



Department of  
Job and Family Services

Ted Strickland, Governor  
Douglas E. Lumpkin, Director

February 6, 2009

Dear Vendor:

This letter is to announce the release of the Ohio Department of Job and Family Services (ODJFS) Request for Proposals (RFP)#: R-89-09-8009, for the purpose of obtaining a vendor to provide statewide Centralized Paternity Registry (CPR) services. The paternity registry is mandated by Section 3111.64 through 3111.67 of the Ohio Revised Code (ORC) and Section 5101:12-40-30 of the Ohio Administrative Code (OAC). ODJFS seeks proposals from vendors with significant experience with child support programs, paternity establishment, regulations of Title IV-D of the Social Security Act, and in management of large-scale projects. The selected vendor must be able to provide high level customer service to the public; must have accurate and efficient data entry capabilities, the capability of managing large volumes of legal documents, and experience in providing training and call-center services to consumers. The selected vendor must be responsive to the needs of the public, hospital partners, and state personnel; and be able to work collaboratively with the state regarding the data tracking demands of this program.

In the state fiscal year (SFY) ending June 30, 2008, over 59,000 paternity documents were processed in Ohio, and approximately 250 - 300 calls per week to the CPR, primarily from parents, hospital staff, registrars, Child Support Enforcement Agencies (CSEAs), and courts were answered.

If you are interested in submitting a proposal for this important project, please obtain the RFP through the ODJFS web site at <http://www.jfs.ohio.gov/rfp/>. If you do not have Internet access to this document or experience problems opening the above referenced ODJFS URL, please contact the RFP Unit at the following telephone number:

ODJFS, Office of Contracts and Acquisitions  
30 East Broad Street, 31<sup>st</sup> Floor  
Columbus, Ohio 43215-3414  
PH: (614) 728-5693

Responses must be prepared and submitted in strict accordance with the requirements and time frames given in the RFP. Thank you for your attention to this request.

Sincerely,

Signature On File

Douglas E. Lumpkin  
Director

30 East Broad Street  
Columbus, Ohio 43215  
[jfs.ohio.gov](http://jfs.ohio.gov)

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