



STATE OF TENNESSEE
DEPARTMENT OF HUMAN SERVICES

**REQUEST FOR PROPOSALS # 34513-07817
AMENDMENT # 1
FOR CHILD SUPPORT ENFORCEMENT SERVICES 7th
JUDICIAL DISTRICT, TENNESSEE (ANDERSON
COUNTY)**

DATE: OCTOBER 18, 2016

RFP # 34501-07817 IS AMENDED AS FOLLOWS:

1. **This RFP Schedule of Events updates and confirms scheduled RFP dates. Any event, time, or date containing revised or new text is highlighted.**

EVENT	TIME (central time zone)	DATE
1. RFP Issued		September 20, 2016
2. Disability Accommodation Request Deadline	2:00 p.m.	September 28, 2016
3. Notice of Intent to Respond Deadline	2:00 p.m.	September 29, 2016
4. Written "Questions & Comments" Deadline	2:00 p.m.	October 4, 2016
5. State Response to Written "Questions & Comments"		October 18, 2016
6. Response Deadline	2:00 p.m.	October 25, 2016
7. State Completion of Technical Response Evaluations		November 18, 2016
8. State Opening & Scoring of Cost Proposals	2:00 p.m.	November 21, 2016
9. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection	2:00 p.m.	November 30, 2016
10. End of Open File Period		December 7, 2016
11. State sends contract to Contractor for signature		December 8, 2016
12. Contractor Signature Deadline	2:00 p.m.	December 15, 2016

2. **State responses to questions and comments in the table below amend and clarify this RFP.**

Any restatement of RFP text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFP document.

QUESTION / COMMENT	STATE RESPONSE
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QUESTION / COMMENT	STATE RESPONSE
<p>1 Is document imaging currently being used in this district? If so, what software/hardware is being used? If more than one piece of hardware is being used, how many pieces of hardware are being used? What documents are imaged? May we have an OnBase report of the average number of pages and documents imaged monthly for the last year?</p>	<p>The current contract for the 7th Judicial District is not currently using document imaging.</p>
<p>2 Who currently provides service of process for the Anderson County child support cases?</p>	<p>The Anderson County Sheriff's Department.</p>
<p>3 Does the 7th Judicial District office current pay for any private service of process, out of county service, or out of state service? If so, please list and provide the average monthly cost.</p>	<p>The 7th Judicial District office does not currently pay for any private service of process, out of county service, or out of state service.</p>
<p>4 How much does the district spend in postage each month? Please provide the average number of outgoing pieces of certified mail and first class mail each month.</p>	<p>Approximately \$800 per month is spent for postage, including approximately 200 pieces of 1st class mail and 35 pieces of certified mail.</p>
<p>5 What State and/or federal grants are currently active for the office?</p>	<p>There are no state and/or federal grants currently active for the 7th Judicial District office.</p>
<p>6 What community agencies are currently utilized by the child support office in outreach activities or through referrals to/from the child support office?</p>	<p>Examples of community partners are: TN Department of Human Services (DHS) and TN Department of Children's Services (DCS), the Sheriff's Department and Community Corrections.</p>
<p>7 How many customers visit the office on average per month?</p>	<p>Approximately 330 per month.</p>

QUESTION / COMMENT	STATE RESPONSE
<p>8 Section B on qualifications has a value of 30 points and is often the deciding section in scoring the bid and awarding a contract. For that reason, it seems essential for all Respondents to have clarity on the rules for listing or claiming company qualifications. Obviously, corporate abilities vary significantly. In Section B, it repeatedly asks for information of the qualifications of the "Respondent" submitting the bid. This is underscored in the heading for Section B that asks specifically for the name of the "Respondent Legal Entity." Sections B.11- B.13 give the Respondent Legal Entity little direction in claiming qualifications. As a result, an issue can arise as to whether the Respondent Legal Entity can list, claim, or describe projects of another Legal Entity based on the idea that one or more of its employees might have worked for that other Legal Entity in the past. This can cause confusion by: (1) mixing qualifications of the Respondent Legal Entity with what is simply the personal experience of an employee; and (2) give the impression that the resources of the other Legal Entity who is not the Respondent are being brought to this bid. The issue specifically arises in preparing the response to B.11 and B.12 if a Respondent chooses to mix the qualification of the Respondent Legal Entity with individual experience with a past employer. This is fixed if Section B.13 (list of employees and resumes) is interpreted to be the location to list the past experience of employees. In order to avoid confusion between "qualifications" of the Respondent Legal Entity and the "experience" of an employee, we suggest that projects of another Legal Entity at which an employee once worked should only be listed in the resume of an employee in Section B.13 and not in the general discussions and tables of the qualifications of the Respondent Legal Entity. This will avoid any impression that the capacities and infrastructures of a prior employer Legal Entity are being brought to this bid.</p> <p>Question: When a Respondent Legal Entity responds to Sections B.11 and B.12, should it only include information of the projects of the Respondent Legal Entity and then use Section B.13 to list experience gained by its employees on past projects in the resumes of the employees?</p>	<p>The State understands and appreciates the suggestion of the Potential Respondent regarding qualifications and experience. Assuming that the information provided by a Respondent in response to Sections B.11 – B.13 of RFP Attachment 6.2 (p. 23) is accurate, the State should be able to sufficiently differentiate between, on the one hand, the experience of the Respondent and, on the other, the experience of an employee of the Respondent and key people who will be assigned to deliver the goods or services required by this RFP. The State believes that the requirements set forth in Sections B.11 – B.13 are specific enough to ensure that experience of an entity which was a previous employer of a member of the Respondent's proposed project team is not considered the experience of the Respondent.</p>

QUESTION / COMMENT	STATE RESPONSE
<p>9 Section B is allotted 30 evaluation points according to the evaluation criteria table provided in the RFP. Please clarify the breakdown of the 30 points allotted for each individual subsection within Section B (B.1 through B.18).</p>	<p>As stated in the preamble to RFP Attachment 6.2 - Section B, one score is to be assigned for all responses in that section. The scoring methodology for Section B does not call for an allotment of points for each of the individual items, but rather for an aggregate score based on an overall evaluation of the Respondent's general qualifications and experience.</p>
<p>10 Is the current office under a Corrective Action Plan or Performance Improvement Plan?</p>	<p>The 7th Judicial District office is not currently under a Corrective Action Plan or Performance Improvement Plan.</p>
<p>11 How many employees are currently on staff?</p>	<p>10</p>
<p>12 Please provide current job titles with the number of staff assigned to each title and salary or salary range.</p>	<p>Salaries are based on experience. The current vendor has 1 customer service specialist, 1 attorney, 1 paralegal, 1 interstate specialist, 1 intake specialist, 3 enforcement specialists, 1 operations manager and 1 Project Manager</p>
<p>13 Does the office currently utilize staff not located in the main office that are not counted in the current FTE ratio or utilize any part-time staff? If so, what child support functions are performed by these staff?</p>	<p>The current vendor has 1 part time worker who does Case Type History (CTPH) changes, suspense and member match.</p>

QUESTION / COMMENT	STATE RESPONSE
<p>14 RFP Section A.53. Physical Security – Minimum Protection Standards. a. states the following:</p> <p>The Contractor shall maintain ISO 27000 and/or SOC2 Type 2 compliance for the term of the contract. The Contractor shall confirm certification as requested by the State.</p> <p>There are many Information Systems Security control frameworks, such as the Federal 800-53 series of controls, COBIT, COSO, SOX and others. IRS pub 1075 for instances references the 800-53 series of controls. Implementing multiple control environments and undergoing multiple 3rd party audits can be both expensive and time consuming for organizations.</p> <p>In light of this,</p> <p>a) Will ISO 27000 and/or SOC2 Type 2 compliance be the only evidence of an effective and in place Information Systems Security control environment that the State will accept?</p> <p>b) If so, will the winning contractor be given a grace period to adopt one of these new frameworks, should it differ from the controls they already have in place?</p> <p>c) If not, what other evidence of compliance will the State accept?</p>	<p>Based upon the Child Support program's relationship with FTI data, the requirement would be either Fedramp certification, SOC II type II, or ISO 27000 certification. If the vendor, or a subcontractor employed by the vendor to provide services under the contract, hosts or processes FTI, they would need to be IRS Publication 1075 compliant as well. There is no provision for a grace period.</p>
<p>15 Please provide court docketing schedule for each court/magistrate and describe how cases are assigned to each docket (for example: paternity, set, contempt, modification, or a mixture).</p>	<p>The current vendor has the ability to schedule dockets as needed. They have an am and pm docket on Wednesdays and Thursdays averaging 35 cases each. They have one docket on Friday mornings averaging 35 cases. Dockets are a mixture of all types of cases.</p>
<p>16 How are staff attorneys assigned to court/administrative dockets? What are the staff attorney work assignments (for example: court, administrative, staff assistance)?</p>	<p>The current vendor's attorney handles all legal actions as specified in the contract.</p>
<p>17 How are orders completed after court decision? Are these orders completed in court with a signature and given to parties by court clerk or office staff?</p>	<p>Orders are completed in court by the attorney. The Magistrate signs the orders the day of court and the Magistrate's assistant gives copies of the orders to the clients.</p>

QUESTION / COMMENT	STATE RESPONSE
18 Is there TCSES/State mainframe and internet access in the court rooms? Will the State provide Verizon Air Cards for attorney laptops as they have in Knoxville and Nashville?	Yes, internet access is available in court. The State will provide a currently available technology offering for mobile connectivity for attorney laptops.
19 Does the court have an online system of searching for court orders and updating service of process information that is available to the public and/or contractors?	It is the State's understanding that Anderson County Circuit and General Sessions courts have a publically available online system for viewing lists of filed documents. There is a subscription service available for attorneys that includes increased search functionality.
20 What are the court filing procedures from the office to the clerk? How many pleadings are filed on average per day/week/month?	All filings are in person. There are approximately 100 per month. Data for daily and weekly filings is not currently available.
21 Are foster care and intergovernmental cases specifically docketed and/or grouped on the court docket as being foster care or intergovernmental, or are they interspersed with other cases?	Foster care and intergovernmental cases are not docketed separately from other cases.
22 How does the staff currently obtain copies of local court orders that are not in their case file?	The current vendor requests all copies of orders from the court in person or by email.
23 Please clarify A.41 with A.76 in that the State will offer at no charge to the Contractor telephone interpreter service. Does that also mean translation of documents and use of interpreters in the court room?	Section A.41. of the Pro Forma Contract (RFP Attachment 6.6) states that the contractor shall provide telephone equipment necessary to comply with Title VI requirements, whereas Section A.76 provides that the contractor will not be responsible for the cost of telephone interpreter service (interpretation from one language to another). The contract does not require, nor will the State provide, document translation or courtroom interpreter services at no charge to the contractor.

QUESTION / COMMENT	STATE RESPONSE
<p>24 Please provide the following call volume statistics for the past 12 months:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Average daily call volumes; <input type="checkbox"/> Average weekly call volumes; <input type="checkbox"/> Monthly call volumes; <input type="checkbox"/> Busy Hour Traffic (the number of calls there are during the busiest hour of operation of the telephone system); <input type="checkbox"/> Average call duration; <input type="checkbox"/> Average wrap up time; and <input type="checkbox"/> How many voice mails/message are left by customers each month. 	<p>Call volume statistics are as follows: Approximately 1500 calls per month. Approximately 70 calls per day, 350 calls per week. Peak phone times are 12:00 - 1pm when the vendor averages 15 calls. Average call duration is estimated at 8 minutes per call and 2 minutes for wrap up. The vendor averages between 50 - 60 voice mails/messages per month.</p>
<p>25 Who currently carries out genetic testing for the child support office? What are the current procedures for carrying out genetic testing? Are genetic testing samples drawn at court?</p>	<p>The current vendor does genetic testing in-house 5 days per week between the hours of 8 - 4:30; they do genetic testing in court as well.</p>
<p>26 How many computers will be available for on-site training and interview rooms in addition to the computers/laptops for FTE staff?</p>	<p>The State will provide a maximum of three computers for an on-site training room, and a maximum of two computers for interview rooms.</p>
<p>27 Will the State provide the Windows 7 software and licenses for all computers provided by the State to provide child support enforcement services? Considering Microsoft ended support for Office 2010 this previous year, and the fact that Outlook 2010, which is included with Office 2010, will not communicate with the latest version of Microsoft's email server, will Office 2013 or 2016 be provided instead?</p>	<p>The State will provide Windows 10 on the supplied equipment. The current State standard for Office is the 2010 version. Microsoft has not yet ended support for Office 2010. A State decision on which version to approve for the new standard has yet to be reached. Per the documentation from Microsoft, the latest Exchange(mail) server is compatible with Outlook 2010.</p>
<p>28 This section [RFP, Page 7, 3.1.1.2. RFP, Page 21, A.8.] limits an offeror's response to 200 pages, but allows for certain documents to be included in an appendix and not counted against the 200 page limit. Please confirm that the 200 page limit applies to the narrative responses required and that the following, which may or not be included in an appendix, do not count against the page count:</p> <ul style="list-style-type: none"> • Tabs and Divider Sheets • Required Forms (Attachment 6.1 and 6.2) • Reference Letters (Bank and Credit) 	<p>The State can confirm that the items listed in the question will not be considered as part of the 200 page limit for narrative responses.</p>

QUESTION / COMMENT	STATE RESPONSE
<ul style="list-style-type: none"> • Credit Reporting Agency Document • Certificate of Insurance • Financial Institution's Letter of Commitment <p>And any other stand-alone documents the State may require</p>	
<p>29 The RFP requires offerors to use a 12 point font. Please confirm that offerors may use a smaller font in graphics, tables, organizational charts, etc. as long as the wording is legible.</p>	<p>A smaller than 12 pt. font for graphics, tables, and organizational charts may be used, provided all text is legible.</p>
<p>30 For this requirement [RFP, Page 23, B.13.], offerors are required to provide résumés following the personnel roster. Since offerors are also required to provide a narrative description of the proposed project team under Requirement B.12., and the narrative gives a detailed summary of each team member's qualifications, please consider allowing offerors to classify résumés as stand-alone documents not counted toward the 200-page limit and instead be included in an appendix.</p>	<p>Taking into account the page-limit exemptions described in Items 28 and 29, the State feels that 200 pages provides adequate space in which to provide required responses. Resumes, as submitted under Item B.13 of Attachment 6.2, will count toward the 200-page limit.</p>
<p>31 How many staff (FTEs) are currently providing IV-D services in the 7th Judicial District?</p>	<p>10</p>
<p>32 Will the State include Office 2010 licenses on State provided equipment or will the vendor supply these?</p>	<p>The State will ensure that equipment is provided with a valid and compatible Microsoft Office license in order to perform the required services. Please refer to Item #27 response for additional information.</p>
<p>33 Please clarify if vendor is responsible for the cost of filing fees, service of process fees (instate or out-of-state) or any other legal fees, or if the State will cover.</p>	<p>The vendor is not responsible for these fees.</p>

QUESTION / COMMENT	STATE RESPONSE
<p>34 What is the current staffing Model of the present Vendor? (i.e. how many FTE are employed by the current contractor in the 7th Judicial District and how are these positions allotted according to job duties, such as how many attorneys, supervisors, caseworkers, intake workers, clerks, are there? etc.)</p>	<p>The current vendor has 1 customer service specialist, 1 attorney, 1 paralegal, 1 interstate specialist, 1 intake specialist, 3 enforcement specialist, 1 operations manager and 1 Project Manager</p>
<p>35 What is the current rate of compensation for the following State Staff employed by the State of Tennessee:</p> <ul style="list-style-type: none"> a. Child Support Staff Attorney b. Child Support Supervisors c. Child Support Caseworkers d. Child Support Intake Workers e. Child Support Office Assistants/Clerks 	<p>The positions specified in the question are not current State of Tennessee job classifications. The information requested in this question would not be relevant to a proposal in response to this RFP.</p>
<p>36 Under Scope A.41 pertaining to telephone services, will the contractor be required to provide an IVR (interactive voice response) system that would include real time case specific information? And does the telephone unit provided by the contractor stay the property of the contractor or the state?</p>	<p>Scope Item A.41 of the pro forma contract does not require the contractor to provide an Interactive Voice Response system that includes real time case specific information. Any intent by the contractor to provide such functionality should be detailed in the contractor's responses to RFP Attachment 6.2 - Section C. The telephone unit provided by the contractor will stay the property of the contractor.</p>
<p>37 Under Scope A.32 it states the contractor shall ensure that brochures, pamphlets, notices and/or press releases provide that the Tennessee Department of Human Services (TDHS) is funding this child support office and that any complaints, suggestions or recommendations be reported to the Department of Human Serves at 800-838-6911. The contractor shall further ensure that the TDHS logo is included on brochures and pamphlets, and that prior State approval shall be obtained on all brochures, pamphlets, notices and press releases. Does TDHS provide any of the above as a standard across the state or is this up to the individual contractor for their specific JD?</p>	<p>The State will provide all required brochures and pamphlets. Per the terms of Scope Section A.32, if the contractor wishes to provide additional literature to customers, it must contain the Department's logo and be approved prior to final development and dissemination. If the contractor requests to provide such literature, the contractor would be responsible for all associated costs.</p>

QUESTION / COMMENT	STATE RESPONSE
38 How much is the incumbent vendor currently compensated for the current contract year?	The incumbent vendor's monthly compensation rate for the current contract year is \$66,694.00.

3. Delete RFP Attachment 6.6 Section A.32 in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

A.32. The Contractor shall ensure that brochures, pamphlets, notices and/or press releases state that the Tennessee Department of Human Services (TDHS) is funding this child support office and that any complaints, suggestions or recommendations be reported to the Department of Human Services at 1-800-838-6911. The Contractor shall further ensure that the TDHS logo is included on brochures and pamphlets, and that prior State approval shall be obtained on all brochures, pamphlets, notices and press releases (Reference Section A.71.).

4. Delete RFP Attachment 6.6 Section A.71 in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

A.71. The State will provide, to the Contractor, all essential forms, brochures and pamphlets to be used in the administration of the program as well as hard copies of the Tennessee Child Support Handbook (Reference Section A.32.).

5. RFP Amendment Effective Date. The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.