

Agency Responses to Bidder Inquiries

RFP C140424 - Document Conversion, Electronic Document Receipt and Data Capture Services

Inquiry Number	RFP Section		Inquiry	Response
1	1.1		Are there any current operational or contract issues experienced by WCB that have led to the issuing of this RFP?	No, there are no current operational or contract issues that have led to the issuing of the RFP. The RFP is being issued in anticipation of the expiration of our existing contract on 12/31/26.
2	Section 1.2 (Page 5) – Summary of Scope of Services; Appendix B – Business Requirements Document		Should we expect any non paper items mixed in envelopes, for example CDs, photos, ID cards, checks, or return receipts?	Yes, non-paper items can be received in the same envelop as documents that require scanning.
3	1.3		What was the prior year's spend for the existing contract?	The Board spent \$6,591,817.00 under the contract in the 24-25 Fiscal Year (4/1/24-3/31/25).
4	1.3		Given that support of this contract could require a full facility build out to accommodate the stated volumes, is WCB willing to extend the contract start/go-live date?	The WCB is willing to discuss extending the contract start/go-live date.
5	Section 1.3		Is there an incumbent for these services? If yes, who is the incumbent and what is the corresponding contract value, contract number and period of performance?	The Board currently contracts with Conduent State and Local Solutions, under contract #C140391. The term of the agreement is 1/1/2020 - 12/31/2026. The total contract value inclusive of all renewals is \$49,000,000.
6	1.3 ANTICIPATED CONTRACT TERM AND RENEWAL		Would the transition (6 months) be by doc type or would all doc types have to be ready at start?	The go-live would be for all doc types.
7	RFP Section 1.3 / BRD Section 9		During the six-month transition period, what level of access, documentation, and support will the selected vendor receive from the WCB and/or the incumbent vendor to ensure a smooth transfer of operations?	The WCB will provide full support during the transfer of operations and ensure that the vendor has all documentation needed to ensure a smooth transfer of operations. The incumbent vendor will also provide a written transition plan that outlines, at a minimum, the tasks, milestones, and deliverables associated to ensure continuity of services.
8	Section 2.2.15		a. Under the existing contract, what is the current percentage level of participation for New York State-certified Minority-owned Business Enterprises? b. What is the current percentage level of participation for State-certified Women-owned Business Enterprises? c. Have the 15% MBE & 15% WBE goals been met for existing contract? d. Who are current MBE and WBE contractors on existing contract? e. Please clarify if Appendix D -MWBE Utilization Plan is due with bidders proposal.	To obtain the information requested regarding the incumbent vendor's utilization of MWBEs, you can make a FOIL request to the Board. Instructions for making a FOIL request can be found at: https://www.wcb.ny.gov/foil/ . The Contractor will be responsible for using good faith efforts to meet the contract goals. Appendix D - MWBE Utilization Plan is due upon contract award.
9	2.2.15		Does the MWBE or SDVOB need to be headquartered in the state of New York?	The MWBE or SDVOB firm must be certified in NY State. The location of their headquarters is dependent on their role in performing the scope of work.
10	B. Business Participation Opportunities for MWBEs	2.2.15.B	Do bidders need to speak to the Contracts Office regarding good faith efforts (waiver of MWBE) prior to submission?	Bidders must make every effort to include MWBE and SDVOB firms to carry out the services under the scope of work. If after exhaustive efforts, there are no MWBE or SDVOB firms available, good faith efforts must be demonstrated and a waiver request would be submitted at the time of award.
11	Section 2.2.15.B "Business Participation Opportunities for MWBEs", p.12-13		Can the allocation between MBE and WBE participation be adjusted (e.g., weighted more heavily toward one category) based on vendor skill sets, availability, or other project-related considerations, provided that the overall 30% MWBE threshold is maintained?	Bidders must make every effort to meet the established goals. If after exhaustive efforts, there aren't sufficient MWBE or SDVOB firms available to meet the stated goals, good faith efforts must be demonstrated and a waiver request for the proportionate goal would be submitted at the time of award.
12	Section 2.2.15.C "Equal Employment Opportunity Policy Statement", p. 14		RFP Section 2.2.15.C states, "The respondent will be required to submit a Minority and Women-owned Business Enterprise and Equal Employment Opportunity Policy Statement, APPENDIX D, to the WCB with its bid or proposal." Appendix D, Section III.B.2 states, "2. The Contractor shall submit an EEO policy statement to the Board within seventy-two (72) hours after the date of the notice by the Board to award the Contract to the Contractor." Please clarify if bidders are to submit the Equal Employment Opportunity Policy Statement with their proposals.	The EEO Policy Statement should be included with your proposal. If the document is not submitted with the proposal, we will request that it is submitted prior to award.
13	Section 2.2.16		Under existing contract, (a) what is percentage of SDVOB participation; (b) has a 6% participation goal been met; and (c) who are current SDVOB contractors supporting the existing contract?	To obtain the information requested regarding the incumbent vendor's utilization of MWBEs, you can make a FOIL request to the Board. Instructions for making a FOIL request can be found at: https://www.wcb.ny.gov/foil/ . The Contractor will be responsible for using good faith efforts to meet the contract goals.
14	Section 2.2.16 "MWBE and SDVOB Utilization Plan" p. 108		RFP Section 2.2.16, subsection A.III.A (RFP page 16) states the SDVOB Utilization Plan is due upon contract award. However, Appendix D (RFP page 111) states that the plan is to be provided with the bid or proposal. In addition, the instructions on the form state, "this form must be submitted with any bid, proposal, or proposed negotiated contract or within a reasonable time thereafter, but prior to contract award. Please clarify if the SDVOB Utilization Plan is required with proposal responses.	The SDVOB Utilization Plan should be submitted upon award.
15	3		The RFP states that WCB has the right to change specifications. Given that the pricing will be based on the specifications presented, can the vendor amend the pricing based on the specification change?	Neither the scope of work or proposed pricing under the RFP may change during the agreement term. If there are changes to the workflow process or other non-material changes to the process they will be mutually agreed upon.
16	Section 3.1 (Page 19) – Minimum Bidder Eligibility Requirements		Can the primary processing center be outside New York if we meet all SLAs and custody controls? Our main site is in Huntingdon Valley, PA. Is the 25 mile proximity a preference or a hard requirement, and can it be waived?	No, the primary processing location must be located in New York (Appendix B, 11.A.iii). It is desired that the primary processing center be located within 25 miles of where paper documents are located. Please refer to Appendix B, Section 3.A for requirements of transportation of documents.
17	Section 3.1.2		The requirement for Bidder's Primary Operating facility to be within 25 miles of WCB locations favors the incumbent, limits competition and disqualifies bidders who would otherwise be considered qualified responsive bidders to provide these services. Would WCB consider removing this requirement?	No. Per Section 11(A)(ii) of Appendix B to the RFP (the Business Requirement Document [BRD]), the Contractor shall "[l]ocate its Primary Operating Facility in New York State within a 100-mile radius of the post office noted in Section 3(A)(iii); however, <u>it is preferred</u> that the Primary Operating Facility be located with within a 25-mile of such post office. The Board has legitimate business reasons for this preference; however, it is not a requirement.

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18	Section 3.2 (Page 20) – Service Requirements; Appendix B – Business Requirements Document		At pickup, are documents already boxed and labeled, or are we responsible for packing and labeling on site?	Documents at each pick-up location will be in Post Office letter trays.
19	Section 3.2 (Page 20) – Service Requirements; Appendix B – Business Requirements Document		Are there maximum daily pickup counts we should plan for?	The maximum daily pickup count is four.
20	Section 3.2 (Page 20) – Service Requirements; Appendix B – Business Requirements Document		Are there box weight limits or container standards you require?	No, there are no required box weight limits or container standards.
21	Section 3.2 (Page 20) – Service Requirements; Appendix B – Business Requirements Document		Is any large format material in scope, and if so, what size ranges and approximate volumes?	There are no large format materials in scope for scanning.
22	Section 3.2 (Page 20) – Service Requirements; Appendix B – Business Requirements Document		Beyond the 200 DPI minimum, are there specific form types that must be scanned at higher DPI or in color by default?	No, there are no form types that must be scanned at a higher DPI or in color.
23	Section 3.2 (Page 20) – Service Requirements; Appendix B – Business Requirements Document		Will a full list of Laserfiche document types and their required index fields be provided to match and merge?	This information will be provided by the Board during the transition period.
24	Section 3.2 (Page 20) – Service Requirements; Appendix B – Business Requirements Document		Will a list of index values be provided to match and merge with the Laserfiche configuration?	This information will be provided by the Board during the transition period.
25	Section 3.2 (Page 20) – Service Requirements; Appendix B – Business Requirements Document		Are you expecting document level indexing to match that list, or folder level indexing to scan into Laserfiche?	Index values for documents scanned into Laserfiche will be provided by the Board during the transition period.
26	Section 3.2 (Page 20) – Service Requirements; Appendix B – Business Requirements Document		What intake method do you want us to feed today for Laserfiche, for example SFTP drop, watched folders, or API?	Watch folders are used by a local LaserFiche automated agent to take files from the Vendor and import into LaserFiche cloud.
27	Section 3.2 “Service Requirements” p. 20		RFP Section 3.2 SERVICE REQUIREMENTS states, “Contractor shall be responsible for providing Document Conversion, Electronic Document Receipt, and Data Capture services as described in the Board’s Business Requirements Document (“BRD”), Appendix B.” RFP Section 4.4.2 Required Responses states, “Volume II should include the following sections that correspond with the requirements set forth in the BRD as referenced in Section 3.2 of this RFP. Please confirm that bidder is only to respond to the BRD requirements in Appendix B that are requested in RFP Section 4.4.2.	Confirmed. However, any information you can provide that will demonstrate the firms ability to carry out the services would be encouraged.
28	4.1 “General Procedures”, p.20		Could the Board confirm whether digital signatures are acceptable on the attachments and certification forms submitted?	No, digital signatures may not be submitted.
29	4.1 “General Procedures”, p.20		Can you please confirm that electronic submissions via email are acceptable?	Electronic submissions via email are acceptable. Please see Section 4.1(6) of the RFP, which provides: Bidder must submit their proposal either: 1) On a USB thumb drive containing the completed ATTACHMENT H, Administrative Volume, Technical Volume, and Cost Volume files in an envelope labeled with the Bidder’s name and “NYS Workers’ Compensation Board, Document Conversion RFP, C140424”; or 2) Via an electronic copy of the completed ATTACHMENT H, Administrative Volume, Technical Volume, and Cost Volume files via email to WCBContracts@wcb.ny.gov; the subject line must be titled “NYS Workers’ Compensation Board, Document Conversion RFP, C140424.”
30	4.1 “General Procedures” p.20-21		Several attachments listed in the Table of Contents (e.g., Attachments J and K) are not explicitly assigned to a proposal volume in the submission instructions. Could the Board confirm which volumes should contain: • Attachment J – Bidder’s Certified Statements • Attachment K – Fee Proposal?	Clarification: Attachment H is the Bidder’s Certified Statements (please see revised page 4 of the RFP as several attachments were incorrectly named), and should be submitted separately from other submission volumes. Attachment I is the Cost Volume and should be submitted in a separate document than the other volumes.
31	4.1 “General Procedures”, p. 20-21		When submitting the proposal with three separate volumes, should proposers include a master Table of Contents to organize all volumes, or are separate volume-level TOCs sufficient?	Separate volume-level TOCs are sufficient.
32	4.1 “General Procedures”, p. 20-21		For the attachments (A–K), can the Board confirm whether each attachment should be submitted as a separately labeled file within the appropriate volume folder, or may they be embedded within the PDF of that volume?	Please see the Revised Page 4 issued with this Q&A. Attachment I - Fee proposal must be submitted as a separate document. Attachment H should also be submitted as a separate file. Other attachments may be combined with the Administrative Volume.
33	4.1 “General Procedures”, p. 20		Is there a size limit for submitting files via email?	The email file size limits are 20 mb.
34	Table of Contents; Section 4.2 “Bidder’s Certified Statements”, p.21		The Table of Contents lists Attachment J as “Bidder’s Certified Statements,” while Section 4.2 refers to Attachment H by the same title. Could the Board please confirm which attachment is correctly designated as “Bidder’s Certified Statements” and specify in which volume it should be submitted?	The correct Attachment letter for Bidders’ Certified Statements is Attachment H. Please see the revised RFP page 4. Bidders’ Certified Statements (Attachment H) should be submitted as its own separate document (and not as part of one of the proposal volumes).

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35	Section 4.2.1 "Trade Secret Exemptions" p. 21-22		Should bidders provide redacted copies of the documents containing trade secrets?	Yes. Bidder's should provide a redacted version of the proposal as well as a letter indicating the volume, page number, information to be redacted, and the reason for the requested redactions.
36	Section 4.3.2 "Required Materials" p. 22-23		This section references a Cover Letter but the RFP requirements do not state where the Cover Letter should be placed – can you please confirm?	The cover letter may be included with the Administrative Volume.
37	4.3.2 "Required Materials", p.22		There appears to be a potential duplication between Attachment H (Bidder's Certified Statements) and other forms (e.g., Attachment C, Vendor Responsibility Certifications). Could the Board clarify whether all certification forms (Attachments C-G) must be included separately in addition to the signed Attachment H, or if they are consolidated?	Please see the Revised Page 4 issued with this Q&A. Yes - Attachments C-G must be included separately in addition to the signed Attachment H. Attachment I - Fee proposal must be submitted as a separate document. Attachment H should also be submitted as a separate file. Other attachments may be combined with the Administrative Volume.
38	4.4.1 "Technical Volume Format", p.23		Are proposers permitted to include graphics, charts, and screenshots in Volume II to illustrate workflow and process descriptions, and if so, should they be included inline or as appendices?	The graphics and charts may be included as attachments.
39	4.4.2. Required Responses, and 11. Facility Requirements		Does the disaster recovery site need to be in the state of New York, or can it be in New Jersey?	The disaster recovery site must be located in New York (Appendix B, Section 11(A)(iv))
40	4.4.2. Required Responses, and 11. Facility Requirements		Can your disaster recovery site be a MWBE partner?	Yes
41	4.4.2 "Required Responses", p.23		The Technical Volume response item #14 requires bidders to identify key personnel and explain how they meet qualifications outlined in Appendix B, Section 13. Could the Board clarify whether bidders should include a separate staffing plan or organizational chart, or if a narrative response is sufficient?	Narrative responses are sufficient, however if the bidder feels that an organizational chart or other documents will enhance the proposal, then bidders are encouraged to do so.
42	Section 4.5		Please provide a copy of the referenced Attachment I – Fee Proposal Excel template.	Please see the Revised Page 4 issued with this Q&A. Attachment I is the Fee proposal must be submitted as a separate document. The Vendor Assurance form is Attachment F. The Excel document is available on the Board's website at: https://www.wcb.ny.gov/procurements.jsp
43	Table of Contents; Section 4.5 "Cost Volume" P.24		The Table of Contents identifies Attachment I as the "Vendor Assurance of No Conflict of Interest or Detrimental Effect Form," but Section 4.5 references Attachment I as the "Fee Proposal." Could the Board clarify which attachment letter corresponds to the Fee Proposal and whether the Vendor Assurance Form has been assigned a different attachment letter?	Please see the Revised Page 4 issued with this Q&A. Attachment I is the Fee proposal must be submitted as a separate document. The Vendor Assurance form is Attachment F.
44	6.24. Termination, Section C. For Suspension or Delisting of Contractor's Securities		If the company is delisted when submitting the RFP response, how is that looked upon?	It would depend on the reason for the delisting; was the delisting voluntary or involuntary.
45	RFP Section 6.29 / BRD Section 19		The RFP requires a \$5,000,000 performance bond. It also requires Cyber Liability Insurance with limits determined by risk level. Can the Board confirm if proof of bondability and insurance must be submitted with the proposal, or if it is a post-award requirement?	Proof of bondability and proof of insurance are required as part of the contracting process.
46	RFP Section 6.29		Regarding Data Breach/Cyber Liability Insurance, who is responsible for determining the risk classification (Low, Moderate, High) of the data being handled, which dictates the required coverage amount?	The NYS Workers' Compensation Board (in consultation with the NYS Office of Information Technology Services) is responsible for determining the risk classification.
47	6.29 Insurance		Are permitted subcontractors expected to maintain the same levels and types of insurance required under RFP Section 6.29?	Subcontractors shall carry coverage sufficiently proportionate to the duties they will carry out under the agreement. Ultimately, the Prime Contractor shall be fully responsible to WCB for the acts and omissions of, and the performance of Services by, all subcontractors and/or persons either directly or indirectly employed by such subcontractors. The Contractor shall not be relieved in any way of any responsibility, duty, or obligation of the Contract by the award of any subcontract.
48	6.44 Piggybacking		While RFP Section 6.44 enables Piggybacking, would any such engagement be likewise limited to the same restrictions of Section 3.12 facility location and Section 6.15 Scope of Contract (i.e. would Piggybacking mandate WCB consent to the work outside scope of this Agreement to perform the Piggyback rendition of services)?	Any piggyback agreements from other government entities would be subject to the scope of work and terms and conditions defined within. With regard to the location, it may be reasonable to apply the mileage requirement to the post offices or facilities relevant to the entity entering into the piggyback agreement.
Appendix B - Business Requirements Document (BRD)				
49	Appendix B	Appendix B	How many contractor FTEs are presently deployed to support each intake method and service component?	There are 19 FTEs presently deployed to support paper and 33 FTEs to support electronic.
50	Appendix B	Appendix B	What level of automation is currently used to identify document types and capture data? Is OCR used? Is AI used? Are barcodes used? What volume of document type ID is performed manually?	Approximately 25% is currently automated to identify document types and capture data. Most Board forms also have barcodes.
51	Appendix B – Business Requirements Document (BRD), B. Receipt Method Definitions	Appendix B, Section 1.B.	What is the percentage of simple v/s duplex paper documents?	50/50
52	Appendix B. B.i	Appendix B, Section 1.B.i	How many checks per month are received ? And are there procedures for handling checks outside what is listed ? Would WCB be interested in check depositing services ?	Approximately 970 checks are received each month. The procedures for handling checks will be provided when the contract is awarded. The WCB is not interested in check depositing services.
53	Appendix B – Business Requirements Document (BRD), C. Work Packages	Appendix B, Section 1.C.	What is the difference between documents, papers, and pages?	A document can be a single page or multiple pages for the same claimant kept together per business rules. A paper is one sheet of paper that can be a front and maybe a back. A page is one single side of a piece of paper. Please refer to Appendix B, Section C for additional information.
54	Appendix B – Business Requirements Document (BRD), D. Converted Document	Appendix B, Section 1.D.	What is the file size of the email documents received?	The file size of emails vary depending on how many pages an attachment is or the number of attachments.

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55	Appendix B – Business Requirements Document (BRD), D. Converted Document	Appendix B, Section 1.D.	What is the annual count of converted documents we are seeing for paper and paper rows?	In 2024, the volumes were: Documents 2,926,449 Paper 4,740,933 Pages 18,393,239
56	Appendix B, Section 1.D.	Appendix B, Section 1.D.	Please clarify what the column titled Papers represents. The "Papers" column is populated for both Paper and Electronic receipts, could you please clarify what the quantities in the Papers column represent?	A paper is one sheet of paper that can be a front and maybe a back.
57	Section 3 A v "Transportation" p. 4	Appendix B, Section 3.A.v.	As per the BRD document, the contractor should return hard copies as requested by the Board. Please let us know if these returns can be done using USPS or whether scanned images can be shared with WCB?	This requirement pertains to hand delivering documents to the Board's office located in Binghamton.
58	B. Document Intake, Screening & Prep	Appendix B, Section 3.B.	Is the stamping just the electronic annotations added (DCN) and is the restacking electronic (sort/stack order)?	WCB#, Name, SSN, DOA. Restacking is done physically for paper prep and electronically for electronic prep.
59	Section 3.B.iii, "Paper Document Ingestion Services", p.5	Appendix B, Section 3.B.iii.	Please confirm the level of manual intervention expected in the form type identification process — for example, are staff required to review the boxes checked or manually stamp a form type during initial preparation?	Yes, in some instances the staff will be expected to review the form and identify the form ID based on what checkboxes are selected.
60	3.B.ix	Appendix B, Section 3.B.ix	Regarding obsolete forms – has the use of incorrect/obsolete forms decreased over the current contract term? If yes by what volume and how was this reduction accomplished?	The use of incorrect/obsolete forms has decreased but the volume fluctuates depending on whether newer form versions are mandated.
61	Appendix B. 3.B.ix	Appendix B, Section 3.B.ix	What was the volume of outsorts sent to WCB Quality Control Manager (1-4 as described) in 2024?	Approximately 10,500 in 2024.
62	Appendix B. 3.B.xi	Appendix B, Section 3.B.xi	Does this section reference "outbound print services" ? If yes, what was the volume in 2024? If yes, how is the postage cost considered in the contract ?	In 2024, the volume of outbound print services was 3,118. The postage cost should be considered as part of the submitted cost proposal defined in 4.5.2- Return of paper documents returned to sender.
63	Section 3.B.xii, "Document Intake, Screening & Prep", p.6	Appendix B, Section 3.B.xii	Could the WCB confirm in what situations documents are required to be stamped and what information must be applied?	Some WCB forms require original signatures. Original signatures that are verified by the vendor are stamped on the form.
64	Section 3 B xii "Document Intake, Screening & Prep" p. 5	Appendix B, Section 3.B.xii	In regards to paper preparation, will there be a scenario to transcribe any data from one paper to another?	No, transfer of data from one document to another by the vendor will not be required.
65	Section 3 B xii "Document Intake, Screening & Prep" p. 5	Appendix B, Section 3.B.xii	Is there a requirement to verify original or non-original signatures on the paper documents?	Yes, the vendor will need to verify original signatures on specific paper forms.
66	Appendix B. 4.B.ix	Appendix B, Section 4.B.ix	What was the volume of outsorts sent to WCB Quality Control Manager in 2024 ?	Approximately 10,500 in 2024 were sent to the WCB Quality Control Manager in 2024.
67	4.B.xii	Appendix B, Section 4.B.xii	"Maintain original electronic files" – is that just the attachment or the complete email/fax?	Complete email and attachment must be retained.
68	Appendix B 4.D.vi	Appendix B, Section 4.D.vi	What was the volume of emails that were rejected in 2024 ?	Less than 5,000 emails were rejected in 2024.
69	Appendix B 4.E.iv	Appendix B, Section 4.E.iv	How many current SFTP partners exist ? How many are expected to be added each year of the contract term ?	There are currently 10 SFTP partners. It's unknown how many will be added each year of the contract term.
70	Appendix B – Business Requirements Document (BRD), G. Customer Notification and Help Desk	Appendix B, Section 4.G	What is the volume for customer notification and help desk? Also, is there separate pricing to be provided for the help desk component?	Several inquiries are received per day. There is no separate pricing for the help desk component.
71	Section 4.6.i, "Customer Notifications & Help Desk", p.12	Appendix B, Section 4.6.i	Can the help desk be located outside the United States?	No, all services must be provided in New York.
72	Appendix B 5.B.v	Appendix B, Section 5.B.v	How many fields had to be manually captured in 2024 because they were not available for flooding ?	It's estimated that over 4,000,000 fields were manually captured in 2024.
73	Appendix B. 6.E	Appendix B, Section 6.B.E	How many re-scan requests were made in 2024 ?	989 requests for rescan were made in 2024.
74	Section 6.C., "Data Capture Accuracy Evaluation", p.14	Appendix B, Section 6.C	Will the captured data points be typed or handwritten?	Submitted forms are typed, but they can also be handwritten.
75	Section 7.E, "Index Field Data Transmission", p.19	Appendix B, Section 7.E	Will vendors be allowed to charge an incremental rate to capture new and / or future indices not listed in the table 7.(E) of the RFP?	No. The per document rate bid for Index Field Data Capture should account for possible new indices. The WCB will provide an updated layout table with all indices upon execution of the contract.
76	Section 7.E, "Index Field Data Transmission", pg.19	Appendix B, Section 7.E	CARC & RARC codes are not listed in the Index Fields transmitted in section 7.(E)(iv). Will CARC / RARC codes be an index field under the new contract? If so, what is their Field Type.Length, and Capture Type? Are they Floodable?	Yes, CARC/RARC codes will be an index field under the new contract. The vendor will be provided an updated layout following execution of the contract.

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77	BRD Section 9.F	Appendix B, Section 9.F	The RFP requires pricing implementation services per milestone, with payment contingent on "mutual agreement" of completion. Can the Board provide specific, measurable, and objective acceptance criteria that will be used to approve each of the three implementation milestones?	Please refer to sections 9(B)-9(C) in Appendix B which provides the criteria for each of the implementation milestones.
78	10.B	Appendix B, Section 10.B	The RFP states that additional document types or forms, changes to forms, additional reports, are not billable. Please confirm whether the WCB anticipates a defined limit or frequency for such changes over the five-year term, as these may impact the level of effort required to maintain firm pricing. In addition, can you provide examples or an estimate of how many such changes occurred during the current contract term?	There is no defined limit or frequency for form changes and/or requests for additional reports over the five-year term. Ten new forms were introduced in 2024. In addition, the Board revised 25 forms in 2024.
79	Section 11 A iii, iv, v "Physical Facilities" p. 27	Appendix B, Section 11.A.iii,iv,v	Will all production tasks need to be performed within the State of New York, or can some of them be done offsite in other states?	All production tasks need to be performed within New York.
80	Appendix B 13	Appendix B, Section 13	Are the "Key Personnel" mentioned expected to be 100% dedicated to the WCB contract and not allocated, even if a small amount, to other accounts ?	No
81	Appendix B 14.A	Appendix B, Section 14.A	Are there existing SOPs that can be shared to the winning bidder ?	The existing SOP can be shared with the winning bidder.
82	Appendix B 16	Appendix B, Section 16	How many times in 2024 did the current vender miss a Performance Standard which resulted in a Performance Credit ?	Performance credits are reflected on the invoice for the service month in which the performance standard was missed; however, the Board does not separately track this and cannot recall if, or how many times, performance credits were assessed in 2024.
83	Section 16.A, "Performance Credits", p.34	Appendix B, Section 16.A	Performance standards #12 and #13 refer to sections 7(D)(v) and 7(D)(vi) that are not found in the BRD document. Are 7(D)(v) and 7(D)(vi) missing?	Sections, 7(D)(v) and 7(D)(vi) were deleted from the Business Requirements Document, Attachment B. Performance standards #12 and #13 will not apply to the awarded contract.
84	Section 17, "Disability Benefits / Discrimination", p.36	Appendix B, Section 17	Is the WCB currently performing the work outlined in Section 17? If so, please provide an estimate of the current labor hours the Board's employees devote to these tasks to help bidders understand the level of effort involved? In addition, please provide additional detail on vendor responsibilities beyond the requirement to scan the documents.	Yes, the WCB is currently performing the work outlined in Section 17. There are various WCB staff dedicating various amounts of time to the project. The vendor responsibility is minimal. Questions may be submitted to the vendor during the project. The vendor will be given a deadline when information is needed.
85	18. Systems Modernization	Appendix B, Section 18	What is the anticipated reduction in paper submissions per year?	The Board is unable to provide the requested information at this time. Please also see the response to Question #88 below.
86	18. Systems Modernization	Appendix B, Section 18	Please confirm: the electronic submissions replacing paper will need to be processed by WCB's vendor?	Electronic submissions that will replace paper forms will not be processed by the vendor.
87	19. Performance Bond	Appendix B, Section 19	Is the performance bond a new requirement from the previous contract? If so, please explain the change.	No - the previous RFP and resulting contract contained the same performance bond requirement.
General				
88	General Cost		Given the anticipated reduction in paper volume, how will the contract address potential pricing adjustments if actual document volumes fall below a certain percentage (e.g., 25%) of the estimated volumes provided in the RFP?	The Board's modernization is a multi-year initiative. It is not anticipated that any reduction in paper volume during the contract period would fall below the 25% percentage.
89	(no section reference provided)		The RFP requires the new vendor to "Convert existing user accounts without impact to SFTP Trading Partners" and Registered SDU Users. Can the Board provide the total number of active user accounts for both the SFTP and SDU platforms that will need to be migrated?	For sFTP there are 10 active accounts and 9,800 for SDU.
90	(no section reference provided)		Regarding the required Web/Cloud Based Portal, can the Board provide more detailed functional requirements, particularly for the ad-hoc reporting capabilities that WCB staff will need to access?	The Board requires the ability to generate ad-hoc reports including, but not limited to measurable criteria such as: Form Type/Rec'd Date/Processed Date/Method of Submission, Form Status (live, grace period, obsolete).
91	(no section reference provided)		The RFP requires compliance with numerous NYS Information Security Policies. Are there specific controls or requirements within these policies (e.g., data residency, encryption standards for data-at-rest) that the Board considers of highest priority for this scope of work?	No, all requirements within the policy are of the same priority
92	(no section reference provided)		Will any historical data from the incumbent's systems, such as their Inventory Control System (ICS) records, be provided to the new vendor for migration? If so, in what format will this data be delivered?	No, this information will not be provided.
93	(no section reference provided)		Do documents have to be reordered depending on the form id?	The Board will supply document preparation rules which may require documents to be reordered prior to scanning.
94	Volume II		Can you please confirm whether or not bidders should add a TOC to Volume II?	Yes, a Table of Contents is preferred.