

NYS Department of Corrections and Community Supervision

**Request for Information (RFI) 2012-03
Supervision Fees Collection and Accounting System**

QUESTIONS & ANSWERS

1. **Q: Relative to possible funding of the system, which of the following methods would the DOCCS consider to be possibilities?**
- **Transaction fees paid by users (releasees) that would be over and above the supervision fees owed?**
 - **Transaction fees paid by users (releasees) that would be deducted from the supervision fees owed?**
 - **Transaction fees paid for by the DOCCS on a monthly basis?**
 - **Traditional software license and support fees paid for by the DOCCS?**

A: All of the above

2. **Q: On what schedule does the DOCCS anticipate release of the RFP for this system?**

A: Subject to required approvals, we anticipate promulgation of the RFP in July 2012.

3. **Q: In your published information you list the total dollars collected. Can you please state the number of transactions/payments that are processed each month (last 90 days)? We are looking for transaction/payment volume not dollars collected.**

A: Between January and March 2012, approximately 3,200 payment transactions were recorded on average for each month.

4. **Q: Does the DOCCS expect to continue waiving 16,000 fees per month consistently throughout the term of this contract? What would cause the number of waivers to vary?**

A: Waivers are granted based on employment status and one's ability to work. While consistent over the years, this number may vary.

5. **Q: Does the DOCCS intend to cease its own collections and close the office dropbox when the awarded system is deployed?**

A: That decision has not been made.

6. **Q: What forms of marketing will the DOCCS allow the vendor to do in order to notify offenders where to make a payment?**
- A: For purposes of the Request for Information (RFI) process, all forms of marketing can be presented.
7. **Q: Are penalties incurred by offenders who do not meet their payment obligations?**
- A: No monetary penalties are imposed.
8. **Q: Who is the current Case Management Systems (CMS) vendor? Will they be charging any fees in order to integrate with the new vendor?**
- A: This information must be requested through the Freedom of Information (FOIL) process.
9. **Q: What are some of the fields the NYS's CMS system will provide on the offender data file to vendor? (ie First, last name, ID #, phone number, address...)**
- A: For purposes of the RFI process, please advise us of the data and information that you would need to implement your proposed solutions.
10. **Q: Would the DOCCS prefer a vendor that keeps its lockbox operations in-house?**
- A: We have no preferences.
11. **Q: What percentage of offenders are disabled and what accommodations are currently offered regarding their payment collection?**
- A: We do not have exact numbers of disabled parolees. No special accommodation exist, but payment can be mailed.
12. **Q: Do you also collect cash payments made in the 38 offices in New York State?**
- A: Our policy is not to accept cash payments in our Field offices.
13. **Q: If so, how much and what is your process for cash payments today?**
- A: N/A

14. **Q: What is the number of Money Orders Collected?**
A: This information is not available.
15. **Q: What is the number of checks collected?**
A: This information is not available.
16. **Q: Does every payment have a coupon? If not, what is the percentage that come in with a coupon?**
A: Yes, it should, but a small number of payments are submitted without a coupon.
17. **Q: Are any payments being mailed today?**
A: Yes.
18. **Q: Is DOCCS envisioning family members making payments on behalf of the parolees?**
A: This is an acceptable practice.
19. **Q, Will you be sharing all questions posed for this RFI?**
A: Yes, they will be posted on our website on April 30, 2012.
20. **Q: Can you provide a list of the vendors that are submitting questions?**
A: Questions posted will not include the names of the requester.
21. **Q: Section 2.1.1 Overview of Existing Supervision Fee and Accounting System, Page 5, all paragraphs in section The RFI provides figures regarding existing collections from January 2007 through December 2011 resulting in a total collection of \$6,110,043.00.**
Can figures be provided regarding fee assessment for the same period? In other words, how much was billed to collect \$6.1 million?
A: We do not have specific data, however, on average about 60% of fees owed are collected.

22. **Q:** **Section 2.1.1 Overview of Existing Supervision Fee and Accounting System, Page 5, all paragraphs in section This section provides a description of the existing system. What sanctions can be applied by statute/policy for non-compliant offenders and are those sanctions typically imposed as expected?**
- A: Please see Question #7.
23. **Q:** **Section 2.1.1 Overview of Existing Supervision Fee and Accounting System, Page 5, all paragraphs in section This section provides a description of the existing system. Does the State make any attempt to collect delinquent fees after either release or re-incarceration? If so, please describe. If not, is this due to statute or policy?**
- A: State Law precludes collection of these funds after Parole termination because an Administrative appeal process is not in place.
24. **Q:** **Section 2.2 Statement of Need, Page 7, all paragraphs in section The RFI provides figures regarding existing collections from January 2007 through December 2011 resulting in a total collection of \$6,110,043.00 and costs for printing and distributing vouchers for a different period (August 2010 through July 2011). Is it possible for the State to provide an estimated “total cost of collection” for the \$6.1 million over the same period? Ideally, this cost would include not only the cost of voucher printing and distribution but also labor for drop box collection, agent labor, payment processing, and bank deposit fees. We understand that this may not be easily calculated, but even an estimated percentage with a +/- accuracy of 5% would be helpful.**
- A: We do not have this information.
25. **Q:** **Section 2.2 Statement of Need, Page 7, bullet list The list references “personal check”. Please confirm that the State currently accepts payments drawn on personal accounts. If so, how many NSF payments are returned per month on average?**
- A: The State accepts personal checks. We do not have an accurate count of returned checks.
26. **Q:** **Section 3.1.1 Desired Features, Page 8-9, all paragraphs Most of the desired features in this section reference remittance processing features. Is the vendor system expected to manage the fee assessment process (i.e., monthly billing and waivers) or will that function remain an existing DOCSS system function?**
- A: The assignment of the fee and its amount will be made by Parole Officers - not the Contractor

27. Q: How many different facilities are the participants being released from?

A: Over 50 facilities.