HBITS FAQ's

HOURLY BILL RATE INVOICING

STATE AGENCIES/CONTRACTORS

Q. What is the process for receiving HBITS invoices and paying them?
A. The OGS Business Service Center (BSC) will receive all invoices from the Contractors. The BSC will pay the invoices outright. Simultaneously, the BSC will forward the invoices to the OGS NYSPro Contract Management Team (NYSProCM). NYSProCM will send copies of invoices and the agencies' individual sub-billing to the agencies or post them on the eHBITS portal (when available), and will notify the agency of the current invoice. NYSProCM will then sub-bill the agencies in the State Financial System (SFS). Agencies will receive the bill in SFS and repay the BSC for the amount owed.

STATE AGENCIES

Q. Do we pay the Contractors directly for invoiced hourly Bill Rates?
A. No. The Business Service Center will receive all invoices from the Contractors and pay the Contractors directly. These invoices will be sent to NYSProCM so a sub-bill can be created in SFS. Agencies will then repay BSC for the services on the invoice. Agencies not using SFS will receive an invoice via email, until the invoices can be posted in the eHBITS portal.

Q. When will invoices be sent out to an Agency?
A. Initially, invoices will be sent out by the 15th of each month via email. Eventually, invoices will be posted on the eHBITS portal by the 15th of each month. Upon notification by OGS that invoices are posted via the portal, it will be each agency's own responsibility to visit the portal and validate their agency's invoice. At this time, OGS is developing this process. Therefore, the target date of the 15th may be extended until this process is finalized.

Q. Can payments be made electronically? If so, do we need to complete a registration of some sort first?
A. Yes, agencies using SFS will process payments through SFS. Agencies will receive a notification/sub-bill.

Q. Do we reference an account number when making payment?
A. Yes, for agencies that are not currently on SFS, it is highly recommended the invoice number be included with payment sent to the BSC. Additionally, the agency code will be posted on the invoice when sent to agencies.

Q. How long do we have to pay the bill?
A. Payments should be made before the next billing cycle; which is every 15th of the month.

Q. Is it possible that we can get a copy of the pricing schedules in Excel format?
A. At this time, we are unable to provide Excel copies of the Pricing Schedules. Current Hourly Bill Rates are posted within each Contractor's Appendix D for each job title/demand/ region. We recommend that an Agency obtain this information for the specific job title/demand/region from Appendix D each time to prevent using outdated information in submissions.

Q. The threshold for a PTP is $50,000. Do I still need to get a PTP approval when the contract value is less than $50,000?
A. PTP is not required for any technology services under $50,000. For complete details refer to the NYS Information Technology Services at http://www.its.ny.gov/ptp

Q. I am putting together a PTP and B-1184 for submission of a contractor position. I see the contract pricing for all of the vendors on your website. In order to estimate a price for the PTP/B-1184, which vendor price should be used? Is there a combined average price somewhere?
A. Please note that HBITS cannot provide a recommendation regarding which rate to use for the PTP/B-1184 approvals. We would suggest that you reach out to your finance office to inquire as to what figures to use as there is no "combined average rate" established for the Contract.

Q. Who do we contact for billing disputes?
A. Contact the NYSPro Contract Management Team, at PS_CM_ITServices@ogs.ny.gov . This Team will work with you to rectify your issue. If the issue can be handled between NYSProCM and the agency, it will be considered closed. If the issue is with the Contractor, the NYSProCM Team will work with the BSC to coordinate the issue resolution with the Contractor. The BSC will be the point of contact for external invoice coordination, but will work closely with the NYSProCM Team and the Agency contact as appropriate.

Q. Who do I contact if I have SFS (State Financial System) questions?
A. Please contact The OGS Business Service Center at BSC@ogs.ny.gov

Q. As a State Agency, who would we contact if we have sub-billing questions?
A. Please contact the NYSPro Contract Management Team (NYSProCM) at PS_CM_ITServices@ogs.ny.gov

CONTRACTORS

Q. Where do we forward Contractor invoices?
A. Please forward to Receiving@ogs.ny.gov

Q. Can I accumulate my invoices from month to month then submit?
A. No. As referenced in Section 5.13.1 Method of Payment, The Contractor shall prepare a single invoice and a single Monthly Report for each payment period no later than the 15th of the following month.

Q. Can our submitted bill rate for each individual task order (Service Group/Job Title) be lower than our awarded bill rate for that given task order (Service Group/Job Title)?
A. No. A Contractor cannot change bill rates for a Service Group/Job Title based on a Task Order. The awarded bill rate is the only rate allowed and used for comparing financials. For example, if a Contractor's bill rate for a Service Group/Job Title is $60, than that is the rate used for the Financial portion on any and all Task Orders for that position submitted by the Contractor. See Contract Section 2.3 Hourly Rates - "Hourly Bill Rates are not negotiated at the time of placement. A Contractor may only modify its Hourly Bill Rates via a formal amendment to this Contract."

Q. If I haven't received my NYS payment for services, can I resend another invoice requesting payment?
A. No. Resubmitting a second invoice (double billing) may create more of a time delay in the review process.

Q. How does OGS know which agency the employee is working for? Especially if there is more than 1 agency being billed on the same invoice?

A. Please make sure the agency is listed on the invoice with all employees under the name. If more than 1 agency, please list 2nd agency under 1st one with employees, then 3rd agency, etc.

Q. What information should be included on the invoice?

A. As outlined in Section 5.13.1 Method of Payment, "The invoice for payment shall include the following minimum information: Contract identification number; the names of each Executive Agency Authorized User that acquired Services; Task Order numbers; time period billed; and aggregate amount billed for each Executive Agency Authorized User and aggregate amount billed for the time period. Invoices for payment shall be submitted to OGS on a New York State Standard Voucher or company invoice or other approved document for Services satisfactorily completed during that month."