



STATE OF TENNESSEE
Department of Human Services

**REQUEST FOR PROPOSALS # 34513-12725
AMENDMENT # 1
FOR Child Support Enforcement Services 27th
Judicial District, Tennessee (Obion and Weakley
Counties)**

DATE: January 18, 2023

RFP # 34513-12725 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		December 8, 2023
2. Disability Accommodation Request Deadline	2:00 p.m.	December 13, 2023
3. Notice of Intent to Respond Deadline	2:00 p.m.	December 20, 2023
4. Written "Questions & Comments" Deadline	2:00 p.m.	January 3, 2024
5. State Response to Written "Questions & Comments"		January 18, 2024
6. Response Deadline	2:00 p.m.	January 26, 2024
7. State Completion of Technical Response Evaluations		February 13, 2024
8. State Opening & Scoring of Cost Proposals	2:00 p.m.	February 14, 2024
9. Negotiations (Optional)	4:30 p.m.	February 15, 2024 through February 20, 2024
10. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection	2:00 p.m.	February 23, 2024
11. End of Open File Period		March 5, 2024
12. State sends contract to Contractor for signature		March 6, 2024
13. Contractor Signature Deadline	2:00 p.m.	March 13, 2024

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.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
3.1.1.2	5	<p>1. Several requested documents/samples do not comply with font, size, and/or numbering requirements, and they are not available in a native MS Office format for adjustments. Please confirm that it is permissible to submit those documents as-is.</p>	<p>The State will not count maps, graphs, charts, as noted and included as an appendix, table of contents/evaluation guide forms, information in tables, front and back proposal covers, cover letters, resumes, insurance certificates, bank references, credit score documentation and Section covers will not count against the 200-page limit.</p>
3.1.1.2	5	<p>2. Can Respondents exclude the following from the numbering requirement: a) signed forms b) divider pages c) attachments d) tables of contents e) evaluation guide forms</p>	<p>No for items a) through d). Bidders may use larger font sizes for items such as headings. The State will not count maps, graphs, charts, as noted and included as an appendix, table of contents/evaluation guide forms, information in tables, front and back proposal covers, cover letters, resumes, insurance certificates, bank references, credit score documentation and Section covers will not count against the 200-page limit.</p>
3.1.1.2	5	<p>3. Can the State please confirm that each of the following are not included in the page limits: a) divider pages/tabs b) cover/title page c) table of contents/evaluation guide forms d) cover letter e) draft plans f) resumes g) supporting documentation (e.g., insurance certificates, bank reference letter, credit score documentation, etc.)</p>	<p>The State will not count maps, graphs, charts, as noted and included as an appendix, table of contents/evaluation guide forms, information in tables, front and back proposal covers, cover letters, resumes, insurance certificates, bank references, credit score documentation and Section covers will not count against the 200-page limit.</p>
Attachment 6.6, Section A.67.	Pro Forma Pg 19	<p>4. What are the State's RPO and RTO requirements?</p>	<p>24 business hours for each.</p>
Attachment 6.6, Section E.3.	Pro Forma Pg 34	<p>5. Can the State please provide any applicable data-sharing agreement between the State and the Federal Government with which the Contractor must comply, including the SDS-BENDEX-SVES for 1137 and/or Child Support Benefit Programs Data Matching Agreement between the Social Security Administration and the</p>	<p>No. The awarded Respondent will be provided information as needed.</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		Tennessee Department of Human Services?	
Attachment 6.2, Item A.4.		6. Credit agency reports are provided annually, rather than upon request. Can Respondents provide the most recent report available?	The credit report should be submitted with the proposal as outlined in the solicitation.
Attachment 6.1	17	7. The certification on RFP Attachment 6.1 certifies that the signatory has legal authority to bind the proposing entity. For clarity, will the State confirm its intention to bind respondents to the terms of their proposals (as submitted) in response to this solicitation?	The State will confirm and enforce the Statement of Certifications and Assurances in accordance with Section 5.3.4 of the RFP, and Attachment 6.1 and Attachment 6.6 <i>Pro Forma</i> Contract, of the RFP.
		8. Upon award, is the State willing to consider a mutually negotiated Equitable Adjustment provision that allows the parties to issue a change request and negotiate an equitable adjustment to the price of the contract should (a) the basic assumptions under which (i) the contract is executed and/or (ii) the proposal as submitted in response to the RFP have materially changed or have proven to be inaccurate, or (b) there has been a change to state or federal law (including wage determinations), rules, regulations, or policies, and, as a result, of one or more of the foregoing there is a financial impact on the Contractor?	There will be processes that with the State's approval, can be negotiated but there will be no adjustments to the price of the Contract.
Attachment 6.6, Pro Forma Section C.1.	Pro Forma Pg 22	9. The Pro Forma Contract in the RFP includes a place holder for a maximum liability dollar amount. Will the State consider limiting the defined "Maximum Liability" to TCV?	No. Maximum Liability is determined by the Solicitation process.
Attachment 6.6, Pro Forma Section C.1	Pro Forma Pg 22	10. The Pro Forma Contract in the RFP includes a place holder for a maximum liability dollar amount for the State. Upon award, is the State willing to mutually negotiate a defined "Maximum Liability" amount?	No, the State is not willing to negotiate the Maximum Liability. If the State elects to negotiate with the vendor that is done prior to the award. Please refer to Section 5.2.3 – Clarification and Negotiations
Attachment 6.6, Pro Forma Section D.6	Pro Forma Pg 26	11. Is the State willing to include a reasonable cure period in the event of the State's exercise of the Termination for Cause	No. The State will not be adjusting this provision (as it is uniform across all Judicial District contracts).

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		provision?	
Attachment 6.6, Pro Forma Section D.24	Pro Forma Pg 29	12. Is the State willing to include an unforeseen pandemic (such as COVID-19) as a force majeure event that may excuse delay or failure?	No. The State's standard Force Majeure Clause is sufficient.
Attachment 6.6, Pro Forma Section D.32	Pro Forma Pg 30	13. Upon award, is the State willing to negotiate changes to verbiage in Section D.32 to more closely align with the awarded Contractor's policy language? This assumes required coverage and policy limits listed in the RFP are met by Contractor's insurance.	The State cannot accept material changes to the requirements specified in the Insurance Clause.
Attachment 6.6, Pro Forma Section E.10; attachment B	Pro Forma Pg. 38 and 47-49	14. Is the State willing to negotiate a reasonable cap on liquidated damages?	No. The State will not negotiate the set limits for liquidated damages.
3.1.1.2		15. Can the State clarify whether each of the following will count against the 200-page limit: <ul style="list-style-type: none"> • RFP Section 6.2, Technical Response & Evaluation Guide • Table of Contents • Information contained in tables • Front and back proposal covers • Section cover pages 	The State will not count maps, graphs, charts, as noted and included as an appendix, table of contents/evaluation guide forms, information in tables, front and back proposal covers, cover letters, resumes, insurance certificates, bank references, credit score documentation and Section covers will not count against the 200-page limit.
Attachment 6.2, Section C, Requirement C.9	Page 25	16. Has the current vendor imaged any or all case files? If partially imaged provide the number of open historical files that have not been imaged and a count of files that have been imaged. If the current vendor has imaged files, how many documents have been imaged that will need to be exported from their system to the incoming vendor's system?	Judicial District 27 does not image case files.
Attachment 6.6, Pro Forma Section A.36	Pro Forma Pg 13	17. Does the TN 27th Judicial District support or require electronic filing of legal documents? Does the current operation electronically file documents?	The State would prefer electronic filing, but this is very dependent on the court's capabilities. The vendor currently providing services does not use electronic filing procedures.
		18. Is the contractor responsible for any fees or costs associated with service of process? If so, please provide the contractor's costs	No.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		for each category during calendar years 2022 and 2023, broken out by year.	
		19. Is the contractor responsible for any fees or costs associated with filing of documents with the Clerk of Court? If so, please provide the contractor's costs for each category during calendar years 2022 and 2023, broken out by year.	No. Service of process and filings are provided through the court.
		20. When will the next personal computer refresh occur for 27th JD? Will it coincide with the transition to a new contract or occur after the transition?	The State shall provide the Respondent's personnel with State-approved equipment. Computer equipment will be refreshed to coincide with the transition.
		21. Please provide a schedule of court dockets for the last six months. Are there any concurrent courts running during the month, and if so, how many run concurrently?	Respondents interested in obtaining dockets and general case information should contact the court clerk.

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.