



**State of West Virginia
Department of Administration
Purchasing Division**

NOTICE

Due to the size of this bid, it was impractical to scan every page for online viewing. We have made an attempt to scan and publish all pertinent bid information. However, it is important to note that some pages were necessarily omitted.

If you would like to review the bid in its entirety, please contact the buyer. Thank you.

December 13, 2012

Ms. Roberta Wagner
Department of Administration
Purchasing Division
2019 Washington Street, East
Charleston, WV 25305-0130

12/12/12 09:36:01 AM
West Virginia Purchasing Division

RE: **RFQ # CSE13007**

Dear Ms. Wagner:

YoungWilliams P.C. is pleased to respond to the Department of Health and Human Resources, Bureau for Child Support Enforcement's (DHHR/BCSE) Request for Quotation (RFQ) for the provision of a full service child support office for Kanawha County, West Virginia.

From our beginning over nineteen years ago, YoungWilliams has grown to one of the nation's largest child support firms providing full service operations, call center services, specialized services, consulting, and training to IV-D agencies in multiple states. Our clients include Colorado, Kansas, Mississippi, Missouri, Nebraska, North Carolina, Oklahoma, Tennessee, Texas, Virginia, and Wyoming.

YoungWilliams, P.C.

FEIN:64-0847009

Solicitation Title:

*DHHR/BCSE Kanawha County
Full Service Child Support Office*

Headquarters:

Regions Plaza

210 Capitol Street, Suite 2000

Jackson, MS 39201

We are proud of our growth and the quality of the services we provide, not just because we continue to win new business, but because we have earned a reputation as a trusted partner amongst our clients. We believe this is attributable to successful projects, great employees, satisfied customers, and excellent credentials. Every one of our current and former state and county partners will attest to the high quality of our work, customer focus, and hassle-free contracts. All will provide outstanding references.

The members of the YoungWilliams' management team responsible for preparing this proposal response have thoroughly reviewed the RFQ, Addendum No. 1, and Addendum No. 2. YoungWilliams agrees to comply with all work requirements, general contract requirements, and other terms and conditions specified in the RFQ, Addendum No. 1, and Addendum No. 2.

As President of YoungWilliams, I certify that YoungWilliams accepts all terms, conditions, and requirements set forth in the RFQ and any Exhibits, Appendices, and addenda to the RFQ.

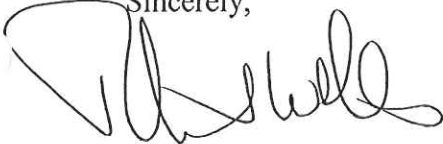
I authorize Mr. Bob Johnson to be the individual to respond to questions or receive notifications from DHHR/BCSE regarding this proposal. He can be reached as follows:

210 East Capitol Street, Suite 2000
Jackson, Mississippi 39201
o: (601) 960-9035
c: (601) 398-5976
f: (601) 355-6136
bjohnson@ywcss.com

Enclosed with this document is YoungWilliams' complete bid.

By my signature below, I affirm that YoungWilliams is fully qualified and committed to performing the services proposed consistent with the standard of quality that has made YoungWilliams a leader in delivering child support services throughout the nation. If selected through this procurement, we are committed to exceeding your expectations. Our project organization, management oversight, and award-winning customer service will ensure that West Virginia customers receive the care and attention they deserve.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert L. Wells". The signature is fluid and cursive, with a large initial "R" and "W".

Robert L. Wells
President
YoungWilliams, P.C.

Enclosures



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Solicitation

NUMBER
CSE13007

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF
ROBERTA WAGNER 804-558-0067

VENDOR	*326151419 406-933-8009
	YOUNGWILLIAMS PC
	210 EAST CAPITOL ST STE 2000 JACKSON MS 39201

SHIP TO	HEALTH AND HUMAN RESOURCES
	CHILD ADVOCATE OFFICE
	CAPITOL COMPLEX
	BUILDING 6
	CHARLESTON, WV 25305 304-746-2383

DATE PRINTED
11/07/2012

BID OPENING DATE: 12/13/2012 BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	YR		961-20		
<p>THE STATE OF WEST VIRGINIA AND ITS AGENCY THE DEPARTMENT OF HEALTH AND HUMAN RESOURCES, BUREAU FOR CHILD SUPPORT ENFORCEMENT REQUEST A QUOTE TO ESTABLISH AND OPERATE A FULL SERVICE CHILD SUPPORT OFFICE FOR KANAWAH COUNTY, WEST VIRGINIA PER THE ATTACHED SPECIFICATIONS. THIS REQUEST SEEKS A VENDOR TO CONTINUE PRIVATIZATION OF CHILD SUPPORT SERVICES.</p> <p>REFERENCE ATTACHED INSTRUCTIONS TO BIDDERS.</p> <p>BID OPENING: DECEMBER 13, 2012 AT 1:30 PM</p> <p>PRIVATIZATION OF SUPPORT ENFORCEMENT SERVICES</p> <p>THE DEPARTMENT OF HEALTH AND HUMAN RESOURCES, BUREAU FOR CHILD SUPPORT ENFORCEMENT IS SEEKING PROPOSALS FOR A VENDOR TO ESTABLISH AND OPERATE A FULL SERVICE CHILD SUPPORT OFFICE FOR KANAWHA COUNTY LOCATED IN THE STATE OF WEST VIRGINIA.</p>						

SIGNATURE <i>[Signature]</i>	TELEPHONE 601-948-6100	DATE 12/7/2012
TITLE President	FEIN 64-0847009	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO SOLICITATION, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Solicitation

NUMBER
CSE13007

PAGE
2

ADDRESS CORRESPONDENCE TO ATTENTION OF:
ROBERTA WAGNER 304-558-0067

V E N D O R	*326151419 406-933-8009
	YOUNGWILLIAMS PC
	210 EAST CAPITOL ST STE 2000 JACKSON MS 39201

S H I P T O	HEALTH AND HUMAN RESOURCES
	CHILD ADVOCATE OFFICE
	CAPITOL COMPLEX
	BUILDING 6
	CHARLESTON, WV 25305 304-746-2383

DATE PRINTED

11/07/2012

BID OPENING DATE:

12/13/2012

BID OPENING TIME

1:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
***** THIS IS THE END OF RFQ CSE13007 ***** TOTAL: _____						

SIGNATURE *[Signature]*

TELEPHONE 601-948-6100

DATE 12/7/2012

TITLE President

FEIN 64-0847009

ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO SOLICITATION, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

WV PURCHASING ACA SECT Fax 304-558-4115

Dec 3 2012 03:27pm P001/029

CSE13007

1

ADDRESS CORRESPONDENCE TO ATTENTION OF

ROBERTA WAGNER
 304-558-0067

VENDOR

RFQ COPY
 TYPE NAME/ADDRESS HERE

H H O

HEALTH AND HUMAN RESOURCES
 CHILD ADVOCATE OFFICE
 CAPITOL COMPLEX
 BUILDING 6
 CHARLESTON, WV
 25305 304-746-2383

DATE PRINTED
 12/03/2012

BID OPENING DATE:

12/13/2012

BID OPENING TIME

1:30PM

LINE	QUANTITY	LOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
				ADDENDUM NO. 02		
				1. TO RESPOND TO QUESTIONS RECEIVED FROM THE VENDOR'S QUESTION DEADLINE OF NOVEMBER 26, 2012. QUESTIONS AND ANSWERS ARE ATTACHED.		
				2. TO PROVIDE ADDENDUM ACKNOWLEDGEMENT. THIS DOCUMENT SHOULD BE SIGNED AND RETURNED WITH YOUR BID. FAILURE TO SIGN AND RETURN MAY RESULT IN THE DISQUALIFICATION OF YOUR BID.		
				END OF ADDENDUM NO. 02		

SIGNATURE <i>Robt Well</i>	TELEPHONE 601-948-6100	DATE 12/7/2012
TITLE President	FIRM 64-0847009	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO SOLICITATION, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CSE13007

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

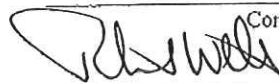
Addendum Numbers Received:

(Check the box next to each addendum received)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input checked="" type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

YoungWilliams

 Company

Authorized Signature

December 7, 2012

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.
 Revised 6/8/2012

Agency DHHR/BCSE
REQ.P.O# CSE13007

BID BOND

KNOW ALL MEN BY THESE PRESENTS, That we, the undersigned, Young Williams Child Support Services
of Jackson, Mississippi, as Principal, and SureTec Insurance Company
of Houston, Texas, a corporation organized and existing under the laws of the State of Texas
with its principal office in the City of Austin, as Surety, are held and firmly bound unto the State
of West Virginia, as Oblige, in the penal sum of Five percent of bid (\$ 5% of bid) for the payment of which,
well and truly to be made, we jointly and severally bind ourselves, our heirs, administrators, executors, successors and assigns.

The Condition of the above obligation is such that whereas the Principal has submitted to the Purchasing Section of the
Department of Administration a certain bid or proposal, attached hereto and made a part hereof, to enter into a contract in writing for
to establish and operate a full service child support office for
Kanawah County, West Virginia, as per specifications
Solicitation # CSE13007

NOW THEREFORE,

- (a) If said bid shall be rejected, or
- (b) If said bid shall be accepted and the Principal shall enter into a contract in accordance with the bid or proposal attached hereto and shall furnish any other bonds and insurance required by the bid or proposal, and shall in all other respects perform the agreement created by the acceptance of said bid, then this obligation shall be null and void, otherwise this obligation shall remain in full force and effect. It is expressly understood and agreed that the liability of the Surety for any and all claims hereunder shall, in no event, exceed the penal amount of this obligation as herein stated.

The Surety, for the value received, hereby stipulates and agrees that the obligations of said Surety and its bond shall be in no way impaired or affected by any extension of the time within which the Oblige may accept such bid, and said Surety does hereby waive notice of any such extension.

IN WITNESS WHEREOF, Principal and Surety have hereunto set their hands and seals, and such of them as are corporations have caused their corporate seals to be affixed hereunto and these presents to be signed by their proper officers, this
13th day of December, 2012.

Principal Corporate Seal

[Signature]
(Name of Principal)

By President - [Signature]
(Must be President or Vice President)

President
(Title)

Surety Corporate Seal

SureTec Insurance Company
(Name of Surety)

[Signature]
G. Ford Mosby Attorney-in-Fact

IMPORTANT - Surety executing bonds must be licensed in West Virginia to transact surety insurance. Raised corporate seals must be affixed, a power of attorney must be attached.

SureTec Insurance Company

LIMITED POWER OF ATTORNEY

Know All Men by These Presents, That SURETEC INSURANCE COMPANY (the "Company"), a corporation duly organized and existing under the laws of the State of Texas, and having its principal office in Houston, Harris County, Texas, does by these presents make, constitute and appoint

Amy W. Smith, David W. Carlisle, Delores W. Nokes, Dudley D. Wooley,
G. Ford Mosby, James Riley Winchester, Joey H. Hutto, Makila Burks, George Bailey Menetre

its true and lawful Attorney-in-fact, with full power and authority hereby conferred in its name, place and stead, to execute, acknowledge and deliver any and all bonds, recognizances, undertakings or other instruments or contracts of suretyship to include waivers to the conditions of contracts and consents of surety for:

Three Million Dollars and no/100 (\$3,000,000.00)

and to bind the Company thereby as fully and to the same extent as if such bond were signed by the President, sealed with the corporate seal of the Company and duly attested by its Secretary, hereby ratifying and confirming all that the said Attorney-in-Fact may do in the premises. Said appointment shall continue in force until: 9/30/2013 and is made under and by authority of the following resolutions of the Board of Directors of the SureTec Insurance Company:

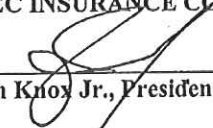
Be it Resolved, that the President, any Vice-President, any Assistant Vice-President, any Secretary or any Assistant Secretary shall be and is hereby vested with full power and authority to appoint any one or more suitable persons as Attorney(s)-in-Fact to represent and act for and on behalf of the Company subject to the following provisions:

Attorney-in-Fact may be given full power and authority for and in the name of and of behalf of the Company, to execute, acknowledge and deliver, any and all bonds, recognizances, contracts, agreements or indemnity and other conditional or obligatory undertakings and any and all notices and documents canceling or terminating the Company's liability thereunder, and any such instruments so executed by any such Attorney-in-Fact shall be binding upon the Company as if signed by the President and sealed and effected by the Corporate Secretary.

Be it Resolved, that the signature of any authorized officer and seal of the Company heretofore or hereafter affixed to any power of attorney or any certificate relating thereto by facsimile, and any power of attorney or certificate bearing facsimile signature or facsimile seal shall be valid and binding upon the Company with respect to any bond or undertaking to which it is attached. (Adopted at a meeting held on 20th of April, 1999.)

In Witness Whereof, SURETEC INSURANCE COMPANY has caused these presents to be signed by its President, and its corporate seal to be hereto affixed this 3rd day of September, A.D. 2010.

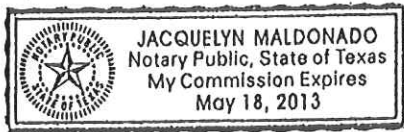
SURETEC INSURANCE COMPANY


By: 
John Knox Jr., President



State of Texas ss:
County of Harris

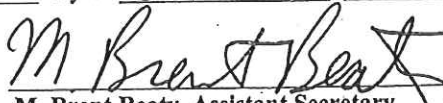
On this 3rd day of September, A.D. 2010 before me personally came John Knox Jr., to me known, who, being by me duly sworn, did depose and say, that he resides in Houston, Texas, that he is President of SURETEC INSURANCE COMPANY, the company described in and which executed the above instrument; that he knows the seal of said Company; that the seal affixed to said instrument is such corporate seal; that it was so affixed by order of the Board of Directors of said Company; and that he signed his name thereto by like order.




Jacquelyn Maldonado, Notary Public
My commission expires May 18, 2013

I, M. Brent Beaty, Assistant Secretary of SURETEC INSURANCE COMPANY, do hereby certify that the above and foregoing is a true and correct copy of a Power of Attorney, executed by said Company, which is still in full force and effect; and furthermore, the resolutions of the Board of Directors, set out in the Power of Attorney are in full force and effect.

Given under my hand and the seal of said Company at Houston, Texas this 13th day of December, 2012, A.D.


M. Brent Beaty, Assistant Secretary

Any instrument issued in excess of the penalty stated above is totally void and without any validity.
For verification of the authority of this power you may call (713) 812-0800 any business day between 8:00 am and 5:00 pm CST.

State of West Virginia

VENDOR PREFERENCE CERTIFICATE

Certification and application* is hereby made for Preference in accordance with West Virginia Code, §5A-3-37. (Does not apply to construction contracts). West Virginia Code, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the West Virginia Code. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable.

- 1. Application is made for 2.5% resident vendor preference for the reason checked: Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or, Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or, Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,
2. Application is made for 2.5% resident vendor preference for the reason checked: Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
3. Application is made for 2.5% resident vendor preference for the reason checked: Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
4. Application is made for 5% resident vendor preference for the reason checked: Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,
5. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked: Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,
6. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked: Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.
7. Application is made for preference as a non-resident small, women- and minority-owned business, in accordance with West Virginia Code §5A-3-59 and West Virginia Code of State Rules. Bidder has been or expects to be approved prior to contract award by the Purchasing Division as a certified small, women- and minority-owned business.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Under penalty of law for false swearing (West Virginia Code, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: YoungWilliams P.C.

Signed: [Signature]

Date: December 7, 2012

Title: President

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

MANDATE: Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: YoungWilliams P.C.
Authorized Signature: [Signature] Date: December 7, 2012

State of Mississippi
County of Hinds, to-wit:

Taken, subscribed, and sworn to before me this 7th day of December, 2012
My Commission expires Sept 21, 2015

AFFIX SEAL HERE



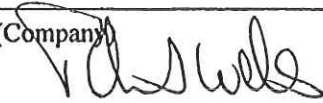
NOTARY PUBLIC: [Signature]
Purchasing Affidavit (Revised 07/01/2012)

CERTIFICATION AND SIGNATURE PAGE

By signing below, I certify that I have reviewed this Solicitation in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this bid or proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

YoungWilliams

(Company)



(Authorized Signature)

President

(Representative Name, Title)

601-948-1600

601-355-6136

(Phone Number)

(Fax Number)

December 7, 2012

(Date)

Cost Sheet

#CSE13007

Time Frame	Average Annual Collections Over Last SFY Contract Year	% of Disbursements	Annual Cost Estimate
Year 1	26,748,369	11.6%	\$3,102,810.80
Year 2	26,748,369	11.6%	\$3,102,810.80
Year 3	26,748,369	11.6%	\$3,102,810.80
TOTAL			

Vendor Name: YoungWilliams

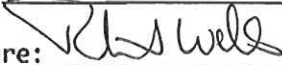
Vendor Address: 210 E. Capitol St., Suite 2000
Jackson, MS 39201

Remit to Address: P.O. Box 23458
Jackson, MS 39225

Phone #: 601-360-9035

Fax #: 601-355-6136

E-mail: rwells@ywcass.com

Signature:  12-11-12
 Date

****Award will be made to lowest total bid meeting specifications.****

A. TECHNICAL RESPONSE

With YoungWilliams, the Bureau of Child Support Enforcement (BCSE) will acquire an experienced and dedicated child support partner with a unique understanding of the legal aspects of the child support program, a track record of world-class customer service, and a history of strong performance.

YoungWilliams understands the importance of child support for the children and families of Kanawha County and to the government entity that employs us to deliver that service. Our goal is for customers seeking child support assistance from us to always know they are working with professionals who understand the subject matter, care about their problems, and have all the tools needed to help obtain fair, quick, and reliable support.

As you review our proposal, you will find that YoungWilliams is:

- Experienced in establishing and operating a full service child support office with a customer-focused approach;
- Known for seamless transitions;
- Adaptable to the particular needs and interests of BCSE; and
- A partner who will promote the goals of the Child Support Program.

We work closely with our state and county clients to ensure their customers receive the best possible service and look forward to working with BCSE to do the same for Kanawha County. We take pride in every aspect of our work, and our references will verify our commitment to outstanding service delivery. For a list of our current state and county partners, please see Appendix A, *Child Support Experience*.

YoungWilliams:

- Has 33 offices in 11 states;
- Handles over 10 million child support calls serving 1.2 million cases annually through our 4 statewide call centers;
- Manages approximately 181,000 IV-D child support cases nationwide; and
- Collected over \$324,000,000 in child support in the last 12 months.



A.1 REQUIRED SERVICES

Below are YoungWilliams' responses to the Required Services in the Request for Quotation (RFQ).

A.1.1 FULL SERVICE CHILD SUPPORT

RFQ 3.2.1; Pages 24 - 25: The successful Vendor must establish and operate a full service child support enforcement office to serve Kanawha County, West Virginia. The Vendor must provide all of the services required by the Title IV-D of the Social Security Act, as amended, 45 Code of Federal Regulations (CFR), the West Virginia Code, the policy of the Agency, and other such duties which are required per the terms of this policy of the Agency, and other such duties which are required per the terms of this Request or which may become applicable to the child support program in West Virginia during the term of the Contract. The Vendor must perform all child support and spousal support services including, but not limited to the following:

- 3.2.1.1. Vendor must act on mandatory referrals, accepting applications for services and creating cases;
- 3.2.1.2. Vendor must locate obligors and their income and/or assets and locating obligees as required by Agency policy;
- 3.2.1.3. Vendor must establish paternity;
- 3.2.1.4. Vendor must establish child support and medical support orders;
- 3.2.1.5. Vendor must conduct investigations and reviews of child and medical support orders and pursuing modifications of said orders as appropriate;
- 3.2.1.6. Vendor must enforce child, medical, and spousal support orders;
- 3.2.1.7. Vendor must assure appropriate and timely distribution of child support collections;
- 3.2.1.8. Vendor must provide required services in interstate cases;
- 3.2.1.9. Vendor must utilize the OSCAR automated system for all case management and documentation activities;
- 3.2.1.10. Vendor must enter and update all case related information into the automated case management system in a timely way;
- 3.2.1.11. Vendor must maintain accurate case financial information and balances;
- 3.2.1.12. Vendor must safeguard information;
- 3.2.1.13. Vendor must provide effective customer service processes;
- 3.2.1.14. Vendor must cooperate and working fully with all Agency units and offices, as well as the child support offices of other States; and
- 3.2.1.15. Vendor must maintain case records in an electronic system compatible with that utilized by the Agency.

It is YoungWilliams' goal to successfully establish and operate an award-winning child support enforcement office to serve Kanawha County, West Virginia. With our years of experience in providing child support services to multiple counties and states, we guarantee that YoungWilliams will successfully provide all of the services required by Title IV-D of the Social Security Act, as amended, 45 Code of Federal Regulations (C.F.R), the West Virginia Code, and

YoungWilliams' goal is to provide our clients with the BEST child support services in the nation.

the policy of BCSE. We will perform all duties required per the terms of this RFQ, BCSE policy, or policy which may become applicable to the child support program in West Virginia during the term of the Contract. We understand and agree that YoungWilliams must perform all child support and spousal support services including but not limited to the following:

- Acting on mandatory referrals, accepting applications for services and creating cases;
- Locating obligors and their income and/or assets and locating obligees as required by BCSE policy;
- Establishing paternity;
- Establishing child support and medical support orders;
- Conducting investigations and reviews of child and medical support orders and pursuing modifications of said orders as appropriate;
- Enforcing child, medical, and spousal support orders;
- Assuring appropriate and timely distribution of child support collections;
- Providing required services in interstate cases;
- Utilizing the OSCAR automated system for all case management and documentation activities;
- Entering and updating all case related information into the automated case management system in a timely way;
- Maintaining accurate case financial information and balances;
- Safeguarding information;
- Providing effective customer service processes;
- Cooperating and working fully with all BCSE and DHHR units and offices, as well as the child support offices of other states; and
- Maintaining case records in an electronic system compatible with that utilized by BCSE.

A.1.2 STAFF CHANGES

RFQ 3.2.2; Page 25: The Vendor shall maintain an administrative organization which will enable it to discharge its contractual responsibilities and obligations. The Vendor shall immediately notify the Agency of any changes in the person or persons authorized to bind the Vendor. The Vendor shall maintain a senior management staff at the level identified in its proposal, unless granted specific written consent to deviate from this level by the Agency. The Vendor shall identify staff that is directly accessible as needed by the Agency to address routine matters. Depending on the need, this means immediate accessibility.

As discussed in Section A.2.11, *Staffing and Staff Development*, YoungWilliams has provided BCSE with a detailed organizational chart and staffing plan which will enable us to exceed our contractual responsibilities and obligations. Our organizational chart includes our corporate and project administration which will be authorized to bind YoungWilliams. However, should there be any changes in the person or persons authorized to bind YoungWilliams, we will

immediately notify BCSE of those changes.

YoungWilliams will maintain the senior management staff, as shown in our organizational chart, at the level identified in this proposal, unless granted specific written consent to deviate from this level by BCSE. Included in Section A.2.11, *Staffing and Staff Development*, of this proposal, we have named staff that will be directly accessible as needed by BCSE to address routine matters. We understand and agree that, depending on the need, direct accessibility may mean immediate accessibility.

A.1.3 NOTIFICATION OF ADVERSE SITUATION

RFQ 3.2.3; Page 25: The Vendor shall notify the Agency's Contract Administrator of any situation that may be expected to adversely affect the operation of the Kanawha County Child Support Program. This notice shall be conveyed to the Contract Administrator within one (1) business day of its occurrence or the Vendor's knowledge thereof.

YoungWilliams understands and agrees to notify BCSE's Contract Administrator of any situation that may be expected to adversely affect the operation of the Kanawha County Child Support Office. This notice will be conveyed to the Contract Administrator within one business day of its occurrence or within one business day of our knowledge of the situation.

A.1.4 OFFICE HOURS

RFQ 3.2.4; Page 25: The Vendor shall, at a minimum, provide service via office hours open to the public and via telephone access to the public in the Kanawha County office on each State business day, excluding officially recognized holidays and weather emergency days declared by the Governor or his designees.

State business days are currently Monday through Friday from 8:30a.m. to 5:00 p.m. The Agency shall approve, in writing, the operation schedule of the Vendor before implementation. The Agency shall provide the Vendor, on an annual basis, a list of recognized holidays for the year according to the holidays stated in West Virginia Code §2-2-1. The Agency will immediately provide the Vendor notice of any changes to the State business day. The Vendor may elect to maintain extended operating hours.

YoungWilliams will provide convenient office hours and telephone access to the public in our Kanawha County Child Support Office on each State business day, excluding officially recognized holidays and weather emergency days declared by the Governor or his designees.

We are here to serve our clients and may maintain extended business hours if it is in the best interest of the families of Kanawha County.

We understand and agree that State business days currently mean Monday through Friday from 8:30 a.m. to 5:00 p.m. and that BCSE will approve, in writing, YoungWilliams' operation schedule before implementation. YoungWilliams also accepts that BCSE will provide us with a list of recognized holidays for the year according to the holidays stated in West Virginia Code §2-2-1 on an annual basis. It is understood that BCSE will immediately provide YoungWilliams with notice of any changes to the State business day.

If it is in the best interest of the families of Kanawha County, YoungWilliams may elect to maintain extended operating hours.

A.2 MANDATORY REQUIREMENTS

Below are YoungWilliams' responses to all Mandatory Requirements in the RFQ.

A.2.1 TRANSITIONAL WORK PLAN

RFQ 3.3.1; Page 26: The Vendor must begin transition activities immediately upon the award of any Contract. All transition activities identified in this Request shall be completed within ninety (90) days of the Contract award. The contract award is expected to begin February 15, 2013, with the 90-day transition period beginning immediately upon award of the contract.

3.3.1.2; The Vendor:

1. Shall provide for a timely, orderly, and controlled assumption of all functions currently performed by the private Vendor in the Kanawha County Office;
2. Shall minimize any disruption of services provided to customers and other Agency units and offices; and
3. Shall maintain consistent, high quality child support services as specified by this Request and any subsequent Contract.

Within ninety days of Contract award, YoungWilliams will have an operational child support office in Kanawha County as required by this RFQ. We understand that the expected date of Contract award is February 15, 2013 with the ninety-day transition period beginning immediately upon award of the contract.

Our experienced corporate staff described in detail below will lead the transition of services. Immediately upon Contract award, we will meet with BCSE staff to begin transition of the Kanawha County Child Support Office. We understand that all transition activities must be completed within ninety days of Contract award.

In the sections below, YoungWilliams fully describes our plan to provide BCSE with a timely, orderly, and controlled assumption of all functions required by the RFQ. We will minimize any disruption of services provided to Kanawha County Child Support Office customers and other BCSE offices. Finally, we promise to maintain consistent, high quality child support services as specified in this RFQ and any subsequent Contract.

WORK PLAN

RFQ 3.3.1.2; Page 26. The Vendor must, within twenty (20) days of any Contract award, prepare a written detailed work plan for transitional activities and submit it to the Commissioner of the Bureau for approval. The Commissioner shall advise the Vendor within five (5) business days of receipt as to the acceptability of the work plan. The transition period, prior to the date the Vendor assumes full operational responsibilities for the Kanawha County Office, shall not

*In the past 4 years alone,
YoungWilliams has:*

- Started-up 28 child support offices;
- Hired 640 project staff; and
- Provided seamless transitions for every single office.

exceed ninety (90) days from the date of the Contract award.

Within twenty days of Contract award, YoungWilliams will submit a detailed work plan for transitional activities to the Commissioner of BCSE for approval. Our Transition Plan will include a schedule for the start-up and transition of the Kanawha County Child Support Office. The Transition Plan will begin from the effective date of the award of the Contract to the day the Kanawha Office is fully operational.

Based on completed transitions and start-ups from other projects, YoungWilliams has developed a preliminary plan for the start-up and implementation of all tasks associated with the operations of the Kanawha County Child Support Office. This plan is provided in Appendix B, *Kanawha County Child Support Office Transition Plan*.

We understand the Commissioner will advise us within five business days of receipt as to the acceptability of the work plan and that the transition period will not exceed ninety days from the date of Contract award.

KEY PERSONNEL

RFQ 3.3.1.3; Pages 26 - 27. The Vendor shall, in its bid, identify all key personnel, other than its program manager for Kanawha County, who will be responsible for transitional activities. The functions to be performed and the amount of time that each of these personnel will be assigned to carry out transitional activities shall be specified in the bid. Any changes to the personnel identified in the bid as responsible for transitional activities, must be provided to the Agency within five (5) days of the award of a Contract. The Vendor must specify in its bid the methods by which transition activities will be implemented and identify how transition personnel will be available to work with the Agency personnel on a daily basis throughout the transition period.

To support our Transition Plan, we have assembled a team of child support and subject matter experts knowledgeable in every aspect of start-up and implementation management. Our proposed team is provided in Exhibit A-1, *Kanawha County Child Support Office Transition Team*. Resumes for these individuals may be found in Appendix C, *Resumes*.