

ACS Computer Services, Corp.
Gene Ferrell 11/6/2007 9:33 AM (firewall held-up)

Q1. Is it a firm requirement that the project manager/key personnel have a four year degree?

A1 - Yes.

Q2. The RFP refers to the New Hire Reporting Center. Is it a requirement that all services be performed in a single building?

A2 - No.

Q3. Will the new vendor use the current web site or must it be redesigned?

A3 - The current New Hire web-site was developed by the current vendor. If a different vendor is selected as a result of this procurement, it is anticipated that vendor will design their own web-site. All web-site content must be approved by ODJFS.

Q4. What is the average length of calls to the phone center?

A4 - ODJFS does not require the current vendor to report on the average length of calls.

Q5. What is the nature of the calls coming into the call center, e.g. what information is the caller asking for, what sources are available for the CSR to provide answers to the caller's questions?

A5 - Employers may be requesting information about the basic reporting process, including the proper way to complete the New Hire Reporting form, the new hire address, etc. Questions that the vendor cannot respond to are referred to the contract manager at ODJFS. The contract manager confers with the policy staff at the Office of Child Support to determine the content of the reply. If there is still need for further discussion, the question is referred to ODJFS legal. The basic documents that contain new hire rules and regulations are the OAC rules, the Ohio Revised Code and The code of federal regulations.

Q6. Are the hours of operation of the call center standard business hours?

A6 - Yes. Standard hours are 8-5 pm Monday through Friday EST. The vendor observes the same holiday schedule as ODJFS.

Q7. What is the nature of the emails?

A7 - Please see response to question #5.

Q8. What is required to respond to the emails?

A8 - Vendor staff are required to read and respond to e-mails. If it is an inquiry that the vendor staff is unable to respond to, the e-mail must be referred to ODJFS Contract Manager.

Q9. What are the reporting requirements for calls/emails?

A9 - The only reporting requirement for calls and e-mail is the number received per month. (page 13 of 32 of the RFP, Section 3.1, number 10, paragraph 3.)

Q10. How is the bid for the call center portion submitted? Is a per minute charge acceptable or is a fixed bid required?

A10 - ODJFS is requiring each bid to contain two (2) costs; a cost per report that is electronically submitted, and a cost per report that is non-electronically submitted.

Q11. Will the state provide and pay for the inbound phone number?

A11 - No.

PSI

Becky Hicks - Proposal Writer 11/5/2007 2:01 PM, 11/4/2007 3:40 PM

Q1. Will the State accept relevant management and business experience in lieu of a degree?

A1 - No.

Q2. Will the State consider deleting the mandatory data element requiring businesses to report the birth dates for independent contractors?

A2 - No.

Q3. Does the State anticipate and require the ability to track cash payments regarding the assessment of fines?

A3 - As of November 2007, there has not been a move to impose a financial sanction on employers. The 2003 RFP contained language that mandated that the vendor identify and follow up with employers who did not comply with their statutory reporting responsibilities. It also contained the requirement that the vendor be prepared to levy sanctions at ODJFS' request. To date that has not occurred.

Q4. Will the fine be assessed administratively, or will a court action be required? Does the vendor have any responsibility to prepare documentation or be present at any court actions?

A4 - The selected vendor may be responsible for imposing statutory sanctions and fee collections relating to sanctions pursuant to ORC 3121.8910. The fines would be assessed administratively and the vendor would be required to provide documentation that would assist the state with its claim.

Q5. Does the State expect the vendor to handle cash at the office site?

A5 - Since Ohio has not moved to assess fines to date, the structure and the procedures for processing payments has not been created. It is unlikely cash payments would be part of any fiscal structure created.

Q6. If the State expects the vendor to handle cash at the office site, what is the expected volume of cash to be handled each month?

A6 - Since ODJFS has not previously fined employers for non-compliance, this information is not available. Further, it is unlikely cash payments would be part of any fiscal structure created.

Q7. Given that the State Disbursement Unit (SDU) already has payment transaction processes in place, would the State consider routing the fines through the SDU? Though the SDU would have to determine how to segregate the fines from the rest of the money flowing through the SDU, the SDU would already have the resources separate cash handling and accounting functions. The new hire vendor would need to develop a database, establish procedures for loading the fines on the system as they are assessed, establish cash handling and accounting procedures, and add sufficient staff to separate the functions. It may be more cost effective for the State to consider an SDU solution for the fine processing, but allow the new hire vendor to monitor compliance and actual payment.

A7 - If a fiscal pan was created and implemented that allowed ODJFS to begin fining employers, the payments would not be processed through Ohio's SDU.

Q8. Given that the successful vendor may have a substantial local infrastructure in place, is a narrative work plan that addresses only upgrades and changes to existing processes sufficient, as opposed to a timeline for each specific deliverable in the scope of services?

A8 - No.

Q9. Because the RFP estimates 3 million new hire reports per year, would the State agree to a minimum amount of compensation if the actual volume falls below 92% of the State's estimate?

A9 - No.

Q10. What adjustments would the State make for increases in postal rates during the term of the Contract?

A10 - When submitting the bid, the vendor should anticipate cost increases that may occur during the term of the contract.

Q11. Because the RFP permits the Contractor to annotate the model contract (Attachment D), is the State able to provide a Microsoft Word version of this attachment?

A11 - For various administrative reasons ODJFS will not supply a Microsoft Word version of the model contract. To any requested changes, please supply article, paragraph, and sub-paragraph and present the changed language you would request. Please include the requested change information with the Required Information and Certifications as specified in the RFP.

Q12. Would the State clarify that Contractor shall be paid for all work completed prior to notification of the State's failure to appropriate funds?

A12 - The contract would terminate the date the funding expires. Contractor would be paid for any work satisfactorily completed up to this date. The date of notice is immaterial because the state is unable to pay for anything if the authority to spend has ceased.

Q13. Would the State agree to customary exceptions to Contractor's confidentiality obligations, such as (i) publicly available through no act of recipient; (ii) already in possession; (iii) rightfully received from third party; and (iv) required by judicial or government order to disclose?

A13 - The state would agree to statutorily created exceptions to the confidentiality provisions.

Q14. Would the State clarify that Contractor retains ownership of (i) work developed prior to the effective date of the Contract and without federal/state funds; (ii) general know-how; and (iii) standard operating procedures?

A14 - Yes, Contractor would retain ownership over its work developed prior to the effective date of the Contract and without federal/state funds, general know-how, and its own standard operating procedures, subject to ODJFS's ownership interest if such work product is included in the final deliverables.

Q15. Requiring a perpetual, royalty-free license to use, modify, and sell Contractor's proprietary materials may deter bidders and result in less competitive procurements, fewer options, and higher costs. Thus, will the State remove this requirement from Attachment D, Article I(E)(3) if Contractor agrees to provide the State any program data in proprietary software?

A15 - No, the state will not remove this provision--the state owns anything developed with federal funds. However, if Contractor uses its own proprietary software to create the deliverables or perform the service, the state will not have an ownership interest in that software. (only in the outcomes).

Q16. Would the State agree to accept faxed invoices?

A16 - No.