

RFP16000145 Data Breach and Credit Monitoring Services

Question	RFP Section	RFP Page	Question	Response
1	RFP Administrative Information	1	Can electronic submission be completed at both the portal listed in the RFP ( <a href="https://purchasing.idaho.gov/iprologin.html">https://purchasing.idaho.gov/iprologin.html</a> ) and at <a href="https://webprocure.perfect.com/?">https://webprocure.perfect.com/?</a>	Logging into the State of Idaho’s e-procurement system at <a href="https://purchasing.idaho.gov/iprologin.html">https://purchasing.idaho.gov/iprologin.html</a> will redirect you to a WebProcure site, through which you may access and bid on State of Idaho solicitations. Vendors are advised to enter the WebProcure site via the State of Idaho portal.
2	RFP Administrative Information	1	Will additional question windows be added to the schedule since questions may arise as responses to the RFP are written?	The deadline for questions has been extended to 11:59:59 pm MT on Monday, November 16, 2015. (See Amendment 1 to RFP16000145).
3	RFP Administrative Information & 4.4.6	1 & 10	How does the State recommend an Offeror account for the potential administrative fees of Active Participants in the Offeror’s Best and Final Offer (BAFO) since the various participating states’ administrative fees are not disclosed except for the State of Idaho’s?	See RFP Section 9.2. Offerors are to take the 0.25% NASPO ValuePoint Administrative Fee into account when proposing their costs in Exhibit F; Offerors are NOT to take into account any additional Administrative Fees that may be required by Participating Entities. Additional administrative fees may be negotiated in Participating Addenda, and Offerors that have been awarded Master Agreements may adjust their pricing in each Participating Addendum to account for those additional Administrative Fees.  NOTE: (BAFOs will only be conducted as discussed in Section 4.4.6 of the RFP; Offerors should submit their best proposals initially as there is no guarantee that the State will conduct any discussions.
4	2.3	3	What is the expected turnaround time between an Active Participant identifying a Triggering Event and the Offeror beginning to provide Contract Services?	Most Participating Entities have strict requirements for notifying affected individuals of a Triggering Event; therefore, it is anticipated that a Participating Entity will notify the Contractor immediately after identification of a Triggering Event, and will require the Contractor to begin providing services immediately upon notification.

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5	2.5	3	Besides the seven states named as potential participating entities, how many other states are aware of this RFP process and the details of its contract services?	All states, territories, and the District of Columbia have been informed of this RFP process and given an opportunity to review the RFP documents.
6	3.1	5	Will the State consider extending the deadline for submitting proposed modifications to Exhibit C or Exhibit D?	The deadline for questions has been extended to 11:59:59 pm MT on Monday, November 16, 2015. (See Amendment 1 to RFP16000145).
7	3.10	8	Will pricing information be considered confidential or proprietary information?	No. Pricing information is subject to Idaho's Public Records Request law.
8	4.43, 8.6, & B5.4	9, 18, & 29	Regarding the cost proposal scoring, should the Average Unit Price for single-bureau credit monitoring and triple-bureau credit monitoring also incorporate the costs for Identity Theft Monitoring as described in section B5.4?	Yes. The columns for single-bureau and triple-bureau credit monitoring/identity theft protection include all of the services detailed in Exhibit B, Paragraph B5. All of the services detailed in Exhibit B must be accounted for by Offerors somewhere in the Cost Proposal; no additional categories, costs, reimbursements, etc. will be recognized.
9	5.1	11	Should the ORIGINAL Signature Page be placed in front of the ORIGINAL Technical Proposal and saved in the same File if submitting electronically?	If submitting electronically, the Signature Page may be included in the same file or uploaded in a separate file.
10	6.3	13	Will completed References be assigned a score under the Evaluation criteria?	Yes, reference questionnaires will be evaluated; this evaluation will be included in the evaluation of Section 6 (see Section 4.4.5, Evaluation Criteria.)
11	8.12	19	Is compliance with any particular NIST standards required?	No. (See Exhibit B, Paragraph B7.3 for all relevant compliance requirements.) Note that your response to Section 8.12 must include a description of how compliance with Exhibit B, Paragraph B7.3 is met; higher scores may be earned if an Offeror's response includes details of NIST or other additional compliance.
12	9.2 & Exhibit F	20 & 59	Should the 0.25% NASPO ValuePoint Administrative Fee be included in the Unit Prices on Exhibit F?	Yes. See Section 9.2.
13	Exhibit A, Section	25	Should pricing submissions be marked with a	Pricing is not considered a trade secret under Idaho law;

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	28		nondisclosure designation?	therefore, marking pricing with a nondisclosure designation will not protect the cost proposal from release in the event of a Public Records Request.
14	B3.3.2	28	Will participating entities notify eligible individuals ONLY through U.S.P.S., not through e-mail?	Participating Entities may have different requirements and policies regarding delivery method, but it is anticipated that Participating Entities will only engage the Contractor's services if hard copies must be sent out. A Participating Entity may negotiate specific delivery methods in its Participating Addendum.
15	B4.1 & 7.4	28 & 15	The State expects a general call center to be available 24x7x365. Does the State also expect Identity Restoration Personnel to be available 24x7x365?	Yes. See Exhibit B, Paragraph B5.6.2 for requirements related to Identity Theft Restoration Assistance.
16	B4.3	29	Does the State have a process in mind for how call center staff are to answer questions around eligibility?	At a minimum, it is anticipated that Participating Entities will provide the Contractor with some basic information about the Triggering Event and eligibility. Some Participating Entities may choose to provide a script of FAQs as described in Exhibit B, Paragraph B2.5.2. Offerors should feel free to describe any suggested processes in their responses to Section 8 (as appropriate).
17	B5	29	Does the State require a 508 compliant platform to aid eligible individuals who are visually impaired?	A 508 compliant platform is not mandatory, but is desirable. Offeror should identify 508 compliance in its responses to Section 8 (as appropriate.)
18	B5.7	30	If a subcontractor is planned to provide the identity theft-related services under this contract, is it acceptable for that subcontractor (rather than the contractor) to provide the identity theft insurance as described in B5.7?	Yes, if a Contractor intends to use a subcontractor to provide the identity-theft related services, the subcontractor may provide the identity theft insurance described in B5.7; however, the Contractor must confirm that the subcontractor has and maintains the required insurance, and must provide copies of such confirmation to the Lead State. <b>Failure of a Contractor to confirm that a subcontractor meets all RFP requirements will be grounds for termination of the Contractor's Master Agreement.</b>

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19	B6.2	31	Will the Offeror establish a Service Level Agreement with each participating entity that activates the Contract Services?	Yes, it is anticipated that Participating Entities will negotiate SLAs as part of the Participating Addendum process.
20	Exhibit C, Section 11	38	Why is Section 11 marked as “[RESERVED]”?	NASPO ValuePoint has standard terms and conditions, not all of which are relevant to every solicitation. Rather than renumbering the Terms and Conditions when sections that are not relevant are removed, the removed sections are marked as “[RESERVED]”.
21	Exhibit C, Section 17(b)(1)	40	Is it acceptable if the Commercial General Liability coverage limit is met by a combination of primary and umbrella policies?	Yes.
22	Exhibit C, Section 17(d)	41	Recommended adjustment of Terms and Conditions:  1. Rationale: Insurance carriers are unable to commit to notifying of “material alteration” to policies.  2. Recommended verbiage: remove “material alteration.”  3. Explanation of fairness and equitableness: Because insurance carriers cannot evaluate materiality.	The State has considered the requested change; no changes are made.  This requirement requires the Contractor (not the insurance carriers) to notify the Lead State of any material alteration to policies.
23	Exhibit D	49	Will each Participating Entity provide its own Contract Terms and Conditions?	Each Participating Entity may negotiate its own Terms and Conditions.
24	Exhibit G	61	Will the RFP Lead notify the Offeror when the State receives each of the three references since the Reference Organization is instructed not to return the Reference document to the Offeror?	No. Offerors may contact the RFP Lead to confirm whether references have been received.