



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

Request for Quotation

RFQ NUMBER
CSE12068

PAGE
1

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

RFQ COPY

TYPE NAME/ADDRESS HERE

VENDOR

SHIP TO

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

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
01/06/2012				

BID OPENING DATE: 01/12/2012 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 1						
1. QUESTIONS AND ANSWERS ARE ATTACHED.						
2. ADDENDUM ACKNOWLEDGEMENT IS ATTACHED. THIS DOCUMENT SHOULD BE SIGNED AND RETURNED WITH YOUR BID. FAILURE TO SIGN AND RETURN MAY RESULT IN DISQUALIFICATION OF YOUR BID.						
EXHIBIT 10						
REQUISITION NO.: CSE12068						
ADDENDUM ACKNOWLEDGEMENT						
I HEREBY ACKNOWLEDGE RECEIPT OF THE FOLLOWING CHECKED ADDENDUM(S) AND HAVE MADE THE NECESSARY REVISIONS TO MY PROPOSAL, PLANS AND/OR SPECIFICATION, ETC.						
ADDENDUM NO.'S:						
NO. 1						
NO. 2						
NO. 3						
NO. 4						
NO. 5						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

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GENERAL TERMS & CONDITIONS REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)

1. Awards will be made in the best interest of the State of West Virginia.
 2. The State may accept or reject in part, or in whole, any bid.
 3. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee.
 4. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods this Purchase Order/Contract becomes void and of no effect after June 30.
 5. Payment may only be made after the delivery and acceptance of goods or services.
 6. Interest may be paid for late payment in accordance with the *West Virginia Code*.
 7. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
 8. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
 9. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
 10. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern the purchasing process.
 11. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
 12. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.
 13. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at www.state.wv.us/admin/purchase/vrc/hipaa.html and is hereby made part of the agreement provided that the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
 14. **CONFIDENTIALITY:** The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf>.
 15. **LICENSING:** Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, and the West Virginia Insurance Commission. The vendor must provide all necessary releases to obtain information to enable the director or spending unit to verify that the vendor is licensed and in good standing with the above entities.
 16. **ANTITRUST:** In submitting a bid to any agency for the State of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the State of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.
- I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, or person or entity submitting a bid for the same material, supplies, equipment or services and is in all respects fair and without collusion or fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division. Complete all sections of the quotation form.
2. Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Unit prices shall prevail in case of discrepancy. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
4. All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130
5. Communication during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited (W.Va. C.S.R. §148-1-6.6).



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<p>I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS.</p> <p>VENDOR MUST CLEARLY 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.</p> <p>..... SIGNATURE</p> <p>..... COMPANY</p> <p>..... DATE</p> <p>NOTE: THIS ADDENDUM ACKNOWLEDGEMENT SHOULD BE SUBMITTED WITH THE BID.</p> <p>REV. 09/21/2009</p> <p>END OF ADDENDUM NO. 1</p>						

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0001	1	YR		961-20		
PRIVATIZATION OF SUPPORT ENFORCEMENT SERVICES						
***** THIS IS THE END OF RFQ CSE12068 ***** TOTAL:						

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Request for Quotation CSE12068 Addendum # 1
 Full Service Child Support Office for Kanawha County, West Virginia

Q & A	RFQ Page Number	RFQ Section Reference Number
1		<p>Bid Opening Date</p> <p>In order to allow potential vendors to prepare complete and accurate quotation for the required services during the December holiday period, will the State consider extending the bid opening date by two weeks to January 26, 2012? Response: No, the current extension expires on February 14, 2012.</p>
2	1	<p>Background & Appendix C</p> <p>What amount of compensation was paid to the current vendor for the yearly collections reflected at Appendix C? Do the collection amounts listed at Appendix C include spousal support, non-IV-D collections, or any other amount beyond the total "net disbursements in Kanawha County cases" (as the term is used in the "Vendor Compensation" section found at page 38)? Response: Refer to CSE50634 at the following website https://www.wvsao.gov/VSTALogin.aspx. Previous vendor was compensated based on collections. No, net disbursements are unavailable.</p>
3	8	<p>Background & Appendix C</p> <p>Will the State please provide the size of the "total support caseload" and the "IV-D" caseload during each year of the current contract period? Response: Total caseload June 2009 - 17,106; June 2010 - 16,388; June 2011 - 15,819. IV-D caseload June 2009 89.5%, June 2010 90.7%, June 2010 92.6%</p>
4	8	<p>Background & Appendix C</p> <p>Will the State please provide the performance of the Kanawha County office during each year of the current contract period in each of the following performance measures: a) Paternity Establishment Percentage, b) Percentage of Cases Under Order, c) Current Support Collection Percentage, d) Percentage of Cases with Arrears Payments. Response: a) Kanawha County has exceeded 90% on the IV-D PEP in all months in the past year. b) As of November 30, 2011, Kanawha County had 90.3% of its IV-D caseload under order, including the Non-IV-D caseload, it had 90.6% of its cases under order. c) Not available. d) Not available.</p>
5	8	<p>Transitional Work Plan</p> <p>What are the projected dates for: a) Contract Award and b) Start of 90-day transition. Will the State please provide a copy of the transition plan detailing the incumbent vendor's responsibilities for an orderly transition of services? Response: a) Contract award February 1, 2012. b) Immediately upon award. Refer to the attachment under Transfer of Operations pp 19 - 20 section 3.2.2.10</p>
6	10	<p>Operating Procedures, Item A.16</p> <p>We understand the Bureau for Child Support Enforcement undertook a statewide project with Northwoods Consulting Partners, Inc. to provide efficiencies in document and client flow management which includes document scanning capabilities. Please provide further detail of the extent and requirements of the scanning solution required of the successful vendor of this RFQ? Have the existing documents and case records of the Kanawha County office been transformed into electronically retrievable information? Additionally, how will the successful vendor be expected to interact with any on-going statewide scanning effort, including expected roles, areas of responsibility and coordination? Response: Refer to Computer and Software section of the RFQ. Imaging technology must be compatible with the Agency's Onbase and Compass Capture system.... Yes, existing documents have been transformed into electronic information.</p>
7	13	<p>Notification to Public</p> <p>In order to assist vendors in providing accurate price proposals, will the State please provide the expected number of individuals having business with the Kanawha County who must be notified before the end of the successful vendor's transition period? Response: Between 25,000 - 30,000 individuals.</p>
8	13	<p>Computer Equipment and Software</p> <p>Requirement is stated that imaging technology must be compatible with the Agency's OnBase and Compass Capture system, including mapping documents according to the Agency's taxonomy. What is the taxonomy used by the Agency? What are the indexes used? Is the Agency requesting the vendor send a periodic file of all new images along with their associated indexes to the Agency? Will an inventory of incumbent vendor software licensing and hardware (including PC's, telecommunications equipment, and imaging systems) be available to the successful vendor? Response: The current vendor's technology predates our system. We did not force them to use our system or taxonomy and indexes. No, we are not requesting the vendor send a periodic file of all new images along with their associated indexes to the Agency. We are willing to allow the successful bidder to piggyback off of our current system.</p>
	14	

9	Staffing and Staff Development, Item A	As used in this provision regarding required staffing, is the term "Kanawha County caseload" equivalent to Kanawha County's "total support caseload" (as described in the Background section found at page 8 of this RFC) or the "Title IV-D" caseload described within the same section? Response: Total described in Total Support section.
10	Staffing and Staff Development, Item A	In order to standardize bidder pricing proposals, will the State set the caseload number required to be used for pricing and evaluation purposes? Response: Bid is not based on caseload size.
11	Staffing and Staff Development, Item A	What number of staff members will the State require be hired if the calculation of staff to caseload results in a partial FTE? Is the same partial FTE methodology applicable to the attorney staffing requirements of this section? Response: Use standard rounding rules for the "total" staff quantity (round up for .5, round down for .49). Attorney staffing was stated separately as a maximum caseload per attorney. Accordingly sufficient full or part-time attorneys must be on staff to achieve a caseload of no more than 4,000 cases per FTE attorney.
12	Staffing and Staff Development, Item A	What number of financial audit of case financial records have been completed by the Kanawha County office for each of the last three years? Are the stated staffing levels of the incumbent vendor sufficient to meet the State's requirements? Response: 2009=3882, 2010=2809, 2011=2778. Incumbent performance regarding staffing is confidential information.
13	Staffing and Staff Development, Item B	What number of Notary Public are on the staff of the incumbent vendor? Response: 24
14	Staffing and Staff Development, Item C	How many Court Payment Days are scheduled per year? How many Kanawha County office employees are currently required to be on-site at the courthouse each month? When required by the court, how many hours per day is an employee required to be on-site? Response: 24 days per year. Yes, one (1) employee is needed on-site for as long as needed each of the 24 days.
15	Access and Relationships, Item F	How many regional and statewide meetings (including service on Agency Committees and Task Teams) may the successful vendor staff be expected to attend during the first year of the upcoming contract period? How many meetings are conducted in the Charleston, West Virginia area, and how many elsewhere in the State? Response: As needed. Historically there are two (2) meetings annually for the Program Manager and attorneys, which may be anywhere in the state. Task teams meetings are normally in Charleston, but recent teams have not involved vendor staff.
16	Transfer of Operations To Successor, Item B	Will the State or incumbent vendor provide and inventory of all furniture, as well as office, IT and telecom equipment, including the age of each item and its working condition? Also, please provide the following information on the current contract: organizational chart showing operational units and levels, titles and number of FTEs in each personnel category, as well as address and total square footage of the current Kanawha Child Support office. Response: Refer to the transition plan for inventory items. Any information we currently have available is based on current market prices of technical equipment and furniture and fixtures. The total cost for tangible items uses either square footage (Refer to question 4) or FTEs (Refer to question 11) as a basis for calculation. For current vendor staffing refer to the attached Staff Listing.
17	Vendor's Major Operational Tasks, Item G	What number and dollar amount of payments of support have been received at the local office during each of the last three years? Response: 3,715 payments in 2011 totaling \$959,426.00. The breakdown is attached. Previous two (2) years is unavailable.
18	Vendor's Major Operational Tasks, Item M	Please provide the number of monthly customer contacts for each month of the last three years. Response: Average of 729 walk in contacts. A call list is attached for telephone contacts.
19	Goal Establishment	What goals were set for the incumbent vendor during the current contract period? Has each goal been met? If not, will the State please provide the performance against the established goal? Response: The successful bidder will be held to the Federal Performance Standards as outlined in the 45 cfr which is also applied to other state offices. In addition, 95% of cases with \$5,000 arrear need to have a lien.
20	Vendor Compensation	Will the State please provide a recent example of an end-of-the-month disbursement report produced by the OSCAR system for Kanawha County? Does the term "net disbursements in Kanawha County cases" as used in this provision include spousal support and/or non-IV-D disbursements? Response: Data set does not exist. Refer to question # 2.
21	Vendor Compensation	For each of the last three years, will the State please provide the number and dollar amounts of incorrect disbursements that were actually disbursed to an obligee and which were found to result from factors within the authority and control of the incumbent vendor? Response: For the period October 2009 - November 2011 there was a total dollar amount of \$8,463.78. The volume is unavailable.

22		Liquidated Damages	Have liquidated damages been imposed against the incumbent vendor during the current contract period? Is so, please provide the number, date(s) nature and dollar amounts of all liquidated damages imposed. Response: No
23	39	Cancellation	Please provide detailed information, including statistics, regarding compliance of the current operation of the Kanawha Office on each performance requirements listed in this provision. Response: This is confidential information.
24	42	Evaluation Process	The "Bid and Performance Bonds" section found at page 33 requires a bid bond be attached to a vendor's bid. In what section of the format described in the "Evaluation Process" section should the bid bond be attached? Response: May be forwarded to Roberta Wagner with DOA Purchasing and inserted as an attachment to bid.
25	43	Evaluation Process	This section states, "[b]ids will be evaluated as to the lowest responsible bidder meeting specifications." The subsequent section entitled "Basis of Award" states, "[t]he contract will be awarded to the lowest bidder who can meet all the requirements of this RFQ." On what basis will a bidder be determined responsible or not responsible? Will the determination be quantitative or a "pass/fail" evaluation? Will the Department employ any evaluation criteria other than total bid price in selecting from among those bidders found to be responsible? Response: If the bidder meets the technical requirements along with the scope of work on a pass/fail basis as outlined in the RFQ the bidder is deemed to meeting the requirements. With an RFQ the bid is then awarded to the lowest bidder.
26	43	Qualifications of Staff	Please confirm that in responding to this RFQ: a) the only Key Personnel resumes to be included are for those individuals serving on the Transition Team, and b) the remaining Key Personnel, the Program Manager, must be identified within 30 days following Contract Award. Response: Correct on a) and b).
27	44	Costs	Please prescribe how the costs associated with the 90-day transition are to be included in the cost proposal. Also, is there any budgetary cap applicable to this procurement? Response: No additional payment for transitional costs will be made. Bids must be based on a percentage of collections. There is no budgetary cap.
28	44	Costs	Does the State intend the use of the term "disbursement" in this provision (and on the "Cost Sheet" found on page 46.) to conflict or differ in meaning in any way from the use of the term "net disbursements" in the Vendor Compensation section found at page 38? Response: Refer to question # 2.
29	44	Background & Appendix C	Will the State please provide the monthly collection performance of the Kanawha County office for the period July, 2011 through the most recent month available? Response: July 2011 - \$1,997,190.83 Aug 2011 - \$2,139,746.65; Sept 2011 - \$2,024,501.90; Oct 2011 - \$2,034,439.86; Nov 2011 - \$2,164,173.84
30	8	Project Term	Does the State intend this contract to be effective for one (1) year of operations following the end of a transition period with two additional option years possible, or for a nine (9) month operations period following the end of a transition period with two additional option years possible? Response: one (1) year from the date of award.
31	34	Contract Provisions	The RFQ states that the Transmittal Letter must include "a statement of agreement with all the terms and conditions presented in this RFQ, Exhibits and Appendices, if any, as well as any addenda to this RFQ." The RFQ also references a contract document to be executed upon award that will take precedence over the RFQ and Proposal. Is it the State's intent to negotiate the contract document? Can the terms of the negotiated contract document modify the terms of the RFQ notwithstanding the acceptance of such terms in the Transmittal Letter? Response: The RFQ, along with any and all Addendums becomes the contract effective upon award. No negotiating is permissible.
32	36	Contract Provisions	May a bidder propose additional terms and conditions for inclusion as part of the resulting contract document provided they do not directly conflict with the terms of the RFQ? Response: Only if the bidder offers potential amenities included in the cost proposal and includes such additional terms and conditions in its cost proposal.
33	36	Contract Termination	The termination for cause provision refers to immediate termination but also references a cure period. Will the contractor have the opportunity to cure in all events? What will the cure period be under the resultant contract? Response: The opportunity to cure and duration of the opportunity to cure is dependent upon the seriousness of the contract infraction.

34	Contract Termination	<p>The contract states that either party may cancel this contract without cause upon 60 days notice to the other party, but also suggests that if the Vendor so terminates, it must continue to perform for up to 12 months thereafter. The RFQ also states that upon expiration, the Vendor will continue performance for up to 12 months but can give 30 days advance written notice of termination during this period. Please confirm or clarify our understanding that 1) the contract will not be extended after expiration unless the State provides written notice of its desire to extend to ensure continuity of service, 2) after contract expiration, the Vendor is not obligated to perform for more than an additional three months from the date it provides notice to the State, 3) that the Vendor must give 60 days notice of its intent to terminate for convenience and will have no performance obligations thereafter. Response: As outlined in the RFQ. Refer to Exhibit 3, pp 1 - 5 of the RFQ.</p>
35	Changes in Scope	<p>We assume that change orders may be issued by the contractor in the event it perceives a scope change or a change in the proposal or RFQ assumptions whether or not identified as such by the State provided that change results in a cost impact. Please clarify the State's intent in this regard. Response: Change orders are issued by the State only and must be agreed to by the vendor and State. In addition, the change order cannot be a significant change to the scope of the contract.</p>
36	Changes in Scope	<p>We assume that a contractor will not be obligated to perform subject to a scope change and incur associated costs until such time as the parties agree on the terms of a change order including the amount of an equitable adjustment. Please clarify the State's intent in this regard. Response: The vendor will not be permitted to perform work subject to a scope change until the State has directed the vendor to do so with a Change Order issued by the State.</p>
37	Changes in Scope	<p>Please clarify whether the ten percent (10%) limit for equitable adjustments in the event of a scope change is intended as an aggregate cap for all change orders issued under the contract, or as a "per change order" cap. Response: This is an estimate as to the overall increase to the cost of the original contract. To do otherwise would significantly alter the scope of the contract.</p>
38	Cancellation	<p>Will the State reimburse the Vendor for start up costs if this contract is cancelled without cause? If so, how will the State calculate the amount paid? Response: No</p>
39	General	<p>Please provide the last six current contractor monthly income statements, including all revenues and expenses incurred in the operation of the contract. Response: Unavailable</p>
40	Operating Facility	<p>What is the square footage, landlord's name and address, and lease rate for the current contractor's occupied facility? Is the current contractor committed to surrendering the facility at the end of the current contract? Response: Approximately 12,300 feet. Landlord - R. Brawley Tracy, Management company is Old Colony, Property Manager is Ben Vest at 1210 Kanawha Blvd, East Charleston WV 25301. Lease is \$15,181 per month. Yes</p>
41	Operating Facility	<p>Can potential contractors' tour/inspect the current contractor's occupied facility? If so, what procedure must potential contractors' follow to view the facility? Response: Yes, a tour will be conducted Tuesday, January 10, 2012 @ 9:45 am. Vendors must be prompt, and this tour will last 45 minutes due to scheduling issues. Vendors wishing to tour the facility, must be present at this date and time as additional tours will not be conducted.</p>
42	Operating Facility	<p>How many T1 phone lines are currently installed in the Kanawha County office? Response: one (1)</p>
43	Required Services	<p>Please provide the average monthly volume of "walk-in" customers for the current contractor's Kanawha County Child Support office for the last two years. Response: Refer to question 18</p>
44	Operating Facility	<p>On page 11 of the RFQ it states that the contractor shall identify all key personnel other than its program manager for Kanawha County. On page 44 of the RFQ it states that the contractor must identify key personnel assigned to the project and must provide resumes of key personnel that are to be assigned on either a transitional or permanent basis to the project.</p> <ul style="list-style-type: none"> Is it adequate for the bidder to state in its proposal that it intends to interview and hire all qualified personnel currently working at the project, or must bidders actually provide names of personnel it will employ? Response: No, not with the bid. If bidders are required to name "key personnel", please provide the positions which are considered key. Response: Key transitional personnel are to be submitted with the bid. Other personnel to be identified according to the timeframe(s) outlined in the RFQ.
44	Transitional Work Plan and Qualifications of Staff	<p>11 and 44</p>
45	Telecommunications System	<p>14</p> <p>Please provide the volume of inbound and outbound telephone calls received and placed by the current contractor in the Kanawha County Child Support office for the last two years. Response: Inbound calls have been addressed above. Outbound calls are not available.</p>
46	Telecommunications System	<p>14</p>
47	Telecommunications System	<p>14</p> <p>Will the new contractor be able to use the same telephone number currently used for the project? Response: Available to the successful bidder</p> <p>Will the contractor have the option to connect to OSCAR using a VPN (Virtual Private Network) connection? Response: Yes</p>

48	14	Telecommunications System	What is the Agency's preferred terminal emulator application for use with OSCAR? Response: The State uses BlueZone, but the successful bidder could use any emulator.
49	14	Computer Equipment and Software	Will the current contractor be required to provide the new contractor a copy of the scanned case files? Response: Yes
50	14	Computer Equipment and Software	Please provide a list of the Hyland Software OnBase software modules licensed (imaging/scan licenses, DIP, Archival, Export, etc.) and the number of each. Response: The current vendor's technology predates ours and is owned by the current vendor.
51	14	Computer Equipment and Software	Please provide the number of documents in the existing OnBase document imaging system and the amount of storage space occupied in gigabytes. Response: The current vendor has 527,811 documents in Onbase. Some documents have multiple pages so the total number of pages is 2,451,787.
52	14	Computer Equipment and Software	Is Northwoods Consulting's Compass Software currently in use by the current contractor? If so, please provide the specific software product name (i.e., Compass Appointments, Compass Capture, and Compass Forms). Response: No
53	14	Computer Equipment and Software	If Compass Software is currently in use, will the successful contractor be required to purchase and use the same? Response: No. Refer to the section in the RFQ...must be compatible with State's system...
54	14	Computer Equipment and Software	Please provide the volumes of documents scanned/imaged, by type, over the past twelve months. Response: This data is not collected and tracked by the bureau.
55	14	Computer Equipment and Software	What is the daily volume of documents scanned/imaged by type each day? Response: Refer to #51. Daily volume is unavailable.
56	16	Staffing and Staff Development	Please provide the current contractor's project organizational chart along with pay rates and the number of FTE for each position. Response: This information is confidential.
57	16	Staffing and Staff Development	Can the State provide the average state salaries for child support staff at Regional Offices? Response: \$26,888 for varied levels of Child Support Specialist and \$23,247 for various levels of Child Support Techs. These figure do not include benefits.
58	16	Staffing and Staff Development	For the past twelve months, what is the average number of cases per attorney which have appeared on the court docket? Response: 77.77
59	21	Vendor's Program Responsibilities	Does the current contractor pay for the cost of civil filing fees and service of process? If so, what is the volume and total cost of these court fees paid during the most recent State Fiscal Year? What is the cost of a single court filing? What is the cost of a single service of process? Responses: The total dollar amount paid in court costs/fees for the year ended 6/30/2011 was \$398,335. New action filing fee \$155.00, Modification filing fee \$85.00, Abstract of Judgement fee \$5.00, WRIT \$25.00, Lien filings and releases \$11.00, Service of Process \$65.00. This response is applicable to question 60 below.
60	21	Vendor's Program	Does the current contractor pay court fees of any kind? Is so, what is the volume and total cost of all court fees paid during the most recent State Fiscal Year? Response: See question 59.
61	22	Vendor's Major Operational Tasks	Please provide the average monthly numbers for the following: <ul style="list-style-type: none"> New referrals; Response: The first eleven (11) months of calendar year 2011 averaged 175. The high was 234 in April and the low was 108 in August. Most other months were within 10 cases of the average. Completed financial audits; Response: Refer to question 12 for a total for the year. Paternities established; Response: Paternities and Orders in Kanawha County are established by Bureau for Child Support (BCSE) litigation activities, by OOS CSE agencies to which we have sent establishment actions, and by parties in divorce and other private actions. Paternities may be established by Affidavit after in-office testing. <ul style="list-style-type: none"> Orders established; Response: Refer to response under paternities established above. Review and adjustment requests; Response: Information is not available Modification hearings; Response: Information is not available Initiating interstate actions sent to other states; and Response: Information is not available Responding interstate actions received. Response: Information is not available
62	31	Goal Establishment	Can the Agency please provide 2012 goals and the actual performance levels on those measures for 2011? Response: 2012 goals not set and 2011 are unavailable.
63	39	Data Reliability	How many data reliability errors have been assessed the project in the last five years? Response: This provision is new to the process What is the size of the valid statistical sample reviewed by the Federal government in its audits to determine the accuracy of the data in the BCSE system? Response: Approximately 200 What is the process for compiling the sample of cases reviewed for the audit? Response: The imaged case files and samples had to be printed.

64	43	Organizational Experience	The RFQ requires the bidder to list "contracted personnel." Please define "contracted personnel." Response: Third party vendors which are contracted through the vendor to provide service to the State on this contract.
65	44	Organizational Experience	The RFQ requires the bidder to provide details of any litigation that the company has been involved with or that is pending. Does the State want a list of any and all litigation the bidder has been involved with since its inception or is there a timeframe for which such information must be provided? Response: The past five (5) years.
66	50	Appendix C	Some of the monthly collection data in the shaded sections of Appendix C is illegible on the scanned PDF. Will the Agency please provide a better copy of this page? Response: Yes. See attached.
67	16	Staffing	Item A – Are attorneys included in the FTE count for the staffing ratio of 315 cases to 1 FTE? Response: Yes
68	38	Vendor Compensation	Please provide the Disbursement Report for Kanawha County for State Fiscal Years 2007-2010 Response: This question has been addressed.
69		Customer Service	How does the State envision determining which customers did not reach a CSR? Response: The RFQ is hereby clarified to explain that the intention is if a customer leaves a telephone message or reaches a representative who is not capable of addressing the customer's concerns.
70	40	Cancellation	C.4 –Will the State measure and assess this monthly, by calendar year, SFY or FFY? Response: The assessment will be based upon a monthly figure. The status will be checked monthly if the Vendor was close to failure on this standard in either of the preceding two months.
71	42	Cancellation	C.5 – Please provide the state report with all counties' percentage of cases with arrears payments. Will the State provide this information about counties' performance monthly? Will the State measure and assess this monthly, by calendar year, SFY, or FFY since the federal incentive is measured based on FFY? Response: Statistics not currently available. The status will be checked monthly if the Vendor was close to failure on this standard in either of the preceding two months.
72	14	Computer Equipment and Software	What is the version of Compass Capture System which the Agency is using? Is this system web accessible? Response: Version 3.75.4.6. It is not web accessible.
73		General	What is the anticipated project start date? What is the anticipated contract award date? Response: Refer to question 5.
74		General	Please provide a list of any equipment that the State will provide for the project. Is the software currently used by the current contractor eligible to be sold at a reasonable cost, as stated in the RFQ? Response: The state will not provide any equipment to the project. Oscar access will be provided to the vendor through the State and the State is willing to allow the successful bidder to piggyback off of the State's Document Imaging as stated in Question 8.
75	8	Background	As of June 30, 2011, the total caseload is 16,345, and the IV-D caseload is 15,701. Which caseload will the contractor be required to manage and meet the FTE and attorney caseload ratio requirements stated in Staffing and Staff Development on page 16? Response: Refer to question 9.
76	16	Staffing and Staff Development	The RFQ requires a staffing level of 315 cases per full-time equivalent (FTE) employee. Please clarify the following: If the caseload is 7,525 divided by 315, that would equal 23.88 FTE. Does this mean the contractor must have 23 FTEs or 24 FTEs? Response: Refer to Question 11.
77	20	Transfer of Operations to Successor	If the current contractor was required to develop a turnover plan as outlined in Section D of the Transfer of Operations to Successor of this RFP, can this be provided to prospective contractors? Response: See attached Transition Plan.
78	50	Appendix C	For the past three State Fiscal Years, what was the fee paid to the current contractor for disbursement? Response: Refer to question 2.

Request for Quotation CSE12068 Addendum # 1
Full Service Child Support Office for Kanawha County, West Virginia

Reference to Question 17.

Dollar amount of payments of support received at the Kanawha County office during the calendar year 2011.

Court		
◦ Cash		\$204,546.96
◦ CK		\$ 50,116.99
◦ Money Order		\$ 36,937.89
Mail		
◦ Ck		\$ 54,191.38
◦ Money Order		\$ 23,342.88
Walk In		
◦ Cash		\$303,742.58
◦ CK		\$250,485.12
◦ Money Order		\$ 35,761.96
TOTAL		\$959,125.76

This includes a \$42,000 ck that was brought here for a Putnam Co payoff....and several large lump sum purge payments. This includes every payment that went through the Kanawha County office in 2011.

Request for Quotation CSE12068 Addendum # 1
Full Service Child Support Office for Kanawha County, West Virginia

Call List in reference to Question # 18

Month	Total calls taken
November 2011	2566
October 2011	2357
September 2011	1240
August 2011	not reported
July 2011	2401
June 2011	2529
May 2011	2599
April 2011	2676
March 2011	2782
February 2011	2355
January 2011	2459
December 2010	2228
November 2010	2103
October 2010	2408
September 2010	3142
August 2010	2833
July 2010	2709
June 2010	2354
May 2010	2250
April 2010	2440
March 2010	2564
February 2010	1653 (five days unavailable)
January 2010	2546
December 2009	1835 (four days unavailable)
November 2009	2140
October 2009	2301
September 2009	2633
August 2009	2418
July 2009	2481
June 2009	2270
May 2009	2136
April 2009	2703
March 2009	2579
February 2009	2517
January 2009	2424
December 2008	2587

APPENDIX C
WEST VIRGINIA DEPARTMENT OF HEALTH AND HUMAN RESOURCES
BUREAU FOR CHILD SUPPORT ENFORCEMENT

Collection page in reference to Question 66

COLLECTIONS FOR KANAWHA COUNTY				
State Fiscal Years				
MONTH	2007-2008	2008-2009	2009-2010	
<i>July</i>	\$1,939,515	\$2,298,717	\$2,076,932	
<i>August</i>	\$1,963,497	\$2,109,049	\$1,891,134	
<i>September</i>	\$1,735,832	\$2,015,820	\$1,947,943	
<i>October</i>	\$1,946,429	\$2,001,987	\$1,930,684	
<i>November</i>	\$1,882,523	\$1,794,642	\$2,006,716	
<i>December</i>	\$1,874,297	\$2,068,670	\$2,045,050	
<i>January</i>	\$1,938,251	\$1,899,879	\$1,881,256	
<i>February</i>	\$1,892,392	\$1,977,801	\$2,129,495	
<i>March</i>	\$2,758,597	\$2,629,089	\$2,825,269	
<i>April</i>	\$2,264,833	\$2,424,275	\$2,406,823	
<i>May</i>	\$2,392,275	\$2,200,830	\$2,401,980	
<i>June</i>	\$2,416,871	\$2,522,625	\$2,271,740	
Total	\$25,005,312	\$25,943,385	\$25,815,022	
Average	\$2,083,776	\$2,161,949	\$2,151,252	

ID	Task Name	Duration	Start	Finish	9, '12									
					M	T	W	T	F	S	S	M	T	W
1	Project Initiation and Management	75 days	Tue 1/31/12	Tue 5/15/12										
2	Conduct transition meeting with the State	1 day	Wed 2/1/12	Wed 2/1/12										
3	Conduct kick-off meeting with PSI Turnover Management Team	1 day	Wed 2/1/12	Wed 2/1/12										
4	Clarify roles and responsibilities	1 day	Wed 2/1/12	Wed 2/1/12										
5	Review turnover project plan	1 day	Wed 2/1/12	Wed 2/1/12										
6	Employee Transition	75 days	Tue 1/31/12	Tue 5/15/12										
7	Provide State with a list of current staff and their position titles	1 day	Wed 2/1/12	Wed 2/1/12										
8	Coordinate with State on recruitment process	10 days	Wed 2/1/12	Tue 2/14/12										
9	Recruit for vacant positions	64 days	Wed 2/1/12	Tue 5/1/12										
10	Facilities	115 days	Wed 2/1/12	Wed 7/11/12										
11	Conduct facility tours (if needed)	23 days	Wed 2/1/12	Mon 3/5/12										
12	Coordinate IT inventory process	5 days	Wed 2/1/12	Tue 2/7/12										
13	Inventory IT Equipment	10 days	Wed 2/1/12	Tue 2/14/12										
14	Review IT Equipment with State Designee	1 day	Wed 2/1/12	Wed 2/1/12										
15	Provide the State Facility Layout	1 day	Thu 3/1/12	Thu 3/1/12										
16	Inventory PSI Furniture	5 days	Mon 2/13/12	Fri 2/17/12										
17	Telecommunications Equipment	75 days	Tue 1/31/12	Tue 5/15/12										
18	Compile inventory of telecommunications equipment	10 days	Thu 3/1/12	Wed 3/14/12										
19	Identify phone numbers, fax numbers, and voice/data circuits that will transfer to	5 days	Wed 2/22/12	Tue 2/28/12										
20	Initiate paperwork to transfer phone/fax numbers	1 day	Mon 3/26/12	Mon 3/26/12										
21	Coordinate transfer of numbers and lines as needed	22 days	Mon 4/2/12	Tue 5/1/12										
22	Operations	75 days	Tue 1/31/12	Tue 5/15/12										
23	Provide the State a listing of all subcontracts, agreements, and leases.	1 day	Thu 3/1/12	Thu 3/1/12										
24	Provide the State information regarding operational costs.	1 day	Thu 3/1/12	Thu 3/1/12										
25	Distribute list to staff of PSI proprietary information	5 days	Mon 4/9/12	Fri 4/13/12										
26	Staff remove proprietary information from offices and computers	30 days	Fri 4/13/12	Thu 5/24/12										
27	PSI Enterprise Security onsite to assist with removal	10 days	Thu 5/3/12	Wed 5/16/12										
28	Determine transfer process for pending work	5 days	Mon 4/2/12	Fri 4/6/12										
29	Transfer pending work to the State	10 days	Wed 5/2/12	Tue 5/15/12										
30	Transfer imaged files to the State	5 days	Wed 5/9/12	Tue 5/15/12										

Milestone
 Summary
 Project Summary
 External Tasks
 External Milestone
 Deadline

Project: PSI\WV Transition Plan
 Date: Fri 12/30/11

ID	Task Name	Duration	Start	Finish	9 '12	10 '12	11 '12	12 '12	13 '12	14 '12	15 '12	16 '12	17 '12	18 '12	19 '12	20 '12	21 '12	22 '12	23 '12	24 '12	25 '12	26 '12	27 '12	28 '12	29 '12	30 '12
1	Project Initiation and Management	75 days	Tue 1/31/12	Tue 5/15/12																						
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6	Employee Transition	75 days	Tue 1/31/12	Tue 5/15/12																						
7	Provide State with a list of current staff and their position titles	1 day	Wed 2/1/12	Wed 2/1/12																						
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15	Provide the State Facility Layout	1 day	Thu 3/1/12	Thu 3/1/12																						
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Project: PSI WW Transition Plan
 Date: Fri 12/30/11




Task: Milestone: External Tasks:




Split: Summary: External Milestone:

Progress: Project Summary: Deadline:

ID	Task Name	Duration	Start	Finish	9, '12	Feb 5, '12
					M	T
					T	W
					T	F
					S	S
					M	T
					W	
1	Project Initiation and Management	75 days	Tue 1/31/12	Tue 5/15/12		
2	Conduct transition meeting with the State	1 day	Wed 2/1/12	Wed 2/1/12		
3	Conduct kick-off meeting with PSI Turnover Management Team	1 day	Wed 2/1/12	Wed 2/1/12		
4	Clarify roles and responsibilities	1 day	Wed 2/1/12	Wed 2/1/12		
5	Review turnover project plan	1 day	Wed 2/1/12	Wed 2/1/12		
6	Employee Transition	75 days	Tue 1/31/12	Tue 5/15/12		
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13	Inventory IT Equipment	10 days	Wed 2/1/12	Tue 2/14/12		
14	Review IT Equipment with State Designee	1 day	Wed 2/1/12	Wed 2/1/12		
15	Provide the State Facility Layout	1 day	Thu 3/1/12	Thu 3/1/12		
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24	Provide the State information regarding operational costs.	1 day	Thu 3/1/12	Thu 3/1/12		
25	Distribute list to staff of PSI proprietary information	5 days	Mon 4/9/12	Fri 4/13/12		
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29	Transfer pending work to the State	10 days	Wed 5/2/12	Tue 5/15/12		
30	Transfer imaged files to the State	5 days	Wed 5/9/12	Tue 5/15/12		

Task  Milestone  External Tasks 

Split  Summary  External Milestone 

Progress  Project Summary  Deadline 

Project: PSI WV Transition Plan
Date: Fri 12/30/11

