



STATE OF TENNESSEE  
DEPARTMENT OF HUMAN SERVICES

**REQUEST FOR PROPOSALS # 34513-06525  
AMENDMENT # 1  
FOR CHILD SUPPORT ENFORCEMENT SERVICES IN  
TENNESSEE (HICKMAN, LEWIS, PERRY, AND  
WILLIAMSON COUNTIES)**

DATE: FEBRUARY 9, 2024

RFP # 34513-06525 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		February 1, 2024
2. Disability Accommodation Request Deadline	2:00 p.m.	February 7, 2024
3. Notice of Intent to Respond Deadline	2:00 p.m.	February 8, 2024
4. Written "Questions & Comments" Deadline	2:00 p.m.	February 23, 2024
5. State Response to Written "Questions & Comments"		March 18, 2024
6. Response Deadline	2:00 p.m.	March 26, 2024
7. State Completion of Technical Response Evaluations		April 15, 2024
8. State Opening & Scoring of Cost Proposals	2:00 p.m.	April 16, 2024
9. Negotiation		April 17, 2024, through April 19, 2023
10. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection	2:00 p.m.	April 24, 2024
11. End of Open File Period		May 2, 2024
12. State sends contract to Contractor for signature		May 3, 2024
13. Contractor Signature Deadline	2:00 p.m.	May 10, 2024

2. Delete RFP Attachment 6.6, Clause A.6 in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

A.6 Office and Workers. The Contractor shall ensure that, at a minimum, the child support office(s) remain(s) open and staffed on all days that the State is open and staffed. The Contractor's hours of operation in the Contractor's office(s) in the Service Areas shall be, at a minimum, from 8:00 A.M. to 5:00 P.M. Central Time, and the Contractor's staff shall be available to assist clients continuously throughout the day, from opening until close of business, including the lunch hour. The Contractor shall ensure that the Child Support Office(s) is identified by an exterior sign containing the following phrase: CHILD SUPPORT SERVICES. Any Signage installed under the requirements of this Section shall be subject to final approval by the State. The Contractor shall not house other businesses contracted or otherwise or allow access to areas of the child support office where child support enforcement services are being performed. This includes, but is not limited to, Contractor's employees and subcontractors that are not directly assigned to this child support services Contract and have not been approved by the State to receive access to any child support data in any form.

Each month the Contractor shall maintain a staffing level to fully support child support enforcement operations of **twelve (12)** FTE of the Contractor. Contractor acknowledges and understands that "fully staffed" assures that all hearings under this Contract are covered throughout the Term. The Contractor shall not include the following in calculating its staffing level:

- a. part-time employees;
- b. staff physically located outside of the Contractor's office(s) in the Service Areas, unless approved in writing by the State;
- c. staff who are not employees of the Contractor, with the exception of any approved subcontracted legal counsel as described in Section A.4; or
- d. staff on unpaid leave not including FMLA.

The Contractor shall submit its staffing plan in writing within thirty (30) days of the Effective Date of the Contract and, upon the State's approval, shall adhere to it. The Contractor shall not modify the staffing plan except upon the State's prior written approval.

The Contractor shall provide the State a written directory with the names, email addresses, and direct phone numbers of all project management, supervisory staff and attorneys assigned to this Contract. The Contractor shall maintain the directory and promptly provide the State an updated version if personnel, email addresses, or phone numbers change.

All Contractors employed under this Contract shall use the State issued email address "@tn.gov" assigned to their user identification number.

The Contractor shall ensure that all FTEs under this Contract dedicate one hundred percent (100%) of their working hours as FTEs to this Contract.

The State reserves the right, at its sole discretion, to adjust the staffing levels required in this Contract based on the Contractor's performance during the Term of this Contract. The State shall give the Contractor at least thirty (30) days' written notice before requiring an adjustment to the staffing levels.

3. **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.