

OCA-DGCP-032 UCS Dental Insurance Plan

Question & Answer (second and final Q&A)

The New York State Unified Court System (UCS) thanks the vendor that submitted the question below concerning the UCS Dental Insurance Plan Request for Proposal (RFP) issued on August 7, 2025.

Below is the response to the additional question UCS received in connection with this RFP after the initial period to ask questions ended on August 21, 2025 (2PM ET) until September 24, 2025 (2PM ET).

Question #1:

Call Center Availability: The RFP specifies that the call center must be available Monday through Friday and only closed on UCS-recognized holidays. XXXX's call center is closed the day after Thanksgiving, Christmas Eve, and New Year's Eve. Could you confirm whether these closures would be acceptable to UCS, or if this would disqualify us as mentioned in the RFP requirements.

UCS Response:

Notwithstanding the mandatory requirements of the RFP, a proposal identifying that customer service representatives and supervisors are unavailable on those dates is acceptable and would still be considered a qualified submission; however, it could still impact the vendor's Technical Criteria Score.