



**Addendum #4
 Official Responses to Vendor Questions**

No.	(Section) Question	Answer
1	(1.3) Please clarify the contract period.	The State intends to enter into a contract period of five years, and reserves the right to extend the completion date of the contract for up to five additional years. If an implementation period is required, full service capacity is required as of July 1, 2016.
2	(1.3) Why is the contract period this length? Has it been this length in the past? Does the length have anything to do with the current contractor?	The contract period is designed to improve and sustain efficiency. It is longer than in past procurements for SDU services. It has no connection to the current contractor.
3	(1.3, 3.16) Is the State willing to adjust the implementation timeline to allow for a 4 month implementation timeframe?	See Addendum #1, which adjusts Section 1.3, Contract Period.
4	(1.3) Would the State be willing to extend the submittal deadline?	A revised timetable, as updated by Addendums #1, #2 and #3, enables a longer period within which proposals must be submitted.
5	(2) There are multiple references to information going from the SDU to the State. Are these all handled in paper? Are they physically delivered to the State office or sent by courier?	Some information is in electronic form, other information is in paper form. The paper form information is sent by courier on a daily basis.
6	(2) Would the State be willing to accept these documents via image archive?	Yes, for certain items. The State may consider proposed alternatives.
7	(2.3.1) Will the State provide a further breakdown of the transaction history. In particular, for debit card use?	Yes. Addendum #5 includes this information.
8	(2.3.1) Can the State provide monthly volumes (both number and dollar amount) of receipts processed at the SDU, by payment type, for the calendar years 2015, 2014 and 2013?	Yes. Addendum #5 includes this information.

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9	(2.3.1) Can the State provide January 2016 daily volume of checks and transactions processed at the SDU and received by NECSES?	Yes. Addendum #5 includes this information.
10	(2.3.1) Can the State provide monthly volumes (both number and dollar amount) of Check, Direct Deposit, and Debit Card Loads disbursed in calendar years 2015, 2014 and 2013?	Yes. Addendum #5 includes this information.
11	(2.3.4) Are there any special handling requirements for the payments received over-the-counter (OTC) at district offices and then forwarded to the SDU?	No. These payments are mailed to the SDU and processed by the SDU in the same manner as payments mailed directly to the SDU.
12	(2.3.5) Can the State confirm this is an automated process as part of the collection and not manual posting in NECSES?	Yes, this is an automated process.
13	(2.3.6) Can the State provide the name of the current debit card solution and confirm it's being provided by the current SDU service provider?	EPPICARD, Comerica Bank
14	(2.3.6) Can the State confirm that a debit card solution is part of this procurement and would require a transition to a new debit card solution?	The debit card solution is part of this procurement. Transition to a new debit card solution depends on whether the vendor's banking services are associated with the same as the current vendor's services.
15	(2.3.6.4) Please clarify what is meant by Money Transfer companies and how individual's payments are sent to them? Alternatively, please confirm that this is referring to a debit card solution.	In this subsection, money transfer companies refer to the debit card solution.
16	(2.5.c.) Does the State have a definition, or perhaps examples from the past, as to what would be an unacceptable risk related to vendor's financial condition under subsection 7.2.3.2?	No.
17	(2.5.c.) Does the State have a definition, or perhaps examples from the past, as to what would be an unacceptable risk related to vendor's exceptions to terms and conditions or related to any corrective action plans/liquidated damages under subsection 7.2.3.3.?	No.

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18	(3.1.1) Does the State have any preference on location of the in-state SDU, such as in areas with under employment?	No.
19	(3.1.1) Does the State have any preference on the location of where other services would be performed, such as check printing, call centers, disaster recovery, etc.?	No.
20	(3.1.1) Are any current SDU services provided from a location outside of New Hampshire? What current SDU services are currently handled outside the State?	Yes. Current SDU services provided outside of NH include check printing services, and disaster recovery.
21	(3.1.1.) Would the following peripheral SDU services be allowed to reside outside of NH? <ul style="list-style-type: none"> • Data Center • Mail opening • Payment processing • Disaster recovery • Printing (checks, coupons, remittance, etc.) • Debit card related customer service 	Services acceptable to function outside of NH include disaster recovery and printing. Services not acceptable to function outside of NH include data center, mail opening and payment processing. Payment related customer services and debit card related customer service functions outside of NH will be considered.
22	(3.1.1.) Alternatively, would the State be willing to co-locate another state's SDU services within the NH SDU if that opportunity was to present itself in the future?	The State would be willing to consider this idea so long as it does not violate contract terms.
23	(3.1.1.) Does the bidder need to provide a proposed location (specific address) in the proposal?	A proposed location (specific address) is not required to be included in the proposal.
24	(3.1.1.) Does the SDU facility need to have any office space and/or furniture and equipment for State staff? If so, what are the minimum requirements?	No.
25	(3.1.3.1.) Please advise as to whether the vendor is responsible for the cost of the Post Office boxes? If so, please provide the current cost of each box.	The cost of the post office boxes is passed through the contract to the State.



26	(3.2) Please provide samples of the current direct payment case, wage withholding case, and arrears only case coupons for review.	See Addendum #5.
27	(3.2) Can the State provide monthly volumes of coupon mailings by type (direct payment, income withholding, arrearage only) processed at the SDU for the calendar years 2015, 2014 and 2013?	See Addendum #5.
28	(3.2.1.3 - 3.2.3.3) Would the State consider making the billing statements available to view or download by payors and employers via the Self-Service Web Portal an acceptable electronic delivery method?	Yes.
29	(3.3) Please provide examples of billing forms 684 and 693.	See Addendum #5.
30	(3.3.1.4) Please clarify. Is this referring to the receiving of web based payments using cred/debit card?	Although DCSS does not itself accept payment through debit cards, or other money transfer cards, such as MoneyGram, the SDU must permit child support payments to be made in this way to the SDU.
31	(3.3.2.5, 3.3.4.2) Is the vendor able to transmit correspondence forwarding, electronically only, or does the State require the original paper copies?	Some correspondence is required in paper format (such as non-negotiable checks). The State may consider electronic imaging and forwarding of other correspondence.
32	(3.3.6.4) Does the State want the vendor to have two (2) separate image archives – one for the old contract, one for the new contract – or does the vendor have to take over the old contract's archive?	No. The contractor for the new contract has no responsibility for previous contract image archives.
33	(3.3.6.7) Would the State please confirm it wants to receive nightly files from the vendor that contain data as well as images from the day's collection items?	Yes, nightly files from the vendor that contain data as well as images from the day's collection items are required.



34	(3.3.6.11) Please provide five years of historical 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 procedures available to the vendor.	There have been no such instances. The vendor has no recoupment procedures available.
35	(3.3.7.) Does the vendor have any recourse for collections on posting errors? What are the current recoupment procedures available to the vendor and historical collection rates?	The vendor has no recourse for collections on posting errors. There are no recoupment procedures available to the vendor.
36	(3.3.7.) 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.)	See Addendum #5.
37	(3.5) The State references money transfer cards. Is this really a reference to debit and credit cards?	These are references to debit cards. We have incorporated the additional reference to money transfer cards in recognition of non-traditional debit cards, such as MoneyGram cards.
38	(3.5) Does the State allow both incoming and outgoing payments to be made with these cards?	Child Support payees may receive their child support payments on these cards but currently, the State (itself) does not accept the payment (incoming) of child support to be made from these cards. However, the current SDU does accept payment (incoming) to be made through some debit cards.



39	<p>(3.5.2.) Please provide the following information over the last 24 months:</p> <ul style="list-style-type: none"> • # of active cards • # of loads per month • \$ of loads per month • # of ATM withdrawals per month • \$ of ATM withdrawals per month • # of teller withdrawals per month • \$ of teller withdrawals per month • # of POS PIN transactions per month • \$ of POS PIN transactions per month • # of POS signature transactions per month • \$ of POS signature transactions per month • # of transfers to a personal bank account per month • \$ of transfers to a personal bank account per month • # of live agent phone calls per month • # of IVR calls per month 	See Addendum #5.
40	<p>(3.5.2) What is the frequency of disbursements for the program (e.g. on average, does each claimant receive 2 disbursements per month or 4 disbursements per month)?</p>	Disbursements to the debit card are made in accordance with the frequency of payments received.
41	<p>(3.5.2) What is the overall average number of disbursements per claimant per month? What is the average number of disbursements per claimant for the program (e.g. on average how many disbursements does a claimant receive over the life of a claim)?</p>	This information is not available as the data is not tracked.
42	<p>(3.8) Can the State provide more specifications regarding the volume of calls into the current call center, and the number of point of service and automatic teller machine transactions, etc.</p>	Yes. See Addendum #5.
43	<p>(3.10) Can the State confirm that the SDU-DCSS bank account must be held in a New Hampshire bank? Is this a requirement for the bank's headquarters to be in New Hampshire or is it sufficient to have a bank's branch (in brick/mortar) located in New Hampshire?</p>	The bank headquarters does not need to be located in New Hampshire. A bank branch office must at least be physically (brick/mortar) located in New Hampshire.



44	(3.10.1.2) Are banking service costs (such as bank fees) a pass-through cost or does the bank invoice the contractor and the contractor is responsible for payment?	Currently, these costs are passed-through to the State via inclusion in the contractor's monthly invoice to the State.
45	(3.10.1.2) Can the State provide data on how many checks per month are printed on average?	Yes. See Addendum #5.
46	(3.11.1.1) Are these two files being sent to DCSS daily? Are they in identical format? Can the State provide the layout?	Yes. Yes. See Addendum #5.
47	(3.11.1.1) Is the EFT file in ACH format?	Yes.
48	(3.11.1.1) Are paper payments keyed into the system or placed in another format?	The paper payments are imaged and keyed into the SDU's system and sent to NH using the same file format as other payments.
49	(3.11.2) Is there any way to receive child support payor data daily or at least more often than monthly, such as weekly?	The State may consider proposed alternative intervals.
50	(3.12.1, 7.2.2.11) Both sections indicate placement of Appendix E and Appendix F. Would the State please clarify in which section these two forms should be included?	<p>Subsection 3.12.1 addresses Minimum Staffing Requirements.</p> <p>Q18 requires the vendor to describe the proposed staffing plan, including Appendix E and Appendix F at minimum.</p> <p>Copies of these appendices should also be placed where directed in subsection 7.2.2.11.</p>



51	(3.15.1, 3.15.1.7, 7.2.2.11, Appendix D) Would the State please clarify in which section these two forms should be included?	<p>Bidders should ensure their Technical Proposal addresses the requirements of subsection 3.15.1. in the context of how the bidder intends to provide services that are culturally and linguistically appropriate.</p> <p>Subsection 3.15.1.7 is an informational-only reference to Appendix D.</p> <p>Subsection 7.2.2.11. instructs bidders on the location of the completed Appendix D for inclusion into the proposal to be submitted. Appendix D is just one form. The analysis and steps discussed in Appendix D do not need to be submitted with the proposal; the Appendix D must be signed to confirm the bidder has completed the activities and understands the information.</p>
52	(3.16) Does the current contract have a transition out plan?	No.
53	(3.16) A Transition Plan is required as part of the Conversion subsection. Does the State require that the incumbent respond to this section?	No.
54	(3.16) Has the SDU ever transitioned a vendor? If so, how many months did the vendor take for implementation?	No, the SDU in its current format has never transitioned to a new vendor. However, the vendor company was acquired and DCSS has changed vendor relationships accordingly.
55	(3.16) Should bidders include separate line items for implementation costs that would be excluded from cost proposal comparison for ongoing cost comparison?	No. Bidders should provide fully encumbered pricing for the items specified in the Price Schedule (with the exception of the pass-through DCSS bank account fees).
56	(4.1.2) Will the State consider providing a revised Price Schedule that includes specific transactions/services?	Yes. See Addendum #5.



57	(6.2) Would the State extend its due date for proposal submission to at least March 28 th , to equal that amount of time allotted to bidders in the 2004 RFP? If not, what is the justification to those bidders who may have to establish partnerships to fulfill some of the peripheral requirements, for example, simply finding a banking partner within New Hampshire?	The timeline has been adjusted (see Addendums #1, #2 and #3) to provide a larger response time.
58	(6.2) Will there be an opportunity to ask the State clarifying or additional questions after answers to the questions due on Friday, February 19 are provided?	No.
59	(6.2) Would the State provide a tentative award date?	The tentative award date cannot be determined at this time. The State intends to have a new contract, with 100% SDU service capacity operational on January 1, 2017.
60	(6.13) Should bidders include the separate letter regarding confidential information with the transmittal letter? If not, where should this letter be included? Does it need to be signed?	Yes. Place this letter into the Required Attachments section (see subsection 7.2.3.3.) of your submission. Yes, the letter should be signed.
61	(7.1.2.4) The RFP restricts page size to 8 ½ x 11 inch paper. For complex documents like Microsoft Project plans and architecture diagrams, may bidders use larger paper folded down to 8 ½ x 11 inch size?	No. Vendors should reduce images so that they fit onto 8 ½ x 11. If needed, these images can be provided on more than one page.
62	(7.1.2.5) The RFP requires bidders to respond using 10-point font. May bidders use a smaller, still readable font for the following: headers and footers, requirement text, exhibits, and tables?	10-point font should be used for all narrative components of the proposal, including exhibits and tables. Headers and footers do not have to meet this requirement. The State understands that diagrams and images may contain smaller font. Vendors are urged to ensure bid contents can be easily read, and that electronic versions of diagrams and images can be easily expanded for ease of reading.



63	(7.1.2.5) Several requested documents/samples do not comply with font restrictions and they are not available in a native MS Office format for font adjustments. Please confirm that it is permissible to submit those documents as is.	Yes.
64	(7.2.2.4.) The RFP states, “The Bidder must address every section of Section 3 Statement of Work, Appendix G SDU Information Technology Requirements (excluding 5.1.4, Topic 4 – Pricing Model, which must instead be included in the Cost Proposal), and Appendix H Technical Requirements, even though certain sections may not be scored.” Would DHHS confirm that it would like each of these three sections to be answered separately (section-by-section) – even if there are repeat requirements among and within these documents?	Yes
65	(7.2.3.2) Given the volume of our financial statements, would the State accept links to online versions of our statements or electronic copies of the statements provided on the electronic media?	Yes.
66	(8.1.2) Can the State provide more details as to a rate or amount by which damages are calculated?	No. The State intends to negotiate with the awarded Vendor to include liquidated damages in the contract in the event any deliverables are not met.
67	(Appendix B, General Provisions, Paragraph 13. Indemnification) Would the State accept/include the following modification as an addition to Section 13: “Contractor shall not be liable for any indirect, incidental, consequential, special or punitive damages under this contract, including lost profits, lost goodwill or lost business. The maximum liability for damages is limited to three times the annual value of the contract”?	No.
68	(Appendix G, 1.) This section calls for a completed Appendix H. Appendix H has its own designated response area. Does the State want Appendix H to appear both with Appendix G and the designated section for Appendix H?	This section of Appendix G is informational to alert bidders to Appendix H, not instructional for inclusion of Appendix H within Appendix G. Appendix H must be completed, and per subsection 7.2.2.4, must be included in the proposal after Appendix G, but in the Proposal Narrative, Project Approach, and Technical Response (subsection 7.2.2.4) of the proposal.



69	(Appendix G, 3.1 and Appendix G, 5.2.6) Both sections call for a Transition Work Plan. Is it acceptable to include the plan as an Appendix to our response and reference it in each section it is required?	No. The plan must be included at subsection 5.2.6 of the Appendix G response (for inclusion where specified in subsection 7.2.2.4 of the RFP).
70	(Appendix G, 4.7) Can the Disaster Recovery Plan be provided as a post-award deliverable?	The actual disaster recovery plan is not a required component of the vendor's proposal. However, in Appendix G, 5.1.7, vendors are required to include in their proposal a detailed description of the disaster recovery and business continuity plans.
71	(Appendix G, 5.1.1) This sections calls for a response to the Scope of Work in the RFP. Section 3 Scope of Work was also required to be a standalone section within the proposal. Is it acceptable for vendors to reference RFP Section 3 in our response to RFP Appendix G?	No.
72	(Appendix G, 5.1.3.2) Would the State please clarify what "DCSS account data" is expected to be provided via any web portal created by the contractor that could potentially be modified by the State DHHS Bureau of Finance?	The DHHS Bureau of Finance would not need to edit any account data via a web portal. The DCSS account data that would need to be provided for viewing is the image of any and all payment documentation including, but not limited to, the check, money order, EFT information, envelope, correspondence, and payment coupons.
73	(Appendix G, 5.2.1) Does this transition plan differ from the Transition Work Plan required in Appendix G, Section 3.1? If these are different plans, would the State please clarify the expectations for each document?	These are not different plans; the reference in Appendix G, Section 3.1 is informative, the reference in 5.2.1 requires a mandatory narrative response. Please respond to 5.2.1.



74	(Appendix G, 5.2.2) This section requires a sample User Acceptance Plan to be included in the vendor's proposal. Given the length of this sample document requested, would the State please confirm that these samples documents are not included in the required page limits for each section?	<p>This section focuses on the vendor providing a detailed description of the support the vendor will supply to assist the State during user acceptance testing (UAT), and includes eight (8) key questions the vendor must address in its response. This requirement is subject to the page limit threshold.</p> <p>Additionally, the vendor is required to provide one (1) sample UAT plan from a completed project within this section of the vendor's proposal. The sample UAT document is not subject to the page limit threshold.</p>
75	(Appendix G, 5.2.5.) This section requires a Sample Tracking Document. Given the length of this sample documents requested, would the State please confirm that these sample documents are not included in the required page limits for each section?	<p>The State is requesting only one sample document; its length is not subject to the page limitation for this topic.</p> <p>The detailed description of the proposed approach to timely identification and effective action on issues and risks is subject to the page limitation.</p>
76	(Appendix H, general question) Can the State provide the electronic version of this appendix in Word version instead of Excel?	No.
77	(Appendix H, general question) Is the State looking for single sentences in response to the requirements contained in this appendix?	No.
78	(Appendix H, H.1.7) Would the State consider infrastructure alternatives to a Tier 3 or Tier 4 data center solution, such as a Tier 2 data center or an on premise solution, if significant cost savings to the State would be achieved without compromising security?	The State requires a Tier 3 or Tier 4 solution. If a bidder does not have one, the State may entertain the bidder's provision of one through a partner (subcontractor).
79	(Appendix H, H.1.7) If a Tier 3 or Tier 4 data center is required, does the State also require that the backup data center be Tier 3 or Tier 4?	The State requires a Tier 3 or Tier 4 backup data center. If a bidder does not have one, the State may entertain the bidder's provision of one through a partner (subcontractor). Whatever the primary data center infrastructure is, the back-up data center must be the same.

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80	(General) Is the State of New Hampshire requiring the incumbent vendor to refresh any of their technical infrastructure or facility as part of this procurement?	No.
81	(General) Has any part of their technical infrastructure or facility been refreshed since 2002?	Yes.
82	(General) Please provide a copy of the current contract, including pricing.	The current contract, in its entirety and as amended, is available at the NH Secretary of State's webpage for the Executive Council. Please visit: http://sos.nh.gov/nhsos_content.aspx?id=8589948378 , and select item #43.
83	(General) Please provide a copy of the most recent three months of invoices from the SDU vendor to the State.	See Addendum #5.
84	(General) Please provide the current number of SDU staff, by position and full time equivalent percentage.	The State will not provide staffing levels of its current vendor.
85	(General) Would the State consider reimbursing postage at actual cost, or, an adjustment for actual postage costs annually? This would likely result in a savings to the State, as the vendor will have to conservatively estimate the increase in postage costs over the contract term.	See Addendum #5. The State will reimburse postage for quoted transactions at actual cost; transaction costs must be stated less-actual postage cost.
86	(General) Since 2002, have there been any process improvements between the SDU and the NH Division of Child Support Services operations or the SDU and NECSES systems interfaces? If yes, were there additional vendor costs to the State to implement those changes, and if so, what were the changes and how much did each change cost to the State?	Yes. Costs associated with any changes are incorporated in the current contract fee schedule. The current contract, in its entirety and as amended, is available at the NH Secretary of State's webpage for the Executive Council. Please visit: http://sos.nh.gov/nhsos_content.aspx?id=8589948378 , and select item #43.



87	(General) Is there a turnover plan required to be provided to the State by the current vendor as part of their current contract? If yes, does that turnover plan provide for a 30-day transition out?	The current contract includes a requirement for DCSS to provide the vendor ninety (90) days written notice if the contract would be terminated, and for the Contractor to work with DCSS to provide a smooth wind down period for any and all functions terminated.
88	(General) Will the State provide required forms in a fillable PDF or Word format if available?	The State will provide in Word and Excel files, where applicable.