

# FSA RFP Bidders' Conference Clarifying Questions June 30, 2021

## Section 2.2.4

*Provide participant access to customer service via telephone and email. Ensure that Spanish-speaking employees have access to Spanish-speaking customer service representatives.*

1. **Would it be possible to provide an estimate of the number of Spanish speaking employees currently enrolled?**
  - a. That information is not available.
  
2. **Would you be able to share the historical call volume for Spanish language calls?**
  - a. That information is not available.
  
3. **Is there a requirement to have Spanish-speaking CSRs available or would an interpretation service available during service calls be acceptable?**
  - a. The vendor must ensure that Spanish-speaking employees have access to Spanish-speaking customer service representatives.

*No Additional Questions Received During Conference*

## Section 2.4 Enrollment

1. **Please describe your current enrollment process for HCSA, DCAA, and Adoption Advantage accounts. Included in your response, please identify if enrollment from these products is separate from the remainder of the state's benefits/insurance offerings (e.g. medical, dental, life, etc.)**
  - a. Our current process is described in Section 2.4 of the RFP. Employees enroll either during the annual open enrollment period or during the plan year if they experience a qualifying change in status event. Enrollment and change in status applications are submitted online using a customized enrollment system provided by the FSA administrator. Verification of employee eligibility is determined by the enrollment system. The FSA administrator then imports the approved enrollment data into its employer administration portal, establishes the appropriate HCSA or DCAA account for each participant, then generates the payroll files described in Section 2.5 to start, change or stop deductions.

The Adoption Advantage Account application process currently uses a paper enrollment form, but the RFP requires that the selected contractor's online enrollment system include Adoption as well.

Enrollment in the NYS FSA is separate from all other benefits offered by the State.

**2. In your current environment, what is the jump-off point for employees to enroll in their benefits?**

a. Currently eligible employees enroll during the annual open enrollment period or during the plan year if they experience a qualifying change in status event. Employees enroll directly with the FSA administrator.

**3. What is the current enrollment system of record for the HCSA, DCAA, and Adoption Advantage accounts?**

a. The current FSA administrator provides the enrollment system.

**4. What payroll systems will the enrollment platform interface with?**

a. The enrollment system does not directly interface with payroll systems. The selected contractor should propose a system to manage employee enrollment as described in Section 2.4. The selected contractor will then be responsible for using the enrollment data to generate the files required by OSC as described in Section 2.5.

**5. Please confirm that the requested go-live date for the enrollment system is 10/1/22**

a. The system needs to be final by October 1, 2022 and will go live in early November 2022 for Open Enrollment for the 2023 plan year.

**6. What is the current enrollment under the Adoption Advantage program?**

a. Currently there are two employees enrolled in the Adoption Advantage FSA.

**7. Please describe the types (benefit fair, in-person meetings, webinars, etc.) of open enrollment events that you've conducted in the past. Are you able to outline the locations, dates, times, past attendance numbers, etc.? How was open enrollment education handled in 2020? How will it be done for 2021?**

a. In the recent past except during 2020 GOER staff attended agency benefit fairs and union conventions. During 2020 GOER staff attended webinars and provided agency staff with an educational video. These events occur statewide during the fall. 2021 events have not yet been determined.

**8. Can you please provide the number of participants enrolled in both HCSA and DCAA?**

a. There are currently about 2,315 employees enrolled in both the HCSA and DCAA. Bidders please note that current enrollment is below average.

**9. What is the number of participants Electing All Benefits: HCSA, DCAA and Adoptive Advantage Account?**

a. Currently there are no participants who are enrolled in all three benefits. However, as mentioned previously, there are about 2,315 employees that are enrolled in both the HCSA and the DCAA. One employee is enrolled in both the DCAA and the Adoption Advantage Account.

**10. What is the contribution/election amounts for the HCSA and a date of reference or plan year reference?**

a. The total annual HCSA election amount is \$18,725,151 for plan year 2020 and \$17,556,866 for plan year 2021.

**11. What is the contribution/election amounts for the DCAA and a date of reference or plan year reference?**

a. The total annual DCAA election amount is \$21,227,095 for plan year 2020 and \$14,873,448 for plan year 2021.

**12. What is the contribution/election amounts for the Adoptive Advantage Account and a date of reference or plan year reference?**

a. The total annual contribution to the Adoption Advantage Account is approximately \$18,000 for plan year 2020 and \$16,000 for plan year 2021.

**13. Do you have varying eligibility rules for the reimbursement accounts by state agency, manual agency, and/or union group?**

a. The manual agencies follow the FSA plan rules set by GOER, which also apply to all state agencies. There are two bargaining units that have specific eligibility rules that will need to be applied.

**14. GOER provided the run rate of the 2021 claims (\$23.4M) being significantly off from 2019 and 2020 total claims. But, in Q/A10 GOER stated current employee enrollment is at 18,450 but that the current enrollment is below average.**

a. Total annual enrollment in the FSA typically exceeds 20,000 participants. In A60, we indicated that in 2021, claims paid total \$10,952,200 through 6/21/2021.

**15. What was the enrollment count for 2019 & 2020 by plan?**

a. For the Adoption Advantage Account, enrollment was 3 for 2020 and 2 are currently enrolled for 2021. HCSA had 13,858 participants enrolled in 2020 and has 14,272 enrolled for 2021. Lastly, DCAA had 9,861 participants enrolled for 2020 and currently has 6,592 enrolled for 2021.

**16. Why there was a decrease in participation?**

a. Enrollment decreased due to COVID 19.

**17. Does GOER expect it to increase and why?**

- a. Yes, GOER expects that enrollment will increase post-COVID and due to collective bargaining agreements.

*No Additional Questions Received During Conference*

**Section 2.5 Payroll Interface**

**1. Section 1.4 The definition of customization describes, “more extensive modifications such as a customized payroll interface and online enrollment system”, please describe what this entails for the current administrator. As a point of interest, what administrative functions should responders place particular focus on per GOER’s preference?**

- a. The enrollment system must be customized as described in Section 2.4 to import weekly eligibility files from OSC and the manual agencies and apply the data on the files to determine an employee’s eligibility to enroll in the HCSA, DCAA, and Adoption benefits. The eligibility information should also be used to calculate the DCAA employer contribution for each eligible employee. The enrollment data must be able to be exported such that the selected contractor can create and exchange the weekly payroll files described in Section 2.5 to start, change or stop HCSA, DCAA and Adoption deductions, and to reconcile the deduction files received from OSC and the manual agencies with the participants accounts in its employer administration portal.

**Additional Questions Received During Bidders’ Conference:**

**Megan O’Brien (RT Consulting): Does payroll file show “retro-back” (for missed deductions due to life event)?**

- b. In the event of a missed deduction, the payroll file for the individual is re-calculated for new deductions going forward

**2. Section 2.5.1 Please confirm that the State uses PeopleSoft/Oracle as its payroll system. Do the manual agencies use the same system, or do each of the four use unique systems? If they are different, please provide the names of the systems.**

- a. OSC is responsible for the State’s payroll system. The manual agencies each operate their own payroll systems. We don’t know the names of their respective payroll systems. The selected contractor will not interface directly with the five payroll systems, but rather, will exchange the various payroll files described in Section 2.5 and in compliance with the file formats determined by OSC (see Attachment 8 of the RFP for OSC file formats).

**3. Can the manual agencies receive electronic payroll deduction files?**

- a. Yes, they can all accept electronic files.

*No Additional Questions Received During Conference*

### **Section 2.7 Debit Card Implementation**

**1. There are two debit card processors that are available to be used and both utilize offshore resources under a follow the sun model. How is GOER meeting this requirement today?**

- a. All helpdesk, online, and support services which access any Data must be performed from within the continental United States. At no time will any Follow the Sun support be allowed to access Data directly, or indirectly, from outside CONUS. Infrastructure support services that do not directly or indirectly access Data may be provided in a Follow the Sun format, if expressly outlined within the Contract.

**2. Section 1.1 stated in the initial response, the use of the debit card is not currently an option for Dependent Care. Would the State consider including the debit card as an additional tool for accessing Dependent Care funds?**

- a. No, the NYS FSA plan only offers a debit card to HCSA participants. GOER does not anticipate offering a DCAA debit card.

*No Additional Questions Received During Conference*

### **Section 2.8 Reimbursement**

**1. Please describe the key steps in your forfeiture instructions.**

- a. Forfeitures are returned to GOER after the runout period ends and is applied to the administrative cost of offering the FSA plan.

**2. What was the total amount of forfeited money for the last two plan years for the HCSAs, for the DCAAs and Adoptive Advantage Account programs?**

- a. Forfeiture balances vary from year to year. Forfeitures are returned to GOER and applied to the administrative cost of offering the FSA plan.

**3. Please provide data on claim volume and submission method per benefit account. In the last benefit plan or year of reference available, please provide the number of and total dollar amount of HCSA claims via debit card, online/Web, US Mail, and by fax.**

- a. For the 2020 plan year, the FSA paid \$35,158,900 in claims. Approximately 75,000 HCSA claims were submitted, 30,300 DCAA claims, and 4 Adoption Advantage Account claims. GOER cannot report on the method of submission.

**4. In the last benefit plan or year of reference available, please provide the number of and total dollar amount of DCAA claims via online/Web, US Mail, and by fax.**

- a. GOER cannot report on the method of submission.

**5. In the last benefit plan or year of reference available, please provide the number of and total dollar amount of Adoption Advantage claims via online/Web, US Mail, and by fax.**

- a. GOER cannot report on the method of submission.

**6. Section 2.8.6; 2.8.7; 2.8.8; 2.8.9 - Mailing of claim rejection, reimbursement check stub, quarterly statements, balance notifications. On Page 7 of the solicitation, the definition of mail includes electronic correspondence. Will NYS GOER allow email notification for these notices as well as other correspondence, when an email is on file and is the preferred method of communication chosen by the participant?**

- a. GOER does not have a preference except where the RFP specifically indicates US Postal Service. Section 2.8.8 of the RFP indicates that the selected contractor should provide participants with the option to receive quarterly statements electronically. Section 1.4 of the RFP indicates that the term "mail" shall include but is not limited to electronic transmission of correspondence and PDF documents, as well as mailings via the US Postal Service.

**7. Please provide current voucher and audit procedures followed today.**

- a. The voucher and audit procedures referenced in Section 2.7.1 will depend on the bidders' pre-funding requirements. The current FSA administrator does not utilize a pre-funding model for the debit card.

**8. Please provide current account reconciliation procedures followed today.**

- a. In the event that the selected contractor proposes to use GOER's preferred banking model, access to the FSA KeyBank account will be provided and GOER will work with the selected contractor to establish account reconciliation procedures.

**9. Follow up Question to GOER response to bidders' questions – Q/A 57: Page 11; Question – GOER provided total claim payments, we request a breakout/breakdown of the total claims paid by each plan, i.e. FSA, DC and adoption HCSA, DCAA, Adoptive Advantage Account and COBRA for 2019/2020/2021 through 6/21/21.**

- a. For the 2020 plan year the FSA paid \$35,158,900 in claims. Approximately 75,000 HCSA claims were submitted, 30,300 DCAA claims, and 4 Adoption Advantage Account claims.

**10. Checkwrites - In regards to section 2.2.4, is there a set timeframe the contractor would receive wire transfer/checkwrite requests from State of NY?**

- a. The purpose of this mandatory requirement is to require the selected contractor to pay participants' claims on a daily basis every business day. A wire transfer is synonymous with the term direct deposit for the purposes of

paying claims. Currently, FSA participants have the choice to select the direct deposit option to have their claims reimbursements deposited to their checking or savings accounts.

The current process is as follows:

- Participants submit claims to the FSA administrator
- The FSA administrator processes and pays the claims daily
- Reimbursement is made by issuing a check or via direct deposit to the participant's designated bank account
- Under the current contract, the State reimburses the FSA administrator daily after the claims have been paid

**11. Section 2. Scope of Work, Subsection 2.2.4 What was the average number of checkwrites and wire transfers per participant per the last two plan years?**

- a. GOER cannot report on the method of submission.

**12. Does NYS fund the NYS Flex Spending Account via per pay period deductions or on a claims paid basis?**

- a. Under the current contract, the State reimburses the FSA administrator daily after the claims have been paid.

**Follow up question during conference:**

Would GOER look at changing the funding on a weekly basis instead of daily?

- a. Assuming you are talking about the frequency of paying claims to participants, the answer is no. Claims must be paid on a daily basis and claims must be processed on a daily basis.

**Section 2.13 Communications and Marketing**

**1. Section 2.13.2 To help us understand potential costs, please outline GOER's expectations for print vs. electronic production and distribution of materials developed in accordance with this requirement. Specifically, is the contractor responsible for distributing print materials to each of the 180 payroll offices and 260 work sites, or will any of that distribution be centralized and handled by the State?**

- a. Printed quantities are described in Section 2.13.2, along with the requirement that the selected contractor will be responsible for distribution of marketing materials. Each fall GOER will provide the selected contractor with a list of State agency addresses and the quantities of printed materials that should be sent to each location. Section 2.13 requires bidders to describe their ability to accommodate the services contained in that section. Bidders are expected to propose solutions and demonstrate their ability to address GOER's needs as described in Section 2.13 of this RFP.

**2. Is GOER open to reducing costs and environmental impact by transitioning to electronic editions of materials?**

a. The printed quantities listed in Section 2.13.2 have already been reduced to reflect the electronic distribution of enrollment materials to certain State agencies. The selected contractor is expected to describe their ability to provide the services in that section.

**3. Is the contractor permitted to co-brand promotional items?**

a. GOER doesn't allow cobranding of promotional items.

**4. Please provide current branding standards that should be used for the FSA enrollment and administration portals.**

a. GOER does not require the selected contractor to apply the State's branding guidelines to the FSA enrollment and administration portals.

**5. Can the State elaborate on the marketing strategy used for the current plan year?**

a. Under the terms of the current contract, GOER works with the current FSA administrator to develop an annual open enrollment communications campaign. Per Section 2.13.1 of the RFP, it is the expectation of GOER that the selected contractor will partner with GOER to develop a creative marketing campaign to promote the FSA program in order to increase state employee participation.

**6. Can the State provide information or appropriate communication channels to State employees for marketing the program to employees?**

a. GOER does not directly distribute communications to FSA participants. As part of the annual open enrollment campaign, GOER sends enrollment-related information to all State human resources offices and asks them to inform their employees of the open enrollment deadline. GOER emails the contractor a copy of the annual open enrollment timetable each spring.

**7. What's considered appropriate in terms of communicating the program to State employees?**

a. GOER will supply the selected contractor with the text to be used in the promotional materials and will require prior approval on the design and contents of all promotional material. In addition, per Section 2.13.4, GOER will draft an annual re-enrollment reminder letter that the selected contractor will be responsible for mailing to current plan year participants.

**8. Are there any restrictions in terms of communication?**

a. During each year of the contract, GOER will instruct the selected contractor to distribute specific quantities of approved enrollment materials to State agencies. The selected contractor will not directly communicate with State employees to market the FSA program.



**9. What marketing has been effective vs what hasn't been?**

- a. In the past, employee information meetings held at State agency worksites were ineffective due to poor attendance. GOER staff has attended union conventions and State agency benefit fairs with some success.

**10. With cost being a factor, what ways has the State helped its incumbent providers market the current HCSA, DCAA, Adoptive Advantage Account and COBRA programs?**

- a. GOER disseminates information about the annual open enrollment period to the public employee unions, EAP offices, and day care centers located at State worksites. GOER also communicates directly with the Directors of Human Resources and State agency Health Benefits Administrators to request their assistance in informing their employees of the annual open enrollment period.

**Additional Questions Received During Bidders' Conference:**

**John Riddick (ASIFlex): Data: Hawaii, Alaska, & Puerto Rico excluded in data transfer?**

- a. Yes, the data should be exclusive to the continental US

**John Riddick: Does the current administrator use the KeyBank process and does that KeyBank process mean that the vendor funds that account before funds are received from GOER?**

- a. No, the current vendor does not use the KeyBank model for the current plan year. We rely on a daily funding model where they reimburse claims, submit a daily funding report to us, and we reimburse them after the fact for the previous day's claims.

**Lori Hewitt (MetLife): In reference to a question about the audit and voucher process, the response was that the answer depends on the administrator's model for pre-funding claims. However, in Section 2.8.5, it states that GOER will not pre-fund claims. Could you clarify if you are open to a model where claims are prefunded?**

- a. The answer to the question that you're referring to is specific to the debit card section of the RFP, not to claims in general. The intent of the RFP is to ask bidders to tell us if they propose to do pre-funding for the debit card, and if they do and are selected as the contractor, the appropriate audit processes would have to be put in place. Currently, the debit card that we have in place does not have a pre-funding requirement. Therefore, we don't currently have an audit procedure because it's not needed.

**Derrick Daniel (TASC): With the current funding model, is KeyBank being used to transfer the daily reimbursement back to the current vendor for that day's claims that were paid?**

- a. Yes, it is.

### **Section 3.3 Equal Employment Opportunity Requirements**

Followup to Q/A 220 – The second sentence of the first paragraph of Section 3.3 states: “The Contractor is required to ensure that it and **any subcontractors awarded a subcontract over \$25,000 for the construction, demolition, replacement, major repair, renovation, planning or design of real property and improvements thereon** (the "Work") except where the Work is for the beneficial use of the Contractor, undertake or continue programs to ensure that minority group members and women are afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.”

**2. Please clarify whether or not the requirements of this paragraph apply with respect to subcontractors if such subcontractors are not being utilized/retained for the “construction, demolition, replacement, major repair, renovation, planning or design of real property and improvements thereon.**

- a. The first paragraph of Section 3.3 applies to the contractor or subcontractor awarded a subcontract over \$25,000 for the construction, demolition, replacement, major repair, renovation, planning or design of real property and improvements thereon except where the work is for the beneficial use of the contractor.

*No Additional Questions Received During Conference*

### **Non-discrimination**

**1. Is Non-discrimination testing currently included as part of the FSA administration? Would a self-service non-discrimination testing tool meet the expectations of the State?**

- a. NYS conducts its own non-discrimination testing. The selected contractor is not expected to conduct non-discrimination testing for the NYS FSA.

*No Additional Questions Received During Conference*

### **Standby Letter of Credit (SLOC)**

**1. Section 2.2.12, please expand further on the purpose of the SLOC?**

- a. The Standby Letter of Credit (SLOC) serves to substantiate vendor responsibility and protect the State against financial loss, for example: due to a vendor's financial insolvency or misuse/theft of participants' deductions. In the history of the NYS FSA, the SLOC has never been drawn upon.

**2. Section 6.2 What does it mean when it refers to the State presenting a draft?**

- a. A “draft” is a negotiable instrument, guaranteed by the issuing bank.

**3. Would the State issue payments against these funds that the State would want the vendor to guarantee?**

- a. The amount the State would draw would depend on the amount of financial liability the State incurs in those scenarios.

**4. Sections 2.2, 4.2.5, 5.1.2 Is it acceptable to issue the Letter of Credit through a separate but affiliated company of our bank?**

- a. Section 6.2 requires the SLOC to be issued by a financial institution but doesn’t state it has to be the bidder’s bank, just a financial institution.

**5. Could the Letter of Credit be issued as an Evergreen Letter of credit with an automatic renewal clause and a final expiration date coinciding with the maturity date of the contract?**

- a. An “evergreen” letter of credit that is irrevocable and otherwise complies with the provisions of Section 6.2 is acceptable.

**6. Will all drawings under the Letter of Credit be made with a written draft at sight?**

- a. That will be determined by GOER if and when it is needed.

*No Additional Questions Received During Conference*

**Section 6.11. Cancellation**

*Cancellation for Convenience: GOER retains the right to cancel the Contract without reason provided that the Contractor is given at least twenty days’ written notice of its intent to cancel. This provision should not be understood as waiving GOER’s right to terminate the Contract for cause or stop work immediately for unsatisfactory work but is supplementary to that provision.*

**1. With the large number of covered entities and based on industry standard, would GOER consider a written notice that is further in advance than 20 days, ideally 90 days? This would ensure that there are no gaps in compliance.**

- a. By submitting a proposal, bidders agree to the requirements and clauses contained in Section 6.

*No Additional Questions Received During Conference*

**Mandatory Contract Termination Provisions**

Section 6.13.4

*Contractor Responsibility -The Contractor shall at all times during the Contract term remain responsible. The Contractor agrees, if requested by the Director of GOER or his or her designee, to present evidence of its continuing legal authority to do business in*

*New York State, integrity, experience, ability, prior performance, and organizational and financial capacity.*

**1. Please clarify the first sentence of this provision to make clear what Contractor is responsible for under this provision.**

- a. Section 163(c) of the State Finance Law provides:  
"Responsible" or "responsibility" shall have the same meaning as such terms have been interpreted prior to the effective date of this article.

The courts, in examining vendor "responsibility," have indicated that "responsibility" is "an elastic word," encompassing factors including financial ability to complete the contract, accountability, reliability, skill, sufficiency of capital resources, judgment, integrity and "moral worth."  
Whether a business entity is "responsible" is a question of fact to be determined on a case-by-case basis.

For more information:

<https://www.osc.state.ny.us/state-vendors/vendrep/vendor-responsibility-review-process>

*No Additional Questions Received During Conference*

**Section 6.25 - Conflict of Interest**

*Bidders may be requested to provide evidence that the award of the Contract from this RFP will not result in a conflict of interest with regard either to other work performed by the Contractor, or to potential conflict of interest among specific Contractor staff or subcontractors.*

**1. Please provide an example of the evidence expected under this requirement. Is a statement of no conflict of interest sufficient**

- a. In the event that such a request is made, GOER will discuss the specific documentation required from the vendor but such documentation will include, but not be limited to, a list of entities that the contractor or subcontractor and the type of work performed for such entities.

*No Additional Questions Received During Conference*

**Section 6.30 Accessibility of State Agency Web-Based Intranet and Internet Information and Applications**

**1. Will NYS GOER accept certification of compliance issued by a third-party reviewer?**

- a. GOER will assist the selected contractor to comply with ITS Policy NYS-P08-005

**2. Does GOER have a preferred testing software/tool/format for this?**

- a. GOER does not have a preferred software, GOER will assist the selected contractor to comply with ITS Policy NYS-P08-005

## Section 6.41 Secure Data Disposal

1. **Would GOER consider a qualification inserted into this paragraph to distinguish only destruction of data which is administratively feasible and does not limit the Contractor's continued proper management and fulfillment of legal obligations? Data security requirements would be extended to any retained data.**
  - a. When data is requested by GOER to be destroyed pursuant to Section 6.41, the provisions of Section 6.41 will apply and no copies of the data may be maintained by the FSA Administrator.

*No Additional Questions Received During Conference*

## Attachment 5 GOER Data Security Policy

**1. Requirements Sections 2-5. What are the expectations of the GOER's Risk Manager and Info Security Officer regarding these requirements? Is this an annual review? What evidence / explanation does the contractor need to provide?**

- a. NYS security policy and standards follow the NIST 800 series standards. Design plans are reviewed to ensure security meets the standards. Recommendations are made and risks and benefits are presented to the agency. Additionally, there is an annual security review. The contractor will be required to provide systems architectural designs and any other requested information.
- 2. Information Management Section. What are the GOER editing procedures/process? What documentation must the contractor provide to GOER to meet this requirement?**
- a. This requirement refers to data integrity to ensure that data is processed against business rules and to ensure the data is maintained securely throughout that process. The contractor will be given guidance on this process.

*No Additional Questions Received During Conference*

## Section 6.37 Encryption

**1. Regarding encryption, would the State of NY consider an alternate solution regarding key access given the proprietary nature of the request?**

- a. Section 6.37 provides: All Data must be encrypted at all times unless specifically outlined otherwise in the Contract. At a minimum, encryption must be carried out at the most current NYS Encryption Standard (NYS-S14-007), or successor policy(ies) with key access restricted to GOER, **unless with the express written permission of GOER.** The Contract shall specify the respective responsibilities of GOER and the Contractor for the encryption of Data.

**2. Is this capability one that is currently in place?**

- a. This capability will be required for the term of the contract.

*No Additional Questions Received During Conference*

### **Miscellaneous**

1. **Given the volume of questions and introduction of a Bidder's Conference has there been any consideration given to extending the due date?**
  - a. The due date will not be extended. Proposals are due no later than 4:00 p.m. ET on July 29, 2021.
2. **For proposal submission could a flash drive (4.5.2.1) be used in lieu of a CD?**
  - a. Section 4.5.2. of the RFP is correct. Bidders are required to submit proposals in hard copy and on a flash drive. Bidders should not submit proposals on CD ROM.
3. **Is the Contractor active in the discussions between GOER and the Unions?**
  - a. The contractor does not participate in discussions with the unions and communicates directly with GOER only.
4. **Who is the incumbent provider for the State's Adoption Advantage Account?**
  - a. WageWorks/Health Equity is the current FSA administrator.

### **Additional Questions Received at the end of Bidders' Conference:**

#### **Who are our current subcontractors?**

- a. The current vendor uses several subcontractors. One subcontractor is HealthAxis, which is responsible for the standalone FSA enrollment system. Another subcontract is Panther Graphics, which prints and mails enrollment materials.

#### **What service was the last subcontractor you used for?**

- a. Panther Graphics is a NYS-certified MBE that prints and distributes our enrollment materials.

#### **Christopher Breining- What is the current card processor?**

- a. Updated answer: Alegeus is the current card processor.

**John Bettendorf (WEX)** – With regard to Section 6.35.4, the processing being required in the continental US, is the current incumbent subject to that requirement as it pertains to all card processing activities?

- a. Yes, that is a statewide mandate.

**Lori Hewitt** – **If the bidder proposes to use GOER's preferred banking model and use the KeyBank account for daily checkwrites and direct deposits of participants' reimbursements, what is source of funding for the KeyBank account? Does the funding come from New York State/GOER to fund the account for reimbursement or is it the expectation that the administrator does that and seeks reimbursement from GOER the next business day?**

- a. Under previous contract, we did utilize the KeyBank account. OSC (and the manual agencies) took participants' deductions from their paychecks and held the monies in an account that OSC had control of, and OSC periodically (usually on a daily basis) would look at the bank account and determine how much money needed to be transferred from the account they were holding our money in to the FSA-specific bank account. So, holding and managing the money is managed solely by the Office of the State Comptroller. If the selected contractor were to use the preferred model, we would follow a similar process that we have followed in the past. So ultimately, the deductions come from participants' paychecks, but the money is managed by OSC.