

Account Verification Services RFP Questions and Answers – updated Dec 15 2020 - Final Clarification Questions

Updates will be posted to: http://itsc.org/Pages/RFP_AVs.aspx

1. Is the Executive Summary included in the page count?

An Executive Summary is not required as part of the proposal. Any pages used for an executive summary should be included in the page count.

2. Do you have a preferred font outside of the size 12 limitation?

Times New Roman is preferred but the ultimate choice of font is up to the submitter.

3. References: Given the product is so new in the industry – what type of other services could be comparable to AVS in NASWA’s vision?

Vendors should select references that best approximate the size and scope of the AVS project.

4. Ensure claimant data provided by the Center for AVS purposes is purged from the system following processing.

All processors, whether direct or third party, are prohibited from using the data provided by the IDH and must commit in writing that they will destroy the data immediately after processing and refrain from using said data to enhance their products. NASWA understands that certain transaction-related data may need to be retained to comply with Fair Credit Reporting Act (FCRA) or other regulations. Potential vendors should clearly describe the rationale and process to be used to satisfy any variances to this requirement.

5. Wanted to confirm if you are looking for ONLY 3 resumes or if we can include more, but remain within the 6-10 page limitation? 6 pages for the 3 resumes and the remaining 4 for added staff/expertise?

Please limit your response to 3 resumes and associated page count.

6. Does NASWA have additional Terms & Conditions or requirements not yet disclosed?

Yes, NASWA has specific Terms and Conditions that will be incorporated into the final contract with the selected vendor.

7. If yes to no. 1 above, will you post the T&C’s on the website?

NASWA has a standard set of Ts & Cs we have used to negotiate with all of our vendors to this point. The final Ts&Cs will be negotiated and finalized with the selected vendor.

8. Do you require a sample master services agreement as part of the initial RFP response?

A sample services agreement is not required as part of the response but may be requested from selected vendors during the evaluation process.

9. As noted previously we partner with an entity on our solution. Do you require background checks on our Service providers? We have intense security and complete checks as part of hiring, will we have the ability to discuss these requirements?

All personnel (including any partners/subcontractors/etc.) who have access to PII provided by the Center for account verification purposes require background checks.

10. Data sources utilized for identity evaluation: these (below) are typically associated with ID verification and do not fit with an Account verification RFP. Are you looking for IDV as part of this review?

- Provide offeror's authoritative data sources utilized;
- Provide aging statistics for the data sources utilized;
- Provide historical matching statistics for bank account validation and owner verification;
- Provide historical false positive statistics for identifying potentially fraudulent activity;
- Provide description of similar services to other/past projects; and
- Provide the results/benefits provided on other/past projects.

NASWA views the requirements above (data sources, associated statistics, etc.) as applicable to the proposed AVS solution. NASWA does have an IDV solution in place using the IDH, this RFP is to support the procurement of Account Verification Services.

11. Will NASWA consider extending the proposal due date?

Due the urgency of this requirement, NASWA does not intend to extend the proposal due date.

12. What volume of concurrent transaction processing does NASWA require? Or does NASWA plan to process all transactions from all states in sequence?

Transactions are processed in real-time by the IDH as received from States. Concurrent volume is difficult to predict. Current claim volume is roughly 1.5M transactions per week with expected increase as additional States integrate with the IDH.

13. Can NASWA advise what transaction per second rate will be required?

Transactions are processed in real-time as received by States. As such NASWA cannot accurately predict a required transaction per second rate.

14. Can NASWA describe instances in which it would use API vs Batch File for transactions? Is this a state specific distinction or do you anticipate states using methods interchangeably?

All transactions between the NASWA IDH and the selected vendor will be done by API.

15. Please provide a list of states that are connected to the IDH.

A total of 32 states are currently using basic IDH functionality but it is NASWA's and USDOL's goal to have all states utilize the IDH as quickly as possible. do we want/need to be specific?)

16. Please provide a list of states that are utilizing NASWA/Experian's ID Verification transaction.

A total of 16 states are using the IDH IDV service at this time but it is NASWA's and USDOL's goal to have all state utilize the IDH IDV services as quickly as possible.

17. Will NASWA confirm that that the chosen AVS solution will be used or available for SWA's to validate and verify against the current UI claimant's bank account information.

The AVS service is primarily used to verify the ID and bank account information at the time the claim information is provided or updated by the State to NASWA. States do have the option to submit "lookback" transactions.

18. Will the chosen AVS solution be verifying against the existing and future UI claimant's bank account information?

A transaction will be sent to the AVS solution at the time the claim information is provided or updated by the State to NASWA. States do have the option to submit "lookback" transactions.

Clarification Questions and Responses

19. There is an inconsistency related to page margins. Page 15 of 21 states, "Written parts of the proposal shall be formatted as follows: Page Size: 8 ½ x 11" with at least 1" margins on all sides" while Page 19 of 21 says "...the margins of each page should be at least ½ inch..."

NASWA prefers a 1" margin, but proposal respondents may use either 1" or .5" at their discretion.

20. In reviewing the RFP, it looks like there is a conflict between the definition of Technical and Business sections that could affect how bidders respond. The RFP states on page 13, "The offeror's proposal submitted in response to this RFP shall include two parts - Part I – Technical and Part II – Business, as listed below. The proposal shall include a transmittal letter. "It then shows the following tables:

PART I TECHNICAL	SECTION	FORMAT	PAGE LIMIT
Factor A	Technical Approach	Written	20 pages total
Factor B	System and Data Security	Written	20 pages total
Factor C	Staff Experience and Qualifications	Written	10 pages total

PART II BUSINESS	SECTION	FORMAT	PAGE LIMIT
Factor D	Past Performance	Written	3 References, 6 pages total
Factor E	Management Plan	Written	8 pages total
Factor F	Cost/Price	Written	No Limit

However, on page 14 the Technical Section is defined as Factors A-E, and the Business Section is defined as Factor F, Cost / Price only. Three questions. First, please clarify what Factors constitute Technical and what constitutes Business sections. Second, do you want one response with both Technical and Business or two documents? Third, where does the bidder place the Transmittal letter in the response?

Factors A-E are considered technical evaluation factors, Factor F is Cost/Pricing information only. Proposal responses should be submitted in two separate volumes: Volume 1 (Technical) should include Factors A-C, and Volume 2 (Business) should include Factors D-F as specified in the tables above. The transmittal letter may be placed in either Volume and will not count against the page limits above.

21. Proposal submission.

Proposals are due no later than 5PM Eastern Standard Time on December 21, 2020. Proposals should be submitted to DataHubRFP@naswa.org. Submitters may also optionally cc the NASWA IDH Director James Cotter at jcotter@naswa.org.