

**RFP #01-16**

**Pennsylvania State Collection & Disbursement Unit**

**Q&A**

|   | RFP Section | Question  | Answer  |
|---|-------------|---|---|
| 1 |             | Has a budget been allocated for this project? May I know an estimated contract value if possible?   | The Department does not provide this information.   |
|   | RFP Section | Question  | Answer  |
| 2 |             | Who is the current vendor in contract for the SDU project? May I know the vendor name and contract expiry date?   | The current vendor is Conduent. The current contract ends on December 31, 2017.   |
|   | RFP Section | Question  | Answer  |
| 3 | Page 23     | “All personnel including subcontractors are required to take the annual BCSE mandated Security Awareness training in the month of May” - How far does that extend (i.e. is it just for individuals that have access to client records or all the way down into the prepaid card manufacturing and customer service)?  | Whomever will have access to Federal Tax Information (FTI) or child support confidential information must take the mandated training. The IRS Publication 1075, Exhibit 7 language must be included in any subcontractor’s contract that the selected Offeror executes in support of the contract resulting from this procurement.                                |
|   | RFP Section | Question  | Answer  |
| 4 | Page 25     | “The selected Offeror is required to schedule and complete testing and receive DHS approval on a schedule that provides for the Offeror’s production system to be fully operational within six (6) months of a fully executed contract.” – Could this timeline be expended to 8 or 9 months?  | No.   |
|   | RFP Section | Question  | Answer  |
| 5 | Page 27     | Implementation and Start-up: If the Commonwealth is requiring concurrent operations of potential new SCDU and current SCDU for six months, why would the Commonwealth require the new SCDU to use the current Financial Institution? If a new SCDU is selected, they potentially would have a program the “system” twice, once with the current Financial Institution and then again after six months with the new Financial Institution. | The Selected Offeror may choose their own bank, but also must support any outstanding banking services and bank processing from Wells Fargo, N.A. during the initial transition phase and until a new banking relationship is established pursuant to an approved Bank Transition Plan. Please refer to Part III, Section III-8.A.3, Implementation and Start-up. |

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|    | RFP Section | Question   | Answer   |
|----|-------------|--|--|
| 6  | Page 34:    | What is "hardship exemption procedure" for stored value cards?   | The selected Offeror must provide a hardship exemption procedure and policy to be used when an individual provides documentation for why the stored value card isn't a good choice for them. The stored value cards are the default for the issuing means in Pennsylvania. |
|    | RFP Section | Question   | Answer   |
| 7  | Page 36     | "The selected Offeror is required to provide all services, related to a stored value card, fee free including the following:" – Is this referencing fees to the Commonwealth or fees to the cardholders?   | Please refer to Part III, Section III-8.C.2 for a list of fee free services required for both entities.  |
|    | RFP Section | Question   | Answer   |
| 8  | Page 37     | "Card account must allow for additional funds to be deposited/transferred into the account from various sources" – Please elaborate on this requirement. Is the Commonwealth asking for the ability to add 1) various sources (other PA Govt sources) or 2) various sources collected via the SDU (e.g. cash, credit card, garnishments or checks) and deposited to the card or 3) if 'portability' is now a requirement (cardholders being able to add payroll or other personal disbursements on to the card)? | Yes, to all questions.<br>Card account must allow for additional funds to be deposited/transferred into the account from various sources.  |
|    | RFP Section | Question   | Answer   |
| 9  | Page 43     | ATM's – What is the current ATM fee free network for cardholders? (Which networks, banks, etc are able to be used without a withdrawal charge?) When can cardholders be charged with an ATM withdrawal?  | Please refer to the EPPICard website for any information pertaining to the card. The link is <a href="https://www.eppicard.com/">https://www.eppicard.com/</a> .   |
|    | RFP Section | Question   | Answer   |
| 10 | Appendix A  | Can the state provide the \$ of loads per month for the last 24 months? And, the annual data by year (2014, 2015, and 2016) to estimate the load volume increase by year.  | Refer to the attachment included with this Addendum 2.   |

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|    | RFP Section | Question  | Answer   |
|----|-------------|---|--|
| 11 | Appendix A  | On average how many times does an active cardholder receive disbursements per month? Do recipients receive loads once a month, twice a month, once a week, biweekly, etc.?  | Please refer to Part III, Section III-8.J for the federally mandated disbursement process.   |
|    | RFP Section | Question  | Answer   |
| 12 | Appendix A  | <p>If available, please provide statistics on cardholder behaviors (most recent 12 month annual transaction numbers and dollar volumes for each category below):</p> <ul style="list-style-type: none"> <li>○ POS Signature Activity</li> <li>○ POS PIN Activity</li> <li>○ ATM Activity</li> <li>○ Teller Activity</li> </ul> <p>Is EMV card required for the debit card?</p>  | <p>The Department cannot provide the details requested in the first question.</p> <p>Yes, please refer to Part III, Section III-8.C.2 for the type of card the department is requesting.</p> |
|    | RFP Section | Question  | Answer   |
| 13 | Appendix O  | File layouts- Is the Commonwealth willing to accept a new file format for a new card vendor to ensure that the file format is compatible with the card database?  | No, the selected Offeror must utilize the file formats provided in Appendix O.   |
|    | RFP Section | Question  | Answer   |
| 14 |             | <p>Is the Department willing to consider modifying its requirements on “Facility Location” or providing vendors with an opportunity to present the department an alternative to the currently written requirement for facility location? With both the geographic siting restriction within 15 miles of downtown Harrisburg and in-house bricks and mortars operations, the RFP as drafted significantly shrinks the pool of possible respondents and will lead to a less competitive procurement.</p> <p>An alternative arrangement would allow payment processing vendors who have cloud or online gateway solutions to support this RFP. Requirements to provide for receipting data, reporting requirements, and to meet oversight needs could still be met through options such as on-site observation via remote camera, secure</p> | No.  |

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|    |                           | connectivity to monitor contract performance and still require some level of meeting space with videoconferencing capabilities.<br><br>We would strongly encourage the Commonwealth to revisit this requirement to open the pool of vendors up and to maximize the competitiveness of the responses. |   |
|    | RFP Section               | Question   | Answer  |
| 15 | Page 8, Part I-23         | "...Term of Contract will commence on the Effective Date and will end six (6) years after Effective Date." Can the Commonwealth provide the expected effective date? And confirm the 6-month implementation takes place after the effective date?  | The anticipated effective date of the contract is April 2018. Yes, the 6-month transition takes place after the effective date.       |
|    | RFP Section               | Question   | Answer  |
| 16 |                           | Is the performance bond only required for the first year of the contract?  | Yes, refer to Part III, Section III-3. B.   |
|    | RFP Section               | Question   | Answer  |
| 17 | Page 27, Part III-8.A.3   | Will the Commonwealth clarify expectations for operating concurrently (current vendor & selected vendor)?  | The Commonwealth will be actively involved in the testing, Implementation, Start-up and Transitional plans submitted by each vendor.  |
|    | RFP Section               | Question   | Answer  |
| 18 | Page 33, Part III-8.B.4.b | Is the Commonwealth or the selected Offeror responsible for the first NSF received from a payor?   | The selected Offeror is responsible.  |
|    | RFP Section               | Question   | Answer  |
| 19 | Page 34, Part III-8.C     | How will the Commonwealth evaluate the fee structure for the stored value card by the Offeror? Will the Commonwealth consider evaluating the fee structures within cost submittals?  | It should be included in the per transaction costs; it will not be evaluated independently. No.                                       |
|    | RFP Section               | Question   | Answer  |
| 20 | Appendix Z                | Will the Commonwealth please confirm Banking Service Fees, Permit Postage and PO Box rental are pass-through for cost purposes? Also, are there any other fees or costs reimbursable by the Commonwealth?  | Postage costs are pass-through costs; Banking Services are offset by the interest earned from the support concentration cost; and the |

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|    |  |   | PO Box rental costs are to be included in the transaction fee. Refer to Appendix BB.  |
|    | RFP Section  | Question  | Answer  |
| 21 | J.2. on Page 42  | Does the Commonwealth expect the current stored value card (the EPPI Card) to remain in circulation and continue to receive loads from SCDU even if new vendor is awarded contract?   | The EPPI Card will still be in circulation after a new vendor is selected but during transition card will no longer be loaded.  |
|    | RFP Section  | Question  | Answer  |
| 22 |  | What current tasks are completed outside the current vendors Harrisburg facility?   | At this time all tasks are performed in the current facility except for the subcontracted such as the Stored Value Card and other payment options ExpertPay and e-ChildsPay. Also, the counties currently accept and have the means to post payments in their offices. (See Part III-8.B.2) |
|    | RFP Section  | Question  | Answer  |
| 23 |  | Regarding customer service cost proposed you are requesting Labor & facility costs; this is a change from flat rate of previous contract. Have you considered transactional pricing for this category? Are all facility costs to be allocated to this line item? Please be specific what should and should not be included in this line item. | The Department is not requesting a transactional pricing for this category. Only the facility costs associated with providing customer service related tasks should be included in this line item.  |
|    | RFP Section  | Question  | Answer  |
| 24 | I-12. Proposal Requirements, B. Proposal Format, d; Page 5 | The RFP requires the bidders name to appear in the footer of all pages. Can forms and documents from subcontractor's appendices be excluded from this requirement?  | Yes.  |
|    | RFP Section  | Question  | Answer  |
| 25 | I-18. Proposal Contents, A. Confidential                   | Should Bidders provide an electronic copy or a hard copy of the Redacted Submittal? If electronic, can it be included on the same CD/USB as the other non-redacted submittals? If hardcopies are required, how many copies? Should redacted versions be boxed with corresponding non-redacted copies? Should Bidders provide separate         | Redacted submittals must be submitted electronically. The redacted submittal may be included in a separate folder, on the same  |

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|    | Information;<br>Page 6                                      | redacted volumes for each submittal – Technical, Cost, and Small Diverse Business submittal (if applicable)?   | CD/USB, as the other non-redacted submittals.  |
|    | RFP Section   | Question   | Answer   |
| 26 | I-12. Proposal Requirements, A. Proposal Submission; Page 4 | Is it permissible for Bidders to submit documents not available in Microsoft Office format in Adobe PDF format only (e.g., audited financial statements, insurance documentation, etc.)? | Yes.   |
|    | RFP Section   | Question   | Answer   |
| 27 | I-12. Proposal Requirements, A. Proposal Submission; Page 4 | May signed forms be submitted in PDF format (scanned with signatures)?   | Yes.   |
|    | RFP Section   | Question   | Answer   |
| 28 | I-12. Proposal Requirements, B. Proposal Format; Page 4     | The RFP requires Bidders to respond using 12-point font. May Bidders use a smaller, still readable font for the following: headers and footers, requirement text, and tables?            | Yes, but it must be readable.  |
|    | RFP Section   | Question   | Answer   |
| 29 | III-8.H.1.; Page 40   | Would the Commonwealth please confirm that the 24/7 toll free access pertains only to the voice response system for payor and payee inquiries and the pay by phone credit card feature?  | Yes, the Commonwealth does not require a SCDU customer service operation 24/7. Please refer to Part III-8.H.1. |
|    | RFP Section   | Question   | Answer   |
| 30 | III-8.C; Page 34  | Where should Bidders include the fee structure for the stored value card with the response?  | The stored value card costs should be included in the Per Transaction Rate.                                    |

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|    | RFP Section   | Question  | Answer   |
|----|---|---|--|
| 31 | III.5-A. Offeror Personnel; Page 22                                 | <p>Many of our key team members have been working at the Pennsylvania SCDU for more than 10 years, dedicated 100% to the Commonwealth. This approach benefits DHS as our key personnel are not splitting time working for other clients; they are focused solely on providing quality SCDU services. As a result, these team members do not have references from other clients for similar work.</p> <p>Would DHS consider waiving the client references requirement for longstanding SCDU team members? Or, alternatively, would DHS accept either DHS references or personal references in these instances?</p> | No. The Key Personnel references must be outside clients (non-DHS) who can give information on the individual's experience and competence to perform Project tasks similar to those requested in this RFP.   |
|    | RFP Section   | Question  | Answer   |
| 32 | Sec. "S" of the Addendum to Standard Terms and Conditions; Page 109 | With respect to Act 13 (referenced in this section), would the Commonwealth please clarify what if any information is required at time of proposal submission?  | Act 13 refers to the Older Adult Protective Services Act, which is not relevant to this RFP.   |
|    | RFP Section   | Question  | Answer   |
| 33 |   | <p>Throughout the RFP. Can the Commonwealth please define:</p> <ul style="list-style-type: none"> <li>a. Offeror</li> <li>b. prime contractor</li> <li>c. subcontractor</li> <li>d. supplier</li> </ul>   | <ul style="list-style-type: none"> <li><b>a.</b> Offeror: A person that submits a proposal in response to a request for proposals.</li> <li><b>b.</b> Prime Contractor: The selected Offeror with whom the Department executes the contract.</li> <li><b>c.</b> Subcontractor: An individual, business, university, governmental entity, or nonprofit organization contracting to perform part, or all, of another entity's contract.</li> <li><b>d.</b> Supplier: A bidder, offeror, or contractor offering to provide materials and/or services to the Commonwealth. May also be referred to as a vendor.</li> </ul> |

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|----|--|--|---|
| 34 |  | The terms Offeror and prime contractor seems to be used interchangeably throughout the contract. Similarly the terms subcontractor and supplier seems to be used interchangeably throughout the contract.  | Please defer to the definitions outlined in Q33.  |
|    | RFP Section  | Question   | Answer  |
| 35 | Section I-5 Page 3   | Will the Offeror have the opportunity to renegotiate contract pricing at the optional renewal terms, if necessary?   | Contract negotiations are at the discretion of the Department.  |
|    | RFP Section  | Question   | Answer  |
| 36 | Section II-5.B. Page 15                                    | Could the Commonwealth clarify whether performance bond requirement in Section III-1.E. would satisfy this requirement?  | No, they are separate requirements; Part II, Section II.5.B. is at the discretion of the Department.  |
|    | RFP Section  | Question   | Answer  |
| 37 | Section III-1.A Disaster Recovery. Page 16                 | Can the SDU technical infrastructure include remotely located hardware/software, both as part of its operational network and backup network?   | No. Please refer to Part I, Section I-29 for the IRS regulations that must be met.  |
|    | RFP Section  | Question   | Answer  |
| 38 | Section III-1.B. Requirements, Facility Location. Page 16: | Can some of the services (e.g. printing/ mailing, debit card issuance, customer services, corporate administration/human resources) be performed at another location within the continental United States if it results in cost savings to the Commonwealth? | With the exception of the debit card issuance the other services that must be housed at a single processing site are listed in Part III-1.B.  |
|    | RFP Section  | Question   | Answer  |
| 39 | Section III-I.B. Requirements, Facility Location. Page 16: | Could the Commonwealth provide an estimate of the number of Commonwealth staff that will require onsite parking and meeting space?   | There are currently 3 staff members within the Division of Financial Services and Transactions. However, there will be occasions where more individuals may be on-site for a meeting. |
|    | RFP Section  | Question   | Answer  |



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| 40 | Section III-1.I System Interfaces/Data Exchanges. Page 19:  | Is there a schedule that the Commonwealth can provide that defines the current interfaces, including when and how they occur, so that we can determine if this poses any constraints on the processing flow?   | Please refer to Appendix O – SCDU Interface File Specifications for the different frequencies pertaining to each file. The timing of when files are shared between PACSES/SeGov/SCDU will vary according to time require to complete processing. Please refer to Part 111-1.I which provides the processing windows for System Interfaces/Data Exchanges. |
|    | RFP Section   | Question   | Answer  |
| 41 | RFP Section I-18 C Proposal Contents, III-7 Financial Capability and Standard IT Contracts and Conditions Section 25 a-c Confidentiality. | “As a privately held company, Informatix considers its financial information as a ‘trade secret’ per 65 P.S. § 67.707(b) and thus exempt from public disclosure as release of such information to its competitors could be detrimental to its viability. We will provide our financials under separate cover, in a separately sealed envelope marked ‘Confidential’ following the prescribed requirements under in accordance with 65 P.S. §67.707(b) for the information to be considered exempt under 65 P.S. §67.708(b)(11) from public records requests. Will the Commonwealth please confirm that, since this financial capability information is submitted in response to Part II of this RFP such financial capability information is exempt from public records disclosure under 65 P.S. §67.708(b)(26) and will be kept confidential? | Please refer to Part I, Section I-18.A. and C of the RFP.   |
|    | RFP Section   | Question   | Answer  |
| 42 | Section III-8.A Transition. Page 25   | Many of these requirements depend on the current vendors’ willingness and ability to actively participate in the transition. Will the Commonwealth be managing the current vendor transition so that the new vendor is held harmless by any and all the delays caused by the current vendor?   | Yes.  |
|    | RFP Section   | Question   | Answer  |
| 43 | Section III-8.A Transition. Page 25   | Does the current vendor have an existing turnover plan? If so, may a copy of this plan be provided within this procurement so that any gaps can be identified with proposals to address?   | At this time, the Commonwealth has not requested the end of contract turnover plan from the current vendor.   |

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|    | RFP Section                                     | Question  | Answer   |
|----|---|---|--|
| 44 | Section III-8.B.1, Receipts Processing. Page 28 | Please provide a copy of the current schedule for daily pick-up of mail at the Crooked Hill postal facility for delivery of mail to the SCDU operational facility.  | <p>Please refer to Part III-8.B.1. The selected Offeror must pick-up the mail addressed to the central collection post office boxes so that all receipts picked-up that calendar day are processed for posting to PACSES by 6 P.M., Monday through Friday.</p> <p>The mail is currently picked up twice a day. The Commonwealth can only provide an approximate time that pick-ups occur midnight and when the main lobby is open. Pick-up time/s is/are dependent on when the post office completes their processing.</p> |
|    | RFP Section                                     | Question  | Answer   |
| 45 | Section III-8.B.1, Receipts Processing. Page 29 | <p>Is ePACSES a separate Commonwealth web-based image retrieval application or is this the term used to refer to the Offeror’s image retrieval application?</p> <p>Please provide daily/monthly SCDU processing volumes for the last 12 months on the following items:</p> <ul style="list-style-type: none"> <li>a. Unidentified receipts</li> <li>b. Number of PACSES data entry updates on customer Direct Deposit Request forms</li> <li>c. Number and total dollar amount of Over the Counter payments received and processed for each DRS</li> <li>d. Number and total dollar amount of incoming cash payments received at SCDU</li> <li>e. Return Check volume</li> <li>f. Incoming Correspondence volume received, scanned and transmitted to the counties via email</li> </ul> | <p>e-PACSES is a separate web-based application not maintained within terms of this contract.</p> <p>The Commonwealth does not track by requested breakdown.</p> <p>Items a., b., c., d., &amp; e. Refer to the attachment included with this Addendum 2.</p> <p>Item f. The Commonwealth does not track the limited correspondence sent to the counties via email. Most correspondence is scanned and retrieved by select county workers.</p> <p>Item g. The Commonwealth does not track that information.</p>            |

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|    | RFP Section                                     | Question   | Answer   |
|----|---|--|--|
|    |   | g. Number of PACSES address updates (and/or address end dates) on USPS undeliverable check return  |  |
| 46 | Section III-8.B.1, Receipts Processing. Page 29 | Can the Commonwealth provide monthly volumes (both number and \$ amount) of receipts processed at the SCDU, by payment type, for the calendar years 2016, 2015 and for current year to date, 2017? | Refer to the attachment included with this Addendum 2.   |
| 47 | Section III-8.B.1, Receipts Processing. Page 29 | Who is responsible for employer errors on misapplied payments?   | The employer would be responsible if the posting information provided for the member was not correct. However, if the worker had researched the payment and identified the incorrect member had a misapplied payment, it would be the vendor's responsibility. |
| 48 | Section III-8.B.1, Receipts Processing. Page 29 | Could the Commonwealth confirm if the Offeror is responsible for the cost of the PO Boxes? If so, could the Commonwealth provide the current annual cost for the ten PO Boxes?                     | The cost of post office boxes should be included in the transaction fees. The annual cost in 2016 was \$4,584.00.  |
| 49 | Section III-8.B.1, Receipts Processing. Page 31 | Could the Commonwealth provide the past twelve months number and amount of payments collected per month from point of sale locations?  | The Commonwealth does not currently accept point of sale payment.  |
| 50 | Section III-8.B.1, Receipts Processing. Page 31 | Could the Commonwealth provide the past twelve months number and amount of payments collected per month by the county that is forwarded to the PA SCDU for processing?                             | Refer to the attachment included with this Addendum 2.   |

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|    | RFP Section                                      | Question  | Answer   |
|----|--|---|--|
| 51 | Section III-8.B.4, Exception Processing. Page 33 | <p>Please provide five years of historical first and second NSF checks for which the vendor was held liable, including quantity, original payment amount, net amount collected, payee type (employer, individual) and case type (direct pay, out of state, etc.). Also, please advise as to the current recoupment methods and procedures available to the vendor.</p> <p>a. Does the vendor have any recourse for collections on posting errors and NSF checks?</p> <p>b. What is the current recoupment procedures available to the vendor and historical collection rates?</p> | <p>The Department does not provide that information. Offerors are encouraged to be innovative in preparing their responses to this RFP.</p> <p>a. The Commonwealth does not allow recourse for collection on posting errors but would allow on NSF.</p> <p>b. The recoupment method and procedures used by the current vendor is not relevant to submitting a proposal in response to this RFP. Please refer to the attachment included with this Addendum 2 for details on paper collections.</p> |
|    | RFP Section                                      | Question  | Answer   |
| 52 | Section III-8.B.4, Exception Processing. Page 33 | <p>Please provide five years of historical misposted payments for which the vendor was held liable, including quantity, original payment amount, misposted amount, net amount collected, payee type (employer, individual) and case type (direct pay, out of state, etc.).</p>  | <p>This information is not relevant to submitting a proposal in response to this RFP.</p>  |
|    | RFP Section                                      | Question  | Answer   |
| 53 | Section III-8.B.4, Exception Processing. Page 33 | <p>Please provide five years of historical paper and electronic NSF and Credit Card Chargebacks whether the vendor was liable or not, including quantity and amounts, by payer type (employer, individual) and method (Check, ACH Debit/eCheck, Credit Card (MasterCard, Visa, Discover, American Express)).</p>  | <p>The Commonwealth does not allow for Credit Card Chargebacks or electronic NSFs.</p> <p>Refer to the attachment included with this Addendum 2.</p>   |
|    | RFP Section                                      | Question  | Answer   |
| 54 | Section III-8.B.4, Exception                     | <p>Could the Commonwealth provide the past twelve months number and amount of NSF payments per month and the average amount recovered? Is the Offeror permitted to charge an NSF fee to the payor?</p>  | <p>The Commonwealth does not track by requested breakdown. Refer to the attachment included with this Addendum 2.</p>  |

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|    | RFP Section   | Question  | Answer   |
|----|---|---|--|
|    | Processing. Page 33   |   |  |
| 55 | Section III-8.B.1.5, Other Correspondence Received. Page 33 | Could the Commonwealth provide the current average monthly quantity of correspondence documents that are forwarded to the county offices?   | The Commonwealth does not track by requested breakdown. Most correspondence is scanned and retrieved by select county workers. |
| 56 | Section III-8.B.5, Other Correspondence Received. Page 33   | Is the Commonwealth open to providing access to correspondence and other documents and reports to DRS locations without having to use email?  | Refer to the response to Q55.  |
| 57 | Section III-8.C.1, Check Processing Requirements. Page 34   | For returned checks, is the Commonwealth willing to allow a file to be created with all the returned check information each day for uploading to PACSES and FXR databases?  | No.  |
| 58 | Section III-8.F.4, Special Notice Processing. Page 39       | This paragraph notes that “When a special notice is required, the selected SCDU contractor will assess the requirements submitted by BCSE, and the costs for producing, printing and mailing the special notice”. Given this statement, what is the Commonwealth’s expectation for the corresponding Special Notice Per Transaction Rates to be input on Appendix BB? | The Commonwealth would utilize the Work Plan outlined in Part III, Section III-8.  |

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|----|---|--|--|
| 59 | Section III-8.G,<br>Mailing<br>Operations.<br>Page 39 | Could the Commonwealth please provide the volumes of documents by form type received and mailed by the SCDU for the past twelve months? What additional services are required to process these forms other than to receive and mail?   | Refer to the attachment included with this Addendum 2. Some of the forms could require worker intervention depending on how the Offeror proposes sharing information with the different entities. For example, having several choices on “rejected payment” documentation. |
|    | RFP Section   | Question   | Answer   |
| 60 | Section III.8. H.1.<br>Page 40                        | There is no Appendix with volumes and statistics related to Customer Service or the EMU. Please provide daily/monthly SCDU processing volumes for the total number of calls to customer service, broken down by reason for call and entity (child support customer, DRSs, employers and other states, organizations and agencies) as well as provide the daily/monthly EMU processing requests/updates for the last 12 months, including: <ul style="list-style-type: none"> <li>• Adds/Updates of employer information stored on PACSES employer table database, including FEIN, addresses, contact information</li> <li>• Defendant employment status and employer address and contact changes submitted with collections, received by phone or received from the child support website</li> </ul> | Refer to the attachment included with this Addendum 2 for details that the Commonwealth tracks.  |
|    | RFP Section   | Question   | Answer   |
| 61 | Section III-8. H.1.<br>Page 40                        | Please provide the daily/monthly incoming number of financial program exceptions requests received and processed by the SCDU for the last 12 months.   | Refer to the attachment included with this Addendum 2.   |
|    | RFP Section   | Question   | Answer   |
| 62 | Section III-8. H.1.<br>Page 40                        | Please provide a copy of the existing IV-R call tree and workflows, depicting caller options and IVR services available today.   | The Commonwealth does not have access to the requested information.  |

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|----|--|---|---|
| 63 | Section III-8.H.1<br>Page 40                       | Could the Commonwealth provide the call volumes and average length per call for each of the past three years, i.e., 2014, 2015, and 2016? | Refer to the attachment included with this Addendum 2.  |
|    | RFP Section  | Question  | Answer  |
| 64 | Section III-8.H.2.<br>Page 40                      | Could the Commonwealth provide the past twelve months number and amount of payments collected per month from kiosk locations?             | The Commonwealth does not currently provide kiosk locations for payments.                       |
|    | RFP Section  | Question  | Answer  |
| 65 | Section III-8.H.2,<br>Customer<br>Service. Page 40 | Is the current vendor liable for all electronic NSF and chargebacks under existing contract?  | Yes.  |
|    | RFP Section  | Question  | Answer  |
| 66 | Section III-8.<br>H.12. Page 41                    | Is the current web-based Employer Maintenance Unit application owned by the Commonwealth?   | No.   |
|    | RFP Section  | Question  | Answer  |
| 67 | Section III-<br>8.H.12. Page 41                    | Could the Commonwealth provide the number and type of requests received by the EMU for the past twelve months?                            | Refer to the attachment included with this Addendum 2 for details that the Commonwealth tracks. |
|    | RFP Section  | Question  | Answer  |
| 68 | Section III-<br>8.H.13. Page 41                    | Could the Commonwealth provide the number and type of requests received by the FXU for the past twelve months?                            | Refer to the attachment included with this Addendum 2 for details that the Commonwealth tracks. |

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|    | RFP Section                                     | Question  | Answer  |
|----|---|---|---|
| 69 | Section III-8. J.1, Financial Overview, Page 42 | Please provide copies of the current acceptable, daily, weekly, monthly reports to support the Financial management of the SCDU. States vary based on the level of detail required and by providing currently acceptable reports will allow offerors to gauge the level of effort for this process.   | The Commonwealth has provided detail for each financial report in Appendix AA. Each Offeror must propose how they will report the details.          |
|    | RFP Section                                     | Question  | Answer  |
| 70 | III.8. J.2 a. Page 42                           | <p>Please confirm that the Commonwealth does not plan on allowing current vendor's EPPICard to be used after conversion to offerors new cards, and if it is, the offerer would be able to charge fees as an outside of network card. The following bullets need clarification:</p> <ul style="list-style-type: none"> <li>• The selected bank must not charge an ATM surcharge fee to individuals using the Pennsylvania EPPICard MasterCard stored value card or any stored value card proposed by the selected Offeror, at its ATM.</li> <li>• The selected bank must not charge Pennsylvania EPPICard cardholders or card holders of the stored value card proposed by the selected Offeror for cashing out their Pennsylvania EPPICard or the selected Offeror's proposed stored value card.</li> </ul> | The EPPICard will still be in circulation after a new vendor is selected. This card, and any card proposed by Offeror, must remain a fee free card. |
|    | RFP Section                                     | Question  | Answer  |
| 71 | Section III-8.J.2.b. Page 43                    | Could the Commonwealth provide copies of the monthly bank account analysis statements which include the balances, charges and earnings detail for the past six months for the three bank accounts (collection, disbursement, support concentration)?  | No. The Commonwealth is requesting the Offeror to provide details on how they will do the daily balancing.  |
|    | RFP Section                                     | Question  | Answer  |
| 72 | Section III-8. J.3 a, Page 44                   | Please confirm that the Commonwealth expects Bank fees to be covered and offset by the interest earned on the support concentration account and that should any net interest be kept by the offeror it would be used to reduce the offerors monthly invoice. If any excess interest is retained in the support concentration account and  | Confirmed.  |



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|    |  | not given to the offeror, then the offeror would not be required to reduce its monthly invoice by the amount of the excess interest. Any fees exceeding interest would be covered by offeror.   |   |
|    | RFP Section  | Question  | Answer  |
| 73 | Section III-8.L, End of Contract Turnover. Page 45                 | Could the Commonwealth provide the size of the current electronic database that stores the source document images?  | The Commonwealth does not have access to this information.  |
|    | RFP Section  | Question  | Answer  |
| 74 | Section III-9, Report and Project Control. Page 46                 | If the Commonwealth would like reports to remain as they are currently presented, please provide examples of all the reports listed in Appendix AA and this section A Management Reporting. If the Commonwealth is open to change in report formatting and/or content, please confirm this to be the case and allow offeror to propose alternative reporting. | Refer to the response to Q69.   |
|    | RFP Section  | Question  | Answer  |
| 75 | Section III-10.C, FIDM Asset Freeze and Seize Services. Page 48    | How many pages are there per asset freeze and seize notice? How many different types of notices are there? Could the Commonwealth provide samples of the notices?   | The per asset freeze and seize notice is 1-2 pages in length. There are two different notices available. The samples are not relevant to submitting a proposal in response to this RFP. |
|    | RFP Section  | Question  | Answer  |
| 76 | FP Section III-10.C, FIDM Asset Freeze and Seize Services. Page 48 | How many appeals would be handled for processing by the Offeror?  | The Commonwealth does not have access to the requested information.   |

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|    | RFP Section | Question  | Answer   |
|----|-------------|---|--|
| 77 | Appendix A  | Could the Commonwealth clarify that the “Average number of Employers’ coupons issued by year” corresponds to the “Employer/Non-Wage Withholding Billing Statement Processing” and “Employer’s National Medical Support Notice (NMSN) Processing” described in Section III-8.D page 38? If so, could the Commonwealth breakout the number listed by each type? | The National Medical Support Notice processing is not part of the Employer/Non-Wage Withholding Billing Statement Processing. Refer to the attachment included with this Addendum 2 for details regarding the breakout of the two print processes. |
|    | RFP Section | Question  | Answer   |
| 78 | Appendix A  | Could the Commonwealth clarify that the “Average number of Non-Custodial Parent’s coupons issued per year” corresponds to the “Defendant Billing Statement/Payment Coupon Processing” described in Section III-8.F.1, Defendant Billing Statement/Payment Coupon Processing page 38?  | Yes, the Non-Custodial Parent’s coupons are the Defendant Billing/Statement/Payment Coupon Processing.   |
|    | RFP Section | Question  | Answer   |
| 79 | Appendix A: | Please confirm if the “Average number of Notice Processing issued per year” corresponds to the State Tax Refund Offset Notice Processing (STROP) described in Section III-8.F.3, State Tax Refund Offset Notice Processing (STROP) page 39?   | Confirmed.   |
|    | RFP Section | Question  | Answer   |
| 80 | Appendix BB | Should there be a line item for each year for National Medical Support Notice Processing and State Tax Refund Offset Notice Processing?   | No. The Commonwealth would utilize the Work Order Process outlined in Part III, Section III-8.   |
|    | RFP Section | Question  | Answer   |
| 81 | Appendix BB | For the Enhancement services pricing (five line items), there is a single field to be populated for each service. Is the Commonwealth expecting a lump sum price for the six year contract, or may the Offeror choose the type and frequency of the pricing to be input in this field?  | Offerors may propose the type and frequency of pricing for the potential future enhancements.  |

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|    | RFP Section | Question   | Answer   |
|----|-------------|--|--|
| 82 | Appendix BB | On "Tab 4 – Potential Future Enhanc", the yellow fields appear to be uneditable.   | A revised Appendix BB, is provided with this Addendum 2.   |
|    | RFP Section | Question   | Answer   |
| 83 | Appendix M  | Has the current SCDU vendor been assessment any penalties for not meeting any Performance Standards/Service Level Agreements/Service Level Objectives? If so, please provide the penalty amount assessed and a description of the unmet task and performance standard for each incident. | This question is not relevant to submitting a proposal in response to the RFP.   |
|    | RFP Section | Question   | Answer   |
| 84 |             | Could the Commonwealth provide a staffing matrix, including number of FTEs by position title for the current operation?  | The Department does not provide that information. Offerors are encouraged to be innovative in preparing their responses to this RFP. |
|    | RFP Section | Question   | Answer   |
| 85 |             | Could the Commonwealth provide copies of the SCDU vendor service invoices for the past six months?   | This question is not relevant to submitting a proposal in response to the RFP.   |
|    | RFP Section | Question   | Answer   |
| 86 |             | What is the Commonwealth's policies and procedures for misapplied payments that are the fault of the SCDU contractor? Could the Commonwealth provide the past twelve months quantity and amount of payments that were misapplied per month and the average amount recovered?             | This question is not relevant to submitting a proposal in response to the RFP.   |
|    | RFP Section | Question   | Answer   |
| 87 |             | Please provide the current organizational structure of the SCDU operations, including FTEs.  | The Department does not provide that information. Offerors are encouraged to be innovative in preparing their responses to this RFP. |

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|    | RFP Section   | Question   | Answer  |
|----|---|--|---|
| 88 |   | Please provide copies of invoices for 2014, 2015, 2016, and 2017 for the most recent twelve months of service including all penalties assessed related to missed Service Level Agreements (SLA's). If one or more calendar years are not available, please provide the periods you have.   | This question is not relevant to submitting a proposal in response to the RFP.  |
|    | RFP Section   | Question   | Answer  |
| 89 |   | Who is responsible for employer errors on misapplied payments?   | Refer to the response to Q47.   |
|    | RFP Section   | Question   | Answer  |
| 90 |   | Please provide both the physical and digital document storage retention policy for financial instruments, and correspondence.  | A purge and document storage retention policy will be determined ongoing.   |
|    | RFP Section   | Question   | Answer  |
| 91 | General:<br>Appendix A.                                 | Can the Commonwealth please provide a more detail breakdown in terms of transactions and dollars of the electronic payments that are currently being received (e.g. Debit Cards, Credit Cards by Type (Visa, MC, Discover, AMEX), Web ACH Debits, TEL ACH DEBITS, ACH Credits, as well as the average transaction amount and current percent of chargebacks in % of both transactions and dollars?   | The Commonwealth does not have access to the requested information. The Commonwealth does not allow chargebacks to be assessed to their banking accounts. |
|    | RFP Section   | Question   | Answer  |
| 92 | RFP Page v,<br>Calendar of Events                       | RFP States: "Deadline to submit Questions via email to: RA-pwrfpquestions@pa.gov is November 6, 2017". If the potential Offeror has a follow-up question to the answers provided November 16, 2017, will the Potential Offeror be allowed to submit the follow-up question, granted that it is strictly within the topic of the relevant question / answer? We understand from section I-9 that DHS may respond to questions submitted after the deadline. | Part I, Section I-9 indicates the Project Officer <i>may</i> respond to questions of an administrative nature.  |
|    | RFP Section   | Question   | Answer  |
| 93 | RFP Page 1,<br>Overview of Project, Bottom of the page. | "A hardship exemption approved by the Division of Financial Services and Transactions (DFST) is provided under specific circumstances, and those payees who are eligible for a hardship exemption from the eDisbursement program receive their support payments by check. There are currently less than 200 support payees with hardship exemptions. The two percent (2%) of support payments disbursed via check  | Please refer to the EPPICard website for any information pertaining to the card. The link is <a href="http://eppicard.com">eppicard.com</a>               |

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|    |   | include agencies, institutions, and individuals with hardship exemptions. See Appendix A – Processing Statistics.” In Appendix A it shows that there are 50,646 active members with check disbursements and a total of 163,819 checks issued every year.<br>As debit card is the default alternative, 50,646 active members with check disbursements seems high.<br>a. Are there fees for using the debit card?<br>b. Are there any programs reaching out to the active members with check disbursements to encourage a direct deposit or debit card?  | No. As stated, checks are only issued when a direct deposit or stored value card cannot be issued.   |
|    | RFP Section   | Question   | Answer   |
| 94 | RFP Page 1, Section I-3, Overview of Project, Bottom of the page. | RFP States: “A hardship exemption approved by the Division of Financial Services and Transactions (DFST) is provided under specific circumstances, and those payees who are eligible for a hardship exemption from the eDisbursement program receive their support payments by check.” Will the Commonwealth please share the language enabling payees to select a hardship exemption? We believe it will benefit all stakeholders to reduce the number of disbursement checks.  | No. The Commonwealth only determines a hardship on a case by case bases.   |
|    | RFP Section   | Question   | Answer   |
| 95 | RFP Page 3, Section I-4, Objectives. A. General                   | RFP States: “The objective of this RFP is to procure a vendor capable of assuming all responsibilities, services, and operation of the PA SCDU without interruption or disruption of services and business practices to DHS, child support customers, users and business partners.” Can the Commonwealth please detail all interruptions of services and business practices to DHS, child support customers, users, and business partners which has happened while the contract has been with the current vendor?  | This information is not relevant to submitting a proposal in response to the RFP.  |
|    | RFP Section   | Question   | Answer   |
| 96 | RFP Page 3, I-4. Objectives. B. Specific                          | RFP States: “The Commonwealth’s goal is to provide a support collection and disbursement operation. This includes: Transition; Collection Processing; Disbursement Processing; Employer/Non-Wage Withholding Billing Statement Processing; Employer’s National Medical Support Notice (NMSN) Processing; Defendant Billing Statement/Payment Coupon, Reprints, State Tax Refund Offset Notice Processing, Special Notice Processing; Mailing Operations; Customer Service; Outreach Support; Finance and Banking Services; Data/Records Security; System Interfaces/Data Exchanges; Processing Center; End of Contract Turnover; | As indicated in Part I, Section I-22, “Offerors shall provide all services, supplies, facilities, and other support necessary to complete the identified work, except as otherwise provided in this Part I, Section I-22.” |

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|    |  | Management Reporting; and Procedures Documentation.” While we clearly can perform all the services requested in RFP Page 3, I-4. Objectives. B. Specific; if an Offeror is proposing to perform less than all the services listed will this proposal be rejected?  |        |
|----|--|--|--------|
|    | RFP Section                              | Question   | Answer |
| 97 | RFP Page 3, I-4. Objectives. B. Specific | <p>RFP States: “The Commonwealth’s goal is to provide a support collection and disbursement operation. This includes: Transition; Collection Processing; Disbursement Processing; Employer/Non-Wage Withholding Billing Statement Processing; Employer’s National Medical Support Notice (NMSN) Processing; Defendant Billing Statement/Payment Coupon, Reprints, State Tax Refund Offset Notice Processing, Special Notice Processing; Mailing Operations; Customer Service; Outreach Support; Finance and Banking Services; Data/Records Security; System Interfaces/Data Exchanges; Processing Center; End of Contract Turnover; Management Reporting; and Procedures Documentation.”</p> <p>There are sixteen (16) specific processes.</p> <ol style="list-style-type: none"> <li>1. Transition;</li> <li>2. Collection Processing;</li> <li>3. Disbursement Processing;</li> <li>4. Employer/Non-Wage Withholding Billing Statement Processing;</li> <li>5. Employer’s National Medical Support Notice (NMSN) Processing;</li> <li>6. Defendant Billing Statement/Payment Coupon, Reprints, State Tax Refund Offset Notice Processing, Special Notice Processing;</li> <li>7. Mailing Operations;</li> <li>8. Customer Service;</li> <li>9. Outreach Support;</li> <li>10. Finance and Banking Services;</li> <li>11. Data/Records Security;</li> </ol> | Yes.   |

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|    |   | <p>12. System Interfaces/Data Exchanges;</p> <p>13. Processing Center;</p> <p>14. End of Contract Turnover;</p> <p>15. Management Reporting; and</p> <p>16. Procedures Documentation.</p> <p>Does the Commonwealth envisioning awarding one, and only one, contract for a firm to perform all the processes listed in I-4. Objectives. B. Specific?</p>   |  |
|    | <b>RFP Section</b>                        | <b>Question</b>   | <b>Answer</b>  |
| 98 | RFP Page 3, I-4. Objectives. B. Specific. | <p>RFP States: “The Commonwealth’s goal is to provide a support collection and disbursement operation. This includes: Transition; Collection Processing; Disbursement Processing; Employer/Non-Wage Withholding Billing Statement Processing; Employer’s National Medical Support Notice (NMSN) Processing; Defendant Billing Statement/Payment Coupon, Reprints, State Tax Refund Offset Notice Processing, Special Notice Processing; Mailing Operations; Customer Service; Outreach Support; Finance and Banking Services; Data/Records Security; System Interfaces/Data Exchanges; Processing Center; End of Contract Turnover; Management Reporting; and Procedures Documentation.” How many of the sixteen (16) specific processes are performed by the incumbent vendor today?</p> | As stated above, all of these processes are performed by the current vendor.   |
|    | <b>RFP Section</b>                        | <b>Question</b>   | <b>Answer</b>  |
| 99 | RFP Page 3, I-4. Objectives. B. Specific  | <p>RFP States: “The Commonwealth’s goal is to provide a support collection and disbursement operation. This includes: Transition; Collection Processing; Disbursement Processing; Employer/Non-Wage Withholding Billing Statement Processing; Employer’s National Medical Support Notice (NMSN) Processing; Defendant Billing Statement/Payment Coupon, Reprints, State Tax Refund Offset Notice Processing, Special Notice Processing; Mailing Operations; Customer Service; Outreach Support; Finance and Banking Services; Data/Records Security; System Interfaces/Data Exchanges; Processing Center; End of Contract Turnover; Management Reporting; and Procedures Documentation.”</p>  | Yes, the tasks not specifically included in Appendix BB are to be incorporated into the costs identified in Appendix BB. |

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|  | <p>While there are sixteen (16) specific processes listed in the RFP Page 3, I-4, Objectives. B. Specific; Attachment BB – PA SCDU Cost Template Final, Tab 2-Task Cost Submittal only lists eight (8) specific tasks. In Tab 4 – Potential Future Enhancements some of the original sixteen (16) tasks are listed in addition to new ones. Is the following division correct?</p> <p><b>Original Tasks to be priced in Tab 2 – Task Cost Submittal:</b></p> <ol style="list-style-type: none"><li>1. Transition;</li><li>2. Collection Processing;</li><li>3. Disbursement Processing;</li><li>4. Employer/Non-Wage Withholding Billing Statement Processing;</li><li>5. Employer’s National Medical Support Notice (NMSN) Processing;</li><li>6. Defendant Billing Statement/Payment Coupon, Reprints, State Tax Refund Offset Notice Processing, Special Notice Processing;</li><li>7. Customer Service;</li><li>8. End of Contract Turnover;</li></ol> <p><b>Potential Future Enhancements to be priced in Tab 4 – Potential Future Enhancements</b></p> <ol style="list-style-type: none"><li>1. Enhanced Employer Customer Service</li><li>2. National Medial Support Notice (NMSN)</li><li>3. FIDM Asset Freeze and Seize Services</li><li>4. PA SCDU Website and Support Services</li><li>5. Enterprise Imaging</li></ol> <p><b>Tasks listed in the RFP Page 3, I-4, Objectives. B. but not addressed in Appendix BB – PA SCDU Cost Template:</b></p> <ol style="list-style-type: none"><li>1. Mailing Operations;</li></ol> |  |
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|     |  | <p>2. Outreach Support;</p> <p>3. Finance and Banking Services;</p> <p>4. Data/Records Security;</p> <p>5. System Interfaces/Data Exchanges;</p> <p>6. Processing Center;</p> <p>7. Management Reporting; and</p> <p>8. Procedures Documentation.</p>   |  |
|     | <b>RFP Section</b>                       | <b>Question</b>   | <b>Answer</b>  |
| 100 | RFP Page 3, I-4. Objectives. B. Specific | <p>RFP States: “The Commonwealth’s goal is to provide a support collection and disbursement operation. This includes: Transition; Collection Processing; Disbursement Processing; Employer/Non-Wage Withholding Billing Statement Processing; Employer’s National Medical Support Notice (NMSN) Processing; Defendant Billing Statement/Payment Coupon, Reprints, State Tax Refund Offset Notice Processing, Special Notice Processing; Mailing Operations; Customer Service; Outreach Support; Finance and Banking Services; Data/Records Security; System Interfaces/Data Exchanges; Processing Center; End of Contract Turnover; Management Reporting; and Procedures Documentation.” For any task identified in the RFP Page 3, I-4. Objectives. B. Specific; but not identified in the Cost Template, Appendix BB – PA SCDU Cost Template Final, is it correct that the Offeror must incorporate the cost of those tasks into the costs of the tasks which are identified in the Cost Template, Appendix BB – PA SCDU Cost Template Final.</p> | <p>Yes. Specific instructions are provided in the Instructions tab of the Cost Template.</p> |
|     | <b>RFP Section</b>                       | <b>Question</b>   | <b>Answer</b>  |
| 101 | RFP Page 3, I-6. Rejection of Proposals  | <p>RFP States: “DHS reserves the right, in its sole and complete discretion, to reject any proposal received as a result of this RFP.” Is it a correct interpretation of the RFP that even if a bidder submits a fully compliant and competitive proposal, DHS may reject it?</p>   | <p>No.</p>   |

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|     | RFP Section                         | Question  | Answer  |
|-----|-------------------------------------|---|---|
| 102 | RFP Page 5, I-12.B. Proposal Format | <p>RFP States: The RFP outlines the headers that must be included in the RFP Response. The Proposal Format section does not identify a place for the RFP Response Table of Contents.</p> <p>Is it ok to include a Table of Contents in at least the Technical RFP Response?</p> | <p>The language in Part I, Section I-12.B.1 is being amended as follows.</p> <ol style="list-style-type: none"> <li>1. Technical Submittal:               <ol style="list-style-type: none"> <li>a. In response to Part III; and The Technical Submittal must include a Transmittal Letter and include Tabs 1 through Tab 16. Offerors must format their responses as follows:                   <ul style="list-style-type: none"> <li>• Tab 1: Table of Contents</li> <li>• Tab 2: Requirements</li> <li>• Tab 3: Statement of the Project</li> <li>• Tab 4: Management Summary</li> <li>• Tab 5: Prior Experience</li> <li>• Tab 6: Personnel</li> <li>• Tab 7: Training</li> <li>• Tab 8: Financial Capability</li> <li>• Tab 9: Work Plan</li> <li>• Tab 10: Reports &amp; Project Control</li> <li>• Tab 11: Potential Future Enhancements</li> <li>• Tab 12: Performance Standards/Service Level Agreements (<b>Appendix M</b>)</li> <li>• Tab 13: Objections and Additions to the Standard</li> </ul> </li> </ol> </li> </ol> |

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|     |   |   | <p>Contract Terms and Conditions</p> <ul style="list-style-type: none"> <li>• Tab 14: Lobbying Certification &amp; Disclosure <b>(Appendix D)</b></li> <li>• Tab 15: Corporate Reference Questionnaire <b>(Appendix K)</b></li> <li>• Tab 16: Key Personnel Reference Questionnaire <b>(Appendix L)</b></li> </ul> <p>b. Complete, sign and include <b>Appendix E – Domestic Workforce Utilization Certification Form;</b></p> <p>c. Complete, sign and include <b>Appendix F, Iran Free Procurement Certification Form.</b></p> |
|     | RFP Section   | Question  | Answer   |
| 103 | RFP Page 6, I-12. Proposal Requirements. B. Proposal Format | <p>RFP States: “DHS reserves the right to request additional information which, in DHS’ opinion, is necessary to assure that the Offeror’s competence, number of qualified employees, business organization, and financial resources are adequate to perform according to the RFP.”</p> <p>The sentence towards the top of page 6 is ambiguous? Can DHS please detail:</p> <ol style="list-style-type: none"> <li>a. what DHS is looking for to assure the Offeror’s competence?</li> <li>b. what defines a qualified employee?</li> <li>c. the minimum number of qualified employees required?</li> <li>d. any business organizations which are not acceptable?</li> <li>e. what level of financial resources DHS requires an Offeror to have to adequately perform according to the RFP?</li> </ol> | <p>The Department is unable to provide the specific detail being requested as it depends on the Offeror’s technical submittal and how well it addresses all areas outlined in the RFP.</p>   |

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|     | RFP Section   | Question  | Answer   |
|-----|---|---|--|
| 104 | RFP Page 6, I-12. Proposal Requirements. B. Proposal Format   | RFP States: "Proposals must follow the following format: ....." There are no page limitations listed for any of the separately sealed submittals. Is this correct?  | Correct.   |
|     | RFP Section   | Question  | Answer   |
| 105 | RFP Page 6, I-12. Proposal Requirements. B. Proposal Format   | RFP States: "DHS reserves the right to reject any proposal if the evidence submitted by, or investigation of, such Offeror fails to satisfy DHS that such Offeror is properly qualified to carry out the obligations of the RFP and to complete the Project as specified."<br>The last sentence in the second paragraph at the top of page 6 is ambiguous. Can DHS please detail the specific variables an Offer must meet, and at what level, in order to satisfy DHS that the Offeror is properly qualified to carry out the obligations of the RFP and to complete the Project as specified? | Refer to Part II, Section II-1.  |
|     | RFP Section   | Question  | Answer   |
| 106 | RFP Page 6, I-17. Prime Contractor Responsibilities and Appendix G, Small Diverse Business (SDB) and Small Business (SB) Participation Submittal. | RFP States: "The selected Offeror must perform the largest percentage of work as compared to its subcontractors and suppliers."<br>Appendix G only asks the Offeror to detail work subcontracted to Small Diverse business (SDB) and Small Business (SB). There is no place to list work contracted to suppliers. Will dollar amounts spent on Small Diverse business (SDB) and Small Business (SB) suppliers be accounted for in Appendix G, Small Diverse Business (SDB) and Small Business (SB) Participation Submittal?   | Appendix G asks for a listing of any Small Diverse Business (SDB) and Small Business (SB) subcontracted vendors to be utilized for the solicitation. SDB/SB vendors can provide a service or supplies as stated in the scope of work to be provided section of Appendix G and also in the corresponding Letters of Intent (LOI) – Appendix H for each listed vendor. |

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|     | RFP Section  | Question  | Answer  |
|-----|--|---|---|
| 107 | RFP Page 7, I-19. Best and Final Offers. B.          | <p>RFP States: “The following Offerors will not be invited by DHS to submit a Best and Final Offer: 2. Those Offerors, which DHS has determined in accordance with Part II, Section II-5, from the submitted and gathered financial and other information, do not possess the financial capability, experience or qualifications to assure good faith performance of the contract.”</p> <p>Can DHS please detail the minimum:</p> <ul style="list-style-type: none"> <li>• financial capability,</li> <li>• experience, and</li> <li>• qualifications</li> </ul> <p>required to be invited to submit a Best and Final Offer? If a potential Offeror is not qualified it would be in the interest of all parties to know this before starting to work on a response.</p> | <p>Offerors who do not meet the qualifications outlined in Part I, Section I-19.B.1-3, will not be invited by DHS to submit a Best and Final Offer.</p>   |
|     | RFP Section  | Question  | Answer  |
| 108 | RFP Page 12, II-4. Evaluation Criteria               | <p>RFP States: “The following will criteria will be used in evaluating each proposal.”</p> <p>Then the proposal described the evaluation criteria for the Technical, Cost, and Small Diverse Business and Small Business Participation, etc.</p> <p>The RFP identified the criteria for evaluating the Technical response: Soundness of Approach, Offeror Qualification, Personnel Qualifications, and Understanding the Problem. It is difficult to align the evaluation criterion with the specific sections in the response.</p> <p>Could the Commonwealth be more specific and define the subsections with the RFP Response Format that corresponds to the evaluation criteria?”</p>  | <p>The Department does not provide that information.</p>  |
|     | RFP Section  | Question  | Answer  |
| 109 | RFP Page 12, II-4. Evaluation Criteria. A. Technical | <p>RFP States: “The final Technical scores are determined by giving the maximum number of technical points available to the proposal with the highest raw technical score. The remaining proposals are rated by applying the Technical Scoring Formula set forth at the following webpage:<br/> <a href="http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/default.aspx">http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/default.aspx</a>.”</p> <p>Can DHS please detail how the raw technical score will be calculated? Specifically:</p>  | <p>a. Yes; however, the Department does not provide the point scale.</p> <p>b. The Department does not provide the weights assigned to each category. All areas of the RFP should be addressed in order to ensure the Department’s understanding of the Offeror’s response.</p> |

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|     |   | <p>a. Will each component of the raw technical score be graded based on a scoring scale? Commonly a scale from 1-5 where 1 is unsatisfactory, 2 is below satisfactory, 3 is satisfactory, 4 is very good, 5 is excellent.</p> <p>b. Are each of the categories listed in the RFP Part III, TECHNICAL SUBMITTAL of equal weight? i.e., III-1 = III-2 = III-3, III-4 = III-5 = III-6, III-7 = III-8 = III-9? If not, can the DHS please provide the weights so we know which area to focus on in our response?</p>   |  |
|     | RFP Section   | Question   | Answer   |
| 110 |   | <p>Can the Commonwealth please provide a breakdown of the scoring weighs within each of the sections III-1 = III-2 = III-3, III-4 = III-5 = III-6, III-7 = III-8 = III-9? RFP Page 13, II-4. Evaluation Criteria. B. Cost. RFP States: “The final Technical scores are determined by giving the maximum number of technical points available to the proposal with the highest raw technical score. The remaining proposals are rated by applying the Technical Scoring Formula set forth at the following webpage: <a href="http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/default.aspx">http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/default.aspx</a>”</p> <p>Can DHS please confirm that the cost scoring formula is:<br/> <math>(1 - ((B-A)A)) * C = D</math><br/>                     Following the PEMDAS Order of Mathematical Operations, the way the formula is currently written in the RFP Scoring Formula the calculation would be:<br/> <math>1 - (((B-A)A) * C) = D</math><br/>                     and the formula would not make sense.</p> | <p>The Department does not provide the scoring weights for each section.</p> <p>A link to cost formula is provided in Part II, Section II-4.B.</p> |
|     | RFP Section   | Question   | Answer   |
| 111 | RFP Page 14, II-4. Evaluation Criteria. D. Domestic Workforce Utilization | <p>RFP States: “Maximum consideration will be given to those Offerors who will perform the contracted direct labor exclusively within the geographical boundaries of the United States or within the geographical boundaries of a country that is a party to the World Trade Organization Government Procurement Agreement.”</p> <p>Can DHS please define what the direct labor is as opposed to indirect labor?</p>   | <p>Direct labor is staff providing the services defined in the RFP.</p>  |

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| 112 | RFP Page 13, II-4. Evaluation Criteria. C. Small Diverse Business and Small Business Participation | <p>RFP States: "The Small Diverse and Small Business point allocation is based entirely on the percentage of the contract cost committed to Small Diverse Businesses and Small Businesses."</p> <p>Is only contract cost committed to Small Diverse Business subcontractors and Small Business subcontractors included in the evaluation or is contract cost committed to Small Diverse Business suppliers and Small Business suppliers also included in the evaluation?</p> <p>If contract cost committed to Small Diverse Business suppliers and Small Business suppliers also included in the evaluation where in the response would this be listed?</p> <p>Appendix G – SDB and SB Participation Submittal Form has underlined the word Subcontracting.</p> | SDB/SB vendors can provide a service or supplies as stated in the scope of work to be provided section of Appendix G and also in the corresponding Letters of Intent (LOI) – Appendix H for each listed vendor. Refer to Part II, Section II-4.C for more information on SDB/SB scoring. |
| 113 | RFP Page 13, II-4. Evaluation Criteria. C. Small Diverse Business and Small Business Participation | <p>RFP States: "The Small Diverse and Small Business point allocation is based entirely on the percentage of the contract cost committed to Small Diverse Businesses and Small Businesses."</p> <p>Is only contract cost committed to Small Diverse Business subcontractors and Small Businesses included in the evaluation weight or is contract cost committed to Small Diverse business suppliers and Small business suppliers also included in the evaluation weigh?</p>  | SDB/SB vendors can provide a service or supplies as stated in the scope of work to be provided section of Appendix G and also in the corresponding Letters of Intent (LOI) – Appendix H for each listed vendor. Refer to Part II, Section II-4.C for more information on SDB/SB scoring. |
| 114 | RFP Page 15, II-5. Offeror Responsibility. B. and RFP Page 24, IIII-7. Financial Capability        | <p>RFP States: "The Offeror's financial information must demonstrate that the Offeror possesses the financial capability to assure good faith performance of the contract. DHS will review the Offeror's previous three financial statements, any additional information received from the Offeror, and any other publicly-available financial information concerning the Offeror, and assess each Offeror's financial capacity based on calculating and analyzing various financial ratios, and comparison with industry standards and trends."</p> <p>Will non-public companies be allowed to submit the financial statements as confidential information?</p>  | Please refer to Part I, Section I-18.A-C.  |

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|     | RFP Section  | Question   | Answer   |
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| 115 | RFP Page 15, II-5. Offeror Responsibility. B. and III-1. Requirements. E. Performance Bond and Employee Security Bonding | RFP States: "Based on the financial condition of the Offeror, the Issuing Office may require a certified or bank (cashier's) check, letter of credit, or a performance bond conditioned upon the faithful performance of the contract by the Offeror. The required performance security must be issued or executed by a bank or surety company authorized to do business in the Commonwealth. The cost of the required performance security will be the sole responsibility of the Offeror and cannot increase the Offeror's cost proposal or the contract cost to the Commonwealth." Requiring a performance bond security will cost all Offerors and the cost will be passed on to the Commonwealth through increased pricing. Will the Commonwealth consider deleting the performance bond requirements? Appendix M – Performance Standards/Service Level Agreements/Service Level Objectives of the RFP details extensive SLAs. The Commonwealth is much better protected against non-performance through enforcing these SLAs than through a Performance Bonds which simply adds cost to the project. | No.  |
|     | RFP Section  | Question   | Answer   |
| 116 | RFP Page 19, III-1. Requirements. H. Staff Clearances. 3.  | RFP States: "The Commonwealth specifically reserves the right of the Commonwealth to conduct background checks over and above that described herein." While we are not opposed to DHS conducting background checks over and above that described herein; what would cause DHS to decide to request a background check on an individual who has passed an FBI clearance check?  | The Commonwealth must abide by all mandated background clearance imposed by OCSE and the IRS. These two federal agencies can change their mandates related to background checks at any time. Also, the state can also impose new background clearances on contractor staffing. |
|     | RFP Section  | Question   | Answer   |
| 117 | RFP Page 19, III-1. Requirements. H. Staff Clearances. 4   | RFP States: "DHS reserves the right to review all security clearance results and to disapprove any selected Offeror's employee(s)." Can the DHS please provide an exhaustive list regarding why an individual who has passed the Personnel Qualifications as detailed in the RFP II-4 and passed the FBI   | The Department is unable to provide an exhaustive list. Part II, Section II-4 places emphasis on the qualifications of the Project Manager and lead staff.   |



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|     |   | background check as required in III-1. Requirements would be disapproved by the DHS?  |   |
|     | RFP Section   | Question  | Answer  |
| 118 | RFP Page 19, III-1. Requirements. I. System Interfaces/Data Exchanges | RFP States: "The selected Offeror must comply with current/ongoing Commonwealth ITPs. This may include system hardware and software."<br>If the current/ongoing Commonwealth ITPs does not include system hardware and software what would it cover?  | Please refer to Part I, Section I-29 regarding Information Technology Policies.   |
|     | RFP Section   | Question  | Answer  |
| 119 | RFP Page 21, III-2. Statement of the Project                          | RFP States: "State in succinct terms your understanding of the project presented or the service required by this RFP." What is the approximate page limitation that meets DHS's definition of "succinct".   | The Department is unable to provide an approximate page limitation. As indicated in Part I, Section I-13, "Offerors should prepare proposals simply and economically, providing a straightforward, concise description of the Offeror's ability to meet the requirements of the RFP." |
|     | RFP Section   | Question  | Answer  |
| 120 | RFP Page 21, III-4. Prior Experience                                  | RFP States: "The Offeror must describe the relevant experience of the Offeror and any subcontractors."<br>Does the term "any subcontractors" mean "all" subcontractors?   | Yes.  |
|     | RFP Section   | Question  | Answer  |
| 121 | RFP Page 21, III-4. Prior Experience. A. Corporate Background         | RFP States: "Include experience with large-scale collection and disbursement processing services or other similar types of experience."<br>Please confirm the Commonwealth would like to see experience in large-scale collection and disbursement processing services outside of Pennsylvania. | The Department is requesting Offerors to "include experience with large-scale collection and disbursement processing services or other similar types of experience."  |

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|     | RFP Section   | Question   | Answer  |
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| 122 | RFP Page 19, III-4. Prior Experience. B. References | <p>RFP States: "The Offeror must provide a list of at least three (3) relevant contacts (non-DHS) within the past three (3) years to serve as corporate references."</p> <p>a. Would the DHS like to see three (3) references from the prime and three (3) references from each of the subcontractors with more than ten% (10%) on a total cost basis?</p> <p>b. If a subcontractor has no more than 10% of the total cost basis, would DHS like to see any references? One reference (1) or two (2) references?</p>   | <p>a. Yes.</p> <p>b. It is up to the Offeror to decide if that information should be included.</p>  |
| 123 | RFP Page 22, III-5. Personnel. A. Offeror Personnel | <p>RFP States: "For key personnel, such as a project manager, an assistant project manager, a financial lead and IT staff, include the employee's name and, through a resume or similar document, the Project personnel's education and experience with providing collection and disbursement services."</p> <p>Is it a correct assumption that Key Personnel consists of:</p> <p>a. project manager,<br/>                     b. assistant project manager,<br/>                     c. a financial lead, and<br/>                     d. an IT staff</p> <p>For a total of four (4) individuals?</p>   | <p>The Key Personnel identified in the RFP are minimums. Offerors may propose additional Key staff.</p>   |
| 124 | RFP Page 22, III-5. Personnel. A. Offeror Personnel | <p>RFP States: "Include organizational charts outlining the staffing, reporting relationships and staff members in its description. Show the total number of staff proposed and indicate the Full Time Equivalency (FTEs) to account for any staff that are not assigned on a full-time basis. Provide similar information for any subcontractors that are proposed. The organizational chart must illustrate the lines of authority, designate the individual(s) responsible and accountable for the completion of each component in the RFP, indicate the names of the personnel or job title, and job descriptions and qualifications that will be assigned to each role, and the number of hours per week each person is projected to work on the Project. The organizational chart must clearly indicate any functions that are subcontracted along with the name of the subcontracting entities and the services they will</p> | <p>The Department does not provide that information. Offerors are encouraged to be innovative in preparing their responses to this RFP. Each Offeror must submit their own proposed organizational chart.</p> |

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|     |   | perform.” May we please see the organizational charts outlining the staffing, reporting relationships and staff members in its description in place today. Please detail the total number of staff employed as Full Time Equivalency (FTEs) to account for any staff that are not assigned on a full-time basis.<br>Provide similar information for any subcontractors that are engaged. We would like to see any functions that are subcontracted along with the name of the subcontracting entities and the services they are performing. |  |
|     | RFP Section   | Question  | Answer   |
| 125 | RFP Page 24, III-6. Training  | RFP States: “If appropriate, indicate recommended training of agency personnel. Include the agency personnel to be trained, the number to be trained, duration of the program, place of training, curricula, training materials to be used, number and frequency of sessions, and number and level of instructors.”<br>May we please see the training plan submitted by the incumbent vendor for today’s environment?   | The Department does not provide that information. Offerors are encouraged to be innovative in preparing their responses to this RFP. |
|     | RFP Section   | Question  | Answer   |
| 126 | RFP Page 25, III-8. Work Plan. 1. Acceptance Testing                      | RFP States: “The selected Offeror is required to complete in-house testing prior to beginning DHS acceptance testing and must include volume testing.”<br>Can DHS please elaborate on what is expected for the volume testing?  | The Commonwealth has several business partners who require access to applications required in this contract.                         |
|     | RFP Section   | Question  | Answer   |
| 127 | RFP Page 26, III-8. Work Plan. A. Transition. Acceptance Testing. a. iii. | RFP States: “The selected Offeror’s processing system, security firewalls, hardware and software must be ninety nine and nine tenths percent (99.9%) error free.”<br>Can DHS list the variables included in the process of determining if the selected Offeror’s:<br>a. Processing system<br>b. Security firewalls<br>c. Hardware and software<br><br>will be ninety nine and nine tenths percent (99.9%) error free?   | The Department does not provide that information. Offerors are encouraged to be innovative in preparing their responses to this RFP. |
|     | RFP Section   | Question  | Answer   |

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| 128 | RFP Page 26, III-8. Work Plan. A. Transition. Acceptance Testing. a. iii        | RFP States: "The selected Offeror's processing system, security firewalls, hardware and software must be ninety nine and nine tenths percent (99.9%) error free."<br>May we please see the current vendor's error score for:<br>a. Processing system<br>b. Security firewalls<br>c. Hardware and software  | The Department does not provide that information. Offerors are encouraged to be innovative in preparing their responses to this RFP. |
|     | RFP Section   | Question   | Answer   |
| 129 | RFP Page 28, III-8. Work Plan. B. Collection Processing                         | RFP States: "The Commonwealth is most interested in those proposals which offer the ability to process electronic fund transfer files on non-business days."<br>Are electronic fund transfer files processed on non-business days under the current contract?  | No. However, the vendor is able to process some electronic files during a weather related closing.                                   |
|     | RFP Section   | Question   | Answer   |
| 130 | RFP Page 29, III-8. Work Plan. B. Collection Processing. 1. Receipts Processing | RFP States: "The selected Offeror will be required to maintain the current ten (10) central collection post office boxes located at the U.S. Postal facility at 1425 Crooked Hill Road, Harrisburg, Pennsylvania."<br>Are the ten (10) central collection post office boxes paid for by the Commonwealth or do you expect Offerors to price the cost of the post office boxes into our proposal?                                     | The cost of post office boxes should be included in the transaction fees.  |
|     | RFP Section   | Question   | Answer   |
| 131 | RFP Page 30, III-8. Work Plan. B. Collection Processing. Receipts Processing    | RFP States: "Collection data will be received from a variety of sources. Collection sources include, but are not limited to: employers, payors, state agencies, private collection agencies, federal agencies, interstate agencies, and third party credit/debit card processors."<br>Can DHS please provide recent statistics detailing the number of collections and the dollar amount received by:<br>1. employers,<br>2. payors, | This information is not relevant to submitting a proposal in response to this RFP.   |

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|     |  | <ul style="list-style-type: none"> <li>3. state agencies,</li> <li>4. private collection agencies,</li> <li>5. federal agencies,</li> <li>6. interstate agencies, and</li> <li>7. third party credit/debit card processors.</li> </ul>   |  |
|     | RFP Section  | Question   | Answer   |
| 132 | <p>RFP Page 30, III-8. Work Plan. B. Collection Processing. Receipts Processing</p>    | <p>RFP States: "Collection data will be received in both paper and electronic format. Collection data transmitted to PACSES for posting must be identified by type (i.e. check, money order, cash, credit/debit card, electronic, etc.) and source (i.e. income attachment, other state, other country, Financial Institution Data Match (FIDM), Child Support Lien Network (CSLN), etc.)."</p> <p>Can DHS please provide recent statistics detailing the number of collections and the dollar amount received by type:</p> <ul style="list-style-type: none"> <li>1. check,</li> <li>2. money order,</li> <li>3. cash,</li> <li>4. credit/debit card,</li> <li>5. electronic,</li> <li>6. other</li> </ul>  | <p>Refer to the attachment included with this Addendum 2 for details that the Commonwealth tracks.</p> |
|     | RFP Section  | Question   | Answer   |
| 133 | <p>RFP Page 30, III-8. Work Plan. B. Collection Processing. 1. Receipts Processing</p> | <p>RFP States: "Collection data will be received in both paper and electronic format. Collection data transmitted to PACSES for posting must be identified by type (i.e. check, money order, cash, credit/debit card, electronic, etc.) and source (i.e. income attachment, other state, other country, Financial Institution Data Match (FIDM), Child Support Lien Network (CSLN), etc.)." Can DHS please provide recent statistics detailing the number of collections and the dollar amount received by source:</p> <ul style="list-style-type: none"> <li>1. income attachment,</li> <li>2. other state,</li> <li>3. other country,</li> <li>4. Financial Institution Data Match (FIDM),</li> <li>5. Child Support Lien Network (CSLN),</li> <li>6. Other</li> </ul> | <p>Refer to the attachment included with this Addendum 2 for details that the Commonwealth tracks.</p> |

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|     | RFP Section   | Question   | Answer  |
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| 134 | RFP Page 30, III-8. Work Plan. B. Collection Processing. 1. Receipts Processing       | RFP States: "Although the bulk of payor collections will be received by the selected Offeror, a small percentage will continue to be received in person from payors at the county level."<br>Question: What kinds of payments are accepted today at the county level? Does the county level accept:<br>1. cash,<br>2. checks,<br>3. credit / debit cards   | The Commonwealth does not restrict the type of payments the county can accept.  |
|     | RFP Section   | Question   | Answer  |
| 135 | RFP Page 31, III-8. Work Plan. B. Collection Processing. 2. County Collections        | RFP States: "Although the bulk of payor collections will be received by the selected Offeror, a small percentage will continue to be received in person from payors at the county level."<br>If cash is accepted at the county level, is the county level employees responsible for depositing the funds into a State-owned account?   | No.   |
|     | RFP Section   | Question   | Answer  |
| 136 | RFP Page 31, III-8. Work Plan. B. Collection Processing. 2. County Collections        | RFP States: "Although the bulk of payor collections will be received by the selected Offeror, a small percentage will continue to be received in person from payors at the county level." If checks are accepted at the county level, is the county level employees responsible for depositing the checks into a State-owned account or are the checks forwarded to the selected Offeror to process the checks?  | No, payments accepted at the county are placed in the county's account and swept into the SCDU account by an automated process. |
|     | RFP Section   | Question   | Answer  |
| 137 | RFP Page 33, III-8. Work Plan. B. Collection Processing. 4. Exceptions Processing. d. | RFP States: "Foreign currency collections. The selected Offeror is required to obtain the exchange rate and record the deposit at the amount of the United States currency equivalent on the date of receipt of the collection. This includes the electronic transfer of foreign funds. The amount posted to PACSES must be in US Dollars."<br>We intend to request a daily foreign exchange file from our SDU bank. Any foreign currency collected will be converted at this rate. Will this meet the DHS requirements? | Yes.  |

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| 138 | RFP Page 34, III-8. Work Plan. C. Disbursement Processing   | RFP States: "The selected Offeror should explain their plan to establish stored value cards for support payments, including timeframes to operate, fee structures (if any), payment card resolution procedures and timeframes, and the hardship exemption procedure and policy to be used by the selected Offeror."<br>Will the Offeror's propose their own hardship exemption procedure and policy to be used?  | Yes. However, the Commonwealth determines whether the hardship is acceptable on a case by case process.   |
|     | RFP Section   | Question   | Answer  |
| 139 | RFP Page 36, III-8. Work Plan. C. Disbursement Processing. 2. eDisbursement Processing Requirements. d. | RFP States: "The selected Offeror is required to provide all services, related to a stored value card, fee free including the following: <ul style="list-style-type: none"> <li>• Card account must allow for additional funds to be deposited/transferred into the account from various sources</li> <li>• Card issuance including for members living abroad</li> <li>• Returned card processing</li> <li>• Card account maintenance, including annual escheatment of accounts in accordance with Commonwealth law:<br/><a href="http://www.patresury.gov/bup/forms/">http://www.patresury.gov/bup/forms/</a></li> <li>• Inactivation processing of cards</li> <li>• Card reissuance (first replacement must be fee free)</li> <li>• Customer support for card holders, to include toll free access to customer service representatives Monday through Friday from 8AM to 5PM local time; access to account information via a secure Internet website."</li> </ul> Can DHS please provide more detail on the following: <ol style="list-style-type: none"> <li>1. Does "fee free" mean no fee to <ol style="list-style-type: none"> <li>a. DHS / the Commonwealth?</li> <li>b. the card holders?</li> <li>c. both DHS / the Commonwealth and the card holders</li> </ol> </li> <li>2. For card reissuance, it says that the first replacement must be free. Can the Offeror place a replacement fee on the cardholder after the first card reissuance?</li> </ol> | See Q36 above and please refer to the EPPICard website for any information pertaining to the card. <a href="http://www.eppicard.com">www.eppicard.com</a> . |

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|     | RFP Section   | Question   | Answer  |
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| 140 | RFP Page 38, III-8. Work Plan. D. Employer/Non-Wage Withholding Billing Statement Processing. 1.  | RFP States: "Employer/Non-Wage Withholding Billing Statement Processing: The selected Offeror must print, stuff, and mail first class, transmit electronically, or by other DHS-approved means, employer/non-wage withholding billing statements. The billing statement is intended to expedite collection processing for income withholding collections from employers and other entities responsible for income withholding."<br>We are unable to find statistics for the Employer/ Non-Wage Withholding Billing Statements in the RFP Appendix A – Processing Statistics. Can the DHS please provide actual numbers of statements per year over the period 2010-2016? | Refer to the attachment included with this Addendum 2. The Employer/Non-Wage Withholding Billing Statements are labeled and grouped as Employer Coupons.  |
|     | RFP Section   | Question   | Answer  |
| 141 | RFP Page 38, III-8. Work Plan. F. Defendant Billing Statement/Payment Coupon, Reprints, State Tax Refund Offset Notice Processing, Special Notice Processing. 1 through 4. RFP States: "See Appendix A – Processing Statistics" | We are unable to find statistics in Appendix A broken out by:<br>1. Defendant Billing Statement/Payment Coupon Processing<br>2. Reprints<br>3. State Tax Refund Offset Notice Processing (STROP)<br>4. Special Notice Processing<br><br>Can DHS please share this data with the potential Offerors?  | Refer to the attachment included with this Addendum 2. The Defendant Billing Statement/Payment Coupon Processing is labeled as Defendant Coupons.<br><br>Refer to the attachment included with this Addendum 2. The remaining notes are labeled and grouped as Notices Printed. |
|     | RFP Section   | Question   | Answer  |
| 142 | RFP Page 39, III-8. Work Plan. G.   | RFP States: "Mailing operations also encompasses receiving all other documents that need to be mailed by the SCDU. These may include, but are not limited, to the following:   | Refer to the attachment included with this Addendum 2 for details that the Commonwealth tracks.   |



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|     | Mailing Operations.                                    | <ul style="list-style-type: none"> <li>• DRS/SCDU correspondence</li> <li>• Payment documentation requested</li> <li>• Rejected payment documentation</li> <li>• All employer/non-wage billing statements and defendant billing statement and coupons</li> <li>• Direct deposit enrollment forms</li> <li>• Replacement payments</li> <li>• Stored value card returns</li> <li>• eDisbursement returns</li> <li>• Special mailing returns</li> <li>• National Medical Support Notices (NMSN)</li> </ul> <p>We are able to find the number of NMSN forms per month generated by PACSES on page 38 of the RFP. Could the Commonwealth please provide actual annual volumes for the following:</p> <ul style="list-style-type: none"> <li>• DRS/SCDU correspondence</li> <li>• Payment documentation requested</li> <li>• Rejected payment documentation</li> <li>• All employer/non-wage billing statements and defendant billing statement and coupons</li> <li>• Direct deposit enrollment forms</li> <li>• Replacement payments</li> <li>• Stored value card returns</li> <li>• eDisbursement returns</li> <li>• Special mailing returns</li> </ul> |   |
|     | RFP Section  | Question   | Answer  |
| 143 | RFP Page 40, III-8. Work Plan. H. Customer Service. 1. | RFP States: "The toll free access must be available for in-state and out-of-state callers and operate twenty-four (24) hours a day, seven (7) days a week. The system must contain a sufficient number of telephone lines and staff so that a caller can receive personal assistance Monday through Friday from 8:00 AM to 5:00 PM local time. The selected Offeror must provide sufficient capacity so all calls are answered prior to the fourth ring, no caller is on hold for more than one (1) minute, and provide messages to the caller when the system is down or busy."   | Refer to the attachment included with this Addendum 2 for information that the Commonwealth tracks.<br><br>The Department does not provide the information requested in the remainder of the questions. Offerors are encouraged to be |

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|     |                                   | <ol style="list-style-type: none"> <li>1. What is the number of telephone lines in place today?</li> <li>2. Does DHS feel that the number of telephone lines in place today is sufficient for the current contract?</li> <li>3. Would DHS like to see the number of telephone lines increase from the current contract to the new contract?</li> <li>4. What is the number of staff in place today?</li> <li>5. Does DHS feel that the number of staff in place today is sufficient for the current contract?</li> <li>6. Would DHS like to see the number of staff increase from the current contract to the new contract?</li> <li>7. What percentage of calls are answered prior to the fourth ring today? Has this percentage remained constant, increased, or decreased over the life of the current contract?</li> <li>8. What percentage of calls are placed on hold for more than one (1) minute today? Has this percentage remained constant, increased, or decreased over the life of the current contract?</li> <li>9. How many instances of “system is down” has there been in each of the calendar years 2010 through 2016?</li> <li>10. Has there been instances of “system is down” and callers has not received any messages under the current contract? Can you please detail the number of occurrences for each of the calendar years 2010 through 2016?</li> <li>11. How many instances of “system is busy” has there been in each of the calendar years 2010 through 2016?</li> <li>12. Has there been instances of “system is busy” and callers has not received any messages under the current contract? Can you please detail the number of occurrences for each of the calendar years 2010 through 2016?</li> </ol> | <p>innovative in preparing their responses to this RFP. Each Offeror must propose how they will meet the requirements outlined in the RFP.</p> |
|     | RFP Section                       | Question  | Answer   |
| 144 | RFP Page 40, III-8. Work Plan. H. | RFP States: “The Offeror must provide in their proposal strategies for payment of child support obligation which offer a no cost/fees or low cost/fees regardless of payment option including online; no chargebacks to the Commonwealth; and the   | The Commonwealth is requesting that the Offeror presents its best low cost options in their submittal.   |

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|     | Customer Service. 2.   | ability to track payment information in real-time and provide the ability for real-time reporting.”<br>What does DHS consider a low cost/fees charge to be?  |  |
|     | RFP Section  | Question   | Answer   |
| 145 | RFP Page 41, III-8. Work Plan. H. Customer Service. 12.                  | RFP States: “The selected Offeror shall design, develop, maintain, operate, and support an Employer Maintenance Unit (EMU). EMU staff centrally validates and processes requests to add and update all employer information stored on the PACSES employer table database, including employer Federal Employer Identification Number (FEIN), address(es), contact information, etc.”<br>Are there additions or enhancements to the EMU you would like to see?   | The Department does not provide that information. Offerors are encouraged to be innovative in preparing their responses to this RFP. |
|     | RFP Section  | Question   | Answer   |
| 146 | RFP Page 41, III-8. Work Plan. H. Customer Service. 12.                  | RFP States: “The selected Offeror shall design, develop, maintain, operate, and support a Financial Exceptions Unit (FXU) to centrally process financial program exceptions in PACSES. The selected Offeror’s FXU must provide the capability to receive Financial Exceptions Requests (FXRs) from the county DRS as well as from BCSE staff.”<br><br>1. Who designed, developed, maintains, operates, and supports the current Financial Exceptions Unit?<br>2. Are there additions or enhancements to the FXU you would like to see? | The Department does not provide that information. Offerors are encouraged to be innovative in preparing their responses to this RFP. |
|     | RFP Section  | Question   | Answer   |
| 147 | RFP Page 41, III-8. Work Plan. I. Outreach Support.                      | RFP States: “Outreach Support encompasses functions designed to make it easier for customers/groups to remit payments with required respondent information, in a timely fashion and in a manner that will facilitate and expedite payment processing.”<br>What is being done for outreach by the current vendor? Could the Commonwealth provide samples of the materials developed for Employer Outreach and Other Customer Outreach?  | The Department does not provide that information. Offerors are encouraged to be innovative in providing their response to this RFP.  |
|     | RFP Section  | Question   | Answer   |
| 148 | RFP Page 46, III-9. Reports and Project Control. A. Management Reporting | RFP States: “The selected Offeror will produce the following reports:<br><br>1. A detailed daily management report showing an item count of mail received, an item count of any backlog at the end of the day, and where in the work flow the backlog exists; item counts and dollars collected for each type of receipt category  | Please see response to Q69.  |

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|  | <p>received and completed; carryover/research items; total number of payments; dollars deposited; dollars deposited by deposit type; other deposits; total unidentified; item count and dollars disbursed by disbursement type; total number of calls to customer service; number of calls answered by customer service; average talk time for calls; number of calls abandoned; average abandon time; average customer wait time for call to be answered; total number of calls to employer customer service; number of calls answered by employer customer service; average talk time for employer calls; number of employer calls abandoned; average abandon time; average employer wait time for call to be answered.</p> <p>2. A weekly management report which provides numbers of unidentified and rejected collections.</p> <p>3. A detailed monthly report which provides the total number and total amount of collections and disbursements by type, including but not limited to: Collections - paper (check/money order), credit card (telephone), on-line/web-based; a month by month percentage of collections received electronically vs. paper/check, foreign currency electronic files; Disbursements – check, direct deposit, stored value card; and a month by month percentage of disbursements issued electronically vs. check. A monthly report of the number of employer and defendant billings notices and coupons printed and mailed.</p> <p>4. A daily IVR report indicating the number of calls received abandoned calls, average call lengths, and any other standard IVR call monitoring indicators.</p> <p>5. A monthly summary of management reports.</p> <p>6. A weekly report of checks returned by the bank unpaid.</p> <p>7. A weekly Quality Assurance report on all aspects of the SCDU operation. The offeror must provide a written sampling plan to be used for measuring performance.</p> <p>8. A daily report of Over the Counter payments received and processed for each DRS.</p> <p>9. A daily report of the checks returned to payers and employers; an item count for each type of check return; and information on larger employer checks on hold for a day waiting for a response from the employer.</p> <p>10. A daily report which provides the collection item count from SCDU accounting software.</p> <p>11. A daily stored value card report indicating the dollar value, posting date, and time.</p> |  |
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|     |  | <p>12. A monthly report which provides the amount of interest earned on the SCDU account for the previous month.</p> <p>13. The selected Offeror shall provide any other management reports required by DHS to ensure contract performance standards are met and to meet DHS reporting requirements.</p> <p>14. A sample report format must be submitted for each of the above reports. The final report format must be approved by DHS. The selected Offeror must provide a draft of any new report within thirty (30) days of the request by DHS. The selected Offeror must provide the completed variable report no later than sixty (60) days from the date of the original request from DHS.</p> <p>15. The selected Offeror shall provide a management report to DHS at the end of each month, on a schedule to be agreed upon with DHS; detailing the number and type of employer outreach activities for the month as well as the number of customer outreach activities for the month.”</p> <p>Can the Commonwealth please provide actual reports from the current contract for each of the fifteen reports detailed above? If one or more reports are not in production today, please let us know.</p> |   |
|     | RFP Section  | Question   | Answer  |
| 149 | RFP Page 47, III-10. Potential Future Enhancements | <p>RFP States: “DHS is exploring future enhancements to the system. If these enhancements are implemented, the selected Offeror will provide these additional services. The selected Offeror is required to propose a response to these services and enhancements. The Offeror will propose a technical response to these future enhancements. The technical response to these future enhancements will not be included in the technical scoring of the Offeror’s proposal.”</p> <p>Is only the selected Offeror required to propose a response to the Potential Future Enhancements or are all Offerors required to propose a response?</p>   | Each Offeror should propose a response to the services and enhancements outlined in Part III, Section III-10. |
|     | RFP Section  | Question   | Answer  |
| 150 | Appendix A, Processing Statistics                  | <p>RFP States: Appendix A, Processing Statistics details average statistics for the period 2010-2016.</p> <p>For Collections by Type, will the Commonwealth please provide more detail on the average statistics?</p> <p>a. Can we please see the number of Electronic Collections for each of the calendar years 2010, 2011, 2012, 2013, 2014, 2015, 2016, and if available</p>   | Refer to the attachment included with this Addendum 2 for details that the Commonwealth tracks.               |

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|     |                                   | <p>year to date for 2017? If data for all years is not available, will you please share the statistics which are available?</p> <p>b. Can we please see the dollar amount of Electronic Collections for each of the calendar years 2010, 2011, 2012, 2013, 2014, 2015, 2016, and if available year to date for 2017? If data for all years is not available, will you please share the statistics which are available?</p> <p>c. Can we please see the number of Paper Collections for each of the calendar years 2010, 2011, 2012, 2013, 2014, 2015, 2016, and if available year to date for 2017?</p> <p>d. Can we please see the dollar amount of Paper Collections for each of the calendar years 2010, 2011, 2012, 2013, 2014, 2015, 2016, and if available year to date for 2017? If data for all years is not available, will you please share the statistics which are available?</p>   |  |
|     | RFP Section                       | Question  | Answer   |
| 151 | Appendix A, Processing Statistics | <p>RFP States: Appendix A, Processing Statistics details average statistics for the period 2010-2016.</p> <p>For the Disbursements by Type, will the Commonwealth please provide more detail on the approximate and average statistics?</p> <p>a. Can we please see the number of active members with checks disbursements for each of the calendar years 2010, 2011, 2012, 2013, 2014, 2015, 2016, and if available year to date for 2017? If data for all years is not available, will you please share the statistics which are available?</p> <p>b. Can we please see the number of disbursement checks issued for each of the calendar years 2010, 2011, 2012, 2013, 2014, 2015, 2016, and if available year to date for 2017? If data for all years is not available, will you please share the statistics which are available?</p> <p>c. Can we please see the dollar amount of checks issued for each of the calendar years 2010, 2011, 2012, 2013, 2014, 2015, 2016, and if available year to date for 2017? If data for all years is not available, will you please share the statistics which are available?</p> <p>d. Can we please see the number of active direct deposit accounts in PACSES for each of the calendar years 2010, 2011, 2012, 2013, 2014, 2015, 2016, and if available year</p> | <p>Refer to the attachment included with this Addendum 2 for details that the Commonwealth tracks.</p> |

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|     |                                   | <p>to date for 2017? If data for all years is not available, will you please share the statistics which are available?</p> <p>e. Can we please see the number of direct deposits issued for each of the calendar years 2010, 2011, 2012, 2013, 2014, 2015, 2016, and if available year to date for 2017? If data for all years is not available, will you please share the statistics which are available?</p> <p>f. Can we please see the dollar amount of direct deposits for each of the calendar years 2010, 2011, 2012, 2013, 2014, 2015, 2016, and if available year to date for 2017? If data for all years is not available, will you please share the statistics which are available?</p> <p>g. Can we please see the number of active EPPICard accounts in PACSES for each of the calendar years 2010, 2011, 2012, 2013, 2014, 2015, 2016, and if available year to date for 2017? If data for all years is not available, will you please share the statistics which are available?</p> <p>h. Can we please see the number of EPPICard deposits issued for each of the calendar years 2010, 2011, 2012, 2013, 2014, 2015, 2016, and if available year to date for 2017? If data for all years is not available, will you please share the statistics which are available?</p> <p>i. Can we please see the dollar amount of EPPICard deposits for each of the calendar years 2010, 2011, 2012, 2013, 2014, 2015, 2016, and if available year to date for 2017? If data for all years is not available, will you please share the statistics which are available?</p> |   |
|     | RFP Section                       | Question   | Answer  |
| 152 | Appendix A, Processing Statistics | <p>RFP States: Appendix A, Processing Statistics details average statistics for the period 2010-2016. For the Coupons by Type, will the Commonwealth please provide more detail on the approximate and average statistics? Specifically,</p> <p>a. Can we please see the number of Employers' coupons issued for each of the calendar years 2010, 2011, 2012, 2013, 2014, 2015, 2016, and if available year to date for 2017? If data for all years is not available, will you please share the statistics which are available?</p> <p>b. Can we please see the number of Non-Custodial Parent's coupons issued for each of the calendar years 2010, 2011, 2012, 2013, 2014, 2015, 2016, and if available year</p>   | Refer to the attachment included with this Addendum 2 for details that the Commonwealth tracks. |

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|     |   | to date for 2017? If data for all years is not available, will you please share the statistics which are available?<br>c. Appendix A, Processing Statistics. RFP States: Appendix A, Processing Statistics details average statistics for the period 2010-2016.  |   |
|     | RFP Section                                       | Question   | Answer  |
| 153 |   | For the Notices Processing, will the Commonwealth please provide more detail on the approximate and average statistics? Specifically,<br>a. Can we please see the number of Notice Processing issued for each of the calendar years 2010, 2011, 2012, 2013, 2014, 2015, 2016, and if available year to date for 2017? If data for all years is not available, will you please share the statistics which are available?  | Refer to the attachment included with this Addendum 2 for details that the Commonwealth tracks. |
|     | RFP Section                                       | Question   | Answer  |
| 154 | RFP Attachment BB – PA SCUDU Cost Template Final. | RFP States: Tab 2 asks for pricing for Customer Service. Tab 4 asks for pricing for Enhanced Employer Customer Service.<br>Is it a correct interpretation that any service listed under the Enhanced Employer Customer Service is not included in the Customer Service?  | Yes.  |
|     | RFP Section                                       | Question   | Answer  |
| 155 |   | Definition of “Developed Works/Developed Materials”. The current definition is overly broad as it applies to document, notes, files, software, documentation, etc. This procurement is primarily for a service provider and not a software developer. Would the Commonwealth consider limiting the definition of Developed Works and/or Developed materials to custom software development, which is specifically listed in an applicable SOW or purchase order? | No.   |
|     | RFP Section                                       | Question   | Answer  |
| 156 |   | Compulsory License of IP to the Commonwealth. At the expiration or termination of the Contract, the selected vendor is required to license certain of its non-commercial IP to the Commonwealth. Given the nature of the Services and in light of the fact that a new service provider will provide its specific software solution would the Commonwealth reconsider this position?  | No.   |



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|     | RFP Section                                 | Question  | Answer  |
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| 157 |   | Confidentiality RFP Section 25(a) indicates there shall be no restriction with respect to the use or disclosure of any ideas, concepts, know-how, or data process techniques developed alone or jointly with the Commonwealth in connection with services provided to the Commonwealth under this Contract. Would the Commonwealth consider broadening the definition of “confidential” to include “information that should reasonably be understood to be confidential by the other party”? In addition, would the Commonwealth exclude Pre-Developed Materials and any IP owned by the Bidder as of the Effective Date? | No.   |
|     | RFP Section                                 | Question  | Answer  |
| 158 | Page 35, Section C.1.i                      | Please clarify what is meant by check numbers. Is the Commonwealth referring to the banking check number or the check stock ID number? If the former, are the check numbers assigned by the Offeror or PACSES?  | Check stock and yes , the Offeror is responsible to assign the check number.    |
|     | RFP Section                                 | Question  | Answer  |
| 159 | Page 35-36, Section C.1.h and Section C.1.p | Please clarify the difference between these two requirements?   | h. Would be checks returned by mail and i. would be the assigned check numbers. |
|     | RFP Section                                 | Question  | Answer  |
| 160 | Page 4, RFP I-12.A.                         | “...In addition to the paper copies of the proposal, Offerors shall submit one <b>complete and exact</b> copy of the entire proposal (Technical, Cost and SDB/SB submittals, along with all requested documents) on CD-ROM or Flash drive in Microsoft Office or Microsoft Office-compatible format.”<br><br>May the submission of the electronic copy on CD-ROM or Flash drive be in pdf format?   | Yes.  |
|     | RFP Section                                 | Question  | Answer  |
| 161 | Page 8, RFP I-23                            | “ <b>Term of Contract.</b> The term of the contract will commence on the Effective Date and will end <b>six (6) years after the Effective Date.</b> Subject to performance and other considerations, DHS may extend the contracts on the same terms and conditions for  | Please see the response to Q15.   |

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|     |  | <p>up to two (2) additional one year periods. DHS will fix the Effective Date after the contract has been fully executed by the selected Offeror and by the Commonwealth and all approvals required by Commonwealth contracting procedures have been obtained. The selected Offeror shall not start the performance of any work prior to the Effective Date of the contract and the Commonwealth shall not be liable to pay the selected Offeror for any service or work performed or expenses incurred before the Effective Date of the contract.”</p> <p>Can the Commonwealth provide its expected effective date?</p>          |   |
|     | <b>RFP Section</b>                     | <b>Question</b>   | <b>Answer</b>   |
| 162 | Page 16, RFP III-1.B.                  | <p>“Offeror must maintain a single central processing site and locate in-house project management, operational personnel, including customer service, financial operations and technical support in the greater Harrisburg area throughout the term of the contract.”</p> <p>May offerors perform any service outside the SCDU facility? For example, to meet the Small Diverse Business and Small Business requirements, could an eligible SBE be within 15 miles of Harrisburg and provide printing and mailing services?</p> <p>May checks be printed and mailed from the offeror’s bank rather than at the SCDU facility?</p> | Please see the response to Q38.   |
|     | <b>RFP Section</b>                     | <b>Question</b>   | <b>Answer</b>   |
| 163 | Page 16, RFP III-1.B.                  | <p>“DHS will provide a wide area network (WAN) connectivity between the Project facility and the Commonwealth technical resources necessary to perform contract responsibilities.”</p> <p>May the connectivity be with one of the offeror’s core data centers as opposed to the Project facility?</p>   | No.   |
|     | <b>RFP Section</b>                     | <b>Question</b>   | <b>Answer</b>   |
| 164 | Pages 14 and 17, RFP II-5 and III-1.E. | <p>II-5: “Based on the financial condition of the Offeror, the Issuing Office may require a certified or bank (cashier’s) check, letter of credit, or a performance bond conditioned upon the faithful performance of the contract by the Offeror.”</p>   | Yes, the Performance Bond is a mandatory requirement and is required for the first year of the contract only. |

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|     |                       | <p>III-1.E: <b>“Performance Bond and Employee Security Bonding.</b> Prior to the executions of the negotiated contract by the Commonwealth, the selected Offeror must submit a performance bond for 10 percent of the estimated contract amount for the first year of the contract, conditioned upon faithful performance of all contract terms, conditions and specifications. Such a bond shall solely be for the protection of the Commonwealth.”</p> <p>Would the commonwealth please confirm whether the performance bond is mandatory. If yes, is the Performance Bond only required for the first year of the contract?</p>  |  |
|     | RFP Section           | Question  | Answer   |
| 165 | Page 19, RFP III-.1.  | <p>The requirement states a criminal background check is required for each contractor and subcontractor employee “prior to the provision of intake and enrollment services by the individual.”</p> <p>Can the Commonwealth clarify what is meant by intake and enrollment services?</p>   | <p>Criminal background checks must be conducted for each contractor and subcontractor employee prior to any employee beginning work on this project.</p>             |
|     | RFP Section           | Question  | Answer   |
| 166 | Page 19, RFP III-H.2. | <p>“If, at any time, it is discovered that an employee of the selected Offeror or an employee of a subcontractor of the selected Offeror has a criminal record that includes a felony or misdemeanor involving terroristic behavior, violence, use of a lethal weapon, or breach of trust/fiduciary responsibility or which raises concerns about building, system or personal security or is otherwise job-related, the selected Offeror shall not assign that employee to any Commonwealth facilities, shall remove any access privileges already given to the employee and shall not permit that employee remote access unless the Commonwealth consents to the access, in writing, prior to the access.”</p> <p>Can the Commonwealth define the states intended meaning of “criminal record”? Is this requirement applicable to convictions only?</p> | <p>Criminal record refers to convictions.</p>  |
|     | RFP Section           | Question  | Answer   |
| 167 | Page 20, RFP III-1.   | <p>“All data transfers to/from PACSES must be processed using the Department standard secure file transfer mechanism.”</p>  | <p>Must use SeGOV for transfer of data files to be processed. PA-DHS uses the MOVEit Enterprise Suite as manufactured by IPSwitch. The Business Partner Software</p> |

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|     |                         | What is the Department’s standard secure file transfer mechanism and encryption standard? Does the Commonwealth support encryption of all file transmissions with PGP/OpenPGP?   | MUST support SFTP or HTTPS Browser functionality. It must be compatible with the MOVEit Suite.<br><br>Link to SeGOV Data Standard.<br><br><a href="http://www.dhs.pa.gov/cs/groups/webcontent/documents/communication/p_032206.pdf">http://www.dhs.pa.gov/cs/groups/webcontent/documents/communication/p_032206.pdf</a> |
|     | RFP Section             | Question   | Answer  |
| 168 | Page 26, RFP III-8.A.2. | <p>“The selected Offeror is required to complete its own in-house testing of all new software and hardware within thirty (30) calendar days of the contract’s effective date.”</p> <p>Normally during an SDU implementation involving a new contractor, the first 30 calendar days is spent primarily in detail design sessions clarifying requirements for state specific requirements, such as codes for the collection file, etc. Additionally, per RFP Section I.23, the offeror can’t incur any service or expense before the Effective Date. To begin in-house testing, the facility will need to be acquired and set up and hardware will need to be ordered. It will take more than 30 days to accomplish these tasks in addition to the in-house testing.</p> <p>If the Offeror proposes a system that is fully functional in other states and is a configurable system, can the in-house testing requirement be completed later in the project schedule? Will the Commonwealth consider generally allowing flexibility around the implementation Project Schedule and deliverable and milestone timeframes to allow offerors to propose methodologies supported by similar experience?</p> | No.   |
|     | RFP Section             | Question   | Answer  |
| 169 | Page 27, RFP III-8.A.3. | “... DHS requires that the selected Offeror accept an assignment of the existing bank contract with the Wells Fargo, N.A. Arrangements with the Wells Fargo, N.A., NCR eRecovery, or with the current SCDU Vendor so that the collection of bank returned  | The Department is unable to provide this information.   |

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|     |                                | <p>checks can continue on items referred to the agency by the current SCDU Vendor through the end of the current SCDU contract.””</p> <p>“The selected Offeror is required to submit detailed invoices for banking services and fees on a monthly basis”</p> <p>Will the Commonwealth provide the current costs for Wells Fargo, N.A. and NCR eRecovery so Offerors can include the costs when developing our pricing?</p>   |   |
|     | RFP Section                    | Question   | Answer  |
| 170 | Page 27, RFP III-8.A.3.        | <p>“The selected Offeror must use the existing SCDU data and maintain existing communications between the SCDU, the county DRSS, and the BCSE. Any proposed processes or operational changes that impact the interfaces or interactions between the SCDU, PACSES, the DRSS, and BCSE and any other external parties, must be approved by DHS, both in terms scope and timing of implementation.”</p> <p>What are the existing communication processes between the SCDU, the county DRSS, and the BCSE that must be maintained?</p> | The Department does not provide that information. Offerors are encouraged to be innovative in preparing their responses to this RFP.                                |
|     | RFP Section                    | Question   | Answer  |
| 171 | Page 27, RFP III-8.A.3.        | <p>“The selected Offeror is required to operate concurrently with the current Vendor for the first six (6) months of this contract ...”</p> <p>Will the Commonwealth clarify expectations for operating concurrently? Does this mean that the successful Offeror will be conducting implementation/transition activities while the current vendor is continuing to be responsible for the daily SDU activities? Or will the current vendor and successful vendor operate at full scale concurrently?</p>                           | Refer to Part III, Section III-8.A for a list of expectations related to Transition, Implementation and Start-Up.   |
|     | RFP Section                    | Question   | Answer  |
| 172 | Page 28, RFP III-8.A.3. and 4. | <p>Section III-8-A.3 indicates the Procedure Manual as a deliverable is to be provided within three months of a fully executed contract. Section III-8-A.4 indicates the selected offeror shall submit copies of the SCDU Procedures Manual within two months of the start date of the contract.</p> <p>Can the commonwealth please clarify the Procedure Manual deliverable of deliverables that are required and the applicable due date or dates?</p>   | The SCDU Procedure Manual would contain the procedures being used in all areas of operations. The dates are dependent upon the date of the fully executed contract. |

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|     | RFP Section             | Question  | Answer   |
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| 173 | Page 28, RFP III-8.B.   | <p>“The Commonwealth is most interested in those proposals which offer the ability to process electronic fund transfer files on non-business days.”</p> <p>Please provide more information regarding the ability to process electronic fund transfer files on non-business days, realizing that offerors will be limited based upon federal reserve and bank processing.</p>  | Non-business days defer to days when federal windows are open but the SCDU is not operating. |
|     | RFP Section             | Question  | Answer   |
| 174 | Page 29, RFP III-8.B.1  | <p>“The selected Offeror must provide their proposed schedule for daily pick-up of mail at the Crooked Hill postal facility and delivery of mail to the SCDU operational facility.”</p> <p>Will the Commonwealth provide the current daily mail pick-up schedule for the SCDU? If the current contractor maintains more than the required 10 post office boxes described in Appendix P, will the Commonwealth provide the number and purpose of the additional boxes?</p> | Please refer to the response to Q44. Currently, there are no additional boxes.               |
|     | RFP Section             | Question  | Answer   |
| 175 | Page 31, RFP III-8.B.1. | <p>“The selected Offeror is responsible for tracking non-compliant employers with Act 2006-109 (23 Pa C.S. §4374(6)(b)).</p> <p>Will the Commonwealth confirm that this citation should be 23 Pa C.S. §4374(b)(2) or something other than 4374(6)(b)?</p>   | 23 Pa C.S. §4374(b)(2)   |
|     | RFP Section             | Question  | Answer   |
| 176 | Page 31, RFP III-8.B.1. | <p>“The selected Offeror is also responsible for providing a monthly report of employer compliance and non-compliance to DHS.”</p> <p>Can a sample format be provided for the “monthly report of employer compliance and non-compliance” report(s)?</p>   | No. Each Offeror must propose how they will report the details.                              |
|     | RFP Section             | Question  | Answer   |
| 177 | Page 32, RFP III-8.B.2. | <p>“When a collection is received by the county, the county is required to forward the collection information to the Offeror for processing. The transfer of funds to cover the county collections must be handled by the selected Offeror using electronic</p>   | All county collections are deposited into the county’s account.                              |

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|     |                         | <p>banking services and must occur timely so that disbursements are not issued without funds to cover them. The selected Offeror will update PACSES and post the collection to the appropriate case the same day the county collection is received/transmitted.”</p> <p>To ensure that county-received collections are electronically deposited, reconciled, and included on the receipt file to PACSES on the same day the county received the collection, may the selected Offeror have a business-day cutoff time (e.g., 2:00 p.m.) for processing county-received collections? For example, if the county accepts a collection at 4:45 p.m., can the selected Offeror consider that collected received by the county the next business day?</p> <p>Do county DRS offices currently have check scanning equipment? If no, is the selected Offeror required to provide check scanning equipment for each DRS office and how should Offerors reflect the cost of the equipment in their proposal?</p> |   |
|     | <b>RFP Section</b>      | <b>Question</b>  | <b>Answer</b>   |
| 178 | Page 32, RFP III-8.B.3. | <p>‘Since all collections received must be receipted and deposited the same business day the collections are received, monies that are not identified to a PACSES member are recorded in PACSES as an “unidentified payment” with as much information available from the information received with the collection.’</p> <p>Does recording an unidentified receipt in PACSES currently occur through manual data entry or through inclusion of the payment as an unidentified payment on the daily receipts file to PACSES? If recording currently occurs through manual data entry, would the Commonwealth consider recording through inclusion of the unidentified payment on the receipt file?</p>   | Inclusion of the payment.   |
|     | <b>RFP Section</b>      | <b>Question</b>  | <b>Answer</b>   |
| 179 | Page 32, RFP III-8.B.3. | <p>“Letters must be sent to the person who submitted the payment the day after the unidentified posting.” “A second notice must be sent if no response is received within thirty (30) calendar days. If no response is received after thirty (30) calendar days, (sixty (60) calendars days from the date of the first notice) the payment must be returned to the person who submitted the payment.”</p> <p>May Offerors propose a shorter unidentified payment follow-up process to reduce the time the collection remains undistributed in the Commonwealth’s system? By</p>  | The Commonwealth will consider all proposed solutions. Refund is initiated in PACSES. |

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|     |                           | what means does the selected Offeror return the unidentified payment recorded in PACSES to the submitter (e.g., initiate a refund through PACSES, other means)?   |  |
|     | RFP Section               | Question  | Answer   |
| 180 | Page 33, RFP III-8.B.4.b. | <p>“The selected Offeror’s proposal must describe how the Offeror will ensure that the SCDU bank accounts are reimbursed or made whole for any NSF checks.”</p> <p>Is the Commonwealth or the selected offeror responsible for the first NSF received from a payor?</p>   | The selected Offeror is responsible.   |
|     | RFP Section               | Question  | Answer   |
| 181 | Page 33, RFP III-8.B.4.b. | <p>After the Offeror reimburses the SCDU bank account for insufficient funds amounts, is the Offeror permitted to seek recovery from the insufficient funds remitter? If yes, and efforts to recover the amount from the remitter are unsuccessful, is the Offeror permitted to seek recovery from the payee following procedures provided in federal OCSE-PIQ-03-02?</p>   | Yes. The Commonwealth does not currently allow for recovery from a payee.  |
|     | RFP Section               | Question  | Answer   |
| 182 | Page 33, RFP III-8.B.5.   | <p>“The selected Offeror is required to submit proposals which include imaging of the correspondence and transmission to the county offices via email.”</p> <p>Can you clarify what information, frequency, and volume of correspondence is to be transmitted by email? Are actual images required to be transmitted via email, or may offerors propose solutions to email a link to a secure online site for accessing the images?</p> | The Commonwealth does not track by requested breakdown. Most correspondence is scanned and retrieved by select county workers. |
|     | RFP Section               | Question  | Answer   |
| 183 | Page 34, RFP III-8.C.     | <p>Does the Commonwealth desire proposals that include automated data entry via file transfer, web services, or screen-scraping technology (payee direct deposit, change of address updates, etc.)</p>  | The Commonwealth will consider all proposed solutions.   |
|     | RFP Section               | Question  | Answer   |



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| 184 | Page 34, RFP III-8.C.                                   | <p>“The selected Offeror should explain their plan to establish stored value cards for support payments, including timeframes to operate, fee structures (if any), payment card resolution procedures and timeframes, and the hardship exemption procedure and policy to be used by the selected Offeror.”</p> <p>How will the Commonwealth evaluate the fee structure for the stored value card by vendor? Will the Commonwealth consider evaluating the fee structures within cost submittals? Evaluating the fee structure within the cost submittal discourages vendors from passing on SDU costs to cardholders in the form of cardholder fees, resulting in. the best value card for the cardholders.</p> | <p>Refer to the response to Q30.</p> <p>No.</p>  |
|     | RFP Section   | Question  | Answer   |
| 185 | Page 37 and Appendix S, RFP III-8.C.2.h. and Appendix S | <p>May Offerors propose a Direct Deposit Request process that is different from or in addition to the Appendix S Direct Deposit Request Form?</p>   | <p>No, the Department is not requesting Alternate Proposals; refer to Part I, Section I-14.</p>    |
|     | RFP Section   | Question  | Answer   |
| 186 | Page 37, RFP III-8.C.2.h.                               | <p>“Retention and storage of all original completed Direct Deposit Request Forms”</p> <p>If the offeror proposes to image all original forms and make them available for Commonwealth staff, can the original forms be destroyed?</p>   | <p>The original form can be destroyed when a destruction plan is approved by the Commonwealth.</p> |
|     | RFP Section   | Question  | Answer   |
| 187 | Page 38 and 41, RFP III-8.E. and III-8.H.12             | <p>“Employer’s National Medical Support Notice (NMSN) Processing”</p> <p>The selected Offeror must print, stuff, and mail first class, or by DHS approved means, the NMSN. The selected Offeror must answer employer questions about the NMSN and provide assistance to the employer in the completion of this form. See Appendix U – National Medical Support Notice Form for a copy of the current National Medical Support Notice.”</p> <p>The sample NMSN found in Appendix U includes the return address for SCDU’s EMU. The description of the EMU’s responsibilities on page 41 doesn’t include any NMSN activities. What activities are required of the EMU for NMSNs returned by employers?</p>        | <p>None.</p>   |

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|     | RFP Section             | Question   | Answer   |
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| 188 | Page 39, RFP III-8.G.   | RFP III-8, G. indicates the SCDU’s mailing operations include stored value card returns. If the Offeror has the ability to provide data and USPS-provided new addresses on returned cards, would the Commonwealth consider allowing the Offeror to have undelivered stored value cards returned to the card fulfillment operations site that has strict security and processes for handling card stock and returned stock?   | The Commonwealth will consider all proposed solutions. |
|     | RFP Section             | Question   | Answer   |
| 189 | Page 40, RFP III-8.H.1. | Bullet 3 requires “TTY (text telephone) access for payor and payees.”<br>Hamilton Relay offers Pennsylvania Relay, which “provides traditional relay services for Pennsylvania including TTY....” This service is provided at no cost to the calling party.<br><br>Will the state accept Hamilton Relay as the Offeror’s solution for providing TTY access?  | The Commonwealth will consider all proposed solutions. |
|     | RFP Section             | Question   | Answer   |
| 190 | Page 40, RFP III-8.H.1. | “The selected Offeror must provide sufficient capacity so all calls are answered prior to the fourth ring, no caller is on hold for more than one (1) minute, and provide messages to the caller when the system is down or busy.”<br><br>Is it the state’s requirement that all calls be answered by the IVR by the fourth ring, or by the fourth ring once routed to a Customer Service Representative after being in queue?<br><br>Is it the state’s requirement that no caller is made to wait more than one (1) minute prior to being connected to a Customer Service Representative, or that no caller is placed on hold for more than one (1) minute at a time while speaking to a Customer Service Representative? | Both.<br><br>Wait time for Customer Service Rep.       |

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|     | RFP Section   | Question  | Answer   |
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| 191 | Page 40, RFP III-8.H.1.                                     | Can the state provide information on the calls received in the current IVR, SCDU customer service, Employer Maintenance Unit and Financial Exceptions Unit, including total IVR call volumes, average length of call in the IVR, calls presented to customer service, calls answered, calls abandoned, average speed of answer (or average wait time), and average length of customer service calls?  | Refer to the attachment included with this Addendum 2 for details that the Commonwealth tracks.  |
|     | RFP Section   | Question  | Answer   |
| 192 | Page 40, RFP III-8.H.7.                                     | <p>“Provide multilingual customer service; at a minimum English and Spanish; to respond to payor, payee, and employer inquiries. Language Line services are available through DHS.”</p> <p>Are Offerors to use the Language Line services available through DHS or obtain interpreter services? If DHS provides the service, what are the costs of accessing these services for the offeror?</p>  | The Offeror would be responsible for providing this service.   |
|     | RFP Section   | Question  | Answer   |
| 193 | Page 41, RFP III-8.H.13.                                    | <p>The selected Offeror’s FXU must provide the capability to receive Financial Exceptions Requests (FXRs) from the county DRS as well as from BCSE staff.</p> <p>How many FXRs were received by the FXU for the previous 12 months?</p>   | Refer to the attachment included with this Addendum 2 for details that the Commonwealth tracks.  |
|     | RFP Section   | Question  | Answer   |
| 194 | Page 43, RFP III-8.J.2.a. Banking Services, bullets 3 and 4 | <p>“• The selected bank must not charge an ATM surcharge fee to individuals using the Pennsylvania EPPICard MasterCard stored value card or any stored value card proposed by the selected Offeror, at its ATM</p> <p>• The selected bank must not charge Pennsylvania EPPICard cardholders or card holders of the stored value card proposed by the selected Offeror for cashing out their Pennsylvania EPPICard or the selected Offeror’s proposed stored value card”</p> <p>Is the selected bank required to provide ATM surcharge-free access and EPPICard cashout to current EPPICard holders if a different stored value card is proposed? If so, how long is this requirement applicable under the new contract?</p> | The EPPICard will still be in circulation after a new vendor is selected. This card must remain a fee free card as any card issued by the Commonwealth. No date has been determined. |

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|     | RFP Section              | Question  | Answer  |
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| 195 | Page 46, RFP III-9.A.2.  | <p>“2. A weekly management report which provides numbers of unidentified and rejected collections.”</p> <p>Will the Commonwealth define “rejected collections” for reporting purposes? For example, does rejected mean non-negotiable/not acceptable for deposit?</p>   | Rejected collections would be a non-negotiable deposit at the bank. |
|     | RFP Section              | Question  | Answer  |
| 196 | Page 47, RFP III-9.A.11. | <p>“11. A daily stored value card report indicating the dollar value, posting date, and time.”</p> <p>Is this report a total for the day for the stored value card program in general?</p>  | Yes.  |
|     | RFP Section              | Question  | Answer  |
| 197 | Page 48, RFP III-10.C.   | <p>Regarding FIDM asset freeze and seize services, will the Commonwealth provide the following information?</p> <ul style="list-style-type: none"> <li>• Number of payor appeals received each month</li> <li>• Who decides the validity of the payor’s appeal</li> <li>• Who currently performs these functions for DHS</li> <li>• How many full time equivalent staff currently perform these functions for DHS</li> </ul> <p>What level of staff currently perform these functions for DHS (e.g., support staff, case worker level, other)</p> | The Commonwealth does not have access to the requested information. |
|     | RFP Section              | Question  | Answer  |
| 198 | Page 48, RFP III-10.D.   | <p>RFP III-10.D. refers to the payee having the ability to request a stop payment request form. Will the Commonwealth provide an example of the payee stop payment request form and explain its purpose in relation to disbursements to payees?</p>   | The check is lost is in the mail and a replacement is requested.    |

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|     | RFP Section | Question  | Answer  |
|-----|-------------|---|---|
| 199 | Appendix A  | Would the commonwealth please define “active card” for the EPPIcard current volume?   | The number of members showing as having a stored value card.  |
|     | RFP Section | Question  | Answer  |
| 200 | Appendix A  | Can the Commonwealth please provide the monthly collection and disbursement volumes and dollar amounts by type for the last 12 months?  | Refer to the attachment included with this Addendum 2 for details that the Commonwealth tracks.   |
|     | RFP Section | Question  | Answer  |
| 201 | Appendix A  | <p>Would the Commonwealth please provide average monthly volume information for the stored value card items below:</p> <ul style="list-style-type: none"> <li>• In network ATM transactions</li> <li>• Out of network ATM transactions</li> <li>• monthly paper statements</li> <li>• replacement cards issued</li> <li>• POS transactions</li> </ul> <p>Signature transactions</p> | The Commonwealth does not have access to the requested information.   |
|     | RFP Section | Question  | Answer  |
| 202 | Appendix A  | <p>Would the Commonwealth please provide average monthly volume information for the following payment processing items below:</p> <ul style="list-style-type: none"> <li>• Misapplied items</li> <li>• Return ACH</li> </ul> <p>Customer service calls received</p>   | <p>The misapplied question is not relevant to submitting a proposal in response to the RFP.</p> <p>The Commonwealth does not allow chargebacks to their banking accounts. Refer to the attachment included with this Addendum 2 for details that the Commonwealth tracks.</p> |

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|     | RFP Section                 | Question  | Answer  |
|-----|-----------------------------|---|---|
| 203 | Appendix O PP 1-30          | Can the Commonwealth please provide additional detail on the file layouts in Appendix O to include the fields that are mandatory or conditional and the valid values for fields such as POST PAY-METHOD and POST PAY SOURCE on the RCPT-SCDU (Receipts file)  | The Commonwealth does not have access to the requested information.   |
|     | RFP Section                 | Question  | Answer  |
| 204 | Appendix S                  | The current Direct Deposit Request Form requires Section 2 to be completed by the Bank/ Financial Institution. Will the Commonwealth consider allowing payees to enroll in Direct Deposit by completing an online application?  | The Commonwealth will consider all proposed solutions.  |
|     | RFP Section                 | Question  | Answer  |
| 205 | Appendix Z                  | Sample Invoices: Main Services, Permit Postage, and PO Box Renewal<br><br>Will the Commonwealth please confirm Banking Service Fees, Permit Postage, and PO Box Rental are pass-throughs for cost purposes? Also, are any other fees or costs reimbursable by the Commonwealth?   | The banking services fees would be determined by the Offeror's bank. Permit Postage would be determined by the Offeror's mailing operations. Please see the response to Q48 for the yearly P.O. Box fees. |
|     | RFP Section                 | Question  | Answer  |
| 206 |                             | During the Bidder's conference the Commonwealth indicated that it did not have information related to transaction volumes for the SCDU. It was not clear as to whether the Commonwealth did not have the information at the moment, or at all. Since transaction volumes are critical to a vendor's solution and its associated pricing, the incumbent (which should have the transaction volume information) will have an advantage over the non-incumbent respondents (which do not have the transaction volume information.) Since the transaction volume information and all statistics related to the SCDU belong to the Commonwealth, will the Commonwealth require the current vendor to provide the Commonwealth with the requested volume information in order for the Commonwealth to disseminate to the respondents? | Refer to the attachment included with this Addendum 2 for details that the Commonwealth tracks.   |
|     | RFP Section                 | Question  | Answer  |
| 207 | RFP Section II-5.B. page 15 | As follow-up to question #4 in our initial question submittal, reiterated here in italicized text: <i>Section II-5.B. Page 15: Could the Commonwealth clarify whether performance bond requirement in Section III-1.E. would satisfy this requirement.</i> If the answer to this question is "no", then please advise as to how the Commonwealth  | Refer to the response to Q4.  |

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|  |  | will assess the Offeror's financial condition to determine whether a certified or bank (cashier's check, letter of credit, or a performance bond is required and for what dollar amount and what term (length of time). |  |
|--|--|---|--|