

Questions from Vendors Received Prior to Bidders' Conference
RFP for Third Party Administration of
Pre-Tax Flexible Spending and Transportation Programs

GENERAL QUESTIONS:

1. *Reference RFP page 5, 3rd paragraph: "Bidders are invited to submit proposals for any or each..."*
If a Proposer submits a proposal for the FSA and NYS-Ride Combined Component (B.3) but not for the FSA Component (B.1) or the NYS-Ride Component (B.2) on a stand-alone basis, will the Proposer's non-selection for the Combined Component preclude its selection as the TPA for either the FSA Component or the NYS-Ride Component?

Answer: Yes. If a vendor does not bid on either the FSA Component (B.1) or the NYS-Ride Component (B.2), it will not qualify to be selected as a vendor for either of the separate programs.

2. *Reference: RFP page 5, 3rd paragraph: "Bidders are invited to submit proposals for any or each..."*
If a Proposer submits a proposal for the FSA (B.1) and NYS-Ride Components (B.2), is it permissible to quote a fee for the Combined Component (B.3) without answering the Combined Component questions?

Answer: No. Bidders who want to be considered for the Combined Component must submit a full proposal for B.3.

3. *Reference: RFP page 145, D.1.b: "no text entered in the bottom margin".*
Please confirm that the State does not require pagination of proposals.

Answer: Page numbers are not required but are highly desirable.

4. *Please confirm if a bidder submits a combined response FSA and Commuter that the bidder will still be considered for each program separately.*

Answer: No. If a vendor does not bid on either the FSA Component (B.1) or the NYS-Ride Component (B.2), it will not qualify to be selected as a vendor for either of the separate programs.

5. *Is GOER interested in having one website to support both FSA & commuter, or do you wish to keep them separate?*

Answer: Section B.3.2.p requires the selected vendor to host and maintain the contents of the FSA and *NYS-Ride* websites separately. The selected vendor is expected to establish an interface between the two websites (pages 128-129).

6. *What if the subcontracted company is US based but just uses offshore models? What if all data remains on US servers?*

Answer: A U.S.-based subcontracted company that uses offshore models does not meet the mandatory requirements of the RFP, regardless of the location of the servers.

7. *Is GOER open to adding other contract provisions – i.e. liability protections; payment of a disengagement fee if they give us the 20 day term notice within the first year, and indemnification protection for the gross negligence or willful misconduct of GOER or their agents or in the event they are in material breach of a law or regulation (i.e. in transmitting PHI to us for the FSA program).*

Answer: No.

8. *Please confirm that the exchange of eligibility information and the web-based self-identification/registration process will be the same between the two programs (e.g. use of Negotiating ID, Department ID, last 4 of SSN, then a subsequent match of that SSN to an eligible employee by the state).*

Answer: Yes, the self-identification/registration process is the same for both the FSA and *NYS-Ride* programs.

9. *Please confirm that the exchange of payroll information will be similar (formats, identifiers, transport) between the two programs (it is understood that timing, business rules etc. are different).*

Answer: The exchange of payroll information for the FSA and *NYS-Ride* programs is similar; however, there are important differences between the two. Please refer to the Technical Attachments in Section I.1, a through o, beginning on page 271 and carefully review the payroll file layouts.

10. *Will NYS accept and consider proposals that would be considered "alternate" from the requirements / program description as outlined in the RFP?*

Answer: No. Bidders must submit proposals that meet the requirements of the RFP.

11. *If so, would these alternate proposals have to be submitted in conjunction with a proposal for the program as presented in the RFP or could an alternate proposal be the only proposal submitted?*

Answer: Alternate proposals will not be accepted.

12. *Would NYS consider a proposal including on-line / web based enrollment as opposed to telephonic enrollment?*

Answer: The RFP requires both online/web-based enrollment as well as telephonic enrollment through the vendor's customer service/customer care center.

13. *Will NYS consider modifying the data elements in the data exchange between the State and the selected vendor if it can be demonstrated that the appropriate controls are in place to safeguard the personal information?*

Answer: No.

14. *Is having the website and all forms and member documents branded with the NYS logo a mandatory requirement?*

Answer: The website and all forms and member documents are required to be branded with the NYS logo.

15. *Can GOER provide a Microsoft Word version of the RFP?*

Answer: No.

16. *Will a proposer be awarded extra points if it proposes to administer both the FSA and NYS Ride program (i.e. allowing GOER to consolidate services)?*

Answer: No. Each proposal must stand on its own merits, regardless of whether a bidder is submitting proposals for one, two or all three of the components of the RFP.

17. *If GOER awards both the FSA and NYS-Ride contracts to one vendor, will the \$700,000 bond (FSA) and \$1.7 million standing line of credit (NYS-Ride) still be required? Or could one such financial instrument be used to cover both programs? If so, what would the amount of this guarantee need to be?*

Answer: It is a mandatory requirement of the RFP that, if GOER awards a single contract for both programs, the selected vendor for a combined program must furnish both a \$700,000 Performance Surety Bond *as well as* a Standby Letter of Credit equal to two months of NYS-Ride participant payroll deductions. *Note: the current Standby Letter of Credit was recently raised to \$2 million.*

FSA QUESTIONS:

1. *Reference: RFP page 159, F.3, Performance Surety Bond:
For the FSA component, the State previously required a \$2 million Fidelity Bond (insurance coverage). What is the reason for the change in requirement?*

Answer: It is only necessary for bidders to understand that the performance surety bond is mandatory as specified in B.1.2.a (page 17) and B.3.2.a.1 (page 91) of the RFP.

2. *For a change in status made through the vendor's website, will vendor validate the reason for the change in status?*

Answer: The vendor's change in status system will be required to ask employees to select the type and effective date of the qualifying event, and verify that the requested change is consistent with qualifying event. For Health Care Spending Account change in status applications, the vendor will also be required to collect documentation of the qualifying events before processing the requested changes.

3. *Do you currently have the debit card for participants?*

Answer: No.

4. *How many qualifying events did New York State have for the FSA in '09?*

Answer: There are 17 qualifying events permitted under the HCSAccount and 19 qualifying events permitted under the DCAAccount. The list of qualifying events is available on www.flexspend.state.ny.us and in the Change in Status Business Rules attached to the RFP. Approximately 1,500 change in status requests are processed annually.

5. *Will there be any unique identifier on the weekly eligibility file?*

Answer: Each weekly eligibility file will bear a date and time stamp. The Office of the State Comptroller (OSC) will not provide full social security numbers, first and last names, or unique employee identification numbers on the weekly eligibility files.

6. *Do employer contributions occur each pay cycle or are the funds available at the beginning of the plan year?*

Answer: Eligible participants will receive their employer contributions in a single pay cycle. Following the annual open enrollment period, the employer contribution is deposited to participants' accounts at the beginning of the plan year. During the plan year, the employer contribution is deposited each pay cycle for eligible participants enrolling through the change in status process.

7. *In the payroll data exchange, will we be providing the full SSN or just the last 4 to the GOER?*

Answer: Payroll deduction files sent by the vendor to OSC are required to have full social security numbers. Payroll files are not sent to GOER.

8. *Does FBMC currently administer COBRA as outlined in Section B.1.2.k?*

Answer: Yes. FBMC administers COBRA only for Flex Spending Account Health Care Spending Account (HCSA) participants.

9. *Is it the state's intention for the vendor to administer COBRA only for the NYS FSA participants or all COBRA administration?*

Answer: The vendor is only required to administer COBRA for Flex Spending Account Health Care Spending Account participants.

10. *If total COBRA administration, please share statistics on QE, new hires, terms, current participants etc. as needed to price accordingly.*

Answer: The RFP does not require the vendor to administer COBRA for all state employees.

11. *How long has FBMC been in place for FSA/DCA administration?*

Answer: FBMC has administered the DCAAccount since 1991 and the HCSA since 2001.

12. *What voluntary benefits are offered today? Who administers this for NYS?*

Answer: It is not necessary for bidders to know about other voluntary benefits offered to state employees to bid on this RFP.

13. *Does the state or FBMC provide enrollment counseling today? If so, with whom?*

Answer: There is no formal enrollment counseling process for the Flex Spending Account. However, the State and FBMC provide enrollment information and assistance to State of New York employees through customer service, online tax calculators, distribution of enrollment materials, and GOER staff attendance at agency benefit fairs.

14. *Please describe the enrollment counseling process as it exists today.*

Answer: See answer to question 13 under FSA Questions.

15. *Under what circumstances will GOER initiate a draft against the required Standby Letter of Credit identified in Section F.2?*

Answer: In general terms, we have required a Standby Letter of Credit (SLOC) to ensure that payroll deductions are used for the sole purpose of purchasing transit passes/vouchers for the program participants. Although we cannot provide all circumstances that would trigger the initiation of a draft, we can provide an example as follows. The vendor receives Automatic Clearing House payment for passes/vouchers for a given month but fails to mail the passes/vouchers to the program participants.

16. *Will comparable insurance policies suffice to meet GOER's requirements for a \$700,000 Performance Surety Bond?*

Answer: No. Bidders must adhere to the mandatory requirements regarding the performance surety bond (Section B.1.2.a, page 17 and B.3.2.a.1, page 91).

17. *Please identify the amount of insurance required under Section F.7, Indemnification.*

Answer: The State and selected bidder will negotiate liability limits during the development of the Contractor Agreement.

18. *Please provide the current pricing for the FSA program.*

Answer: Based on current participation levels, the current pricing structure is \$3.79 per person per month for up to and including 20,000 participants, and \$3.70 per person per month for the number of participants over 20,000.

19. *Please provide file specifications for the desired payroll interface and weekly eligibility/enrollment file that will be sent by OSC.*

Answer: The payroll file specifications are contained in Section I - Technical Attachments beginning on page 271 of the RFP.

20. *How often do participants receive account statements? How do they access information?*

Answer: Participants receive quarterly account statements through U.S. mail. Participants also have 24/7 online access to their accounts information through the current FSA administrator's secure website.

21. *What is the current COBRA process for managing COBRA-eligible participants with FSA balances?*

Answer: The FSA administrator sends COBRA notices to COBRA-eligible Health Care Spending Account participants. If the participants elect COBRA-coverage by the stated deadline and remit COBRA premiums by the monthly deadline, their account eligibility is extended on a month-by-month basis as each monthly COBRA premium is received.

22. *Who are the healthcare providers that currently service the State?*

Answer: It is not necessary for bidders to know the names of healthcare providers that currently service the State to bid on this RFP.

23. *B.1.2.e.3 - Will the four public benefit corporations (a.k.a. manual agencies) also need to go live by 2011?*

Answer: Yes.

24. *How long does the vendor need to store telephone calls for retrieval?*

Answer: We expect the vendor to store telephone call recordings for a minimum of three months for easy retrieval. However, telephone call recordings must be archived and retrievable for a total of seven years.

25. *B.1.2.h.12 - Does the State currently charge the participants for monthly costs?*

Answer: No.

26. *B. 1.2.i.3 - Can you give details of plan limitations of eligible expenses by bargaining unit?*

Answer: The FSA does not currently limit Health Care Spending Account eligible expenses by bargaining unit. However, the following is an example of plan limitations by bargaining unit from previous plan years. As part of the collective bargaining process, over-the-counter (OTC) drug eligibility was extended to participants over a period of several years based on their bargaining unit. The FSA administrator was required to adjudicate OTC drug claims based on the eligibility of each participant's bargaining unit. All bargaining units are now eligible for OTC drug coverage.

27. *B.1.2.k – Who is the current COBRA administrator for the State?*
- a. *What is the current process for participants on COBRA who elect to continue their Flexible Spending Accounts?*
 - b. *Is the current FSA administrator also the current COBRA administrator?*
 - c. *If the proposing FSA administrator also offers COBRA administration, is the State willing to consider the FSA administrator for COBRA administration for all benefits not just for the Flexible Spending Accounts?*

Answer: Bidders do not need to know the name of the current COBRA administrator for the State to bid on this RFP.

- a. See the answer to question 21 under FSA Questions.
- b. The current FSA administrator only administers COBRA for Flex Spending Account Health Care Spending Account participants.
- c. No.

28. *B.1.2.r.5 – Can you explain the term ‘positive pay procedures’?*

Answer: The Positive Pay feature is a fraud risk management tool to protect an entity from unauthorized checks unexpectedly settling against its account. Positive Pay compares checks presented for payment against an electronic check issuance file to identify unauthorized payments. This feature funds only those checks that match the electronic issuance file for payment.

Additionally, when there is a difference on the check presented and the amount reflected on the electronic check issuance file, the bank calls the client for an approval on unmatched items.

29. *Will GOER require a separate bank account or do you have general assets they can send?*

Answer: New York State maintains its own FSA bank account at Key Bank that is used to fund FSA reimbursement checks. OSC is responsible for transferring deduction monies from a short-term investment pool fund to the Key Bank account as needed.

30. *B.1.2.i.21 – right to approve of our auditor. Do you mean financial auditor or the auditor that does the SAS70?*

Answer: We mean a financial auditor.

31. *B.1.2.n.2 – They are asking for the right to reduce the fees if cost savings are realized on marketing materials. Can we renegotiate rates if we can't agree to a reduction as written here?*

Answer: Any fee reduction associated with printing cost savings would be negotiated.

32. *B.1.2.o.11 – Is GOER open to a different process of processing stale checks?*

Answer: No. The selected vendor will be required to adhere to the terms of Section B.1.2.o.11 of the RFP, page 42.

33. *What options are available for FSA participants to currently access account funds:*

- | | |
|--|----------------------|
| <i>a. Debit card?</i> | Answer: No. |
| <i>b. Traditional claims?</i> | Answer: Yes. |
| <i>c. Online claims?</i> | Answer: Yes. |
| <i>d. Direct payment to providers?</i> | Answer: No. |
| <i>e. Auto-rollover?</i> | Answer: No. |
| <i>f. Other?</i> | Answer: None. |

34. *How do FSA participants currently access account funds during the grace period?*

Answer: The FSA program does not offer an extended grace period. However, during the runout period, which ends on March 31 following the end of a plan year, participants follow the same claims process as during the plan year.

35. *If a debit card is currently offered, what is the State's current experience with the debit card in regards to:*

- Debit card auto-substantiation rate?*
- Participant experience?*
- Notification process and timeframe for card transactions requiring substantiation?*

Answer: The State does not currently offer a debit card to its participants.

36. *How do FSA participants currently access account information*

- | | |
|-----------------------------------|--|
| <i>a. Online?</i> | Answer: Yes. |
| <i>b. Customer service?</i> | Answer: Yes. |
| <i>c. Account statements?</i> | Answer: Yes. |
| <i>d. Other (please clarify)?</i> | Answer: Interactive Voice Response (IVR), email requests. |

37. *How does the State's Benefits Team currently access employer reporting*
- a. *Online?* **Answer:** Yes.
 - b. *Paper reports?* **Answer:** Yes.
 - c. *Email?* **Answer:** Yes.
 - d. *Other (please clarify)* **Answer:** Vendor's File Transfer Protocol (FTP) Site

38. *Is the State open to monthly statements versus quarterly statements with an annual statement?*

Answer: Monthly statements are acceptable as long as there is no additional cost to the State.

39. *What is the most effective method for communicating with employees and participants?*
- a. *Paper communications?*
 - b. *Direct home mailings?*
 - c. *Intranet portal?*
 - d. *Email campaigns?*
 - e. *Newsletter?*
 - f. *Employee meetings?*
 - g. *Other (please clarify)?*

Answer: It is most effective to use a combination of communication methods, as required by Sections B.1.2.n, B.2.2.n, and B.3.2.n of the RFP.

40. *Are there program features of the current FSA program (e.g. reporting, frequency of account statement, notification process for card transactions requiring substantiation, etc.) that the State wants to maintain with the selected vendor?*
- a. *If so, what are the features?*

Answer: The RFP incorporates the features of the current FSA program that the State wishes to retain.

41. *Please describe the current invoice process for the State.*
- a. *Does the State require billing broken out by each agency?*
 - b. *Would one payment be made to the vendor or is the vendor expected to process different payments?*

Answer: The current vendor invoices the State monthly and is paid on a per participant basis after services are rendered for the previous month. The State is a single employer, so the vendor submits one invoice each month for all State agencies' participants. The vendor is required to invoice the four manual agencies separately based on the financial arrangements incorporated into their respective joinder agreements.

42. *Please describe the current process for substantiating unverified card transactions.*

Answer: The State does not currently offer a debit card to its participants.

43. *Please describe the State's current returned mail process for mailings (e.g. reimbursement check, debit card, explanation of benefits statements, etc.)?*

a. How often is the State notified?

Answer: The State does not have a returned mail process, and is not notified of returned mail. It is the vendor's responsibility to ensure that mail is delivered to participants.

44. *What is the current process for calculating DCAA contributions?*

Answer: The process for calculating DCAA contributions is the following: Participant's total annual election, less any employer contribution, divided by the number of remaining payrolls, equals the participant's biweekly DCAA deduction. For example: \$5,000 (total annual) - \$800 (employer contribution) = \$4,200 ÷ 10 (remaining payrolls) = \$420 (biweekly deduction).

45. *B.1.2.j - Please describe the current appeals and notification process for participants and the State.*

Answer: It is only necessary that bidders propose an appeals and notification process that meets the requirements of B.1.2.j of the RFP.

46. *B.1.2.d.2 – Please describe the current documentation process for CIS applications including notification and retention.*

Answer: Documentation is only required for Health Care Spending Account Change in Status (CIS) applications. For employees whose qualifying event is non-payroll related, or whose payroll-related qualifying event can't be verified through information contained in the eligibility files sent by OSC, the vendor sends a letter to the employee requesting documentation. The letter provides examples of acceptable documentation for their qualifying event, and includes a deadline by which documentation must be received. A CIS application is disapproved if the employee does not submit documentation by the deadline, and the vendor sends a disapproval letter to the employee. Documentation of qualifying events is retained for seven years.

47. *B.1.2.e – Please confirm the total number of payroll files required each pay cycle.*

Answer: The vendor is required to submit two payroll files each for the Administrative and Institutional pay cycles, which are on alternating weeks. The two files are the payroll deduction file for the 1) Dependent Care Advantage Account and Health Care Spending Account, and 2) the employer contribution file for the DCAAccount. In addition, the vendor is required to send payroll files to the manual agencies for their respective payroll cycles.

48. *B.1.2.i.10 – Is the State considering email reminders or must all reminders be mailed?*

Answer: Reminders must be mailed.

49. *Is the FSA website required to match the UI (user interface) requirements exactly, or will reasonable differences in content and navigation that implement the same requirement be acceptable?"*

Answer: The FSA website does not have to be an identical match to the current website. Reasonable differences that implement the same requirements would be acceptable; however, all website design and content is subject to GOER approval.

50. *Section B.1.2.d, Page 18: How does GOER distinguish between participants who have the same last four of a Social Security Number?*

Answer: GOER administrators have online access to the State payroll system, which is used to uniquely identify employees who have the same last four digits of a social security number.

51. *Section B.1.2.d.1, Page 19: We understand that paperless enrollment and change in status updates must be an option. Is it acceptable for a vendor to provide online enrollment/change in status updates as the only paperless option or do State Finance laws require the IVR option? Please direct us to the appropriate website so we can review this law.*

If IVR is required, could GOER please provide the current IVR call flow diagrams (enrollment and change in status) to insure we can accommodate this requirement?

Answer: The vendor must offer both online and telephonic (through its customer service/customer care department) enrollment and change in status application options. IVR enrollment is not a requirement of the RFP or State Finance Law.

52. *Section B.1.2.h.10, Page 29: Is it allowable to send a notification of the availability of a quarterly (or monthly) debit card statement to participants electronically? This notice would include a link for a participant to log onto our website to view the statement, and would only be used for participants who have requested to receive communication via email.*

Answer: No. Debit card statements must be mailed to participants.

53. *Section B.1.2.i.6, Page 30: Please describe the proposed claim funding process currently in place with FBMC. Will GOER consider alternative methods if efficiencies can be improved and/or costs reduced?*

Answer: New York State maintains its own FSA bank account at Key Bank that is used to fund FSA reimbursement checks. OSC is responsible for transferring deduction monies from a short-term investment pool fund to the Key Bank account as needed. GOER will not consider alternative methods for the claim funding process.

54. *Section B.1.2.j.2, Page 33: Please define an appeal? Is someone calling to complain that a reimbursement request for an ineligible expense (e.g. teeth bleaching) considered to be an appeal?*

Answer: An appeal is a written request for administrative review of a plan decision or administrative action (for example, rejected claims, enrollment applications, etc.). Any request that is denied in full or in part has the right to the appeal process.

55. *Section B.1.2.m.14, Page 37: Our customer service system allows callers direct access to a live person, rather than an automated ACD/IVR. This method disallows the collection of certain data elements. Would this system be considered as an alternative, even if an analysis of the types of calls could not be quantified for GOER?*

Answer: No. If the system does not allow for the collection of data elements as required by the RFP, then it would not be considered an acceptable alternative.

56. *Section B.1.2.n.2, Page 39: Please describe what communication materials are mailed directly to participants during the open enrollment period.*

Answer: An annual re-enrollment reminder letter is mailed to participants in September at the beginning of the open enrollment period.

57. *Section B.1.2.n.5, Page 40: Is the awarded vendor expected to send a "letter of medical needs form" to all FSA enrollees?*

Answer: No. Medical need letter forms are only sent to FSA enrollees upon their request.

58. *Section B.1.2.o.2, Page 41: Please explain in additional detail what GOER would like.*

Answer: GOER requires the information outlined in B.1.2.o.2 to be sent in email format immediately as each appeal is submitted. The email should identify the employee by name and the last four digits of their SSN.

59. *Section B.1.2.a, Page 16: Does “wire transfer” mean automated clearing house transfer?*

Answer: Yes.

NYS-RIDE QUESTIONS:

1. *Reference: RFP page 33, B.1.2.i.21, and page 114, B.3.2.i.21, "Provide a yearly third-party audit of the vendor's operations....."*
There appears to be no similar audit requirement for the NYS-Ride Component (B.2). Is this correct?

Answer: For auditing requirements for NYS-Ride please see Sections B.2.2.q.3 page 75 and B.3.2.q.4, page 131 of the RFP.

2. *B.2.2.e (page 61): Please confirm that there is only one payroll center (OSC) with which the selected Proposer will exchange data?*

Answer: There is currently only one state payroll center (OSC) with which the vendor will exchange payroll data for State of New York participants. In the event certain public benefit corporations, i.e., manual agencies, are offered the opportunity to participate in NYS-Ride, the selected vendor must also be able to enter into joinder agreements with these entities, which would have their own payroll centers (page 56, Section B.2.1).

3. *B.2.2.e.5 (page 65): Please more fully describe this requirement/process and how it differs from the "Participant Refunds" process described on page 63? Does the NYS-Ride program follow current IRC Section 132 guidelines for processing forfeitures?*

Answer: Yes, NYS-Ride adheres to current IRC section 132 guidelines for processing forfeitures. Forfeitures and refunds are relatively rare occurrences in the administration of NYS-Ride. However, there is a procedure for handling them when they arise. Please see technical attachments I.6.a and I.6.b for the current process and circumstances for handling forfeitures and refunds.

4. *B.2.2.t: (pages 80-82): Please provide details concerning any performance penalties that were incurred during 2008 and 2009.*

Answer: We believe that the previous performance penalties only relate to how well the current vendor performed under the current contract, and have no bearing on how potential performance penalties will be assessed under a new contract. It is only necessary that bidders understand that performance penalties will be assessed in accordance with Sections B.2.2.t and B.3.2.t of the RFP.

5. *No reference: Please provide details concerning the current fee structure for the NYS-Ride component.*

Answer: Based on current participation levels, the vendor is paid \$5.42 per participant/per month.

6. *Reference: RFP page 158, F.2 Standby Letter of Credit (SLOC): Is this an existing or new requirement that is applicable to the NYS-Ride Component?*

Answer: This is an existing requirement applicable to *NYS-Ride* (see pages 57 and 88).

7. *What is the purpose of the requirement?*

Answer: The purpose of the SLOC requirement is to protect the State from any abuse of state funds, e.g., in the event of the vendor's failure to fulfill its contractual commitment to the State.

8. *Based on the number of employees participating in the program, what is the percentage participating in each city/region?*

Answer: Please see charts in the answer to question number 22 under *NYS-Ride Questions*.

9. *Is a standby letter of credit required or can it be satisfied through the establishment of an escrow fund?*

Answer: The Stand by Letter of Credit is a mandatory requirement of the RFP (section B.2.2.a page 58, and B.3.2.a.2 page 91).

10. *With the advent of approving a parking voucher, is an electronic "voucher" considered acceptable?*

Answer: In the event the State offers a pre-tax parking benefit, the State would consider an electronic voucher acceptable.

11. *Please expand upon the type of advice that may be required regarding the program's compliance under 132(f). Is the State looking to receive tax advice? What other legal advice will you be seeking?*

Answer: The type of advice that may be required includes clarification on the IRC's section 132 compliance requirements as may arise from time to time.

12. *Will the State consider a solution that may be ready later in 2011? If yes, under what circumstances?*

Answer: No.

13. *How are refunds currently handled by the State? Specifically, when is an employee entitled to pre-tax refund, post-tax refund and when and how is the refund distributed to the employee?*

Answer: Refunds are issued when the State or vendor takes deduction(s) in error through no fault of the participant. See *NYS-Ride* Process Flow documents attachment I.6.a and I.6.b. Refunds are distributed through the participant's paycheck.

14. *What is the exact number of refunds distributed on a monthly basis?*

Answer: For the 2009 calendar year, there were 8 pre- and 8 post-tax refunds issued.

15. *Please specify the level of usage on the website. What are the exact usage statistics?*

Answer: For the 2009 calendar year, there were 76,565 hits on the *NYS-Ride* home page. Website usage includes employees accessing the: HTML or PDF version of the *NYS-Ride* brochure; program eligibility list; "Forgot Password" link; and web pages to enroll, make changes, or terminate their *NYS-Ride* enrollment.

16. *Does the maintenance of records for 7 years include transaction information or just participant enrollment information?*

Answer: The seven year requirement for record maintenance means all participant information, including transaction and enrollment information.

17. *When the State specifies lost vouchers, are undelivered vouchers also included? What is the desired procedure for handling lost/stolen vouchers?*

Answer: Yes. Please see the answer to question number 24 under *NYS-Ride Questions*.

18. *Besides English and Spanish, what other languages are desired when handling Customer Service inquiries?*

Answer: Bidders who can provide customer service in any language other than English and Spanish will receive additional points.

19. *Will the State provide proposing vendors a copy of the latest participation survey?*

Answer: It is not necessary for bidders to review the latest participation survey to bid on this RFP.

20. *How does the State want all Customer Service calls documented? Specifically, what data points are necessary?*

Answer: Customer service calls should be recorded, retrievable, and archived as specified in the RFP. Data points should include: name, date, time, last four digits of the social security number, and nature of the inquiry.

21. *Commuter -- B.2.2.f.3 – Provide GOER with online access to employee accounts and customer service call records – Does GOER want access to the actual call notes?*

Answer: GOER wants access to *both* call notes and actual call recordings.

22. *Section B.2.1, Page 57: Please list the agencies from whom the current NYS-Ride administrator purchased transit passes in the most recent month, and the corresponding number of passes from each agency.*

Answer: See charts below.

NYC, LONG ISLAND & WESTCHESTER

TRANSIT COMPANY	PASS QUANTITY - May 2009	PASS QUANTITY - MARCH 2010
ACADEMY	52	53
ACCESS	23	36
AMERICAN PRINCESS	1	0
ATLANTIC EXPRESS	2	3
COMMAND	3	3
COMMUNITY COACH	4	5
CT TRANSIT	1	1
DECAMP BUS LINE	3	3
HUDSON TRANSIT	1	0
JAMAICA BUS	1	0
LAKELAND BUS	4	5
LIBERTY LINES	1	1
MARTZ LINES	10	13
MTA	5621	5837
MONSEY TRAILS	6	4
LIRR	686	790
METRO-NORTH	278	319
NJ TRANSIT RAIL	237	248
NYC TRANSIT	69	58
NEWARK CITY	1	0
NJ TRANSIT BUS	112	114
NJ TRANSIT LIGHT RAIL	6	7
NY WATERWAY FERRIES	12	12
PATH	111	123

NYC, LONG ISLAND & WESTCHESTER, continued

TRANSIT COMPANY	PASS QUANTITY - May 2009	PASS QUANTITY - MARCH 2010
QUEENS SURFACE	1	0
REDUCED FARE METRO CARD	4	6
RIDESHARE COMPANY	N/A	2
ROCKLAND COACHES	11	5
SEASTREAK FERRIES	N/A	1
SOUTHSHORE LINE	N/A	1
SEPTA	3	3
SUBURBAN TRANSIT	13	16
SUFFOLK CO. TRANSIT	2	2
TAPPAN ZEEXPRESS	1	1
TRANS BRIDGE LINES	N/A	7
VAN POOL NJ	3	3
WESTCHESTER CO. BEE LINE	58	2
TOTAL	7341	7684

<i>Transit Companies Serving NYC</i>	33	32
<i>NYC Region Participation</i>	88%	87%

CAPTIAL DISTRICT

TRANSIT COMPANY	PASS QUANTITY - May 2009	PASS QUANTITY - March 2010
ADIRONDACK	3	5
CDTA	617	693
AMSTERDAM TRANSIT	3	4
COLUMBIA COUNTY TRANSIT	4	6
SCHOHARIE CO. TRANSIT	18	23
UPSTATE TRANSIT	104	110
YANKEE TRAILS	5	5
TOTAL	754	846

<i>Transit Companies Serving Capital District</i>	7	7
<i>Capital District Region Participation</i>	9%	10%

UPSTATE REGIONS OTHER THAN CAPITAL DISTRICT

TRANSIT COMPANY	REGION	PASS QUANTITY - May 2009	PASS QUANTITY - MARCH 2010
BROOME CO. TRANSIT	BINGHAMTON	6	6
NFTA	BUFFALO	101	101
CHEMUNG CO. TRANSIT	CENTRAL	2	2
CNY CENTRO	CENTRAL	32	34
FRANKLIN CO TRANSIT	NORTHERN	2	4
RGRTA	ROCHESTER	19	16
LAKE CHAMPLAIN FERRY	NORTHERN	3	8
TOTAL		165	171

<i>Transit Companies Serving Upstate Other Than Capital District</i>	7	7
<i>Other Upstate Region Participation</i>	2%	2%

REGION SERVED IS UNKNOWN, VARIOUS, OR OUTSIDE NY

TRANSIT COMPANY	REGION	PASS QUANTITY - May 2009	PASS QUANTITY - MARCH 2010
AMTRAK	VARIOUS	9	9
CHICAGO CARD PLUS	CHICAGO	N/A	1
GREATER PHILADELPHIA	UNKNOWN	8	7
GREYHOUND	VARIOUS	2	1
LEPRECHAUN LINES	VARIOUS	4	5
LEISURE LINES	UNKNOWN	N/A	2
MSB EXPRESS (PA)	UNKNOWN	1	1
PAY ME BACK	VARIOUS	2	2
SAVS (PA)	UNKNOWN	1	2
SHORTLINE	VARIOUS	10	14
WWCC & VOUCHERS	VARIOUS	58	48
WMATA	WASHINGTON DC	2	2
TOTAL		97	94

<i>Transit Companies in which Service Area is Unknown, Various, Or Outside of New York State</i>	10	12
<i>Other Participation</i>	1%	1%

23. *Section B.2.2.g.2, Page 67: How many vouchers were issued in the most recent month?*

Answer: 48

24. *Section B.2.2.g.9, Page 67: Please describe the current procedure for handling lost or stolen vouchers, smart cards or fare media.*

Answer: Passes, smart cards, vouchers or other fare media are mailed so the participant will receive it by or before the first day of the benefit month. If it is not received by then, (either lost, stolen, or undelivered) participants must contact customer service to report the missing order within the first three (3) business days of the benefit month. The vendor mails the order to the address in the database. All orders are subject to the terms and conditions of the user agreement.

After notifying the vendor that the pass was not received, the vendor will send, either by mail or fax, a *Special Handling Form* enabling the participant to be reimbursed for the cost of a replacement pass.