Request for Proposals
Amendment #1 Memo
C003421 Collections Management System
June 17, 2020

Designated Contact(s)
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RFP Timeline	
Action	**Date/Time**
RFP Release	05/26/2020
1st Round Questions Deadline	06/9/2020 3:00 PM ET
1st Round Questions Response	Approximately 06/16/2020
2nd Round Questions Deadline	06/23/2020 3:00 PM ET
2nd Round Questions Response	Approximately 06/30/2020
Intent to Bid (optional)	06/23/2020 End of Day
Bids Due	07/22/2020 3:00 PM ET
Demonstrations	Week of August 17, 2020
Tentative Award	Approximately 09/8/2020
Contract Start Date	Approximately 01/14/2021
Implementation	Approximately Six Months After Contract Award

This document serves to outline changes made in **Amendment 1 to RFP C003421 – Collections Management System**. The following RFP documents are hereby replaced by their successor: "C003421 – RFP – Collections Management System.pdf" and "C003421 – Financial Proposal.xlsx". Such successor RFP documents include "Amendment 1" in their file name (e.g.: "*C003421 – RFP – Amendment 1 – Collections Management System.pdf*").

It is mandatory that you utilize the documents provided by this Amendment 1. If you utilize the original documents, you will not be incorporating changed requirements and may not be in compliance with RFP requirements. Utilizing the documents provided by Amendment 1 is the best way to ensure you are capturing all changes and required language/documents.

The changes found below are outlined within the RFP documents as well. Language that has been added is demonstrated by an underline, language that has been deleted is demonstrated by a ~~strikethrough~~. Only those paragraphs that include changes are excerpted below. Please see the relevant document for complete language.

Note: Certain conforming non-substantive changes, including formatting and grammar, have been made but not explicitly noted below or in the RFP documents. Any questions regarding this amendment should be asked during the Q&A periods.

C003421 – RFP – Amendment 1 – Collections Management System.pdf

1. Page 11, Definitions

The following definition was added:

Automatic Data Entry	A feature to enable accuracy and efficiency through automated data entry in text, number, date, time, and container fields. This feature can be possible through means such as data validation and/or enabling users to select from a specified list of options.

2. Page 15, Collections Management Software

Mandatory

- Must be a web-based, vendor-hosted commercially available collections management software that has a proven history (minimum of five (5) years) of successful performance. System is capable of:
    - being available via modern Internet browsers ~~to include~~ such as Internet Explorer, Microsoft Edge, Google Chrome, Safari, and Firefox. At a minimum, Google Chrome, Internet Explorer 11, and Microsoft Edge must be supported;

3. Page 25, Proposal Preparation

- If a discrepancy is found between the electronic and hardcopy proposal (if available), the original hardcopy will prevail.
- All volumes must be packaged separately, be clearly identified and should contain page numbers.
- Financial Proposals must be submitted in a separate, sealed envelope containing only the Financial Proposal. For Electronic submissions, the Financial Proposal must be a separate file.
- Proposals must be received by the date and time specified in the RFP Timeline. Please note that the deadline in the RFP Timeline is for receipt of the bid at the address listed below, not for mailing or entrusting to a delivery service. OPRHP is not responsible for lost or late mailings. Late bids will be returned unopened. Late proposals may only be considered if no proposals are received on time.

4. Page 25, Packaging of RFP Proposals

The Technical, Financial and Administrative proposal (*Section 3.2 Proposal Format and Content*) should be separated and identified within the submission package. Hardcopy submissions should be as follows:

	Electronic Submission	Original	Copies
Administrative Proposal	One (1) Copy in a standard, searchable PDF format on a flash drive.	Two (2) Original hardcopies	Two (2) Hardcopies
Technical Proposal	One (1) Copy in a standard, searchable PDF format on a flash drive.	Two (2) Original hardcopies	Two (2) Hardcopies
Financial Proposal	One (1) Copy in a standard, searchable PDF format on a flash drive.	Two (2) Original hardcopies	Two (2) Hardcopies

5. Page 25, Instructions for Proposal Submission

For Hardcopy submission:
All proposals must have a label on the outside of the package or shipping container outlining the following information:
>PROPOSAL ENCLOSED
>RFP C003421
>Collections Management System
>Proposal Submission Due July 22, 2020, 3:00 PM Eastern Time

For Electronic submission:
Every signature page of an Electronic submission must be a scanned copy of the original, and the originals will be requested by the tentatively awarded bidder. For Electronic submissions original hardcopy signature pages are not required by the bid due date and time; however, their associated scanned counterpart must be included in the submission.

Electronic submissions must be delivered to the following e-mail address by the Proposal due date and time. The following email subject line format should be utilized for electronic submissions:

>Submit to Email: Contracts@parks.ny.gov
>Subject Line Format: RFP C003421 Response; [Proposer Name]

Bidders are permitted to submit their proposal in multiple email submissions should any circumstance prevent a one-email submission. If any specific file or element (e.g.: Attachment 1; Attachment 2; etc.) is duplicated, the element received latest will be considered for evaluation and all other same elements will be disregarded.

6. Page 26, List of Exhibits, Attachments, Appendices and Forms

Exhibits

Exhibit A – Uses Cases
Exhibit A.1 – Use Cases Object List
Exhibit B – Accession Numbering and Location Format
Exhibit C – Deaccessioning
Exhibit D – Data Dictionaries

7. Pages 27-38, Phase 3 Evaluation – Demonstration Evaluation

Bidders who pass Phase Two Evaluation will be invited to present a demonstration of the System proposed in their <u>RFP in a mutually agreeable format (in person, via WebEx conference, or equivalent platform, etc.)</u>. The purpose of this evaluation will be for the Bidder <u>to</u> demonstrate its System's performance of the provided Scenarios within *Exhibit A Use Cases*. If a Scenario within Exhibit A involves a function labeled Desirable by OPRHP and the Bidder's proposal does not include that provided functionality, then the Bidder will not be required to demonstrate that specific Desirable functionality.

8. Pages 47-28, Insurance Coverage Types and Minimum Policy Limits

Contractor shall procure the types of insurance coverage and minimum liability limits set forth below. Contractor may meet the required insurance coverage limits through a combination of primary and excess/umbrella liability policies.

A. <u>Commercial General Liability</u> Insurance for claims that may arise out of ongoing and completed operations under the Agreement. Such policy shall have a liability limit of at least $1,000,000 each occurrence and at least $2,000,000 general aggregate. Professional Liability Insurance.

B. <u>Comprehensive Business Automobile Liability Insurance</u> covering liability arising out of any automobile used in connection with performance under this Agreement including owned, leased, hired, and non-owned automobiles bearing or, under the circumstances under which they are being used, required by the Motor Vehicles Law of the State of New York to bear license plates. Such policy shall have a combined single limit for Bodily Injury and Property Damage of at least $2,000,000 each accident.
In the event that the Contractor does not own, lease, or hire any automobiles used in connection with performance under this Agreement, the Contractor is not required to obtain Comprehensive Business Automobile Liability Insurance.

C. Fire Insurance. Such policy shall have a liability limit of at least $500,000; if such insurance contains an aggregate limit, it shall apply separately on a per-location basis.

D. **Data Breach and Privacy/Cyber Liability.** <u>Contractors are required to maintain during the term of this Contract and as otherwise required herein, Data Breach and Privacy/Cyber Liability Insurance, including coverage for failure to protect confidential information and failure of the security of the Contractor's computer systems or the Authorized Users' systems due to the actions of the Contractor which results in unauthorized access to the Authorized User(s) or their data. Said insurance shall be maintained in the following limits:</u>

Moderate Risk	See NYS-S14-002 Information Classification Standard or successor available at http://www.its.ny.gov/tables/technologypolicyindex.htm for additional information relating to risk categories.
$5,000,000	

<u>Said insurance shall provide coverage for damages arising from, but not limited to the following:</u>

- <u>Breach of duty to protect the security and confidentiality of nonpublic proprietary corporate information;</u>
- <u>Personally identifiable nonpublic information (e.g., medical, financial, or personal in nature in electronic or non- electronic form);</u>
- <u>Privacy notification costs;</u>
- <u>Regulatory defense and penalties;</u>
- <u>Website media liability; and</u>
- <u>Cyber theft of customer's property, including but not limited to money and securities.</u>

E. **Technology Errors and Omissions.** <u>Contractors are required to maintain during the term of the Contract and as otherwise required herein, Technology Errors and Omissions Insurance. Said insurance shall be maintained in the following limits:</u>

Moderate Risk	See NYS-S14-002 Information Classification Standard or successor available at http://www.its.ny.gov/tables/technologypolicyindex.htm for additional information relating to risk categories.
$5,000,000	

Said insurance shall provide coverage for damages arising from computer related services including but not limited to the following:

- Consulting;
- Data processing;
- Programming;
- System integration;
- Hardware or software development;
- Installation;
- Distribution or maintenance;
- Systems analysis or design;
- Training;
- Staffing or other support services; and
- Manufactured, distributed, licensed, marketed or sold cloud computing services.

The policy shall include coverage for third party fidelity including cyber theft.

F. **Crime**. Contractors are required to maintain during the term of the Contract and as otherwise required herein, Crime Insurance on a "loss sustained form" or "loss discovered form" providing coverage for Third Party Fidelity. Said insurance shall be maintained in the following limits:

Moderate Risk	See NYS-S14-002 Information Classification Standard or successor available at http://www.its.ny.gov/tables/technologypolicyindex.htm for additional information relating to risk categories.
$5,000,000	

In addition to the coverage above:

- The policy must allow for reporting of circumstances or incidents that might give rise to future claims.
- The policy must include an extended reporting period of no less than one (1) year with respect to events which occurred but were not reported during the term of the policy.
- Any warranties required by the Contractor's insurer as a result of this Contract must be disclosed and complied with. Said insurance shall extend coverage to include the principals (all directors, officers, agents and employees) of the Contractor as a result of this Contract.
- The policy shall include coverage for third party fidelity, including cyber theft if not provided as part of Cyber Liability, and name the People of the State of New York, OPRHP, their officers, agents, and employees as "Loss Payees" for all Third Party coverage secured. An Endorsement naming as Loss Payees "The People of the State of New York, the New York State Office of General Services, any entity authorized by law or regulation to use this Contract as an Authorized User and their officers, agents and employees" shall be provided upon request. A blanket Loss Payee Endorsement evidencing such coverage is also acceptable. This requirement applies to both primary and excess liability policies, as applicable. The policy shall not contain a condition requiring an arrest and conviction.

9. Pages 128 – 133, Exhibit D – Data Dictionaries

With this Amendment 1 to RFP C003421, Exhibit D – Data Dictionaries is hereby appended and made part of the RFP.

C003421 – Amendment 1 - Financial Proposal.xlsx

1. The Excel equation for the Fixed-Price Implementation Total failed to include the last two lines of the Implementation Items breakdown. This has been corrected with this release of *C003421 – Amendment 1 – Financial Proposal.xlsx*.

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