

**AMENDMENT 3
FOR
RFP NUMBER 0A1043**

DATE AMENDMENT ISSUED: August 13, 2009

The State of Ohio, through the Department of Administrative Services, General Services Division, on behalf of Ohio Department of Job and Family Services, is issuing this amendment for the Request for Proposals (RFP) entitled:

Child Support Payment Central Services

INQUIRY PERIOD BEGINS:	July 20, 2009
INQUIRY PERIOD ENDS:	September 4, 2009
OPENING DATE:	September 14, 2009
OPENING TIME:	1:00 P.M.
OPENING LOCATION:	Department of Administrative Services Office of State Purchasing Bid Room 4200 Surface Road Columbus, Ohio 43228

The attached is an Amendment for the RFP listed above. Please use the replacement page(s) contained in the Amendment to replace the corresponding page(s) previously in the RFP.

Specifications and requirements that have been revised are surrounded by bolded double asterisks and, when applicable, strikethrough.



The offeror or subcontractor must demonstrate account manager experience managing and monitoring customer accounts totaling at least \$1.5 billion annually on at least one project.	40	0	5	7	9
The offeror or subcontractor must demonstrate experience supporting CTX or CCD+ protocols on at least one project.	10	0	5	7	9
Minimum of 36 months experience providing IVR call center services and customer support.	30	0	5	7	9
Personnel Requirements					
Project Manager Requirements					
A minimum of 60 months experience in operational project management including direct management and supervisory responsibility for a project team of at least 30 people.	14	0	5	7	9
A minimum of 60 months experience on a large-scale data processing or technical project.	13	0	5	7	9
A minimum of 60 months experience with financial applications and operations.	13	0	5	7	9
IT Manager Requirements					
A minimum of 36 months experience operating and managing a high volume, complex network environment supporting multiple users in remote locations.	20	0	5	7	9
A minimum of 60 months experience on a large-scale data processing or technical project.	20	0	5	7	9
EFT/EDI Manager Requirements					
A minimum of 48 months experience with projects that required adherence to NACHA standards regarding electronic transaction processing such as EFT/EDI.	8	0	5	7	9
A minimum of 36 months experience in providing technical assistance to electronic payment remitters.	12	0	5	7	9
Payment Processing Manager Requirements					
A minimum of 36 months managerial or supervisory experience in a lockbox operation involving a minimum of **700,000 800,000** monthly transactions in a child support or other government lockbox operation.	14	0	5	7	9
A minimum of 48 months experience with projects that required adherence to NACHA standards regarding electronic transaction processing such as EFT/EDI.	16	0	5	7	9
Customer Support Manager Requirement					
A minimum of 36 months managerial or supervisory experience in a call center operation that handled a minimum of 10,000 calls per month.	20	0	5	7	9

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY**

**CANDIDATE REQUIREMENTS
(Experience and Qualifications)
PAYMENT PROCESSING MANAGER**

Candidate's Name:

Requirement: A minimum of 36 months managerial or supervisory experience in a lockbox operation involving a minimum of ~~**700,000 800,000**~~ monthly transactions in a child support or other government lockbox operation.

Company Name:	Contact Name: Primary or Alternate	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:	Beginning Date of Experience: Month/Year	Ending Date of Experience: Month/Year	
Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:			
<p>1. Number of monthly transactions: _____</p>			