****

**STATE OF INDIANA**

**Request for Proposal 23-73290**

**Clarification AND**

**Best and Final Offer (BAFO)**

**INDIANA DEPARTMENT OF ADMINISTRATION**

**On Behalf Of**

**Department of Workforce Development (DWD)**

**Solicitation For:**

**Unemployment Insurance Payment Distribution**

**Clarification Response Due Date:** April 12, 2023, by 1:00PM Eastern Time

**BAFO Response Due Date:** April 12, 2023, by 1:00PM Eastern Time

Syed Mohammad, Strategic Sourcing Consultant

smohammad@idoa.IN.gov

Indiana Department of Administration

Procurement Division

402 W. Washington St., Room W468

Indianapolis, Indiana 46204

**RFP 23-73290 – Unemployment Insurance Payment Distribution**

**I. Respondent Clarifications:**

The State is requesting responses to the following written clarification questions. These clarification questions must be answered in writing and submitted by no later than the due date listed on page 1. Written responses and updated attachments (if necessary) should be submitted via email to Syed Mohammad at [smohammad@idoa.IN.gov](mailto:smohammad@idoa.IN.gov).

* **Please refer to the Attachment F1 Template, Section 1.2:**

“The Vendor shall be responsible for distributing payments, managing account records, ensuring appropriate security measures and fraud detection methods are employed over the course of the Contract, providing customer service functionality, and assisting with marketing.”

Regarding “providing customer service functionality” we specifically mean customer service to the claimant/payee, not directly to DWD.

Additional questions:

Will you be providing any customer service to claimants/payees?

If so, 1) Did you include the cost of this service in your Cost Proposal? and

          2) If so, please indicate what services you will provide to claimants/payees.  Are there any other exceptions to this?

NoCheck will continue to administer the disbursement portal as it currently functions. This provides continued support for the processing of enrollment and payment files for the State of Indiana. NoCheck will continue to provide the interface from DWD and set up the files to direct deposit funds for payment, either to a claimant’s bank account or the U.S. Bank ReliaCard debit card.

NoCheck Customer Service Representatives (CSR) provide timely assistance to claimants for enrollment and payment selection. CSRs are able to track whether a payment went to direct deposit or debit card, the date/time the payment was dispersed, and the last update for payment election. NoCheck CSRs can provide tracking for payments, but cannot see payment activity or request replacement cards.

Claimant assistance with live Customer Service Representatives (Approx. 400 calls / month) is covered in the fixed cost Activity 5 section of the BAFO Excel document.

For claimants selecting ReliaCard as their payment method, U.S. Bank will be responsible for customer service/cardholder support. Below is a description of U.S. Bank’s customer service capabilities and offerings. Customer service is provided at no cost to DWD or the claimant.

The ReliaCard provides cardholders convenience by allowing them to quickly and easily access account information. We offer a wide range of fee-free customer service options at no cost that are **available 24/7 and supported in both English and Spanish**, including:

* **Customer service center**–Toll-free phone number is printed on the reverse side of the card.
* **Live agent support**–Support is provided 24/7 in English and Spanish via a dedicated toll-free number. We also provide 24/7 support in nearly 200 languages via a language line interpreter service.
* **IVR support**–Provides cardholders toll-free, 24/7 automated access in both English and Spanish. The IVR system allows the cardholder to activate their card, obtain account information (balance and transactions), complete routine service requests and transfer to a live customer service agent, if needed.
* **Visual IVR option**–This exclusive, innovative service from U.S. Bank allows the cardholder to obtain a text containing a link to view the requested information on their smartphone, such as card balance and recent transactions.
* **Cardholder website**–Using this website, cardholders can activate their card, view their transaction history, obtain their balance and view transactions, print monthly statements and manage text and email alerts. They can also access additional documentation such as the cardholder agreement, FAQs or the toll-free customer service number.
* **Mobile app**–For convenient access at any time, the mobile app provides the cardholder the ability to activate their card, proactively check their account balance and view transactions, receive automatic alerts and view mini-statements on-the-go.
* **Email and text alerts**–Cardholders can enroll in 11 automated alerts for a variety of notices via our cardholder website or mobile app. They can use alerts to receive a variety of updates, including but not limited to balance alerts and recent transactions.
* **Two-way text alerts**–Cardholders can check the status of their account at any time by texting a short code to receive their current balance, recent transactions, savings account balance and the customer service number.

**II. BAFO Request:**

The State is giving an opportunity for the Respondent to improve their pricing proposal. Any modifications to the services initially proposed or reduction in scope of work will not be permitted. The Respondent’s BAFO will be used in calculating their final cost scores according to the evaluation criteria and formula set forth in RFP 23-73290 DWD – UI Payment Processing.

The Respondent is required to use the Cost Proposal Template BAFO (Attachment D Addendum #3) provided with this request to submit their BAFO.

* **Please read below detail regarding additional data being provided for your Cost Calculation.**

1. In the top section of the Cost Proposal Template Addendum #3, please be sure to include ALL required costs and fees associated with issuing ACH and Debit Card payments.  These will include things like platform fees, customer service to payees, account maintenance fees, etc.  Only optional items should remain at the bottom (i.e. ID verification, additional distribution methods, etc.).  Please add additional lines if needed.

For consistency, please use the following quantity values:

* 100,000 unique claimants annually
* 943,000 individual transactions annually
* 726,110 ACH transactions annually
* 216,890 Debit Card transactions annually

**U.S. Bank has updated our Cost Proposal Template Addendum #3. For the cardholder fee schedule, we are now offering to waive the inactivity fee for DWD claimants.**

1. Indiana DWD is seeking a no cost option for UI payment distribution. If a no cost option is not available, a low-cost option is preferred. It is customary in commercial banking disbursements that an earnings credit offset some or all of the costs associated with the program. DWD is not interested in owning a bank account but would prefer to pre-fund an FBO account that would provide an earnings credit to DWD or DWD’s payment distribution vendor to offset costs.

Please complete the table below to show the cost to DWD with the Earning Offset Credit applied.  Please base your calculations on a **$5 million average daily balance.**

|  |  |
| --- | --- |
| Earnings Offset Credit | **$175,000.00** |
| Total Annual Cost | **$159,706.20** |
| Total Annual Cost to DWD | **$0.00** |

If you are participating in WBME and/or IVOSM preference scoring, you will be asked to resubmit your updated Attachment A and Attachment A1.

**The State reserves the right to conduct further respondent discussions should additional clarification be necessary.**

**Thank you for your interest in doing business with the State of Indiana.**