



STATE OF TENNESSEE
DEPARTMENT OF HUMAN SERVICES

**REQUEST FOR PROPOSALS # 34513-22324
AMENDMENT 1
CHILD SUPPORT ENFORCEMENT SERVICES 20th JUDICIAL
DISTRICT, TENNESSEE (DAVIDSON COUNTY)**

DATE: January 4, 2023

RFP # 34716-20221 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 | | November 10, 2022 |
| 2. Disability Accommodation Request Deadline | 2:00 p.m. | November 18, 2022 |
| 3. Notice of Intent to Respond Deadline | 2:00 p.m. | November 28, 2022 |
| 4. Written "Questions & Comments" Deadline | 2:00 p.m. | December 19, 2022 |
| 5. State Response to Written "Questions & Comments" | | January 4, 2023 |
| 6. Response Deadline | 2:00 p.m. | January 11, 2023 |
| 7. State Schedules Respondent Oral Presentation | | January 13, 2023 |
| 8. Respondent Oral Presentation | 8 a.m. - 4:30 p.m. | January 17, 2023 |
| 9. State Completion of Technical Response Evaluations | | January 23, 2023 |
| 10. State Opening & Scoring of Cost Proposals | 2:00 p.m. | January 24, 2023 |
| 11. Negotiations | 4:30 p.m. | January 25, 2023, through January 27, 2023 |
| 12. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection | 2:00 p.m. | January 31, 2023 |
| 13. End of Open File Period | | February 7, 2023 |
| 14. State sends contract to Contractor for signature | | February 10 , 2023 |

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| 15. Contractor Signature Deadline | 2:00 p.m. | February 17, 2023 |
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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 |
|-----------------------------|---------|--|---|
| RFP 1.4. and 3.2. | 2 and 6 | 1. While section 1.4.5 encourages respondents to submit bids digitally, there are no instructions in section 3.2 for digital submission. Will the State provide the option and instructions for submission via email? | Email submissions are not being accepted for this solicitation. See revision to RFP language in RFP Amendment Item 3 below. |
| RFP 2.1 | 4 | 2. The Schedule of Events indicates the State will respond to vendor questions on January 4. If the requirement to submit a physical copy does not change, will the State consider extending the response deadline an extra week (to January 18) to allow vendors adequate time to make changes to their proposals based on the Q&A and produce hard copies? | No. The State will not entertain extending the response deadline. |
| Pro Forma Contract - A.64. | 49 | 3. Will the State provide new computers and/or refresh all State-owned equipment and software regardless of the winning vendor? | Yes. |
| RFP 6.2. – Section C C.9 | 22 | 4. 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? | Yes. The vendor currently providing services images all documents in real time so there is not a balance of historical documents. The current total overall imaged document count is 3,475,415. |
| Pro Forma Contract – A.36. | 45 | 5. Does the TN 20th Judicial District support or require electronic filing of legal documents? Does the current | The vendor currently providing services does not use electronic filing. For information about whether electronic filing is required or permissible in the 20th Judicial |

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| | | operation electronically file documents? | District, respondents should consult the local rules of court or seek the advice of counsel. |
| Pro Forma Contract – A | | 6. Is the contractor responsible for any fees or costs associated with service of process? If so, please provide the contractor's costs for each category during Calendar years 2019 and 2018, broken out by year (pre-pandemic). | No. |
| Pro Forma Contract – A | | 7. 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 2019 and 2018, broken out by year (pre-pandemic). | No. |
| | | 8. When will the next personal computer refresh occur for 20th JD? Will it coincide with the transition to a new contract or occur after the transition? | Yes. The new computer equipment will be issued prior to the effective date of the contract. |
| | | 9. 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. |
| RFP 2.1. – Schedule of Events | 4 | 10. Will the oral presentations be virtual or in-person? | Oral Presentations will be virtual and will be scheduled as detailed in RFP 5.2.1.5. |
| RFP 2.1. – Schedule of Events | 4 | 11. Would it be possible to release answers to questions earlier, so that there is more than seven days between their release and final submission deadline, even if this requires moving the questions submission deadline earlier? | No, at this time the Schedule of Events will not be amended to allow for an earlier release of questions. |
| RFP A.9.c. | 39 | 12. The most recent level of current support in the 20 th JD was 49.70 percent (October 2022) and the FFY 2022 figure, which is more reliable because it is based on twelve months, was 47.92 percent. The first-year minimum required level in the RFP is 52.50 percent, which would be | No. The State will not entertain a decrease to the Performance Measures at this time. |

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| | | an exceptionally large increase for this measure. Would the State consider lowering the minimum requirement for current support? | |
| RFP 1.4.5. | 2 | 13. This section states that Respondents are encouraged to submit bids digitally. However, Section 3.2, Response Delivery, requires paper copies and copies on USB flash drives. Will the State change the response delivery requirements to allow for email submission? | See response to Question 1 above. |
| RFP 2.1. – Schedule of Events | 4 | 14. The State’s procurement site states “Response Due” on 2/17/2023, please confirm the response due date. | This is incorrect. Please refer ONLY to the initial RFP document and released amendments for accurate deadlines. |
| RFP 3.1.2. | 5 | 15. The RFP requires Respondents to respond using 12-point font. May Respondents use a smaller, still readable font for each of the following: a) headers and footers b) requirement text c) exhibits/figures/graphics d) tables | Yes. Font may be smaller as long as it’s legible. |
| RFP 3.1.2. | 5 | 16. Several requested documents do not comply with the font restrictions, and they are not available in a native MS Office format for font adjustments. Please confirm that it is permissible to submit those documents as is. | Yes. Font may be smaller as long as it’s legible. Any format will be accepted but must be identified so it is clear what the document is and what the document is addressing. |
| RFP 3.1.2. | 5 | 17. We will be submitting some pre-existing documents (e.g., letters, financial reports) that have existing page numbering and some pages may not be numbered. Because these are long and complex documents, may we leave them unaltered? | No. All response pages must be able to be identified so anything not numbered or out of order should be titled so it is clear what the document is and what the document is addressing. |
| RFP 6.2. | 20 | 18. The RFP explains that each item in Section A is pass/fail. And that each item in Section C is to be given a score from 0 to 5 by each evaluator which will then be multiplied by the evaluation factor to arrive at the raw score. | Section B is given a score between 0 and 15. Items are not scored individually. |

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| | | How will each item in Section B be scored? | |
| RFP 6.2.A.36. | 45 | 19. Is the contractor to provide electronic filing services for the Court for this contract? | Yes. The Respondent will be expected to work with the Davidson County Juvenile Court to achieve electronic filing of legal documents. |
| RFP 6.2.A.64. | 47 | 20. Will the State provide the required router(s) needed to connect to State systems? | The State will provide a Vendor-VPN connectivity option that will connect to the contractor's existing provider (data) connection. The Vendor-VPN cost is covered by the State; however, the required data (Internet) connection will need to be provided and paid for by the contractor. |
| RFP 6.2.A.67. | 51 | 21. The RFP/Contract requires a tested version of the Disaster Recovery/Business Continuity Plan that meets the State's RPO/RTO requirements be provided by 7/29/2023 (and at least every 365 days thereafter). Would the State please confirm their RPO/RTO requirements (e.g., 24 hours)? | 24 hours. |
| | | 22. Please confirm that a new contract will begin | The contract effective date is July 1, 2023. |

3. **Delete RFP Section 1.4.5. in its entirety and insert the following in its place** (any sentence or paragraph containing revised or new text is highlighted):

1.4.5. Respondents must assume the risk of the method of dispatching any communication or response to the State. The State assumes no responsibility for delays or delivery failures resulting from the Respondent's method of dispatch. Actual or digital "postmarking" of a communication or response to the State by a specified deadline is not a substitute for the State's actual receipt of a communication or response.

4. **Delete RFP Section 3.2.2.1. in its entirety and insert the following in its place** (any sentence or paragraph containing revised or new text is highlighted):

3.2.2.1. One (1) original Technical Response paper document labeled:

"RFP # 34513-22324 TECHNICAL RESPONSE ORIGINAL"

and **one (1) digital copy** of the Technical Response each in the form of one (1) digital document in "PDF" format properly recorded on its own otherwise blank, USB flash drive labeled:

"RFP # 34513-22324 TECHNICAL RESPONSE COPY"

The digital copies should not include copies of sealed customer references, however any other discrepancy between the paper Technical Response document and any digital copies may result in the State rejecting the proposal as non-responsive.

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.