

Question #1: Are there any restrictions from having tasks involving image QA, data entry, or data entry QA done offshore?

Answer to Question #1: Because of confidentiality issues, all the work must be done domestically. Not offshore.

Question #2: Is there a required turn around for tasks required based off date received from US Postal Service? For example: Next day turn around, two day turn around, one transmission at end of week, etc.

Answer to Question #2: It is anticipated that there will be a daily process, scan to capture data in PDF images. See C. Production Process, p. 11 of the bid specifications. The transmission of the images and data will be on a schedule mutually agreed to with OCA.

Question #3: Please clarify “Maintain a US Postal Service PO Box in New York State for exclusive receipt of Pro Bono Forms. The mail box address is: PO Box 5058, White Plains, NY 10602-5058”

- Does this mean PO box 5058 must be maintained?
- Or can the PO box be anywhere in NYS?

Answer to Question #3: We want to maintain the current box number and address as this information is printed on all of our collateral materials, forms, envelopes, etc.

Question #4: Section I Purpose and Scope states that the existing PO box must be maintained. Is it acceptable that a forward order be placed on the box, so that mail can be sent and picked up at a Post office local to our NY processing facility?

Answer to Question #4: If doing so, OCA must not incur any additional postal or administrative charges, if the US Postal Service agrees to such a transfer. Also, there cannot be any delays in the delivery of work because of any such transfer.

The awarded vendor will be responsible for all charges related to maintaining the PO Box and returning misdirected material to OCA. See also Answer to Question #6.

Question # 5: Is the awarded vendor taking control of the box located in White Plains, NY or just getting access to pick up the mail? If so what will be the authorization process.

Answer to Question #5: We anticipate that there would be a transfer of the PO box to the awarded vendor.

Question #6: Does the awarded vendor have to pay to send misdirected mail to the nearest post office? Are there any alternatives to handle the misdirected mail?

Answer to Question #6: We are not talking about misdirected mail. We are talking about non-Pro Bono forms incorrectly mailed in the envelopes to the PO box. These misdirected inserts

need to be returned to OCA, NYS Office of Court Administration, Attorney Registration, 25 Beaver Street, 8th Floor, New York, NY 10004.

Question #7: Can you please clarify the requirement for returning misdirected mail and other exception handling.

Answer to Question #7: Any non- Pro Bono Form materials (for instance incorrect forms that attorneys place in the blue envelopes) must be returned to OCA in hard copy on a schedule and method agreeable to both parties. Weekly is preferred if possible.

Question #8: Can we use our online repository to deliver the pdf report of the fields captured in the pro bono forms?

Answer to Question #8: What we require is an upload of the pdf forms to our repository. How that is accomplished is up to the vendor.

Question #9: Do we need to provide a pdf per form?

Answer to Question #9: Yes – one pdf per record.

Question #10: Do we need to capture and report any data on field VI of the pro bono form?

Answer to Question #10: No. for further information, please see p. 10 of the bid specifications for language about data layout as well as Exhibit C.

Question #11: Could an iForm replace the manual Anonymous Report of Voluntary Pro Bono Services and Contributions form. Attorneys could fill in a public iForm and all of the data could be extracted. OCA could easily email the form link or add it on the OCA site.

Answer to Question #11: We already have an electronic option as part of our online registration. This is for those who wish to use a paper form, and we do not want this form open to the public because of its anonymous nature.