



Office of the Attorney General Letitia James

New York State Office of the Attorney General

RFI 24 – 003

Gift Cards for Gun Buyback

May 16, 2024

**STATE OF NEW YORK OFFICE OF THE
ATTORNEY GENERAL**



Request for Information Number: 24-003	RFI Issued: 5/16/2024
RFI Description: Gift Cards for Gun Buyback	Contract Period: Not applicable
<p>Due Dates and Times (ET):</p> <p>Submission of Questions: 5/23/2024</p> <p>OAG Issuance of Answers: 5/30/2024</p> <p>RFI Response Due: 6/6/2024</p>	<p>Location of Service: New York State, at Respondent’s Premises or Designated Premise</p>
<p>In compliance with Procurement Lobbying Law, contacting anyone other than designated herein may result in rejection of Application. Primary Designated Contact:</p> <p>Rachel Young Contract Management Specialist Budget and Fiscal Management Bureau Office of the New York Attorney General State Capitol Albany, New York 12224-0341 Telephone: (518) 776-2144 E-Mail: purchase@ag.ny.gov</p>	<p>In the event the Primary designated contact is not available, the alternate designated contact is:</p> <p>Christopher Reksc Contract Management Specialist 2 Budget and Fiscal Management Bureau Office of the New York Attorney General State Capitol Albany, New York 12224-0341 Telephone: (518) 776-2138 E-Mail: purchase@ag.ny.gov</p>

Questions regarding this announcement shall be directed to the person on the cover page via email only and shall adhere to the above deadline. Verbal questions will NOT be accepted. THIS IS A REQUEST FOR INFORMATION (RFI) ONLY. This RFI is issued solely for information and planning purposes, and it does not constitute a Request for Proposal (RFP) or a promise to issue an RFP in the future. This request for information does not commit the OAG to contract for any service whatsoever. Further, the OAG is not seeking proposals and will not accept unsolicited submissions. Vendors are advised that OAG will not pay for any information or administrative costs incurred in response to this RFI; all costs associated with responding to this RFI will be solely at the interested party's expense. Not responding to this RFI does not preclude participation in any future RFP, if any is issued. If a solicitation is released, it will be posted on the New York State Contract Reporter website and the OAG website. It is the responsibility of the potential responders to monitor these sites for additional information about this requirement. The OAG encourages responders to register with the New York State Contract Reporter

(NYSCR) at <https://www.nyscr.ny.gov/agency/index.cfm> to receive notifications about this Solicitation. Navigate to the "I want to find contracts to bid on" page to register for your free account. To receive e-mail notifications regarding updates to the content or status of a particular ad, you must “bookmark the ad” on the upper right-hand side of the ad, then return to your Account, view your list of bookmarked ads, and then select the “send me notification updates” option listed to the right of the ad. Any updates to the RFI documents will also be posted and released through the NYSCR. If you do not opt-in to receive notification updates regarding a specific ad, you will not receive email notifications regarding updates, including email notifications regarding the questions and answers, documents, and updates to Solicitation documents.

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I. Agency Background

As head of the Department of Law, the Attorney General is both the "People's Lawyer" and the State's chief legal officer. As the "People's Lawyer," the Attorney General serves as the guardian of the legal rights of the citizens of New York, its organizations, and its natural resources. In fulfilling the duties of the State's chief legal counsel, the Attorney General advises the Executive branch of State government and defends actions and proceedings on behalf of the State.

The Office of the Attorney General (OAG) serves all New Yorkers in numerous matters affecting their daily lives. The Attorney General's Office is charged with the statutory and common law powers to protect consumers and investors, charitable donors, the public health and environment, civil rights, and the rights of wage-earners and businesses across the State.

The Attorney General's authority also includes the activities and investigations of the State Organized Crime Task Force and Medicaid Fraud Control Unit. While the Attorney General acts independently of the Governor, the Governor or a state agency may request the Attorney General to undertake specific criminal investigations and prosecutions.

The legal functions of the Department of Law are divided primarily into five major divisions: Appeals and Opinions, State Counsel, Criminal Justice, Economic Justice, and Social Justice.

Over 1,800 employees, including over 700 attorneys and forensic accountants, legal assistants, scientists, investigators, and support staff, serve in the Office of the Attorney General in many locations across New York State.

II. Purpose of this Request for Information (RFI)

The OAG is issuing this Request for Information (RFI) to gather information from potential vendors to provide prepaid gift cards to disseminate at OAG's Gun Buyback Program events. Specifically, the OAG is seeking information from vendors on their prepaid card program(s), security, customization, fees, and customer service. The OAG seeks vendor responses on their capability to provide a comprehensive and cost-effective solution. Interested parties should respond to the questions below. The information received from this RFI may be used to issue a Request for Proposal (RFP) or a Request for Quote (RFQ) to procure these services. This issuance does not constitute a commitment to issue a bid, award a contract, or pay any costs incurred in preparation for a response to this request. The State expects a formal Restricted Period to be announced in the Contract Reporter upon determining that procurement(s) will result from this RFI.

III. Submission of Questions and RFI Response Requirements

A. Submission of Questions

1. All questions/inquiries and/or clarifications concerning this request for information shall be addressed to the Office of the Attorney General (OAG) designated contact. All questions should be submitted by email to purchase@ag.ny.gov with the subject line: "RFI # 24-003 – Gift Cards

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for Gun Buyback – Q&A – [Insert Vendor Name]”. Cite the particular RFI section and paragraph number the question relates to.

Questions/inquiries and/or requests for clarification are only accepted via email. Official answers to questions will be provided via addendum posted to the OAG website (<https://ag.ny.gov/resources/organizations/contract-procurement-opportunities>) and the NYS Contract Reporter (<https://www.nyscr.ny.gov/agency/index.cfm>). Deadline for submission of questions will be as stated on the cover page of this document.

B. RFI Response Delivery Method and Content

1. Certified mail, first class mail, overnight delivery, hand delivering responses or walk-ins will not be accepted. Facsimile submissions will not be accepted. The Office of the Attorney General will not acknowledge receipt of applications delivered by mail, fax or in person. Responses must be submitted via email to purchase@ag.ny.gov with the subject line of “Response Enclosed for RFI # 24-003 – Gift Cards for Gun Buyback – [Insert Vendor Name]”. The applicant is responsible for ensuring arrival before 5:00 PM on the deadline date.
2. Submission Content
 - a. **Cover Page:** Respondent must provide a cover page that includes the following information: Company name, contact name, contact title, contact phone number, contact email address, mailing address.
 - b. **Narrative:** A narrative of no more than two (2) pages answering questions below, plus any additional optional attachments.
 1. Outline the different types of prepaid cards offered by your company (e.g. single-use, reloadable, etc.).
 2. Describe your company’s policy on card expiration dates, including typical duration.
 3. Explain your company’s approach to cardholder onboarding, activation, and verification.
 4. Describe your company’s platform for managing prepaid cards, including features such as transaction processing, reporting, and fraud prevention.
 5. Outline your company’s security measures to protect cardholder data and prevent unauthorized activity.
 6. Describe your company’s ability to customize the prepaid card program to meet the OAG’s specific needs, such as design and functionality.

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7. Outline your company's fee structure for program setup, card issuance, transaction processing, and other services.
8. Describe your company's approach to customer service and support for both cardholders and program administrators.