

ATTACHMENT 16



Department of
Civil Service

Performance Guarantees –
RFP Entitled:
“New York State Health Insurance
Program Decision Support System”

Offeror Name: _____

DSS Implementation Guarantee: The Offeror proposes to permanently forfeit ____percent of the dollar amount of the Ongoing Operations Monthly Fee for each month, or part thereof, after the Project Services Start Date that any of the Implementation activities listed above, in Section 3.2 remain incomplete. The minimum percent an Offeror may propose is 100%.

DSS Availability Guarantee: For each hour, or part thereof, in which the DSS is not available in its entirety to Users Monday-Friday between 8:00 a.m.- 5:00 p.m. E.T., except for previously agreed to scheduled outages and State Holidays, the Offeror shall forfeit \$ _____. The minimum amount an Offeror may propose is \$400.

DSS Update Guarantee: For each twenty-four (24) hour period, or part thereof, beyond fifteen (15) Business Days from receipt of data from a Data Provider, in accordance with the submitted schedule, that the data is not loaded into the DSS and fully accessible to all Users, the Offeror proposes to forfeit \$ _____. The minimum amount an Offeror may propose is \$1,000.

DSS Transition Guarantee: The Offeror proposes to forfeit \$_____ for each Day or part thereof that the Transition Plan requirements are not met. The forfeited amount (Standard Credit Amount) is \$1,000.00 for each Day this guarantee is not met. However, an Offeror may propose higher amounts.