

**New York State Department of Health
MRT Enrollee Notification Mailing IFB# 17649
Questions and Answers**

Question	Subject	Bidder's Question	Answer
1	Section 1.0 Calendar of Events	Per your chart, the anticipated start of the contract will be November 1, 2018. Are we to assume production will take place in November, December or at another time during the 1-year contract term?	Upon OSC approval, the Contractor must submit a Quality Assurance (QA) plan within 30 days of OSC approval or the anticipated start date of November 1 st , 2018 whichever is later. (See Amendment 1). The Contractor is also expected to complete the SSP workbooks and DUA per section 4.6 and also per responses to questions 48 through 51 prior to production.
2	Section 3. Minimum Qualifications	Experience reproducing, packaging, and distribution of a mass mailing of a minimum quantity of 1 million individual mailings during the past 5 years. Although we do not have the experience with NY contracts, are we allowed to bid if we have the experience across all of our company's engagements within the past 5 years?	Yes.
3	Section 3. Minimum Qualifications	Can DOH clarify where vendor will be required to have a processing facility located in New York State?	This is not a requirement.
4	Section 4.1 Mailing - Requirement	Is the mail going out to only the 5 boroughs or is it going all over the NY state?	All of New York State.
5	Section 4.1 Mailing - Requirement	The list that will be sent needs to be de-duped to one per household? OR one per name per household? (could there be multiple enrollees at the same address shouldn't they all be notified)	The Contractor must send one (1) MRT Enrollee Notification Letter to each household. If there are multiple enrollees per address, it should be addressed to the household.
6	Section 4.1 Mailing - Requirement	Is there a specific timeline for this mailing? Is there an in-home date to hit?	There is no specific timeline or in-home date to hit at this time. The Contractor must complete the mailing within the one (1) year contract term.

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7	Section 4.1 Mailing - Requirement	Does the mailing need to be dropped in New York State? If so, does the mailing need to be dropped in the Capital Region?	No.
8	Section 4.1 Mailing – Requirement	Will vendor be required to utilize USPS IMB tracking services on this mailer?	No.
9	Section 4.1 Mailing - Format	Will the both documents need to print in Color as the pdf sample shows? Or is Black & White acceptable?	The MRT Enrollee Notification Letter and the Language Assistance Availability Notice will be printed in black and white.
10	Section 4.1 Mailing - Format	How many colors in the envelope?	Please see response to question #9.
11	Section 4.1 Mailing - Format	How many colors is the first insert?	Please see response to question #9.
12	Section 4.1 Mailing - Format	How many colors is the second insert?	Please see response to question #9.
13	Section 4.1 Mailing - Format	Please confirm how this prints 2 sided black?	Please see response to question #9.
14	Section 4.1 Mailing - Format	Will the letter and language assistance notice be printed in b&w or color?	Please see response to question #9.
15	Section 4.1 Mailing	Does the mailing envelope have any color or is it black & white?	The envelope must be white.
16	Section 4.1 Mailing - Format	Are the 3 places where the date will be entered on the first insert Variable or Generic?	The first date location at the top of the letter will be variable based on the day that the letter is mailed. The two remaining date locations will remain static in each letter and will be provided by the Department before the mailing is scheduled.
17	Section 4.1 Mailing - Format	Please confirm that both documents MRT Enrollee Notification Letter & Language Assistance Letter print with no variable data?	Please see response to question #16. The remaining data will remain static.
18	Section 4.1 Mailing - Format	Is there any variability to the letter? If so can mapping be provided? Or at a minimum the number of variations?	Please see response to question #16 and #17.
19	Section 4.1 Mailing	What information is variable on the letters or language assistance availability notices and will that information be specific to the enrollee?	Please see response to question #16 and #17.

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20	Section 4.1 Mailing - Format	Currently, the letter draft is setup to be inserted into a closed face #10 envelope. Would the agency consider reformatting the letter so generic #10 window envelopes could be utilized?	No.
21	Section 4.1 Mailing - Format	Will the NYS Dept of Health logo art file be provided?	Yes.
22	Section 4.1 Mailing - Format	Will the Seal of NYS logo art file on the Language Assistance Availability Notice be provided?	Yes.
23	Section 4.1 Mailing - Format	Can a Single Window envelope be utilized for this project?	No.
24	Section 4.1 Mailing	Where is the mailing address placed? Can the letter be modified to accommodate a window envelope or can a slip sheet be added?	The mailing address is placed on the front of the envelope. The letter will not be modified to accommodate a window envelope or a slip sheet.
25	Section 4.1 Mailing – File Cleansing	Will the file need to be run against NCOA?	Yes.
26	Section 4.1 Mailing – File Cleansing	Will the awarded contractor have to process the received mailing list through CASS/NCOA or will the data be cleansed prior to transmission?	The Contractor will have to process the mailing list through CASS/NCOA prior to the mailing.
27	Section 4.1 Mailing – File Cleansing	If an address can be flagged prior to mailing as being incorrect can it be corrected first, then mailed? Or is there a legal reason for needing to mail to the address as provided?	If an address is identified as incorrect prior to the mailing, it should be corrected before it is mailed.
28	Section 4.1 Mailing – File Cleansing	Will DOH require vendor to commingle mailing using MLOCR technology to ensure zip code densities are achieved to meet USPS requirements for 5-digit postal discounts? Commingling would require vendor to merge 3 rd part mail with DOH mail which historically reduces postage costs between 3-5%.	It is up to the Contractor on the methods to complete this mailing.
29	Section 4.1 Mailing – File Cleansing	Will DOH need any composition services for this mailing? Or will it be print ready?	The questions in unclear therefore, the Department is unable to provide a response.
30	Section 4.1 Mailing - File	What format will the mailing list be sent to the contractor in? Excel spreadsheet or flat file?	The mailing list will be sent via encrypted .txt file, pipe delimited.

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31	Section 4.1 Mailing - File	What file format is the input file?	Please see response to question #30.
32	Section 4.1 Mailing - File	Is the address file layout available?	Yes, please see Attachment P.
33	Section 4.1 Mailing - File	How many input files would we receive?	One (1) file will be sent to the Contractor.
34	Section 4.1 Mailing - File	Would all like addresses be in the same file? Or would the addresses from all files need to be compared?	Please see response to question #33.
35	Section 4.1 Mailing - File	What file format will be provided to vendor for printing? Can DOH provide a sample of this file for review?	Please see response to question #30 and #32.
36	Section 4.1 Mailing - Postage	Outgoing postage rage – First Class or Third Class with an endorsement?	Per Section 4.1, the Contractor is expected to use the most financially efficient methods and rates accessible.
37	Section 4.1 Mailing - Postage	Can we see a previous postage statement?	This is a new endeavor and there are no previous postage statements to offer.
38	Section 4.1 Mailing - Postage	Is there a requirement for the package to mail "1st Class"? Or, can this mail as "Marketing Class" (Formerly Standard Class)?	Please see response to question #36.
39	Section 4.1 Mailing - Postage	Will DOH utilize vendor permit or internal permit? How will postage funds be transferred should Vendor permit be utilized? Will postage be provided upfront?	Per Section 4.1, the Contractor is responsible for their own postage permit. The Contractor will submit a monthly invoice for postage costs incurred. The Department will verify these expenses through backup documentation accompanying the invoice submitted.
40	Section 5.4 Payment	How will the postage be paid for outgoing mail?	Please see response to question #39.
41	Section 5.4 Payment	How will the postage be paid for return mail?	There is no return mail as part of this mailing.
42	Section 5.4 Payment	Will the postage be pre-paid or will we bill for postage?	Please see response to question #39.
43	Section 5.4 Payment	Will the postage be paid by the NYS DOH prior to the mailing drop at the post office?	Please see response to question #39.

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44	Section 4.2 Undeliverable Mail	Will there only be one 2 nd mailing for all returned pieces or can the awarded vendor mailing these on a daily/weekly basis?	The Contractor may complete the second mailings on a daily/weekly basis when the returned pieces are received by the Contractor.
45	Section 4.2 Undeliverable Mail	Is the second mail the same as the first in terms of content?	Yes.
46	Section 4.2 Undeliverable Mail	Will the 2 nd mailing for "Bad Addresses", be a single mailing for all bad addresses returned? Or will it be required to process & mail the bad addresses as received?	Please see response to question #44.
47	Section 4.2 Undeliverable Mail	What information, beside the enrollee's address, will be provided to identify a modified, new or corrected address?	It is up to the Contractor to locate a second address. If the Contractor is unable to locate a new address, the returned materials will be destroyed.
48	Section 4.6 Security Requirements	Can you describe the expected process for completing the System Security Plan Control Workbooks and how they will be submitted and evaluated?	The System Security Plan (SSP) Control Workbooks may be completed and submitted as a single collection of workbooks and supporting artifacts, or a the SSP may be provided to DOH as a series of submissions, where each contains a small number of workbooks. The SSP contains instructions for completion, and the Bureau is available to answer questions regarding submission, evaluation. Results from the review include a feedback scorecard that contains guidance for control information on gaps identified during the review and how to correct.
49	Section 4.6 Security Requirements	Will Control Workbooks that meet this requirement from other New York state contracts (for NIST 800-53) be accepted?	Information from other security plans may be copied into the DOH SSP, and it is likely that any artifacts from those security plans

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			would be valuable as artifacts for the DOH SSP.
50	Section 4.6 Security Requirements	How many months will the vendor have to complete and submit all of the Control Workbooks?	It is anticipated the Contractor will take 4-6 months to complete the SSP. Medicaid Confidential Data (MCD) will not be provided until the workbooks are submitted and reviewed.
51	Section 4.6 Security Requirements	Will the Control Workbooks be due prior to the first mailing?	The critical controls are due before the first mailing and full workbooks are due within six months of receiving MCD.
52	Section 5.5 Minority & Woman-Owned Business Enterprise Requirements	Will DOH consider utilizing preferred source for the mailing portion of this contract as an alternative to the 30% MWBE requirement?	No.