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| **Contracts and Procurement Division**  **Eileen Gonzales, Division Manager**  **O:** 719-520-6390  EileenGonzales@elpasoco.com  15 E. Vermijo Ave.  Colorado Springs, CO 80903 |  | **Board of County Commissioners**  Holly Williams, District 1  Mark Waller, District 2  Stan VanderWerf, District 3  Longinos Gonzalez, Jr., District 4  Cami Bremer, District 5 |
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| **RFP NO. 20-119** |  | **DUE DATE: September 8, 2020** |

**ADDENDUM NO. 1**

**For**

**CHILD SUPPORT SERVICES**

**DATE OF ADDENDUM: August 31, 2020**

**THE ATTACHED** addendum shall become as fully a part of the above-named Request for Proposal (RFP) as if therein included and shall take full and complete precedence over anything contained to the contrary.

**ACKNOWLEDGMENT:** Each proposer shall indicate acknowledgment of receipt of this addendum by signing below and submitting this addendum (this page only) with the proposal.

Each proposer shall be responsible for reading every item on the attached addendum to ascertain to what extent and in what manner it affects the work being proposed.

No attempt is made to list Addendum items in chronological order or in conformity with the Drawings to which they refer or which they affect.

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| **X** | **NO CHANGE TO DUE DATE** |
|  | **CHANGE DUE DATE TO: N.A.** |

I acknowledge receipt of this addendum which shall become a part of the submitted proposal.

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| **COMPANY NAME** |  | **PHONE** |
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| **AUTHORIZED REPRESENTATIVE** |  | **TITLE** |
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| **SIGNATURE** |  | **DATE** |

RFP 20-119 Child Support Services

Addendum No. 2

The following vendor questions and answers are hereby made a part of this solicitation:

1. **Q**: Selection criteria appropriately include relevant experience and past performance. Where in the proposal shall we include a description of past performance and references? **A:** The Proposal Response Requirements should include relevant experience a past performance and should be included along with the other items listed on the Proposal Response Checklist. The Response Checklist has been updated to reflect this and the new checklist is attached.

2. **Q**: Please verify that the new contract will start on September 30, 2020. We are under the impression from the last RFP that the existing contract extends through December 31, 2020. Also, a September 30 contract start date would allow virtually no time for transition if a different contractor than the incumbent is selected. **A**: The contract will start on January 1, 2021.

3. **Q**: This is being structured as a cost reimbursement contract following a federal model whereas all, or virtually all, similar contracts in other states and counties follow a fixed price model, with or without incentives and/or penalties. Given the heavy administrative load the cost-reimbursement model would create for the contractor to provide the required documentation, as well as the heavy administrative load it would create for the County to process and verify the documentation, would the County consider changing this contract to a fixed price model, with or without incentives and/or penalties? **A**: This contract is a cost-reimbursement contract without incentive or penalties. No changes will be made to the model.

4. **Q:** Please provide a current organization chart for the office. **A**: Attached is a list of staff positions and the time spent on the EPC project. We do not have an organizational chart available.

5. **Q**: Is the contractor responsible for fees related to filing of legal documents? Is the contractor responsible for fees related to service of process? If so. Please provide the contractor’s total cost for each for the last two years. **A**:Yes

Court Filing Fees - 2019 approximately $1,600; through July 2020 $2,600

Process Fees – 2019 approximately $36,000; YTD 2020 $14,000

6. **Q**: Do Department responsibilities for costs of regular mail include costs for certified mail, or are costs for certified mail a contractor responsibility? **A**: Certified mail can be processed by the County mailroom if requested.

7. **Q**: If the County exercises the option to refer Low-Income Child Care Assistance Cases, will the County allow for a renegotiation of the fee rate? **A**: Potentially, it would depend on the current caseload at the time and whether the addition would have a significant workload impact.

8. **Q**: Is the office space provided at Suite 1107 of the Citizens Service Center and the additional office space located near the courthouse fully equipped with County-provided furniture, or is the contractor responsible for providing furniture? **A**: Yes

9. **Q**: If the current equipment and furniture is the property of the County, please provide an inventory of the equipment, including date purchased. **A**: TBA. This will be answered in a separate addendum in a few days once we have that information complied.

10. **Q**: For C-Stat performance measures for the current fiscal year, please provide the official definition of performance measures and El Paso County’s actual performance relative to those measures for the past year. **A**: Extract from State report provided (attached).

11. **Q**: Please provide actual POP performance data for the last 12 months. **A**: The POP requirements for the new contract are different to the current contract. The data points of the new contract are not currently tracked. No data is available currently.

12. **Q:** Please provide call volume data, including number of calls per month, average hold time, and abandonment rate. **A:** Pre COVID-19 the child support services offices received between 4,400 and 5,200 calls per month, with an abandonment rate of 2-3%. Since April 2020 the call range is 3,600 to 4,500 with an abandonment rate of just under 2%. We do not track hold time.

13. **Q**: What electronic document management software/solution is currently used? Is it OnBase or some other package? **A**: The child support program utilizes the State system ACSES. Most files maintained in the office are on paper. Some files are imaged into OnBase.

14. **Q**: What is the current volume of documents/electronic files in the existing vendor’s electronic document management solution? **A**: As of June 2020, EPC has 18,311 cases. Many correspondence documents are issued by the ACSES system and stored within that system. DHS does not know the current volume of the system.

15. **Q**: What is the size of the electronic document management solution database, in gigabytes? **A**: DHS does not know the size of the OnBase system.

16. **Q**: What export file formats can the existing vendor use to transition their electronic document management solution to a new vendor? E.g., PDF, TIFF. **A**: Paper, and access to ACSES will be sponsored by the County. There are multiple ways to share OnBase data files. This can be discussed between the successful proposer and the County after award.

17. **Q**: Will the county provide an access control system for doors into the county space used by contractor staff or does the contractor need to implement their own system? **A:** As the contractor is in a County-owned facility, the Contractor will be provided with the necessary building access in accordance with County policy.

18. **Q**: If the County provides the access control system, are there any costs passed along to the contractor, such as the cost to procure badges that will work with the County system? **A**: Access cards are provided at no cost. If the Contractor fails to return an access card to the County, such as when a worker leaves the contractor employ, or a worker loses a card and needs a replacement, there is a $20 fee for each card not returned. The card replacement/non-return fee is not reimbursable under the contract.

19. **Q**: Are there any other physical security systems the contractor will be responsible for, such as an intrusion detection system, fire alarm system, etc.? **A**: All building systems are managed by the County.

20. **Q**: Please clarify what is desired in the Customer Service Plan by “assignment of personnel” when that topic will also be addressed in the Staffing Plan. **A**: How will staff be assigned to manage customer service – dedicated team, case-by-case, supervisor up, or whatever approach the proposer is taking to ensuring a high-quality customer service experience for the citizen.

21. **Q**: RFP Section: General If a bidder were to submit a Cover Letter, Table of Contents, and RFP Requirement Reference Table, will these items count against the page limits for any other section? **A**: No, these will be considered separate to the plan; however, if they contain any information that is narrative to the plan, then they will be counted.

22. **Q**: RFP Section 1.C.3, Page 5 Does the County want to limit POP services to those parents with children under the age of 18? In Colorado, current support extends to the later of age 19 or graduation from high school. The paragraph and others defining work outside the scope of the contract seem to preclude the POP program from working with parents with arrears only cases after a child emancipates – is that the intent of the RFP? **A**: Yes, the restrictions are necessary due to the funding utilized.

23. **Q:** RFP Section 1.D.6, Page 6 Will the vendor be reimbursed by the County for use of the paid parking spaces in the garage adjacent to the CSC building and the Sawatch Garage near the legal unit building? **A**: The proposer may choose to include that cost in their proposal if they can align it with the OMB circular 2 CFR 200.

24. **Q**: RFP Section 1.H.5.2, Page 10 Will the contractor be allowed to have El Paso County based staff perform some limited work for one or more other projects if the time spent on that work is properly allocated to the other project based on actual hours worked or another allocation consistent with 2 C.F.R. 200 or other approvals? **A**: Potentially, although this not preferred; the proposer should address this in detail in their proposal. As the physical space and equipment for this contract is provided by EPC, it can only be utilized to provide services on EPC cases. The proposer should provide their plan for how the proposer can ensure that no EPC assets or provisions will be used on non-EPC projects.

25. **Q**: RFP Section: General May bidders submit an appendix of sample materials requested throughout the RFP (e.g., customer survey, reports) that does not count against the page limits listed in the Response Checklist? **A**: A few sample documents may be submitted; however, it should be less than 10. The reasoning for this is that all submitted material becomes part of the resulting contract and to streamline administration it is preferred to have all information contained within the formal plans.

**End of Addendum Number Two**

All other terms and conditions of the original RFP shall remain unchanged and the subsequent proposals received as a result of this solicitation shall be opened and evaluated in accordance with those terms and conditions.

Please sign the addendum signature page and return it with your proposal. Failure to acknowledge this addendum in writing may be cause for rejection of your proposal.

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|  | **Becky Schaffstein**  **Becky Schaffstein, CPPB**  **Procurement Specialist I** |