



DEPARTMENT OF HUMAN RESOURCES
Request for Proposals for
State Disbursement Unit Services

CSEA/SDU/14-001-S

QUESTIONS AND RESPONSES SERIES #1

- 1. Question:** "At least semi--annually, market outreach efforts to 100% to those payees not using electronic methods for incoming payments". Should payees be changed to payor? Is the number of estimated marketing outreach efforts the same as the volumes listed in the Attachment A under Printing of Marketing Materials? (RFP Section 3.5.26.J.2 – Security State Sites)

Response: Yes, 'payee' should be changed to 'payor.' The number of estimated marketing outreach efforts is the same as the volumes listed in Attachment A under Printing of Marketing Materials.
- 2. Question:** In order to reduce duplication in proposal responses, will the state consider moving Organizational Structure and Staffing (Section 3.5.8) from 4.2.D to 4.2.F? (RFP Section 4.2.F – Key Personnel)

Response: No, the State will not consider moving Organizational Structure and Staffing from 4.2.D to 4.2.F.
- 3. Question:** Will documentation included in the Company Literature section be evaluated if referenced by name and page citation in one of the sections listed in 5.5? (RFP Section 5.5 – Criteria for Technical Evaluation)

Response: Yes. (See RFP Section 4.2.L)
- 4. Question:** What weight will be applied to the technical evaluation and the financial evaluation? (RFP Section 5.4 and 5.6 – Technical Evaluation and Financial Evaluation)

Response: According to Section 5.9, the State shall give equal weight to technical and financial factors. Also, the State does not assign a score to proposals.
- 5. Question:** The total postage quantity is 170,000 while the printing total for direct deposit, EPiC and NCP electronic payments is 130,000. What other documents will the SDU be responsible for mailing? (RFP Attachment A)

Responses: The Contractor shall also be responsible for mailing various notices/forms such as EFT/Expert Pay forms, re-direct letters, etc.

6. **Question:** Will postage be a pass-through? (RFP Attachment A)
- Response:** Attachment A requires Offerors to determine a fully loaded Fixed Unit Price for each activity listed with Sections I and II of the Pricing Proposal. The fully loaded Fixed Unit Price shall include all profit, direct, and indirect costs associated with those activities. Any postage charges associated with the activities listed in Sections I and II should be included in an Offeror's fully loaded Fixed Unit Price.
7. **Question:** Table Deliverables/Reports Due during the 90 Day Transition-In Period
There is an empty row between Project Management Work Plan and Project Schedule. Is something missing here? (RFP Section 3.6, p 75)
- Responses:** No, that is just a blank line.
8. **Question:** For the Confidential Material, we are asked to include it after the Title Page but Before the Table of Contents. According to the proposal format provided in RFP Section 4.2, the Transmittal Letter is the first item in the proposal. Should the listing of Confidential Material be provided before or after the Transmittal Letter in our response? (RFP Section 2.18, p 20 and 4.2, p 87)
- Response:** Either location is acceptable. It is more important to identify the information.
9. **Question:** RFP states: "...all pages shall be consecutively numbered." Can the pages be numbered consecutively by tab, as long as all pages are numbered? (RFP Section 4.2, p 87)
- Response:** Yes.
10. **Question:** The list of the proposal contents in section 4.2.D begins with 3.5 Requirements. Section 3.5 is called "Scope of the Project" and is also listed as "3.5 Scope" after the numbered bullets, on p 89. Should the "3.5 Requirements" be "3.4 Offeror Requirement"? If not, are offerors required to specifically respond to RFP section 3.4? (RFP Section 4.2.D, p 88)
- Response:** No, see Question 3 above.
11. **Question:** Sections 3.5.17, 3.5.18, 3.5.19, 3.5.20, 3.5.21, 3.5.22, 3.5.23, 3.5.24, 3.5.25, and 3.5.26 are not in the list of proposal contents. Does the state require a specific response to these requirements? If so, where should offerors respond to these requirements? (RFP Section 4.2.D, p 88)
- Response:** Yes, these sections are referred to collectively as Computer Equipment and Technical Requirements and should follow the RFP sequence.
12. **Question:** Are offerors required to specifically respond to the other items within section 3.5.26 (A through I)? (RFP Section 4.2.D, p 89)

- Responses:** Offerors should respond to each and every requirement in the RFP sufficient to demonstrate its understanding and intent to comply.
13. **Question:** All of the section headers in the list of proposal organization have references to Requirements in the RFP with the exception of “Computer Equipment” and “Technical Requirements” under B, and “Service Level Agreement” and “Performance Measures and Goals” under C. Where are the requirements for these sections? (RFP Section 4.2.D, p 89)
- Response:** See question 6 above. The service levels and performance measures are located in Section 3.5.26.J.
14. **Question:** Does the state intend offerors to specifically respond to the requirements in RFP section 2 within their proposal response? If so where should the response go? (RFP Section 4.2.D, p 89)
- Responses:** No, Offerors do not need to specifically respond to the requirements in RFP Section 2. However, if an Offeror is awarded the Contract that results from this RFP, they will be bound by the requirements in Section 2 (insurance, payment terms, etc.).
15. **Question:** Can the sealed reference letters be included in the original books only, matching the requirement for the other forms in section M? Or do we need to request 7 sealed copies of each reference letter from our references? (RFP Section G, p 90)
- Response:** Only one (1) original for each reference letter is needed.
16. **Question:** Item talks about developing security policies and procedures for DHR’s review and approval, including a breach of security action plan. Will this be expected to be in the Security Plan or is this a separate Deliverable to be completed? If separate what is the time frame for delivery – NTP + X (RFP Section 3.5.23.A)
- Response:** Per Section 3.5.23, the preliminary plan shall be submitted with the proposal. The final plan is due NTP + 30 days. (See Section 3.6, p. 76)
17. **Question:** Item says the Transition Plan should ensure all functions completed 90 days after Contract Start Date which is 12/1/13; but all the CDLs are based on Notice To Proceed; this is a conflict; does Transition start 9/2/13 with NTP or at Contract Start date which is 12/1/13? (RFP Section 3.7.A.1)
- Response:** The Transition-In Period begins with the contract start date, which is anticipated to begin 12/1/13.
18. **Question:** Can the state clarify the timeframe between the day the invoice is submitted for review and the day it is approved? (RFP Section 2.24, p 22)

Response: Invoices are paid within 30 days of receipt of an acceptable invoice.

19. **Question:** Please clarify the requirement of 7a.m. to 5p.m. work hours. May the contractor work beyond the 7:00a.m. – 5:00p.m. work hours and service reduction days? (RFP Section 2.48, p 38)

Response: Yes, the Contractor may work beyond the working hours listed in Section 2.48.

20. **Question:** Can the State clarify that it is a requirement under this RFP that the Contractor receive and process EPiC enrollment forms? If so, would the State describe the expected process for handling these enrollment forms? (RFP Section 3.3.B, p 41)

Response: The Contractor will not receive or process EPiC enrollment forms – this is an automated process.

21. **Question:** Can the State clarify that it is a requirement under this RFP that the Contractor receive and process address changes? If so, would the State describe the expected process for handling these address change? (RFP Section 3.3.B, p 41)

Response: The Contractor will not be handling address changes.

22. **Question:** Will all logon ID requests take 30 days to issue? Will there be a limitation to the number of logons available to the contractor? (RFP Section 3.3.B, p 41)

Response: Logon IDs can take up to 30 or more days to issue. There is no limitation to the number of logons available to the contractor.

23. **Question:** Will the local jurisdiction deposit the payments they receive directly into the State's bank account? (RFP Section 3.1, p 40)

Response: Yes.

24. **Question:** What are the criteria needed for CSEA to allow contractor to refuse to accept a previous NSF payor's future payment? How long will the approval process take? (RFP Section 3.5.3.J, p 46)

Response: The State/CSEA will examine, on a case by case basis, the circumstances surrounding the NSF payments and make a determination regarding refusing payments. We do not have a time frame for the determination at this time.

25. **Question:** Can the State please provide the call volume (inbound and outbound) associated with requests from the State, LDSS, and local child support offices that are directed to the SDU Contractor? (RFP Section 3.5.2, p 43)

Response: Approximately 300 calls inbound and outbound per year.

26. **Question:** Will the State please clarify if the intention of this requirement is to provide for the identification of refund checks from other States. If so, is it the State's intent to define the mechanism by which the SDU identifies state refunds? Would the State permit the contractor to use another equally effective mechanism to identify refunds? (RFP Section 3.5.3.D.3, p 44)
- Response:** The intention of this requirement is to provide for the identification of refund checks from other States. It is up to the Contractor to propose the mechanism by which the state refund is identified.
27. **Question:** Section 3.5.3.E indicates deposit by bonded courier is required, however, Section 3.5.3.A.2 indicates that all payments must be electronically sent to the State's Designated Bank. Would the State please clarify whether the Contractor is expected to use the Image Cash Letter deposit method rather than a traditional physical deposit? This would limit physical deposits to ICL rejects, cash, and foreign currency. (RFP Section 3.5.3.E, p 44)
- Response:** Image Cash Letter deposit method is to be used. Note, however, that not all checks can be sent by the Image Cash Letter method and will have to be physically deposited to the Designated Bank by a bonded courier.
28. **Question:** Can the State please clarify the expectation surrounding the bank reconciliation of the State CDA? Will the reconciliation be limited to depository accounts/transactions performed by the Contractor? (RFP Section 3.5.3.H, p 45)
- Response:** The Contractor will perform the bank reconciliation of the State CDA account.
29. **Question:** RFP states "2. The Contractor shall not place a 'hold' on any payments while awaiting clearance of any check." Will the state confirm that this requirement negates the current policy of permitting 10 day holds to be placed on personal checks over \$1,000 that do not match the SOA (support obligation amount)? (RFP Section 3.5.3, Item 1, bullet 2, p 45)
- Response:** This requirement negates the current policy of permitting 10 day holds on personal checks over \$1,000 that does not match the SOA.
30. **Question:** Will the State please clarify the source of the obligor and employer mailing address information for the EFT outreach efforts? (RFP Section 3.5.5, p 49)
- Response:** In the case of employers, the Contractor will use information they gather from incoming paper payments made by employers. For obligors, an ad hoc file will be run to capture obligors that are making their payments by paper methods or cash.
31. **Question:** Would the state clarify section 3.5.7: 10 day approval of the SDLC and the up to 30 day approval of all deliverables in section 3.5.17 in relation to the SDLC Plan? (RFP Section 3.5.7.B & 3.5.7.C, p 51 and Section 3.5.17, p 61)

Response: The state expects that the Deliverables will be approved by the State within the time frames indicated. However, in no event shall the approval exceed 30 days.

32. **Question:** The current Unidentified Payments Process includes retaining and tracking application and genetic testing fees until the case has been opened, at which time the payment is posted to the case. Will the State clarify if this process is expected to continue under the new contract? (RFP Section 3.5.3.F, p 44)

Response: The same process will be used under the new contract.

33. **Question:** Since this a services-based contract with contractors using proprietary software to provide the service, will the State please confirm that all intellectual property created prior to or independently of the contract shall remain the property of its creator and that the State will have no residual rights to vendor's hardware and software tools beyond the term of the agreement? (General)

Response: Yes, this is correct.

34. **Question:** Since this is a services-based contract with contractors using proprietary software to provide the service, can the State please confirm that any use of contractor's relevant payment processing software only in the event of an actual termination for poor performance and only until a successor contractor had implemented its own software developed to handle payment process functions, but in no event for more than twelve (12) months? (RFP Section 3.5.7 D)

Response: No, the State does not accept the additional time restrictions proposed.

35. **Question:** Will the State please clarify the difference between a Task Order and a Work Order and confirm that the subject matter of both is new, additional scope not covered under the original scope of work? (RFP Section 3.10)

Response: Section 3.10 Task Orders is applicable on to this RFP. Work Orders are specific tasks orders that are more involved and require more planning. The Task Order and Work Order request will be within the scope of the contract, but may not be the service actually being performed.