describe the Key Subcontractor's or Affiliate's role(s) and responsibilities regarding Program Services to be provided.</p>	
<p>Print and Mailing</p>	
<p>Relationship between Offeror and Key Subcontractor or Affiliate for Current Engagements: (Complete items 1 through 5 for each client engagement identified)</p>	
1. Client:	Health Alliance Plan (HAP)
2. Client Reference Name and Phone #	Ryan Moore, [REDACTED]
3. Program Title:	ID Cards
4. Program Start Date:	2009
5. In the space provided below, Program Status:	
Active	
6. In the space provided below, describe the roles and responsibilities of the Offeror and subcontractor in regard to the program identified in 3, above:	
Clarity provides all data processing and composition of ID cards along with reporting. RRD prints and mails the cards as directed.	

EXHIBIT I.V PROGRAM REFERENCES

Reference #: 1 & 2

Current or Former Customer?: Both Current

Abstract
Customer For Whom Services Were Performed: ID Cards _____
Number of covered Lives: _____
Greater than 700,000 for HAP and _____
over 300,000 for Providence _____
Customer Address:HAP - Detroit, Michigan; Providence – Portland, Oregon
Program Description: (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# EBC-2014-1.)

Program Contact References: (Required And Will Be Verified) (Attach 2 current and 1 former client reference)

Contact Name: Ryan Moore - HAP_____ Contact Title: Director_____ Phone

Number: [REDACTED]_____ E-Mail Address: [REDACTED]_____

Contact Name: Walter Burkhartsmeier Contact Title: Director

Phone Number: [REDACTED]_____ E-Mail Address: [REDACTED]

Former Reference

Contact Name: Peg Hasner Contact Title: Director

Phone Number: [REDACTED]_____ E-Mail Address: [REDACTED]

Extraneous Terms Template (Instructions for Documentation and Submission)

Offerors shall identify all Extraneous Terms in the table provided on the following page, and shall adhere to all instructions below for preparing the table.

INSTRUCTIONS:

IFB Section and Sub-Section

Reference: The Offeror must insert the exact IFB Section, and Sub-Section number of the requirement(s) that the Offeror is proposing to modify. The Offeror must insert the nature of the proposed change and its impact on the Requirement.

IFB Requirement: The Offeror must insert a concise description of the requirement(s) that the Offeror is proposing to modify.

Proposed Extraneous Term Type:

The Offeror must insert a one-word description, of the type of modification to each of the requirement(s) that the Offeror is proposing to modify, selected from the following list:

- Additional;

-
- Supplemental;
 - “Or Equal”; or
 - Alternative

**Proposed
Extraneous**

Term: The one-word description must be followed by proposed alternate wording of the requirement(s).

**Impact on IFB
Requirement:**

The Offeror should describe the impact of the alternate wording. Then, the comments should explain how the modification(s) would benefit the State and provide best value. If there is a corresponding impact on the Administrative, Technical or Financial Section(s), that impact should be explained here with reference(s) to the parts of the volume(s) that are affected. However, **DO NOT INCLUDE ANY COST DATA IN THE ADMINISTRATIVE OR TECHNICAL SECTIONS.**

The Offeror must use the table format described above and detailed on the following page to summarize its proposed Extraneous Terms, if any. The Offeror may refer to more voluminous narratives, tables, figures and appendices that more fully describe aspects of the Extraneous Terms, provided that the additional material is fully cross-referenced by this required table.

Extraneous Terms Template

EXTRANEIOUS TERM(S)			
No.	IFB Section and Sub-Section Reference	IFB Requirement	Proposed Extraneous Term Type
1.	N/A		<input type="checkbox"/> Additional; <input type="checkbox"/> Supplemental; <input type="checkbox"/> "Or Equal"; or <input type="checkbox"/> Alternative
<u>Proposed Extraneous Term(s):</u>			
<u>Impact on IFB Requirement:</u>			

Exhibit II.F

ID Card Fee Schedule (based on minimum annual volume of 100,000 packages)	
20mil Teslin, 1 full color card package (includes 8.5X11 POD 80# carrier, simplex/black, affixing and inserting)	\$0.65
20mil Teslin, 2 full color cards package (includes 8.5X11 POD 80# carrier, simplex/black, affixing and inserting)	\$0.72
20mil Teslin, 4 full color cards package (includes 8.5X11 POD 80#carrier, simplex/black, affixing and inserting)	\$1.40
*CASS Certification & Full Service IMB – per package	\$0.03
Envelope - Assumes a double window, secure #10	\$0.035
Postage	per USPS (pre-sorted, first-class rate)