

**AMENDMENT 2
FOR
RFP NUMBER 0A1043**

DATE AMENDMENT ISSUED: August 6, 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 State usually responds to all inquiries within three business days of receipt, excluding weekends and State holidays. But the State will not respond to any inquiries received after 8:00 a.m. on the inquiry end date.

The State does not consider questions asked during the inquiry period through the inquiry process as exceptions to the terms and conditions of this RFP.

Amendments to the RFP. If the State revises this RFP before the Proposals are due, it will announce any amendments on the State Procurement Website.

Offerors may view amendments by using the "Find It Fast" function of the State's Procurement Webpage (described in the Inquiries Section above) and then clicking on the amendment number to display the amendment.

When an amendment to this RFP is necessary, the State may extend the Proposal due date through an announcement on the State Procurement Website. The State may issue amendment announcements anytime before 5:00 p.m. on the day before Proposals are due, and it is each prospective offeror's responsibility to check for announcements and other current information regarding this RFP.

After the Proposal due date, the State will distribute amendments only to those offerors whose Proposals are under active consideration. When the State amends the RFP after the due date for Proposals, the State will permit offerors to withdraw their Proposals within five business days after the amendment is issued. This withdrawal option will allow any offeror to remove its Proposal from active consideration should the offeror feel that the amendment changes the nature of the transaction so much that the offeror's Proposal is no longer in its interest. Alternatively, the State may allow offerors that have Proposals under active consideration to modify their Proposals in response to the amendment.

If the State allows offerors to modify their Proposals in response to an amendment, the State may limit the nature and scope of the modifications. Unless otherwise provided in the State's notice, offerors must make any modifications or withdrawals in writing and submit them to the State within five business days after the amendment is issued at the address and in the same manner required for the submission of the original Proposals. If this RFP provides for a negotiation phase, this submission procedure will not apply to changes negotiated during that phase. The State may reject any modification that is broader in scope than the State has authorized in the announcement of the amendment and treat it as a withdrawal of the offeror's Proposal.

Proposal Submittal. Each offeror must submit a technical section and a cost section as part of its total Proposal before the opening time on the Proposal due date. The offeror must submit the technical section as a separate package from the cost section of its Proposal, and each section must be submitted in its own separate, opaque package. The package with the technical section of the Proposal must be sealed and contain one originally signed technical section and ten (10) copies of the technical section, and the package with the cost section also must be sealed and contain ****one original and four (4) five (4) complete copies of the cost section of the Proposal****. Further, the offeror must mark the outside of each package with either "Child Support Payment Central Services RFP – Technical Proposal" or "Child Support Payment Central Services RFP – Cost Summary," as appropriate.

Included in each sealed package, the offeror also must provide an electronic copy of everything contained within the package on CD-ROM in Microsoft Office, Microsoft Project, and Adobe Acrobat format, as appropriate. If there is a discrepancy between the hard copy and the electronic copy of the Proposal, the hard copy will control, and the State will base its evaluation of the offeror's Proposal on the hard copy.

Proposals are due no later than 1:00 p.m. on the Proposal due date. Proposals submitted by email, fax, or other electronic means are not acceptable, and the State may reject them. Offerors must submit their Proposals to:

Department of Administrative Services

- k. Provide a daily disbursements issued file which updates the status of each disbursement to SETS.
- l. Provide the capability of “pulling” (voiding) an electronic disbursement at the request of the State or a County CSEA.
- m. ~~**Combine multiple electronic disbursements received in the same day for the same participant into one payment.**~~
- n. Notify cardholders that have balances on unpinned cards.
- o. Contact the county when enrollees have multiple participant numbers tied to one social security number in SETS to confirmation which participant number to enroll.

3.1.1.1 Debit Card/Stored Value Card Program Fees

Minimum Requirements:

- a. Manage the full service debit card activity at no cost to the State.
- b. Provide non-surcharge ATM transactions to cardholders through the Contractor’s banking provider.
- c. Market a surcharge waiver to other banking entities within Ohio in an attempt to increase cardholder access to non-surcharge ATM transactions.
- d. Deduct all cardholder fees from the cardholder’s Ohio e-QuickPay® debit card balance.
- e. Obtain approval from the State prior to making any changes to the current terms of use statement (Supplement 4 – Terms of Use Statement).
- f. The Contractor may not charge cardholder a monthly or annual cardholder fee.

3.1.1.2 Card Production and Distribution

Minimum Requirements:

- a. Produce and issue all Ohio e-QuickPay® debit cards in accordance with the cardholder agreement that is applicable under this Contract.
- b. Mail all cards in non-forwarding, first-class envelopes containing the CSPC name, address and Ohio e-QuickPay® logo.
- c. Process all returned cards which must include an address verification code update being sent to SETS.
- d. Provide cards that must be valid for three years from the date of issuance.
- e. Issue cards to replace a lost, damaged or stolen card
- f. Establish a process to replace cards every three years including the process to:
 - Validate customer addresses
 - Ensure the customer’s current card remains active until it expires, is reported lost or stolen or until the replacement card is pinned by the cardholder

3.1.1.3 Card Features and Capabilities

Minimum Requirements:

- a. Provide a MasterCard or Visa branded magnetic stripe card of high quality that is fully compliant with all federal laws and regulations, meets the industry standard for quality, and operates via the MasterCard or Visa Debit Network.
- b. Provide card magnetic stripe encoding, security features and primary account number assignment process that meets MasterCard or Visa specifications.
- c. Provide a card that must operate as a debit card, a stored value card, or another electronic access-type card and must not have a line of credit associated with it.
- d. The card must be accepted by any merchant accepting MasterCard or Visa Debit Cards and must allow for PIN-Based and signature based purchases.
- e. The card must allow Point of Sale (POS) transactions and the purchase of goods and services anywhere debit MasterCard or Visa is accepted, including via the Internet, mail order and telephone order.

- f. The cardholder must be allowed to receive cash back with a POS transaction based on the store limit or the negotiated cash-back withdrawal limit.
- g. Cardholder must have the ability to dispute card transactions.
- h. The operating network must query the cardholder's available balance at the time of any PIN-based POS transaction and disallow any transaction that would exceed the cardholder's balance.
- i. The card must allow for nationwide and international ATM access as well as the withdrawal of cash through a normal ATM transaction.
- j. Cardholders must be able to check balance and access transaction history information by telephone or online free of charge.
- k. Cardholders must be able to check the balance on the card at an ATM in accordance with the cardholder agreement that is applicable under this Contract.
- l. Cardholders must be able to withdraw their entire balance from teller window based on banking institutions standards;
- m. Cardholder's account must not have a minimum balance threshold.

3.1.2 Electronic Disbursement via Direct Deposit

The Contractor must support electronic direct deposit as a method of disbursing support payments. Additionally, the Contractor is responsible for tracking and recording all returned EFT disbursements for appropriate reporting, research and resolution.

Minimum Requirements:

- a. Establish and implement enrollment procedures.
- b. Receive and process completed electronic disbursement enrollment forms:
 - Enter enrollment information into Contractor's enrollment system.
 - Produce and mail all correspondence associated to enrollment processing.
- c. Receive and process all requests to cancel direct deposit including initiating the Ohio e-QuickPay® debit cards enrollment process.
- d. Contact the county when enrollees have multiple participant numbers tied to one social security number in SETS to confirm which participant number to enroll.
- e. Receive and process all requests for Opt Outs.
- f. Receive and process requests for financial institution change from direct deposit participants.
- g. Transmit daily ACH enrollment file to SETS.
- h. Receive and process daily disbursement files from SETS.
 - The Contractor must ensure data integrity of the SETS disbursement file through use of secure file protocols and checks and balances procedures.
- i. Provide a daily disbursements issued file which updates the status of each disbursement.
- j. Provide the capability of "pulling" (voiding) an electronic disbursement at the request of the State or a County CSEA.
- k. Process EFT disbursement return results from payee's financial institution, update disposition status and return disbursement status to SETS.
- l. ~~**Combine multiple electronic disbursements received in the same day for the same participant into one payment.**~~
- m. Provide for automatic enrollment in Ohio e-QuickPay® when direct deposit is end-dated and participant has not re-enrolled within 45 days;
- n. Store participants current and historical banking information to include routing transit and account numbers;
- o. Process a pre-notification to verify the routing transit and account numbers for participants' banking information.

3.1.3 Interstate EFT Disbursement

Other state IV-D agencies can elect to receive electronic disbursements from the State of Ohio.

- i. ****Standardize and process all addresses on the SETS disbursement file through United States Postal Service approved address verification software to identify address updates prior to check printing.**
 - o If a forwarding address is provided, the check will be printed with and mailed to that address and the appropriate address code and forwarding address will be returned to SETS.
 - o If there is a forwarding order and no forwarding address, the check must be voided and the appropriate address verification code and void status will returned to SETS.
- j. **Obtain the best possible postal rates for all items without affecting delivery. ****

6.1.18.1 Returned Disbursements

Minimum Requirements:

- a. Void all returned disbursements.
- b. Pass forwarding addresses to SETS.
- c. Pass invalid address codes to SETS.
- d. Image returned disbursements (checks and envelopes).

6.1.18.2 Disposition Status

Minimum Requirements:

- a. Generate and transmit daily the Disbursements Issued Data File to SETS.
- b. Generate a Checks Paid Data File containing an update of all checks the bank paid.
- c. Transmit the Disbursements Issued, Checks Paid and Void/Stop/Pull/Returns Data Files to SETS by 5:00 PM on the day the disbursements were processed or the update was received from the bank.
- d. Maintain a backup of all update files in the event of transmission or other types of errors.
- e. Verify the timely and successful transmission of the Disbursements Issued, Checks Paid and Void/Stop/Pull/Returns Data Files.
- f. Stale date disbursement checks that mature to a predefined calculated date and pass the status to SETS.

6.1.19 e-Disbursement Enrollment

The enrollment functionality primarily serves to support the input, validation and storage of direct deposit and Ohio e-QuickPay® enrollment data. Enrollment information from both individual payees and the extract of new order for mandatory enrollment data file and the Ad Hoc conversion e-Disbursement Enrollment Data File will be input and stored in the Contractor's system. The data must be validated and processed based on e-Disbursement business rules to be defined by the State.

Minimum Requirements:

- a. Import the Extract of New Order for Mandatory e-Disbursements Data File and initiate mandatory enrollment process for payees received in the file.
- b. Import the Ad Hoc Conversion e-Disbursement Enrollment Data File and initiate mandatory enrollment process for payees received in the file.
- c. Validate enrollment information against data from the SETS Monthly Master File Extract.
- d. Provide the ability to automatically enroll a client in Ohio e-QuickPay® 45 days after CSPC receives a direct deposit enrollment form with missing information, provided the client did not provide the missing information or did not voluntarily begin enrollment in Ohio e-QuickPay®.
- e. Initiate an alert when entering an enrollment when multiple participant numbers are tied to a social security number.
 - o Age the enrollment for up to 45 days until confirmation is received from the county that the participant numbers are tied to one individual.

ATTACHMENT THREE: REQUIREMENTS FOR PROPOSALS

Proposal Format. Each Proposal must include sufficient data to allow the State to verify the total cost for the Work and all of the offeror's claims of meeting the RFP's requirements. Each Proposal must respond to every request for information in this attachment, whether the request requires a simple "yes" or "no" or requires a detailed explanation. Simply repeating the RFP's requirement and agreeing to comply may be an unacceptable response and may cause the Proposal to be rejected.

These instructions describe the required format for a responsive Proposal. The offeror may include any additional information it believes is relevant. An identifiable tab sheet must precede each section of a Proposal, and each Proposal must follow the format outlined below. All pages, except pre-printed technical inserts, must be sequentially numbered. Any material deviation from the format outlined below may result in a rejection of the non-conforming Proposal.

Each Proposal must contain the following:

- Vendor Information Form ****~~(OBM-3456)~~ (OBM-5657)****
- Subcontractor Letters
- Offeror Certification Form
- Offeror Description
- Profile Summary Forms
 - Offeror Profile Summary Form
 - Personnel Profile Summaries
- Time Commitment
- Assumptions
- Operations Staffing Plan
- Transition Services
- Proposed Solution for SDU Operations
- Performance Bond
- Support Requirements
- Proof of Insurance
- Payment Address
- Legal Notice Address
- W-9 Form
- Declaration Regarding Terrorist Organizations
- Cost Summary (must be separately sealed)

Vendor Information Form. The offeror must submit a signed and completed Vendor Information Form ****~~(OBM-3456)~~ (OBM-5657)**** for itself and for each subcontractor the offeror plans to use under the Contract. The form is available at ****<http://obm.ohio.gov/miscpages/forms/default.aspx>
<http://obm.ohio.gov/forms/OAKS.asp>****

Subcontractor Letters. For each proposed subcontractor, the offeror must attach a letter from the subcontractor, signed by someone authorized to legally bind the subcontractor, with the following included in the letter:

1. The subcontractor's legal status, federal tax identification number, D-U-N-S number, and principal place of business address;
2. The name, phone number, fax number, email address, and mailing address of a person who is authorized to legally bind the subcontractor to contractual obligations;
3. A description of the work the subcontractor will do;
4. A commitment to do the work if the offeror is selected; and
5. A statement that the subcontractor has read and understood the RFP and will comply with the requirements of the RFP.

Offeror Certifications. The offeror must complete Attachment 6, Offeror Certification Form.