



**REQUEST FOR PROPOSALS # 34513-05117
AMENDMENT # 1
CHILD SUPPORT ENFORCEMENT SERVICES
29th JUDICIAL DISTRICT, TENNESSEE
(DYER AND LAKE COUNTIES)**

DATE: JULY 29, 2016

RFP # 34513-05117 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		July 12, 2016
2. Disability Accommodation Request Deadline	2:00 p.m.	July 15, 2016
3. Notice of Intent to Respond Deadline	2:00 p.m.	July 18, 2016
4. Written "Questions & Comments" Deadline	2:00 p.m.	July 22, 2016
5. State Response to Written "Questions & Comments"		July 29, 2016
6. Response Deadline	2:00 p.m.	August 10, 2016
7. State Completion of Technical Response Evaluations		August 19, 2016
8. State Opening & Scoring of Cost Proposals	2:00 p.m.	August 22, 2016
9. Negotiations	4:30 p.m.	August 23, 2016 through August 25, 2016
10. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection	2:00 p.m.	August 29, 2016
11. End of Open File Period		September 6, 2016
12. State sends contract to Contractor for signature		September 7, 2016
13. Contractor Signature Deadline	2:00 p.m.	September 14, 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
<p>1 RFP Section A.9. Will the State revise or eliminate the new requirement for a \$1 million line of credit good for at least six months, given that: 1) this amount exceeds by many times the capital requirements for this contract, 2) cash is a more financially sound means of financing the contract than a line of credit, 3) six months represents only a fraction of the five-year contract term, 4) this requirement, along with others, could unnecessarily limit the number of qualified bidders, thereby reducing the competitiveness of the bidding process to the detriment of the State, and 5) examining a company's independent audited financial statement provides for adequate due-diligence in assessing financial capacity.</p>	<p>Please see Section No. 3 of this Amendment, amending Item A.9. of Attachment 6.2 – Section A.</p>
<p>2 How many courts are covered in this JD? may require?</p>	<p>There are six (6) courts for this JD</p>
<p>3 How many dockets are heard each week and each month?</p>	<p>There are approximately three (3) dockets per week; 10-12 dockets per month.</p>
<p>4 How many attorneys are on the current vendor's staff?</p>	<p>There is currently one (1) attorney on the current contractor's staff.</p>
<p>5 Is an imagining system used at this site? If yes, please provide volumes.</p>	<p>There is currently no imaging system used.</p>
<p>6 Who provides service of process?</p>	<p>Service is provided by Dyer and Lake Co Sheriff's Departments.</p>
<p>7 Please provide call volumes.</p>	<p>Call volumes range from 1800-2300 calls per month.</p>
<p>8 Please provide a list of staff positions and number of staff for each position, and which are full-time and part-time.</p>	<p>Customer Service Rep-2, Attorney-1, Legal Specialist-1, Case Specialist-4, Court Order Entry Specialist-1, Lead Specialist-1, Administrator-1. All positions are full time.</p>
<p>9 This section (RFP 3.1.1.2) 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>10 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>11 Referring to the 450:1 staffing standard, how is this applied when division of the caseload by 450 yields a whole number and a fraction? Is the fraction ignored, or rounded up or down to the next whole number?</p>	<p>Any FTE calculation resulting in a fraction of five tenths or greater should be rounded up to the next whole number.</p>
<p>12 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.</p>

3. RFP Section A.9 of Attachment 6.2 – Section A is deleted in its entirety.

4. 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.