

Billing, Collecting, Accounting for Fees
for WC Clinical Laboratory Evaluation Program RFP
RFP # 12114040407
Questions and Answers

1. Question: Volumes for each type of correspondence
Please provide 2012 (or average annual) volumes for each type of correspondence (invoices, dunning notices, etc.)

Answer: Overall average of total correspondence received fluctuates between 3,000 to 3,200 per year

2. Question on Quantities:
a. Total number of active entities is approximately 950 labs and 1,000 patient service centers.

Answer: Total number of full service clinical laboratories is currently 950 and that number is subject to constant fluctuation. Patient Service Centers are managed internally by the program

- b. Please provide the total number of
i. archived account records.
ii. installment statements for each quarter in 2012.
iii. special billings in 2012.

Answer: The average number of account records maintained per year is approximately 1,200. Installment/quarterly statements are sent to each laboratory. No special billings have been requested in the current fiscal year April 1, 2012 – March 31, 2013

3. Question on Sample Materials - please provide the following sample materials:
a. 2012 GAR package sent to each lab.
b. 30, 60, 90, and greater than 90 dunning notices.
c. the June 1 invoice.
d. Second, third, and fourth payments invoices.
e. A laboratory corporation invoice. Related to laboratory corporations: does the contractor need to provide summary information in the invoice, or does the invoice need to include itemized detail for each lab in the corporation?

Answer: It is expected that the bidder who is awarded the contract will develop their own format for invoices and dunning notices which will include itemized detail for each clinical laboratory or entity that the consolidated report covers.

4. File Layout and File Transfer
a. Please provide a detailed description of all regular file transfers, including a copy of any record layouts to show the data involved in the transfer.
i. (Or, is there no current file transfer set up because the State performs these functions in-house?)
method (ftp, sftp, encryption level, etc.)

Answer: Currently twice a week two files (active files and closed files) are transmitted from the current contractor to the program.

5. Question on Banking Function Clarification

- a. (2.f.iii.) How many program offices are there? In 2012, how many program offices had the ability to collect payments? What payment methods are the program offices capable of or expected to be capable of handling (check, card based, non-card based, cash)?

Answer: There is one central program office. The collection of laboratory fees is directly managed by the current contractor. Only miscellaneous payments are sent or collected by the central office. At this time, the Department of Health is not set up to collect these fees or expenses via credit card transactions. The bulk of payments are made by check.

- b. (2.f.ii.) Regarding the receipt of electronic payments, how will the Contractor be receiving card based and non-card based transactions? Will it be via the Department's web site, will the Contractor be expected to provide a payment portal and/or will invoices be revised to include card based and non-card based payment options? Will payees be required to pay a "convenience fee" for payments made by credit card?

Answer: See answer to previous question (question #5a).

- c. (2.f.v.) In lieu of collateral, can the Contractor and the Contractor's bank name the Department as a joint loss payee on their Employee Dishonesty (Crime) insurance policies? It is the Contractor's intention to route available funds into the State controlled bank account each business day as per (2.b.v.) leaving minimal balances in the Contractor's bank account.

Answer: No, the contractor and contractor's bank cannot name the Department as a joint loss payee on their Employee Dishonesty insurance policies in lieu of collateral.

6. Accounting Firm

- a. Please describe the scope of services currently provided by the accounting firm mentioned on page 4: "archived account files... must be obtained from the accounting firm currently under contract..."

Answer: The Agency/Program will facilitate the transfer of archived files from the current contractor to the contractor awarded the bid.

- b. Please provide the record layout for transfers of archived files to the current accounting firm, along with file transfer method requirements.

Answer: This information will be provided to the contractor at the time the bid award is finalized.

- 7 Can you provide more information about the CLRS system. What are the different components of the system/since when is this system in use/ How many users this system? support/Automated/manual component of the system/What technology used to develop the system.

Answer: The Clinical Laboratory Evaluation Program (CLEP) is the administrative program which deals with the assessment and collection of fees. CLEP is part of the Clinical Laboratory Reference System (CLRS). This RFP is only focused on functions performed by CLEP.

- 8 How many clinical laboratories and facilities are currently governed by NYS.

Answer: See question 2 a.

- 9 How do the existing participating labs submit their GAR information? Is it transmitted electronically (flat file/ftp etc.) or physical paper reports are mailed.

Answer: Physical paper is mailed.

- 10 Since the accounting contractor has all the GAR data, how will this data be made available to vendor implementing this system? Does the accounting contractor have their own system? Do you envision that there will be some integration between the two systems?

Answer: See answer to question 6A.

- 11 Any recommended technology stack that the agency recommends the vendor to use.

Answer: For this project/RFP, there is no recommended technology stack.

- 12 Does the agency have any preferred reporting tool and their existing licenses?

Answer: No pre-determined preference, however the vendor must use a reporting tool that is acceptable and approved by this agency.

- 13 Please confirm. The system is expected to print invoices for each lab based on GAR information.

Answer: An invoice is produced for each clinical laboratory

- 14 How will the system notify lab email, snail mail fax?

Answer: Currently, clinical laboratories are mailed a copy of the fee assessed.

15 For storing of Invoices, reports and other documents does the agency have any Enterprise content management system like FileNet?

Answer: Department of Health utilizes FileNet

16 Do you envision that the system needs to develop required hooks to talk to existing legacy systems?

Answer: There is an existing legacy system data that may need to share information/data with the contractor's accounting and collections database(s), however, we do not foresee that the vendor will have or need to have direct access to the program's data systems.

17 Does the agency have any Vendor currently working helping them with any of their IT projects?

Answer: The program does not currently work with outside IT staff. IT resources and staff that assist in IT issues are State employees.

18 Does this project have a fix budget assigned to it? Is the funding available?

Answer: Based on the award of this bid, budget for this contract will be incorporated into the program's expenditure plan for the duration of the contract.

19 Does the agency expect vendor to perform any data migration?

Answer: Yes

20 Can you please provide in-depth details of existing procedures and policies that are currently in place?

Answer: The level of detail required to answer this question makes it impractical to provide an answer in this format.

21 Page 2, Item 2.a. - Does this mean the DOH is intent on replacing their current state-owned electronic information database?

Answer: That determination has not yet been made.