

**Component Two (At DWD option; pricing is requested in Section 5):**

Customer service activities will expand to include:

1. Mail requests for account histories;
2. Communicating requests for services to county case workers; and
3. Distributing general information about child support services.

**Component Three (At DWD option; pricing is requested in Section 5):**

The contractor will provide an Internet inquiry site with sufficient security to ensure its integrity and to limit the accessibility of data. At a minimum, the Internet reporting system will require encryption capabilities and a unique log-on identification and password combination.

The contractor will design and implement a distinct Child Support Home Page which will provide general and case specific information. General information, available to the public, will document frequently asked questions, reporting options, specifications for reporting electronically, requests for brochures and pamphlets, county contact information, links to federal OCSE sites, links to county sites and links to DWD's Child Support Home Page.

Case specific information will require secure log-on procedures for employers, custodial parents and noncustodial parents. Information available will include account history, receipt, billing and payment information. NCPs will have the option of printing payment coupons and employers shall be provided printable employer lists, each with case specific and employer specific information available.

Proper security and log-on procedures must be maintained so the requesting party receives only the information he/she is entitled to receive. All child support confidentiality rules must be strictly applied.

Web site design, all data contained therein, security procedures and web page updates are subject to DWD approval.

If DWD requests an expansion of the web site to encompass more information beyond what is described above, DWD will provide reasonable notice to the contractor and negotiate a mutually acceptable payment to the contractor.

**Component Four (Exact Scope of Services to be Determined at a Later Date):**

The contractor would respond to inquiries regarding allocation and distribution of monies and enforcement-related activities based on case specific data from the KIDS system. All contacts would be logged on the KIDS system in case notes. The performance standard is that less than 25% of all unsolicited calls received will be transferred to a county or DWD.

Implementation of such services may be on a county-by-county basis or statewide. The contractor will work with DWD and the counties involved to identify the expanded customers/services to be provided by the contractor.

Customer service performance will be measured, in part, by survey of county staff.

#### 4. Outreach

The contractor will develop and present outreach materials, individualized seminars and workshops to inform and educate customers of CR&D program requirements and customers' responsibilities. All outreach materials must be approved by DWD prior to use.

DWD will fund the production cost for all approved outreach materials except the video production which must be supplied by the contractor.

Key factors to the success of CR&D are education and outreach. The CR&D customers/groups are:

- Employers and Payroll Agencies
- Payers and Payees
- County Child Support Agencies
- Financial Institutions
- Clerks of Courts, Judges and Attorneys.

The contractor CR&D education and outreach program must include, but is not limited to, the following:

- Programs designed for each customer group
- Seminars explaining CR&D
- News articles which can be inserted in various publications
- Training programs which define new requirements and responsibilities for the customers
- A video describing CR&D operations.

The contractor will develop and conduct an ongoing effort to encourage employers to submit payments via EFT or electronically via tape, diskette, EDI, or Internet. The contractor must provide technical support to employers, their agents and their financial institutions in development of automated payment systems.

**Performance Standards:** The contractor must provide DWD copies of the seminar and training program evaluations completed by the customers at all of the seminars and training programs. The contractor must send a report to DWD at the end of each month detailing the number of employer collections received and processed via EFT, tape, diskette, EDI and Internet. A narrative must be included in the report detailing the outreach effort. On June 30, 1999, a benchmark of employers reporting electronically will be established. The benchmark will be based on the previous three months reporting experience. The contractor must attain a 3% increase from the benchmark in employers reporting electronically each year of the contract.

## 5. Banking Services

Banking services for the CR&D program will be provided by the financial institution designated by the State Depository Selection Board. Firststar Bank, Milwaukee, is currently under contract with the State to provide these services through June 30, 2000. A detailed listing of the services which will be provided to the CR&D program under the State Working Bank Contract is included in Attachment I. The services provided are normal deposit and checking services including, but not limited to, the following:

- Checking services, including processing and depositing items delivered to the bank for the CR&D program;
- Checking services, including making payment and reconciling all checks drawn, providing an automated reconciliation system for all checks issued, processing ACH transactions and stop payment orders.

Fees for all banking services will be billed directly to the State by the designated financial institution and will not be passed through to the contractor. If the contractor finds it necessary to procure additional banking services not listed in Attachment I, the contractor must first consult with DWD. The State will then decide how to procure the additional banking services.

Fees for banking services will be based on the fees provided in the State Working Bank Contract. Compensating balance earnings for all CR&D accounts will be computed in accordance with the State Working Bank Contract and will be applied against the cost of bank services and/or credited to the State.

For reconciliation purposes, the contractor must provide the bank with a file containing the check number and amount of each check issued.

The bank must provide DWD and/or the contractor with a canceled check file containing the check number, amount and date cleared. This file will be used to update KIDS.

## 6. Employer Table

The KIDS system includes an employer table which is used by the system for two purposes: 1) to extract the employer's address when an income withholding notice to an employer is generated by the system and 2) to extract employer addresses when employer billing lists are generated by the system.

Currently, the KIDS employer table consists of approximately 197,000 entries. At any given time, approximately 40,000 of the 197,000 employers in the table have employees with active income withholding orders. The table consists of both in-state and out-of-state employers.

Initially county staff had add/update access to the KIDS employer table. Because so many duplicate employers were being added to the table, DWD assumed responsibility for maintenance of the table in March, 1997. Since that time, four DWD staff have assumed responsibilities for maintaining the table on a daily basis. Additionally, other DWD staff are working to delete duplicate and incorrect entries. The clean-up effort will be completed prior to the implementation of centralized receipt and disbursement.

County staff send a KIDS worklist (i.e., system e:mail message) to DWD staff when they identify a need to add or update employer information in KIDS. DWD staff research the request and add, update or reject as appropriate. Approximately 525 worklist requests are

received each week. This is in keeping with the fact that, in Wisconsin alone, there are approximately 20,000 new employers each year with an equal number going out of business.

The contractor will be responsible for assuming the employer table maintenance currently handled by DWD. Contractor staff will receive KIDS worklist requests (i.e., KIDS system e:mail messages) for adds and updates to the employer table from county staff. Within 24 hours of receipt of a worklist, vendor staff must add or update the employer table and respond, via a KIDS worklist, to inform the county worker who submitted the worklist request, that the request has been honored. In addition, if an add or update request is not honored, contractor staff must inform the county worker, via a KIDS worklist, that the request was denied. Requests are denied when an employer name and/or address do not need to be added or updated because there is already a correct name and address for the employer in the KIDS employer table.

**Performance Standards:** The contractor must respond to 99.9 percent of all KIDS worklist requests for add/updates to the KIDS Employer Table within 24 hours of receipt. Performance reports and relevant source documents will be reviewed by DWD staff on a weekly basis.

#### 7. Fiduciary Responsibilities/Reconciliation

The contractor must establish and implement procedures to control all collections received using standard accounting control measures such as the use of control numbers. Personnel duties must be separated so that no single person has complete control over check issuance, accounting transactions, program changes and data entry. The contractor must establish accounting policies and procedures, maintain records and supply reports to DWD periodically and as requested by DWD. The contractor shall be responsible for establishing and maintaining additional accounting policies, procedures and records as required to control and document all fiscal activities. All accounting policies, records, procedures and reporting, including expense charging practices, shall be subject to federal and DWD approval. All accounting relationships with related business organizations and subcontractors must be clearly defined.

The accounting procedures must comply with Generally Accepted Accounting Principles (GAAP).

The contractor must ensure that every person who has access to, or control over, funds collected under this contract is covered by a bond against loss resulting from employee dishonesty. (Federal Code of Regulations 45 302.19)

"Bonding of employees. The State plan provides that the following requirements and criteria to bond employees:

- (a) IV-D responsibility. The IV-D agency will insure that every person, who has access to or control over funds collected under the child support enforcement program, is covered by a bond against loss resulting from employee dishonesty.
- (b) Scope. The requirement in paragraph (a) of this section applies to every person who, as a regular part of his or her employment, receives, disburses, handles or has access to support collections, which include:
  - (1) IV-D agency employees and employees of any other State or local agency to which IV-D functions have been delegated.
  - (2) Employees of a court or law enforcement officials performing under a cooperative agreement with the IV-D agency.
  - (3) Employees of any private or governmental entity from which the IV-D agency purchases services.

received each week. This is in keeping with the fact that, in Wisconsin alone, there are approximately 20,000 new employers each year with an equal number going out of business.

The contractor will be responsible for assuming the employer table maintenance currently handled by DWD. Contractor staff will receive KIDS worklist requests (i.e., KIDS system e:mail messages) for adds and updates to the employer table from county staff. Within 24 hours of receipt of a worklist, vendor staff must add or update the employer table and respond, via a KIDS worklist, to inform the county worker who submitted the worklist request, that the request has been honored. In addition, if an add or update request is not honored, contractor staff must inform the county worker, via a KIDS worklist, that the request was denied. Requests are denied when an employer name and/or address do not need to be added or updated because there is already a correct name and address for the employer in the KIDS employer table.

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(b) Scope. The requirement in paragraph (a) of this section applies to every person who, as a regular part of his or her employment, receives, disburses, handles or has access to support collections, which include:

(1) IV-D agency employees and employees of any other State or local agency to which IV-D functions have been delegated.

(2) Employees of a court or law enforcement officials performing under a cooperative agreement with the IV-D agency.

(3) Employees of any private or governmental entity from which the IV-D agency purchases services.

(c) Bond. The bond will be for an amount which the State IV-D agency deems adequate to indemnify the State IV-D program for loss resulting from employee dishonesty.

(d) Self-bonding System. A State or political subdivision may comply with the requirement in paragraph (a) of this section:

- (1) By means of a self-bonding system established under State law or,
- (2) In the case of a political subdivision, by means of a self-bonding system approved by the State IV-D agency.

(e) IV-D liability. The requirements of this section do not reduce or limit the ultimate liability of the IV-D agency for losses of support collections from the State's IV-D program."

DWD has established the appropriate bond amount to be \$100,000 per person for entities that handle more than \$1 million in child support-related receipts per year.

**Performance Standards:**

1. a. The contractor is required to reconcile recorded receipts, disbursements and suspense items daily to the cash balances.  
b. Receivable amounts identified from non-sufficient fund (NSF) checks and misapplied collections must be restored to the depository account from administrative funds.  
c. Monthly bank reconciliation must be completed within ten business days of receipt of the bank statement and forwarded to DWD for approval.
2. All receipting errors attributed to the contractor that cause an overpayment will be paid for by the contractor. In addition, the contractor shall have a data entry error rate of less than .3 % (three tenths of one percent) per month. A receipting error is defined as an incorrect recording of any of the following:
  - a. Amount of the collection for the designated account.
  - b. The account number for which the collection is intended.
  - c. The withholding date, if provided, as follows:
    - The obligor withholding date is the date received by the contractor.
    - The employer withholding date is the designated withholding date if given; the check date, if not provided.
    - The reciprocal date is the designated withholding date, if provided; the check date, if not provided.
  - d. Employer FEIN incorrectly posted.
  - e. The receipt amount to a payer account including accurate conversion of foreign currency.
  - f. Gross income amount.

Other errors occur when the contractor has failed to:

- a. Process a collection within the collection processing standard of this RFP.
- b. Provide complete and accurate information for each of the data elements that must be included as required receipt information.
- c. Identify and return to a payer or employer any non-certified collections received after the contractor has been notified by the State bank that the payer or employer previously remitted collections found to have non-sufficient funds.
- d. Process a disbursement within the disbursement processing standards of this RFP.

The contractor payment processing error rate will be calculated by dividing the number of all transaction processing errors identified by the total number of transactions

processed for the month based on management reports provided by the contractor per section 1.4.15 (statistical sampling may be used to test the report accuracy).

The contractor must provide DWD with a corrective action plan by the end of the calendar month in which the contractor receives a report from DWD that identifies a payment processing error rate which exceeds .3% (three tenths of one percent). The corrective action plan must detail the action taken by the contractor to ensure that future payments are processed within the accuracy rate required by this RFP.

If these monthly performance standards are not met, the contractor will be subject to a corrective action plan or liquidated damage as defined in Attachment X.

## 8. Cash Handling

The contractor must maintain methods of administration designed to ensure that persons responsible for handling cash receipts do not participate in accounting or operating functions which would permit them to conceal in the accounting records the misuse of support collections. Such methods of administration shall follow generally accepted accounting principles (GAAP). (Federal Code of Regulation 45 302.20 "Separation of cash handling and accounting functions.") The State plan provides that the following requirements and criteria to separate cash handling and accounting functions are in effect:

**(a) IV-D responsibility.** The IV-D agency will maintain methods of administration designed to assure that persons responsible for handling cash receipts of support do not participate in accounting or operating functions which would permit them to conceal in the accounting records the misuse of support collections. Such methods of administration shall follow generally recognized accounting standards.

**(b) Scope.** The requirement in paragraph (a) of this section applies to persons who participate in the collection, accounting or operating functions which include:

- (1) IV-D agency employees and employees of any other State or local agency to which IV-D functions have been delegated.
- (2) Employees of a court or law enforcement official performing under a cooperative agreement with the IV-D agency.
- (3) Employees of any private or governmental entity from which the IV-D agency purchases services.

**(c) Exception.** The Regional Office may grant a waiver to sparsely populated geographical areas, where the requirements in paragraph (a) of this section would necessitate the hiring of unreasonable numbers of additional staff. The IV-D agency must document such administrative unfeasibility and provide an alternative system of controls that reasonably insures that support collections will not be misused. "

## 9. Exception Processing

The contractor is required to identify all receipts to recorded participants in KIDS. If a collection is received from (or on behalf of) an individual who is not recorded as a KIDS participant using the match criteria stated in section 1.4.1, it is the responsibility of the contractor to determine whether the collection is for a Wisconsin child support obligation, contact the individual or employer to determine where the order for support was issued and notify the appropriate county to have the participant and case established on KIDS. If the order is in another state and Wisconsin is not enforcing the order, the contractor must forward the funds to the state with the order. If the contractor cannot contact the individual, the contractor must attempt to identify the case or county of ownership using other information that may be provided with the collection, such as custodial person name,

child(ren) name(s) or other identifying information on the collection document(s) or envelope. Since all monies received must be receipted and deposited within 24 hours, monies that are not identified to a KIDS participant are recorded in the KIDS suspense account as "unknown payer" with as much information as available from the information received with the collection.

The contractor is responsible for the following receipt exceptions:

- a. Undated checks, checks which are postdated, checks dated six months or more prior to the date of processing, checks with amounts differing between the written and numeric, checks with missing signatures, and international receipts.
- b. Checks which are found to be unacceptable for deposit. For example: mutilated checks, checks with no magnetic ink bank routing numbers, checks with no sequence number, or checks without other standard identification information.
- c. Insufficient funds checks, including those identified as insufficient funds because the account has been closed or receipt stopped. Funds for the first NSF receipt from an individual will be DWD's liability. The contractor is liable for the amount of subsequent NSF receipts from any payer or employer that previously tendered a receipt with non-sufficient funds where the contractor has received notice from the State bank. The contractor must provide the funds within twenty-four hours of the notification of the NSF payment. The contractor must re-deposit the returned remittance a second time and then if found to be NSF, return the payment to the payer or employer and advise in writing that the payment and all future payments must be remitted in a certified form.
- d. Items damaged by the Post Office. The contractor is responsible for obtaining replacement items from individuals or employers.
- e. Foreign currency collections. The contractor is required to obtain the exchange rate and record the deposit at the amount of the United States currency equivalent.

Checks that are returned as undeliverable or reported by the bank as stale dated (i.e., not negotiated within one year of issuance) must be recorded in KIDS. The disbursement/check is canceled within the KIDS system. If there is not a current valid address, the participant should be in locate status and the disbursement will show as undisbursable because there is not a valid address for the payee. If there is a valid address, the amount will be included in the next check write file issued by KIDS for the contractor to print and mail.

Items on the suspense report are the responsibility of various entities based on the reason an item is in suspense. Attachment V lists the various suspense reasons and the responsible entity.

#### **Performance Standards:**

1. a. 100% of stale dated checks must be correctly recorded in KIDS before receipt of the next bank statement. DWD will verify that this has occurred by reviewing the monthly KIDS outstanding check report.



b. 100% of returned checks must be recorded in KIDS within 1 business day of receiving the return in the mail. DWD onsite staff will randomly monitor this performance.

2. The contractor must resolve 95% of the collection exceptions within 3 business days. (Collections without identification are exempt from the total). The contractor must identify and return all collections received from payers and employers that are not acceptable for deposit with an explanation for the returned collection. The unaccepted collection must be delivered to the post office for first class mail delivery the same day it is received. Any collections which cannot be returned must be referred to DWD.

## 10. Security

The contractor is responsible for providing a secure environment for all collections, data, records, and data processing operations. The contractor must secure all data from sabotage, manipulation, theft or breach of confidentiality. The contractor is required to use existing State security to limit access and manipulation within KIDS and its related systems. The contractor shall maintain a secure area for processing and holding collections, printing checks, storing check stock and data files and allowing access to the IVR consistent with normal business practice and the satisfaction of DWD.

Each person hired by the contractor must be informed of the confidentiality of child support data and the penalties involved in breaching confidentiality. All personnel must be required to sign a statement that they understand the requirements of confidentiality prior to receiving authorization to process collections and access KIDS. See Attachment U for sample confidentiality forms.

Should a breach of confidentiality occur by a person employed by the contractor, the State of Wisconsin and its Departments and personnel shall be held harmless. The contractor must assume total financial liability associated with any breach of confidentiality.

The contractor shall be required to perform a security clearance/background check of all employees of the contractor or a subcontractor who will have access to the facilities or operations. The security clearance/background check can only be related to the areas of responsibility to which the individual will be assigned. For example:

- Individuals who have access to participant addresses may have background checks run for restraining orders, violent crimes against men/women/children, and burglary.
- Individuals who have access to funds may have background checks run for bankruptcy, embezzlement, theft, fraud, forgery and personal finance.

The contractor should request the appropriate law enforcement agency to assist in obtaining necessary FBI information. This may require finger prints from prospective employees.

DWD reserves the right to review all security clearance results and to disapprove any contractor's employee. Contractor employees who have fiscal access to checks or cash shall be bonded (refer to Section 1.4.7) The contractor must have a security plan approved by DWD.

The contractor must demonstrate evidence that they will provide a secure area for KIDS terminals to which only those employees given security clearance on KIDS have access.

Periodically, auditors will inspect the premises of the contractor for physical security considerations. The contractor must agree to implement any improvements or modifications indicated by such a physical security review.

The contractor must also pass a background check. DWD will contact the Wisconsin Department of Justice to obtain information on financial and criminal activities of the company or its primary officers/stockholders prior to the final award of the contract.

#### 11. Employer Withholding Lists

The KIDS system currently generates monthly statements and scannable coupons for approximately 230,000 payers. The number of coupons included with the statement vary depending upon the payer's ordered frequency for paying child support-related obligations. Currently, Wisconsin's Department of Administration (DOA) prints, stuffs and mails statements and coupons to noncustodial parents who do not have income withholding orders.

DWD has piloted sending employer withholding lists to employers. Employer withholding lists specify the names of employees who have an income withholding order and provide identifying information for these employees. The pilot has involved approximately 2,500 employers who have employees with court orders in Kenosha County. DWD anticipates rolling-out employer lists for remaining employers during 1998 in preparation for centralized receipt and disbursement. After the roll-out is complete, DWD estimates that 40,000 employers will receive employer withholding lists each month. This number excludes those employers who want to generate their own automated lists (an additional 5 to 10 %).

Approximately 70-75 % of child support collections in Wisconsin are received through income withholding. The pilot experience has shown the benefits of employer withholding lists. Less than 10 percent of the Kenosha employers opted to generate their own automated lists. Employer lists match the income withholding collection screen in KIDS and, as a result, enhance the collection entry process. DWD will work with the contractor to make this list scannable and in increasing the numbers of employers who use the KIDS-generated list. In the first month of the pilot, 22 percent of Kenosha's employers used the KIDS-generated list.

The contractor must print, stuff, and mail employer withholding lists monthly. DWD will work with the vendor to determine if the current KIDS employer list should be redesigned and, if so, DWD will work with the contractor to redesign the list. This list is intended to expedite collection processing for income withholding collections from employers.

## 12. Contractor Location

The contractor's primary operating location for the purposes of executing this contract must be within the state of Wisconsin and within a two hour driving radius of Madison, Wisconsin.

## 13. Mail

The contractor will be required to rent a P. O. Box with a unique zip code (or zip code extension) with a Wisconsin address for receipt of child support mail. Misdirected mail delivered to the contractor must be returned to the Post Office within 24 hours. At contract termination the P.O. Box will be transferred to DWD.

## 14. Public Information Approval

All information sent to employers or other child support customers/groups requires DWD approval. No contractor originated material may be mailed without DWD consent. Throughout the term of the contract, the contractor shall secure DWD's written approval prior to the public release of any information whatsoever in written or electronic form which pertains to the status of the project covered by this contract or which identifies the Wisconsin system or Wisconsin policies expressly or by implication, such approval not to be unreasonably withheld.

## 15. Management Reports

At a minimum, the contractor will be required to produce the following reports:

- A daily management report showing an item count of mail received, an item count of any backlog at the end of the day, and where in the work flow the backlog exists.
- IVR reports indicating the number of calls received, abandoned calls, average call lengths, and any other standard IVR call monitoring indicators.
- A daily management report of item counts and dollars collected for each type of receipt category received and completed; immediate processing items, minimal special handling items, extensive special handling items, quality control analysis of the receipt processing error rate and quality control analysis of the data entry error rate.
- A daily management report which specifically addresses unidentified and rejected collections.
- A daily financial report of total items and dollars deposited by receipt type.
- A daily management report of volume mailed and postage usage for each different mailing job.
- A monthly disbursement report (See sample in Attachment T).
- A monthly summary of management reports.
- A monthly report of the number of employer withholding lists printed and mailed.
- A daily check print report.
- Any other report that can be developed by report generation software.

The contractor will develop the report formats with approval from DWD.

**Performance standards:** Failure to have daily reports available at the end of the business day and monthly reports available at the end of the first full business day after the end of the month will result in a corrective action plan or liquidated damages.

## 16. Disaster Recovery

The contractor must provide no interruption of service or loss of data and must utilize their most current versions of software during the recovery process.

The contractor must have a daily backup of the file transmitted to DWD and must retain that file for 3 business days with an ability to retain the dataset for longer if requested.

#### 17. Documents and Document Storage

The contractor must maintain original source documents, until stored electronically or via other retrievable medium. Either the original source document or the electronically stored document must be held for seven years.

All stored documents must be kept in an environmentally controlled and secured location. All documents must be disposed of in a manner that will ensure confidentiality. If a subcontractor is used for document disposal, documentation of proper disposal must be kept. DWD documents and records must be physically protected from being co-mingled with other contractor or contractor client records.

#### 18. Virus Checks

The contractor must ensure that all data transmitted to DWD is free of computer viruses. The contractor will be held liable for a liquidated damage of \$5,000 if a virus is detected from a transmitted data file. Compensation will be applied to DWD labor costs incurred to eliminate the virus infection from its systems.

#### 19. Cost Pass Through

The contractor is not allowed to assess costs or fees to employers, payers, payees, or state agencies.

#### 20. Confidentiality

The records created or maintained by the contractor or a subcontractor in connection with the data capture of child support information are confidential and shall be open to public inspection or disclosure only to the extent DWD permits.

The contractor and any subcontractor shall provide written notice to all employees of the confidential nature of child support records and specify that unauthorized disclosure is strictly prohibited and is grounds for dismissal of an employee. The contractor must also establish procedures to assure that information is not released to inappropriate individuals or agencies.

Tapes and diskettes submitted to the contractor are not to be returned to the sender and are to be destroyed or reformatted to prevent future access to data.

#### 21. Technical Support

The contractor must demonstrate the ability to support their systems in such a manner to ensure compliance with all specifications of the RFP.

**22. Contractor Participation in Receipts and Disbursement Testing and Nonproduction Pilot**

The contractor is required to participate in acceptance testing, a pilot, and volume testing of the CR&D System to be conducted by DWD from October 1, 1998, through December 31, 1998. At the completion of the testing and pilot, but prior to implementation, the contractor must reinitialize their child support database. The contractor must provide an isolated development and testing environment for system changes and testing. This environment must be completely separate from the production system.

**Acceptance testing:**

- a. The contractor must complete their own in-house testing prior to beginning DWD acceptance testing.
- b. For acceptance testing purposes, the contractor will process child support collections and disbursements as detailed in these RFP specifications.
- c. DWD will supply all electronic and paper collections for contractor entry, edit and transmittal to DWD. The volume of collections will be between 100-2000 per day.

**CR&D System Nonproduction Pilot:**

- a. DWD will participate in a nonproduction pilot and will provide collections in all media to the contractor.
- b. The contractor will process disbursements as detailed in this RFP.
- c. The contractor will process collections as detailed in this RFP.
- d. The contractor will provide reports to DWD as detailed in these specifications.
- e. The contractor will resolve all problems with the contractor system prior to January 1, 1999 unless DWD gives permission for an extension.
- f. The volume of collections will be between 100 and 2000 per day.

**Volume Testing:**

- a. Prior to implementation, the contractor must participate in a volume test of 25,000 to 35,000 collections. Data entry, processing of these collections and related disbursements are required.
- b. Further details of the volume testing will be negotiated as part of the contract.

**23. Postage**

The contractor is responsible for postage equipment. DWD will reimburse the contractor for 100% of the postage costs for the purposes of this contract. The contractor must pre-sort, bar-code and bundle checks and any other mailings required by this RFP by zip code to take advantage of lower mailing costs.

#### 24. Electronic Funds Transfer (EFT)

The contractor must be able to process and disburse child support funds electronically for the following:

- a. Direct deposit of disbursements to payee bank accounts.
- b. Direct debit deposit of child support disbursements to payee debit accounts.
- c. Child support electronic benefit transfer (EBT) direct deposit to payee accounts.
- d. Recurring Automatic Withdrawal from payer bank accounts.
- e. Support collections from employers for income withholding.
- f. Support collections from other state child support agencies.
- g. Disbursement to other state child support agencies.
- i. Pay-by-phone for payers who wish to authorize deductions one collection at a time.

The KIDS System will produce the data sets necessary for direct deposit and debit card disbursements to custodial parents and other states.

#### 25. Data Transmission Between Contractor and DWD

The contractor will transmit receipt data to KIDS using the dataset layout illustrated in Attachment K. The KIDS system will transmit disbursement data to the contractor using the dataset layout illustrated in Attachment L.

The contractor will communicate receipt and disbursement datasets with KIDS using the nationwide Advantis network. The contractor will establish their own Advantis account. The contractor will arrange for access to KIDS through the state computer utility INFO-Tech Services. The file of daily receipts must be transmitted to KIDS by 6:30 PM, central time, Monday through Friday. If KIDS has not processed a previous dataset, the new dataset will be appended to the old dataset and the two processed together and deleted. Backups of the transmissions KIDS receives are kept on a Generation Data Set. The file of daily disbursements will be transmitted to the contractor from KIDS by 6:00 AM, central time, Tuesday through Saturday.

#### 26. Training

DWD will develop KIDS training and resource materials and will provide initial training to contractor staff on the components of KIDS that contractor staff will need to use to do their daily work. Once the initial training has been completed, DWD will turn over the training curriculum developed by DWD to the contractor to be used for future training sessions conducted by the contractor when new employees are hired. DWD will work with the contractor to determine when the initial training will occur. The initial training must occur before the contractor assumes responsibility for receipt and disbursement of child support in Wisconsin. It is estimated that contractor training on KIDS will last up to two weeks. No more than 20 contractor staff will be trained by DWD. DWD will arrange for a training site. Manuals for the KIDS system will be provided at no cost. DWD will also provide on-site support assistance for contractor staff during the first month that the contractor receipts and disburses child support collections. Contractor staff will be permitted to contact the KIDS Help Desk when they have questions regarding use of the KIDS system.

*Customer Service Training:* The contractor is expected to answer any and all questions that are related to receipt and disbursement. Any questions not directly related to receipt and disbursement must be referred to the appropriate county.

DWD must approve customer service training and training materials prepared by the contractor for contractor staff.

27. Year 2000

The contractor's system must be Year 2000 compliant/ready. Refer to Attachment H.

28. KIDS access

Access to KIDS is obtained via the use of a 3270 emulator accessing the Advantis network. DWD will be responsible for working with the contractor to provide accounts to those individuals who are authorized to access the KIDS system. DWD will also work with the contractor to provide expert knowledge on the optimum tools and methods to use to gain this access. The contractor is responsible for the procurement and maintenance of all equipment required to perform the services required by the RFP. DWD is under no obligation to provide any hardware or software to accomplish this effort.

29. Maintenance of Processing Activity Records

The contractor must maintain records of all processing activity undertaken as part of the contract. Such records shall be maintained in the Wisconsin office of the contractor or other location specified by DWD.

The contractor must maintain processing, statements and other records as specified in the contract for seven (7) years after the last payment made to the contractor pursuant to the contract.

The contractor must keep these materials in a separate secured area to which unauthorized access is prohibited. DWD documents and records must be physically protected from being co-mingled with other contractor or contractor client records.

30. Audit Requirements

For purposes of this section, the term auditors includes auditors from DWD, the Department of Administration, the Legislative Audit Bureau and any other authorized State or federal auditors or outside independent auditors employed by any of these entities.

The contractor shall maintain books, records, documents and other evidence pertaining to its fiscal and banking responsibilities, administrative costs and expenses of the contract, to the extent and in such detail as shall properly reflect all funds received and disbursed, all net costs, direct and apportioned and other costs and expenses which relate to the performance of contractual duties under the provisions of the contract. The contractor must be able to produce audit reports for review by DWD and State, federal or outside auditors. The contractor's accounting procedures and practices shall conform to generally accepted accounting principles, and the costs properly applicable to the contract shall be readily ascertainable therefrom.

The contractor shall obtain an annual audit of its financial statements and records. The audit shall be performed by an independent Certified Public Accounting (CPA) firm, in accordance with generally accepted accounting principles (GAAP) and general accepted auditing standards (GAAS). The annual audit report shall be submitted to DWD within 120 days after the close of the contractor's fiscal year.

Visits to Contractor

The contractor agrees that, with no advance notice, DWD or anyone or more of the persons who serve as its staff may visit the contractor at any time to observe and inspect the operations of the contractor providing service under this Agreement. The State Contract Administrator will provide any other authorized State visitor with a letter of identification.

**State Auditors, Legislative Audit Bureau or Outside Auditors**

DWD reserves the right to complete contractor on-site financial, program and performance audits whenever it is deemed necessary by DWD. DWD also reserves the right to request records, documents, papers, and other necessary materials for audit purposes without advance notice. The contractor agrees to provide reasonable access to all records, documents, papers, and other necessary materials, at the discretion of the auditors, when requested by the auditors and at no cost to DWD.

The contractor agrees, upon 24 hours advance notice, to make workspace available to these auditors. The contractor will also provide the auditors with access to a telephone, FAX machine, photocopier, and access to any computer systems used by the contractor in the performance of this contract.

**Audit Resolution**

The contractor agrees to submit a written corrective action plan for approval by DWD addressing all deficiencies identified in any audit. The corrective action plan shall be provided to DWD within 30 days of the audit report distribution.

**31. Implementation and County Transition**

The implementation of centralized receipt and disbursement in Wisconsin contains two major components. The first component involves transitioning child support receipt and disbursement responsibilities from 72 Wisconsin counties to the contractor while the second component involves transitioning child support related responsibilities from the Clerk of Court's Office to the Child Support Agency in 53 counties (approximately 19 counties will have made this transition prior to 1999). Although DWD will assume primary responsibility for transitioning responsibilities from the Clerk of Court's Office to the Child Support Agency, the contractor will be responsible for working with the bank in each county that maintains the account in which child support collections are currently deposited. The contractor will work with county banks to ensure the transfer of funds from county accounts to the Support Collections Trust Fund. This transition will be completed by October 1, 1999. There has not been a start date identified in 1999 to begin this transition process, however, DWD anticipates transitioning 7 to 8 counties per month.



### 32. Contractor Provided Space for DWD Personnel

The contractor is responsible for providing segregated, full time office space for three DWD employees. This space will be provided at no cost to DWD. This space must meet DWD standards for cubic feet of work area per employee. The space must also be equipped with desks, chairs, files, computer equipment, and phone hook-ups. All equipment must be approved by DWD. DWD staff must have access to a FAX machine.

#### 1.5 Pricing

Respondent's prices shall be held firm for 180 days after the Request for Proposal due date.

#### 1.6 Contract Period

The contract period shall be for three years with two one-year renewal options. Renewal options are available if agreeable to both DWD and the contractor with the same terms and conditions. DWD will issue a notification of intent to renew in writing ninety (90) days prior to expiration of the current contract period. Renewal options are subject to the availability of funds.

#### 1.7 Contract Termination

All written notices related to this section must be issued by certified mail or other acknowledged delivery.

The contractor may terminate the contract by providing 180 days written notice. The State reserves the right to terminate the contract upon 90 days written notice. In addition, the State reserves the right to terminate the contract upon 10 days written notice if the contractor fails to meet the contract requirements. In the event of termination, the contractor will be paid for all work successfully performed for the State, as specified in the contract.

#### 1.8 Reasonable Accommodations

The Department of Workforce Development does not discriminate when providing services or employment on the basis of age, race, color, sex, national origin, ancestry, marital status, religion, sexual orientation, arrest/conviction record, use of lawful products, military status or disability. If you need this material in an alternate format, need assistance in using this service, or have concern or comment please contact Charles Pasker at: Telephone 608/267-4435, Fax 608/267-3757; or email paskech@mail.state.wi.us.

#### 1.9 Proposal Material Ownership

Title to all accepted Proposal material submitted to DWD in response to this Request for Proposals shall rest with the Department. Such ownership does not extend to proprietary materials owned by the Proposer. The Department of Workforce Development retains the full right to use the accepted Proposal materials for its purposes without compensation or approval of the Proposer.

### 4.0 TECHNICAL SPECIFICATIONS/PROPOSER'S QUALIFICATIONS:

Contractor services must meet all specifications listed below. The contractor's response should indicate "DOES COMPLY" or "DOES NOT COMPLY" to each and every requirement for the category proposal. Responses should be provided under TAB 3 - Response to Technical Specifications.

The technical specifications are points 4.1 through 4.34. If documents are requested (e.g., Sections 4.2-4.16), the respondent should state DOES COMPLY and provide the documents. If the technical specification outlines a general expectation (e.g., Sections 4.1, 4.17-4.34) which the respondent agrees to, the response should be DOES COMPLY. For any technical specification in which the required documents/samples are not provided, the respondent should state DOES NOT COMPLY and explain why. Also, if a respondent does not meet the minimum requirements or disagrees with a general expectation the respondent should state DOES NOT COMPLY and explain why and if an alternative is proposed. Failure to COMPLY may be cause for disqualification if a proposed alternative is deemed unsatisfactory.

The following management framework has been established to accomplish the requested services in this RFP.

4.1 Contract Services

The proposer agrees to provide the services necessary to successfully complete the tasks in this RFP as outlined in Section 1.4 and in Section 4. Services will be provided on a continuous basis.

4.2 Organization Qualifications

The respondent must provide a narrative demonstrating that they possess or have access to the capabilities/specialties requested in this RFP, specifically Section 1.4 and 4.0 of this RFP. Proposer must provide an agency profile including the following:

1. Name, year founded, locations.
2. Organizational structure including reporting hierarchy with specific key management and technical personnel working title/personnel assignments.
3. Experience working with government agencies.
4. Corporate, customer base and financial information referenced in Attachment R.
5. Experience, if any, with a centralized child support receipts and disbursement program.

#### 4.3 Understanding of Services/Process Documentation

The contractor must provide a document outlining their steps to accomplish the requested services and deliverables in this RFP including a description of all processes involved to achieve the deliverables listed in the scope of work. Provide flow charts where appropriate. Specific areas of interest are:

1. Receipt of all child support collections including collection methods, mail pickup schedules, and mail opening; Disbursement of child support to payees; Customer service; Customer relations/outreach; Data capture and transfer to the KIDS system; Employer table maintenance; Employer withholding lists; Exception processing including research of unidentified collections; and Update of participant address and employment information.
2. A minimum of three (3) examples of current contracts similar to services requested in this RFP with descriptive distinctions of difficulty of the services provided.
3. General staffing including job titles/task assignments specific to services requested in this RFP for CR&D processing in Wisconsin.
4. Management Plan, including the accounting procedures that will be used to monitor and record contract charges. This description must include the proposed methods for providing documentation for audit purposes and staff who will be responsible for overseeing all charges to DWD under the contract.

#### 4.4 Staffing

The contractor must provide resumes and job descriptions of key personnel to be assigned to the start-up and ongoing operations of the requirements in Section 4.3.1 including a proposed organizational chart for this project.

#### 4.5 Management Reports

The contractor must describe how the management reports in Section 1.4.15 will be generated, to include data collection methods.

#### 4.6 Disaster Recovery Plan

The contractor must provide a disaster recovery plan for evaluation purposes. The disaster recovery plan must demonstrate the contractor's ability to meet all contractual requirements within specified performance standards without interruption and should include a general inventory of off-site equipment and personnel that would be expected to perform this service.

#### 4.7 Security

The contractor must provide a security plan that covers all of the requirements in Section 1.4.10.

#### 4.8 Storage of Source Documents

Describe how source documents will be stored.

4.9 Cash Handling

There will be times that cash is received through the mail. Describe any special handling or processes associated with cash receipts.

4.10 Recruitment/Retention/Training Plan

Describe the contractor's recruitment and retention of qualified employees. Also, include a training plan to ensure that personnel are trained.

4.11 Gross Income for Percentage Expressed Orders

Describe the methodology for reporting gross income for percentage expressed orders using EFT and EDI collection methods and using the NACHA format.

4.12 Confidential Information

The records made or maintained by the contractor or subcontractor in connection with the data capture of Child Support Receipt & Disbursement information are confidential and shall be open to public inspection or disclosure only to the extent the Department of Workforce Development permits in the interest of the Child Support Receipt & Disbursement program.

The contractor shall inform all employees of the confidential nature of the Child Support Receipt & Disbursement records and specify that unauthorized disclosure of Child Support Receipt & Disbursement information is grounds for dismissal of an employee.

Describe all of your confidentiality procedures.

4.13 Forwarding Correspondence

The contractor is required to forward correspondence, or facsimile, received with a collection that requires county or State action to the county or State agency within 48 hours of receipt. Please provide information on how this requirement will be met.

4.14 Address and Employment Status Changes

The contractor is required to input change of participant address and change of employment status onto KIDS within three business days of receipt. Please provide information on how this requirement will be met.

4.15 Certified Minority Business Enterprise

The respondent must provide a Certified Minority Business Enterprise subcontracting and Tier II purchasing action plan addressing their efforts to meet the 5% procurement goal established in Section 2.11 of this RFP.

#### 4.16 Innovations

DWD advocates the development of a supplier model which includes 1) quality; 2) timeliness; 3) excellent communications; 4) flexibility; 5) an attitude of continuous improvement; 6) the habit of collaboration and 7) trust. Appropriately implemented, such a model will result in an on-going relationship between DWD and the contractor which involves a commitment over an extended time period, sharing of information and the mutual sharing of risks and rewards.

DWD encourages respondents to consider and propose innovative methods of meeting the Child Support Receipt & Disbursement Program requirements:

- Economic incentives to the contractor for unforeseen innovations with economic or service improvements documented through mutually agreed upon performance measurements.
- Innovative employer marketing/outreach strategies.
- Innovative technologies for data capturing, authentication and transmission.
- Innovative employee hiring and employee support programs.

At a minimum, respondents are required to work with DWD to pursue continuous improvement and business process re-engineering efforts. Periodic value analysis of service processes will be completed by the contractor and DWD. The respondent must propose how the value analysis should be structured.

A value analysis is defined as a systematic and objective evaluation of the value of a good or service, focusing on an analysis of function relative to the cost of providing the item or service. Value analysis provides insight into the inherent worth of the final service, possibly altering specification and quality requirements that could reduce costs without impairing functional suitability.

If substantial specification modifications are a product of a value analysis, these changes will not, in and of themselves, be considered sufficient to cause DWD to re-bid the contract. However, if it is in the best interest of DWD, DWD reserves the right not to renew a contract and to proceed with a re-bid.

The contractor agrees to implement innovative technologies as they arise in their respective markets. DWD reserves the right to require a contractor to implement a new technology, if the technology has been proven in the market place and if, in the opinion of DWD, an added value will be realized. Innovations may be implemented on a pilot basis. Failure to cooperate in the implementation of innovations is cause for contract termination.

Describe any proposed innovations not previously discussed in your RFP response. In addition, reference all sections in your RFP response discussed elsewhere which you believe meets the spirit and intent of this innovation section.

#### 4.17 Performance Measurement

The contractor agrees to provide the services with all performance standards as outlined in Section 1.4 and Attachment X.

4.18 Performance Correction Action Plans

Upon written notification by DWD of the contractor's failure to meet performance requirements, the contractor must present DWD with corrective action plans (including action dates). These must be acceptable to DWD according to the following timeline:

- Technical/Data Reporting Within four business days
- Financial Management Within two business days
- Customer Service Within four business days
- Outreach Within ten business days

4.19 State and Federal Legislated and Program CR&D Changes

The contractor agrees to make any and all changes mandated by either State or federal Child Support Receipt & Disbursement legislation and/or program operating policies and procedures with the cost subject to negotiations.

4.20 Document Reordering

DWD will provide the contractor with child support program brochures and forms at no cost for Customer Service Component Two. Documents will be shipped, at DWD cost, to the contractor's operating location.

The contractor agrees to provide DWD with sufficient information regarding document usage so timely reorder points can be established.

4.21 Personnel Changes

If personnel listed in the RFP are not available for the DWD contract, the contractor agrees to provide staff which meet the minimum qualifications listed in the RFP. DWD reserves the right to accept or reject contractor's staff assignments.

4.22 Document Production - Electronic

When requested, the contractor agrees to prepare and submit Management Reports and other requested information (other than data files) to DWD's contract manager in a compatible word processing, spreadsheet, database and charts/graphs format agreeable with DWD. The current DWD standard is Microsoft Office Suite.

All electronic products, documents, and deliverables, unless otherwise specified by the contract manager, will be delivered to DWD on High Density 3-1/2" diskettes, cataloged and labeled.

4.23 Progress Reports

If deemed necessary by DWD, the contractor agrees to submit progress reports, narratives, financial and/or statistical reports of Child Support Receipt & Disbursement activities to the DWD contract manager on a prescribed schedule approved by the contractor. Progress reports are required regardless of the level of completion of any deliverable or any other report. Progress reports will summarize the activity of the contractor for the reporting period and identify any scheduling or financial problems.

4.24 Deliverable Timeline

Exclusive of timeline requirements documented in Section 1.4, the proposer agrees that a

mutually agreed upon delivery timeline for any other services provided under this RFP must be negotiated with the State prior to issuance of a purchase order.

**4.25 Management Briefings**

The proposer agrees to brief DWD management, preparing and presenting information as may be required by DWD, in order for DWD to make an informed judgment on the proposer's performance.

**4.26 Audit**

DWD reserves the right to complete contractor on-site program and performance audits as described in Section 1.4 (30). The contractor agrees to cooperate with DWD, and other State and/or federal auditors. An audit may focus, at minimum, on the following:

- Maintenance of the security of data.
- Compliance with process design.
- Maintenance of a disaster recovery plan.
- Compliance with reporting method documentation.
- Review of Customer Service and Outreach Services.

**4.27 Federal Penalties**

The contractor is responsible for federal penalties imposed upon the state due to any action or inaction, contrary to contractual requirements, on the part of the contractor. These amounts will be withheld from the monthly payment until the damages amount has been satisfied.

**4.28 Transition**

The contractor agrees to cooperate with DWD or its agent(s) in completing a timely transition of services from the contractor to a new service provider. Transition planning activities may be scheduled up to ninety (90) days prior to service termination. Failure by the contractor to cooperate will result in the withholding of monthly service payments until the transition is completed to the satisfaction of DWD.

**Computer Programs and Other Software**

All computer programs and other software which are developed by the contractor for the operations contemplated under this contract and which are used solely for the operations contemplated under this contract shall belong to and upon request shall be delivered both in written and disk or tape form to DWD 18 months prior to the termination of this contract.

The contractor agrees that if the contractor should not bid, or be an unsuccessful bidder, following the termination of this contract, the contractor will cooperate with the DWD and any successor contractor.

4.29 Foreign Currency

The contractor agrees to convert foreign currency collections to the current exchange rate before they are entered as receipts.

4.30 Liquidated Damages/Progressive Contract Administration Actions

The contractor acknowledges that damages will be incurred by DWD due to the contractor's failure to meet performance specifications established in this RFP. The contractor agrees that DWD shall have the right to liquidate such damages, through deduction from the contractor's invoices, in the amount equal to the damages incurred, or by direct billing to the contractor.

In general, DWD will follow a progressive contract administration model for the purposes of managing contract performance. It is DWD's intent to work in partnership with the contractor to resolve all quality issues. However, DWD will not accept service performance below standards established in this RFP.

Unless otherwise specified, progressive contract administration actions shall be as follows:

1. First Incident: Written Notification of Breach of Contract
2. Second Incident: Request for Corrective Action Plan
3. Third Incident: Liquidated Damages

If the progressive contract administration model does not result in satisfactory contract performance, DWD reserves the right to terminate the contract under the provisions of Section 1.7.

Given the difficulty of measuring actual direct and indirect administrative costs due to contractor nonperformance, the contractor agrees that all liquidated damages defined in Sections 1.4 and Attachment X are reasonable and shall be paid upon demand.

4.31 Technical Support

The contractor agrees to support their technical systems in such a manner to ensure compliance with all specifications of the RFP.

4.32 Equipment and Equipment Maintenance

The contractor agrees to procure and maintain all equipment required to perform the services of the RFP.

4.33 Contract Administration

The contractor must forward all contract amendments, renewals or problem resolution correspondence to the DWD Contract Administrator by certified or receipted delivery. Fax submissions, not requiring original signatures, are acceptable if acknowledged by the DWD Contract Administrator. First class mail is acceptable for invoice submission. The DWD Contract Administrator must respond to the contractor's contract amendment, renewal or problem resolution correspondence within 10 business days. This correspondence timeline is exclusive of Corrective Action Plans, Liquidated Damages and other specifically noted performance standard timelines established in this RFP.

The DWD Contract Administrator will be named at time of contracting. DWD will give the contractor's Contract Administrator written notification of reassignment of the DWD Contract



Administrator no less than five (5) business days prior to the effective date of the reassignment.

The Contractor's Contract Administrator will be named at time of contracting. The Contractor will give DWD's Contract Administrator written notification of reassignment of the Contractor's Contract Administrator no less than five (5) business days prior to the effective date of the reassignment.

4.34 Honesty Bond and Performance Surety

DWD requires contractors to post both an Honesty Bond(s) and a Performance Surety 30 days prior to contract performance. In the event that DWD elects to exercise its option to extend the contract, the contractor shall provide documentation not less than 30 days prior to any such extension, evidencing that the Honesty Bond(s) and Performance Surety have been extended to be contiguous with the contract.

DWD requires contractors to provide cost information for the provision of the requested Honesty Bond(s) and Performance Surety. DWD reserves the right to request a modification of the face value of the Honesty Bond(s) and Performance Surety subject to cost negotiations. Refer to Section 6.0 and Attachment C.

1. Honesty Bond

The contractor agrees to obtain an Honesty Bond with coverage in the amount of \$100,000 per person for each employee who has access to and/or handles child support related deposits and receipts.

2. Performance Surety

The contractor agrees to provide DWD with a Performance Surety guaranteeing performance of all contract provisions. DWD will be entitled to demand payment from the surety in the event liquidated damages are assessed during the period of the contract and/or as a result of the contractor's nonperformance. In the event of damages occurring as a result of non-performance, and/or in the event of breach of the contract resulting in liquidated damages, DWD may demand disbursement of all or any portion(s) of the face value of the surety to recover said damages and/or liquidated damages. Such disbursements, pursuant to demand of all or any portion(s) of the face value of the surety, may be affected by DWD's submission of written notice(s) to the institution that issued the surety on behalf of the contractor. Partial disbursement(s), pursuant to demand, shall not terminate the surety, but the balance shall be diminished by any amounts disbursed and shall otherwise remain in effect. The surety will cover 100% of all aforementioned damages and/or liquidated damages up to its face value. Issuance of a surety does not prohibit DWD from pursuing payment for damages and/or liquidated damages through other administrative or judicial means. The surety may consist of:

a. A bond in the amount of \$8 million for a period extending three months beyond the life of the contract, and maintained in force and effect for the benefit of DWD. The bond must be issued by a bonding or insurance company authorized to do business in Wisconsin.

b. An irrevocable Letter of Credit, drawn upon a financial institution approved or accepted by DWD, the terms of which shall be subject to approval by DWD, in the amount of \$8 million for a period extending three months beyond the life of the contract, and maintained in force and effect for the benefit of DWD.

c. Another surety instrument in the amount of \$8 million agreeable to DWD.

## 5.0 COST PROPOSAL:

Contractors are required to respond to two cost methodologies. DWD reserves the right to choose which pricing option is in its best interest. Each methodology will be priced for each year of the contract, for each of six mandatory components and three optional components. A separate price is required for each component based on either a unit price, a range of transactions or as a fixed monthly fee. Unit price and range of transaction pricing will be bid on a grid in order to allow respondents to price services reflecting anticipated efficiencies of scale. In addition, DWD requests Honesty Bond(s) and Performance Surety costs as discussed in Section 4.34.

The mandatory components are a unit price for each collection processed by the contractor, a unit price for each disbursement processed by the contractor, a monthly rate for Customer Service (Component 1) based on a monthly range of collection volume, a monthly rate for Outreach, a monthly price for Employer Withholding Lists processed based on a range of transactions and a unit price for each employer table worklist based on a range of worklists. The three optional components are a monthly rate for Customer Service (Component 2) based on a monthly collection volume, a fixed monthly fee for Customer Service (Component 3), and an hourly rate for additional report generation. If and when DWD chooses to elect Customer Service Component 4, costs will be negotiated with the contractor. DWD reserves the right to exercise any of these optional components at any time during a contract year.

1. Methodology One: **MANDATORY REQUIREMENTS:**

- A fixed unit price per collection, plus
- A fixed unit price per disbursement, plus
- A monthly fixed price for customer service (Component 1), plus
- A monthly fixed price for outreach, plus
- A fixed unit price per employer table worklist, plus
- A monthly fixed price for employer withholding list processed based on a range of transactions.

Honesty Bond(s) and Performance Surety

**OPTIONAL REQUIREMENTS:**

- A monthly fixed price for customer service (Component 2) based on a range of collection transactions,
- A monthly fixed price for customer service (Component 3),
- A hourly fixed price for additional report generation, as required.

2. **Methodology Two:** A fixed start-up cost to be paid in four equal increments. Fixed start-up cost invoices will be accepted on the following four dates:

1. Date of contract signing
2. January 1, 1999 or date of initial contract provision of services, whichever is later.
3. April 1, 1999 or 3 calendar months after initial contract provision of services, whichever is later.
4. October 1, 1999 or date of complete transition of all child support responsibilities from Clerks of Court Offices to Child Support Agencies, whichever is later.

**Plus**

**MANDATORY REQUIREMENTS:**

- A fixed unit price per collection, plus
- A fixed unit price per disbursement, plus
- A monthly fixed price for customer service (Component 1), plus
- A monthly fixed price for outreach, plus
- A fixed unit price per employer table worklist, plus
- A monthly fixed price for employer withholding lists processed based on a range of transactions.

Honesty Bond(s) and Performance Surety

**OPTIONAL REQUIREMENTS:**

- A monthly fixed price for customer service (Component 2) based on a range of collection transactions,
- A monthly fixed price for customer service (Component 3),
- A hourly fixed price for additional report generation, as required.

DWD will use a weighted life cycle cost analysis. Details of the cost analysis methodology will not be provided to RFP respondents during the RFP process. A copy of the cost analysis methodology may be obtained after the issuance of the Notice of Intent to Award.

Cost Detail Sheets (ATTACHMENT C) will be used by contractors to provide the cost detail. No cost items should be so noted. All costs of complying with the terms and conditions of the RFP must be shown on the Cost Detail Sheet. Additional options, available to the State, should be listed on a separate page attached to the Cost Detail Sheet. Failure to comply with a cost methodology is cause for disqualification of an RFP response. Costs should reflect that the State will retain ownership rights to all work performed under this contract.

County Name \_\_\_\_\_

Person Completing Questionnaire \_\_\_\_\_

## CR&D Implementation CSA Questionnaire

This questionnaire should be completed by the Child Support Agency Director  
If you currently receipt child support collections, please skip to and complete the COC  
Questionnaire

### **Training/On-Site Support**

1. How many positions will be designated to maintain KIDS financial functions in the child support agency?

\_\_\_\_\_

2. Is your agency planning to hire "new" staff (i.e., no KIDS experience) to perform KIDS financial functions?

Y\_\_\_ N\_\_\_

3. If yes, how many "new" staff positions will your agency have?

\_\_\_\_\_

4. What is the expected hire date for the "new" staff? *Reminder: It is essential that new staff attend KIDS CR&D training prior to your county's transition.*

\_\_\_\_\_

5. Will existing CSA staff assume KIDS financial functions?

Y\_\_\_ N\_\_\_

6. Will your agency hire/transfer existing COC staff to perform KIDS financial functions?

\_\_\_\_\_

7. How many staff do you expect to send to CR&D training?

Y\_\_\_ N\_\_\_

8. Will your agency require on-site support assistance as part of the CR&D transition?

Y\_\_\_ N\_\_\_

## Hardware

9. Has your county verified its CR&D hardware request information (listed under BCS Announcements in the KIDS Bulletin Board on 3/24/98)?

Y\_\_\_ N\_\_\_

10. Which of the five connectivity model choices will your agency be using?  
(Please circle one)

- a. Desktop (Model 1)
- b. LAN to LAN (Model 2)
- c. LAN to WAN (Model 3)
- d. Dial-up - Internet or Mainframe (Model 4)
- e. Mainframe Only (Model 5)
- f. Have Not Decided

11. What month do you plan to install your CR&D equipment?

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12. Does your county have a data processing department?

Y\_\_\_ N\_\_\_

## Vital Statistics

13. Which agency completes the Vital Statistics Form #DOH 5020?  
(Please circle one)

- a. COC
- b. CSA
- c. Other \_\_\_\_\_

14. Which agency pays the Vital Statistics fee when the NCP doesn't pay?  
(Please circle one)

- a. COC
- b. CSA
- c. Neither
  - c1. The form is sent to Vital Statistics without payment.
  - c2. The form is not sent to Vital Statistics until payment is received from the NCP.
- d. Other \_\_\_\_\_

15. How does your county track Vital Statistics fees?

*(Please circle one)*

- a. All Vital Statistics fees are tracked in KIDS.
- b. All Vital Statistics fees are tracked in CCAP.
- c. Both CCAP and KIDS are used to track Vital Statistics fees.
- d. Neither CCAP nor KIDS are used to track Vital Statistics fees.

### ***Banking***

16. Is there a Firststar bank in your area? (Firststar is the State working bank and will maintain the Child Support Trust Fund account)

Y\_\_\_ N\_\_\_

17. Which bank will your agency use to maintain the "deposit only" account when KIDS financial functions transition from the COC to the CSA in 1999?

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

***Please return this form no later than June 1, 1998 to:***

***Prudy Stewart, Manager  
CR&D Project  
C/O Bureau of Child Support  
201 E. Washington Ave. (GEF 1)  
Room 271  
PO Box 7935  
Madison, WI 53707-7935***

7. Does your agency receipt income withholding collections as INCW?  
(Please circle one)

- a. Yes
- b. No. All payments are receipted as PAYR paid.

**Please return this form no later than June 1, 1998 to:**

**Prudy Stewart, Manager  
CR&D Project  
C/O Bureau of Child Support  
201 E. Washington Ave. (GEF 1)  
Room 271  
PO Box 7935  
Madison, WI 53707-7935**

**RECEIVED  
APR 24 1998  
SECRETARY'S OFFICE**

Tommy G. Thompson  
Governor

Linda Stewart  
Secretary

Orlando J. Canto  
Division Administrator



ADMINISTRATIVE SERVICES  
201 East Washington Avenue  
P.O. Box 7946  
Madison, WI 53707-7946  
<http://www.dwd.state.wi.us/>

State of Wisconsin  
Department of Workforce Development

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September 15, 1998

The Honorable Mary Lazich  
Co-Chair, Joint Committee on Audit  
Room 301, 119 Martin Luther King Jr. Blvd.  
Madison, Wisconsin 53703

The Honorable Carol Kelso  
Co-Chair, Joint Committee on Audit  
8 West, State Capitol  
Madison, Wisconsin 53702

Dear Senator Lazich and Representative Kelso:

I am pleased to submit to the Joint Committee on Audit the September Quarterly Report on the progress the Department of Workforce Development has made in increasing the effectiveness and efficiency of KIDS operations. Attached to this letter are the following reports:

**1. County Priority Requests for KIDS Enhancements** - This report and two attached tables explain in detail the status and cost of the enhancements and system changes requested by county child support officials. Nine of these county priority changes, referred to as the County A List, have now been completed and are functional in KIDS. A number of other changes are in the process of being designed, coded and tested.

**2. Status of KIDS Certification and Other State and Federal KIDS Enhancements** - Although not specifically requested as part of the September Quarterly Report, this report, taken with the previous one, will present a more complete picture of the multiple system changes that have been completed since the May, 1998 report. It also includes a summary of the status of KIDS federal certification.

**3. Status of Management Reports** - Although not originally part of the September Quarterly Report, this update of the March, 1998 report on management reports available on KIDS was requested by the Legislative Audit Bureau.

**4. Status Report on KIDS System Processing Efficiency** - This update of the Department's May report on progress that the Department has made in increasing KIDS system processing efficiency was also requested by the Legislative Audit Bureau.

**5. Status of the Centralized Receipt and Disbursement Project** - The Department will report quarterly on the status of centralized receipt and disbursement (CR&D) until the October 1, 1999 federal implementation date. The CR&D vendor, Lockheed Martin IMS, KIDS vendor, IBM Global and the Department are on schedule to meet the initial implementation date of January 4, 1999.

**6. Changing the Level of Department of Workforce Development Participation in KIDS** - In its May, 1998 report to the Joint Committee on Audit, the Department proposed to continue its discussion of the full assumption of KIDS staffing responsibility in the September Quarterly





Report. This report analyzes more thoroughly the factors that the Department must deal with in setting a timetable for assuming complete responsibility for the maintenance of KIDS.

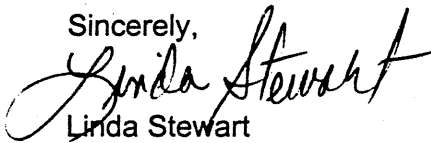
**7. Implementation of an Effective Performance Based Contracting System** - This brief report responds to a request in the June 23, 1998 letter from the Co-Chairs of the Joint Committee on Audit regarding the Department's views on implementing an effective performance-based contracting system.

Taken together, these reports show the significant steps that have been taken toward implementing the priority KIDS changes that are critical, not only to the counties, but to the state and the federal government. They also highlight that a great deal of progress has been made in addressing KIDS operational issues. Our accomplishments are the result of a highly collaborative and cooperative team model which seeks input on all changes affecting KIDS, not only from county participants, but from our private sector partners as well. I am confident that the Department will continue to show significant progress as the quarterly report process continues.

In addition to these reports, there is one more issue that the Joint Committee on Audit requested that the Department address. The Committee has requested the Department's plan for funding costs which might exceed the \$3.7 million available for county priority changes to KIDS. The Department is gratified that, with one exception, all of the county changes completed thus far fell at or below cost estimates. Nevertheless, because of the complex nature of system work, it is not possible for the Department to predict with any more accuracy what the final cost of the county changes will be. If the costs exceed the \$3.7 million earmarked for these changes, it is the position of the Department that county enhancements will continue to be treated as priorities and will be charged to the regular KIDS operating budget until all are completed.

I continue to appreciate the time and effort that the Joint Committee on Audit and the Legislative Audit Bureau have devoted to assisting the Department in managing KIDS. I look forward to reporting our future successes and challenges as we move into 1999 and continue with the county enhancements, the implementation of centralized receipt and disbursement and the implementation of PRWORA enforcement measures.

Sincerely,



Linda Stewart  
Secretary

cc: Members of the Joint Committee on Audit

Elaine Richmond, President, Wisconsin Child Support Enforcement Association  
Gail Gentz, Acting President, Wisconsin Clerks of Circuit Court Association.

# **Department of Workforce Development Reports to Joint Committee on Audit**

**September 15, 1998**

1. County Priority Requests for KIDS Enhancements
2. Status of KIDS Certification and Other State and Federal KIDS Enhancements
3. Status of Management Reports
4. Status Report on KIDS System Processing Efficiency
5. Status of Centralized Receipt and Disbursement Project
6. Changing the Level of Department of Workforce Development Participation in KIDS
7. Implementation of an Effective Performance Based Contracting System

# COUNTY PRIORITY REQUESTS FOR KIDS ENHANCEMENTS

## September 1998 Quarterly Report

In its 1997 audit of the KIDS system, the Legislative Audit Bureau requested that the Department of Workforce Development (Department) submit quarterly status reports to the Joint Committee on Audit on the system enhancements requested by county child support officials. The original report date of June was moved back due to difficulties in collecting all of the necessary data for the reports. This is the first quarterly report on the progress made in meeting the counties' priority requests for KIDS system enhancements, also referred to as the County A List. In order to put the county changes in context, the Department is also submitting another report on overall progress made during this reporting period on other KIDS system enhancements identified as critical by the Department and the federal government.

Since the May 15, 1998 report to the Joint Audit Committee, the target completion dates for 43 of the 91 County Priority Requests for KIDS enhancements have changed. The changes are the result of the continuing review and further refinement of the priorities that were identified in late April by the Child Support Customer Area group. Earlier completion dates are now projected for 29 of the enhancements and 13 system changes are now projected to be completed later than the original target dates. Target dates for 49 County A List items have remained unchanged.

### Completed County A List system enhancements

Five County A List system enhancements were completed during this reporting period and are now functioning on KIDS. Two other system enhancements were completed prior to this reporting period but were overlooked in the previous report. Information in parentheses denotes the service request number and the page of the May 15th table.

1. Tax Intercept Processing (SR 98-23 - page 1). This system change was completed on July 20, ten months before the targeted completion date of April 1999. The \$5,096 cost was significantly less than the projected cost of \$58,800 to \$70,550. This change was made in order to prevent tax intercept receipts from affecting the "current amount owed" on any subaccount of a given case. While the intercept money will reduce the balance in arrears, any ordered monthly payment will also continue to be due, and interest will continue to be generated on the correct amounts.
2. New Order Date (SR 97-29 - page 3). This system change, also referred to as "Variable Charging" was completed on schedule on June 8. It was estimated to cost between \$35,000 and \$47,000, but the actual cost was \$119,952. The increased cost is attributed to revisions that were made to the original design after review by BCS, and to problems in functionality identified during the testing period that required modifications. This change was made to enable county Child Support workers to alter the charging cycle on obligations in KIDS. Instead of always charging based on the effective date of the original order, KIDS will now charge based on the effective date and frequency of the current order. The KIDS worker is now able to designate the frequency on the Update Financial Obligation screen after ending the old order and creating the new one. This change also corrects charging problems that were occurring on obligations with bimonthly, quarterly, semi-annual and annual frequencies.
3. Emancipation Report (SR 98-34 - page 4). Although this system change did not have a target date in the May report, it was completed on July 20. The actual cost of \$7,840 was less than the estimated cost of \$11,800 to \$23,500. Arrearage case types have been excluded from this monthly report

because counties determined that it was not helpful for the report to list cases that did not have a current child or spousal support debt.

4. City/State Searches (SR 98-29 - page 6). This system change was completed on July 6, less than a month later than the targeted date of June 12. The \$18,816 cost fell within the estimated range of \$11,800 to \$23,500. KIDS users can now narrow an employer name search in the third party table by either entering state or city and state on the Inquire Employer/Agency File screen. In addition, searches can be conducted by the federal employer identification number (FEIN).
5. Chronological Case Event Report (SR 98-13 - page 6). This system change was completed on August 31. The \$25,284 cost was less than the estimate of \$35,300 to \$47,000. Although originally scheduled for completion in June, this change was delayed in order to coordinate it with related Review and Adjustment changes.

Two County A List system enhancements were completed in KIDS prior to this reporting period and were not included in the previous report:

1. Night Court Scheduling (SR 98-56 - page 9). Night Court Scheduling was completed on April 3. The actual time required to make this change was only 15 hours, and therefore it was completed for a cost of \$1,470, significantly less than the estimated cost of \$11,800 to \$23,500. In addition, its completion in April was three months before the targeted date of July 1998.
2. Income Withholding Worklist (SR 98-101 - page 10). Confusion regarding this change resulted in counties requesting this issue be addressed without realizing that the worklist is already being deleted automatically when an income withholding provision is entered. It was actually completed in May 1997. Using the current methodology for determining individual service request costs, the cost for this item was \$196. Again, this is substantially below the \$11,800 to \$23,500 projected cost.

It should be noted that the following three County A List items have been withdrawn by the Child Support Customer Area group and are no longer active.

1. Conception Period Estimate (98-24 - page 4) was withdrawn because KIDS now works correctly when the applicable birth weight is entered. To operate correctly, specific data elements must be entered by the user. This process does not require a change in systems coding, but rather will be dealt with through training.
2. Seasonal Terms (98-46 - page 2) was withdrawn because it was determined through testing that the KIDS system already meets the requirement to permit different court ordered withholding amounts based on seasonal differences in employment.
3. Day Care Charging (98-42 - page 2) was withdrawn because the Child Support Policy Advisory Committee decided that a separate debt account for this purpose may not be supported by current statutes. Day care charges will continue to be included under existing child support accounts.

An additional eight system enhancements will now be tracked as County A List items. These changes are actually a break down of requests from the Suspense Processing Work Group. They have been added to the large table titled County Priority Requests for KIDS Enhancements under numbers 80, Suspense Process Workgroup and 81, Locate Workgroup.

- SR 98-216 Use Invalid Address Suspense Code "I" to Trigger Locate Processing

- SR 98-217 Separate the Suspense Reason from the Transaction Hold Reason
- SR 98-218 Set & Retain Ownership of Suspense Transactions
- SR 98-219 Statewide Allocation Suspense Report ("Secondary Suspense Report")
- SR 98-220 Add New Sorting Criteria to Suspense Report
- SR 98-221 Create Subclasses of the "L" Suspense Reason
- SR 98-222 Retain "O" Designation for Suspense Transactions
- SR 98-223 Apply Ownership Rules to Suspended Transactions

### **Current status of other County A List enhancements**

There are currently 23 additional County A List system enhancements that are being actively worked on by IBM Global. These enhancements fall into three different stages of the process - requirements and design, coding and testing.

Determining the requirements and design is the first step in changing the KIDS system. During this analytical stage, IBM and staff from the Department's Bureau of Information Technology Services (BITS) develop requirements and map out required logic changes. The following County A List changes are now in the requirements and design stage:

- SR 98-08 Kinship Care default
- SR 98-31 Stop a locate noncustodial parent action on closed cases
- SR 98-73 Produce the Federal Collection Report (OCSE 34) monthly. (Also a federal requirement.)
- SR 98-74 Produce the Statistical Case Breakdown Report (OCSE 157) monthly. (Also a federal requirement.)
- SR 98-77 Hold Tax Intercept payments pending a hearing
- SR 98-145 Change Document fonts and margins in KIDS
- SR 98-216 Use Invalid Address Suspense Code "I" to Trigger Locate Processing
- SR 98-217 Separate the Suspense Reason from the Transaction Hold Reason
- SR 98-218 Set & Retain Ownership of Suspense Transactions
- SR 98-219 Statewide Allocation Suspense Report
- SR 98-220 Add New Sorting Criteria to Suspense Report
- SR 98-221 Create Subclasses of the "L" Suspense Reason
- SR 98-222 Retain "O" Designation for Suspense Transactions
- SR 98-223 Apply Ownership Rules to Suspended Transactions

The second system change step is coding. Before coding can begin, the IBM/BITS development team finalizes the requirements and proposes a design change during a walkthrough or group discussion. The Department's Bureau of Child Support (BCS), IBM/BITS development team and county child support staff attend this walkthrough, and either agree to or modify the proposed design. Once this group approves the design, the IBM/BITS development team staff write the necessary code to affect the change. Four of the County A List enhancements are currently in the coding stage:

- SR 98-10 View all employees on an employer record
- SR 98-50 Interest charging on spousal support arrears
- SR 98-72 Account History report
- SR 98-107 Delinquency Processing

Finally, before a system enhancement is implemented in KIDS, the effects of the code must be tested. Testing conducted by IBM staff is double-checked and verified by BCS staff. In the past year, county staff have also helped test specific changes. The following five changes are currently in testing and are close to being fully implemented in KIDS:

- SR 98-12 Minor Mothers
- SR 98-16 Genetic Test order for fathers
- SR 98-36 Change locate status once the SSN is verified by Social Security Administration
- SR 98-58 Create appointments for other than Custodial Parent and noncustodial Parent
- SR 98-67 Appointment Date warning

In summary, of the 91 original County A List requirements, five were completed since May, four were completed earlier in the year and three have been withdrawn. Of the four completed earlier this year, two are addressed in this report and two, Return to Last Viewed List Screen and Interactive Voice Response, were included in the May report. The total cost of the County A List system changes completed during this reporting period was \$178,654. This amount is at the low end of the estimated cost of \$176,300 to \$258,550. It is anticipated that the eight enhancements currently in coding and testing will be completed during the next quarter. All of the remaining requested changes are active and are accounted for on the updated County Priority Requests for KIDS Enhancements table which is attached. A short summary table listing the nine completed County A List requirements along with the cost of each change is also attached.

The Department is pleased that BCS has received positive feedback from the Child Support Policy Advisory Committee and the Wisconsin Child Support Enforcement Association regarding the progress that has been made on KIDS system changes this year. The Department will continue to work closely with both organizations and IBM Global to prioritize and complete the requested enhancements in a timely manner.

# COMPLETED COUNTY A LIST ITEMS

## SEPTEMBER, 1998 QUARTERLY REPORT

For convenience, this table summarizes the cumulative completed requests on the County A List. Additional details for these items are provided in the complete "County Priority Requests for KIDS Enhancements" table and in the attached narrative report. The A List number for each item below is provided in the second column.

COUNTY A LIST ITEM	"A LIST" NUMBER	SERVICE REQUEST	STATUS	COST
1. Tax Intercept Processing - Change tax intercept processing so it pays balances but not periodic payments.	5	SR 98-23	Completed 7/20/98	\$5,096
2. New Order Date - ("Variable Charging") Use the actual date of a new order to replace the former order effective date.	15	SR 97-29	Completed 6/8/98	\$119,952
3. Return to "Last Viewed List" Screen - Allow the user to automatically return to the "Last Viewed List" screen.	18	SR 97-03	Completed 4/3/98	\$22,000
4. Emancipation Report - Exclude "arrear only" cases on the Emancipation Report of children who are no longer minors.	23	SR 98-34	Completed 7/20/98	\$7,840
5. City/State Searches - Permit third party employer and agency searches by city and state.	36	SR 98-29	Completed 7/6/98	\$18,816
6. Chronological Case Event Report - Create a chronological case event report which includes event notes.	42	SR 98-13	Completed 8/31/98	\$25,284
7. Night Court Scheduling - Eliminate edits which prevent appointment scheduling for night court.	63	SR 98-56	Completed 4/3/98	\$1,470
8. Income Withholding (IW) Worklist -Automatically delete IW worklist when an IW provision has been ordered.	70	SR 98-101	Completed 5/1/97	\$196
9. Interactive Voice Response - Eliminate a confusing reference to "adjustments" in the Interactive Voice Response system.	90	No SR Number	Completed 1/98	\$300
<b>TOTAL COST</b>				<b>\$201,000</b>

# COUNTY PRIORITY REQUESTS FOR KIDS ENHANCEMENTS

## September, 1998 Quarterly Report

The County A List is arranged in rank order by "bundle." A bundle is a group of related change requests (e.g., Account History, Rank 3, bundle #05-14). Ranks were determined by the Child Support Customer Area (CSCA) by weighing factors such as county support, user impact and state and federal legislation. Some ranks do not appear on the A List (e.g., rank's 1, 4, 8...) because those bundles comprise state and federal requirements, not county requests. A Service Request is BCS's formal request to IBM Global Services for a system change. Completed items do not necessarily occur in rank order due to factors such as bundle size and magnitude of the request.

COUNTY "A" LIST SYSTEM IMPROVEMENT REQUESTED	SERVICE REQUEST NUMBER AND STATUS SYSTEM CHANGE GROUP (BUNDLE) AND RANKING	TARGET OR ACTUAL COMPLETION DATE PROJECTED OR ACTUAL COST
Delinquency - Rank 2		
1. Delinquency Processing - Redesign KIDS delinquency processing based on recommendations of the Delinquency Workgroup.	SR 98-107 SR 98-107 replaces SR 97-30. Currently being coded. 2	10/31/98 ☉ \$35,300 - \$47,000
Account History - Rank 3		
2. Account History Reports - Change account history reports so courts and other parties can use them.	SR 98-72 to IBM Global 6/12/98 Account History 05-14. Currently being coded. 3	11/4/98 ☉ \$58,800-\$70,550
Distribution Issues - Rank 5		
3. Allocation to R&D Fee Subaccount - Allow allocation of funds to the Receipt and Disbursement (R&D) Fee subaccount only if the payment is posted with an R&D 'Y' indicator.	SR 98-06 to IBM Global 2/26/98 Distribution Issues 5	2/24/99 ○ \$35,300 - \$47,000

○ = Target/Completion date moved up (sooner) since 5/15/98 report

☉ = Target/Completion date moved down (later) since 5/15/98 report



<p>4. <b>Percentage Order Processing</b> - Create logic to support the percentage/fixed order processing without using the suspense file.</p>	<p>SR 98-18 to IBM Global 2/26/98 Distribution Issues (Batch) 5</p>	<p>4/28/99 ○ \$58,800-\$70,550</p>
<p>5. <b>Tax Intercept Processing</b> - Change the tax intercept processing so that it pays balances but not periodic payments.</p>	<p>SR 98-23 to IBM Global 2/26/98 Distribution Issues (Batch) 5</p>	<p>COMPLETED 7/20/98 ○ \$5,096</p>
<p>6. <b>Negative Arrears</b> - Permit backdating with negative arrears. Apply excess payments to the next month's obligation in negative arrears situations.</p>	<p>SR 98-41 to IBM Global 2/26/98 Distribution Issues (Batch) 5</p>	<p>1/18/99 ○ \$58,800-\$70,550</p>
<p>7. <b>Small Change Checks</b> - Eliminate small change checks. Instead provide for automatic release of amounts with the next payment.</p>	<p>SR 98-78 to IBM Global 2/26/98 Distribution Issues (Batch) 5</p>	<p>2/8/99 ○ \$58,000 - \$70,550</p>
<p><b>Income Withholding - Rank 6</b></p>		
<p>8. <b>Income Withholding Status</b> - Eliminate the change of income withholding status when the income withholding provision is no longer linked to a specific employer.</p>	<p>SR-98-03 Income Withholding 03-12 6</p>	<p>11/26/98 ○ \$35,300 - \$47,000</p>
<p><b>Add Court Order - Rank 7</b></p>		
<p>9. <b>Effective Future Date</b> - Change the effective future date on a case if child support is temporarily suspended.</p>	<p>SR 98-07 to IBM Global 2/26/98 Add Court Order 05-04 7</p>	<p>1/20/99 ○ \$35,300 - \$47,000</p>
<p>10. <b>Kinship Care Default</b> - Ignore the third party payee in kinship care case types. Instead default to the state collection account.</p>	<p>SR 98-08 to IBM Global 2/26/98 Add Court Order 05-04 Currently in requirements and design. 7</p>	<p>10/16/98 ○ \$11,800 - \$23,500</p>
<p>11. <b>Day Care Charging</b> - Permit entry of a day care charging subaccount.</p>	<p>SR 98-42 to IBM Global 2/26/98 Add to Court Order 05-04 7</p>	<p>WITHDRAWN.</p>

○ = Target/Completion date moved up (sooner) since 5/15/98 report  
 ◎ = Target/Completion date moved down (later) since 5/15/98 report

12. Seasonal Terms - Permit different court ordered withholding amounts based on anticipated seasonal differences in employment on all subaccounts including those for arrears.	SR 98-46 to IBM Global 2/26/98 Add Court Order 05-04 7	WITHDRAWN.
13. Expand Seasonal Terms - Add more lines for seasonal court order terms.	SR 98-65 to IBM Global 2/26/98 Add Court Order 05-04 7	2/12/99 ☉ \$11,800 - \$23,500
14. No Effective Order Entry Date - Permit the entry of an order with no effective date if it will become effective upon a marital separation.	SR 98-39 to IBM Global 2/26/98 Add to Court Order 05-04 7	12/11/98 ☉ \$58,800-\$70,550
15. New Order Date - Provide that the actual date of a new order replaces the former order effective date ("Variable Charging").	SR 97-29 to IBM Global on 3/9/98 Add Court Order 05-04 7	COMPLETED 6/8/98 ☉ \$119,952
<b>General Navigation - Rank 9</b>		
16. Return to Case Screen - Permit the worker to view particular cases and then return directly to the "List Participant Case" screen.	SR 98-30 to IBM Global 2/26/98 General Navigation 9	12/8/98 ☉ \$58,800-\$70,550
17. Jump Indicator - Display a jump indicator on the screen when the worker is in jump (fastpath) mode.	SR 98-44 to IBM Global 2/26/98 General Navigation 9	12/18/98 ☉ \$35,300 - \$47,000
18.. Return to "Last Viewed List" Screen - Allow the user to automatically return to the "Last Viewed List" screen instead of the first screen.	SR 97-03 General Navigation 9	COMPLETED 4/3/98 \$22,000
19. "Participant Name Search" Screen - Allow the user to automatically return to the last viewed "Participant Name Search" screen instead of the first "Participant Name Search" screen.	SR 98-81 to IBM Global 3/13/98 General Navigation 9	12/30/98 ☉ \$58,800-\$70,550
<b>Batch Reports - Rank 10</b>		

○ = Target/Completion date moved up (sooner) since 5/15/98 report

☉ = Target/Completion date moved down (later) since 5/15/98 report

<p>20. <b>Federal Report</b> - Produce automated reports by county to meet federal requirements. The two most important reports are the Federal Collection Report (OCSE 34) and the Statistical Case Breakdown Report (OCSE 157).</p>	<p>SR 98-73 for OCSE 34 to IBM Global 3/3/98. SR 98-74 for OCSE 157 to IBM Global 4/2/98. Both service requests are in requirements and design. Reports (Batch) Ongoing</p>	<p>Reports will be worked on continually by all IBM staff as time allows. \$164,600 - \$188,200</p>
<p>21. <b>Breakout of Current Arrears</b> - Redesign the federal Substitute Care Payments report to break out the information by "Current Payment" or "Arrears."</p>	<p>SR 98-27 to IBM Global 2/26/98 Reports (Batch) Ongoing</p>	<p>Reports will be worked on continually by all IBM staff as time allows. \$35,300 - \$47,000</p>
<p>22. <b>Collection Comparison</b> - Produce an accurate collection comparison report which includes tax intercept.</p>	<p>SR 98-75 to IBM 3/13/98 Reports (Batch) Ongoing</p>	<p>Reports will be worked on continually by all IBM staff as time allows. \$58,800-\$70,550</p>
<p>23. <b>Emancipation Report</b> - Exclude "arrears only" cases on the Emancipation Report of children who are no longer minors.</p>	<p>SR 98-34 to IBM 2/26/98 Reports (Batch) Ongoing</p>	<p>COMPLETED 7/20/98 \$7,840</p>
<p>24. <b>Timeline Report</b> - Timeline report does not work properly and should be corrected as recommended by the Reports Workgroup.</p>	<p>SR 98-142 to IBM Global 3/11/98 Reports (Batch) Ongoing</p>	<p>Reports will be worked on continually by all IBM staff as time allows. \$11,800 - \$23,500</p>
<p><b>Paternity Testing - Rank 14</b></p>		
<p>25. <b>Conception Period Estimate</b> - Use the actual date of birth to calculate the conception period, not the estimated date of birth.</p>	<p>SR 98-24 to IBM Global 2/26/98 Paternity Testing 03-11 14</p>	<p>WITHDRAWN 6/12/98.</p>
<p><b>Locate - Rank 21</b></p>		

○ = Target/Completion date moved up (sooner) since 5/15/98 report

⊙ = Target/Completion date moved down (later) since 5/15/98 report

<p>26. <b>Verified SSN</b> - Change the locate status of a parent if the Social Service Administration has verified the SSN on a locate case.</p>	<p>SR 98-36 to IBM Global 2/26/98 Locate 04-13 Currently being tested. 21</p>	<p>9/3/98 ☉ \$35,300 - \$47,000</p>
<p>27. <b>Locate Workgroup</b> - Convene the Locate Workgroup to identify locate problems and suggest corrections.</p>	<p>SR - Reserved Locate 04-13 Meeting biweekly since 6/9/98. Current priority is meeting Federal Case Registry deadline of Oct. 1, 1998. Work will continue on other locate issues after that. 21</p>	<p>9/18/98 \$82,300 - \$94,100</p>
<p>28. <b>Closed Cases</b> - Permit the system to stop locate activity and worklists on closed cases.</p>	<p>SR 98-31 Locate 04-13 Currently in requirements and design. 21</p>	<p>10/28/98 ○ \$35,300 - \$47,000</p>
<p><b>Document Generation - Rank 22</b></p>		
<p>29. <b>Reconciliation Document</b> - Automatically delete the worklist to reconcile the percentage order after the reconciliation document is produced.</p>	<p>SR 98-37 to IBM Global 2/26/98 Document Generation 09-00 22</p>	<p>12/18/98 ○ \$11,800 - \$23,500</p>
<p>30. <b>Substitute Care Locate Letter</b> - Eliminate or modify the locate letter to a custodial parent so it doesn't incorrectly go to the state or other agency in substitute care cases.</p>	<p>SR 98-66 to IBM Global 2/26/98 Document Generation 09-00 22</p>	<p>8/12/99 ☉ \$11,800 - \$23,500</p>
<p>31. <b>Custodial Closure Notice</b> - Generate closure notice to custodial parent even if there is no valid address.</p>	<p>SR 98-05 to IBM Global 2/26/98 Document Generation 09-00 22</p>	<p>1/25/99 ○ \$35,000 - \$47,000</p>
<p>32. <b>Document Changes</b> - Redesign documents to make them more readable. Include changes to document fonts.</p>	<p>SR 98-145 to IBM Global 3/16/98 Document Generation 09-00. Currently in requirements and design. 22</p>	<p>11/26/98 ○ \$35,300 - \$47,000</p>

○ = Target/Completion date moved up (sooner) since 5/15/98 report

☉ = Target/Completion date moved down (later) since 5/15/98 report

Income Maintenance - Rank 23		
33. Future Employment Date- Eliminate the edit for a future employment date to permit an income withholding notice.	SR 98-09 to IBM Global 2/6/98 Income Maintenance 04-08 23	1/11/99 ○ \$11,800 - \$23,500
<b>Third Party Table Maintenance - Rank 24</b>		
34. View All Employer's Employees - Permit workers to view all employees linked to an employer in KIDS third party table.	SR 98-10 to IBM Global 2/26/98 Third Party Maintenance 06-00 Currently being coded. 24	10/12/98 ○ \$35,300 - \$47,000
35. International Locate - Add international locate codes for other countries.	SR 98-69 to IBM Global 2/26/98 Third Party Table Maintenance 06-00 24	4/7/00 ○ \$35,300 - \$47,000
36. City/State Searches - Permit third party employer and agency searches by city and state.	SR 98-29 to IBM Global 2/26/98 Third Party Table Maintenance 06-00 24	COMPLETED 7/6/98 ○ \$18,816
<b>Financial Management - Rank 25</b>		
37. Family and AFDC Arrears - Create a worklist when arrears owed to the family build and the periodic payment is applied to the AFDC arrears.	SR 98-11 to IBM Global 2/26/98 Financial Management 05-00 25	1/11/99 ○ \$58,800-\$70,550
38. Paid-in-Full Subaccount - Create a worklist when a subaccount with a periodic payment is paid in full.	SR 98-14 to IBM Global 2/26/98 Financial Management 05-00 25	1/11/99 ○ \$58,800-\$70,550
39. "Consider Closure" Cases - Change the "Consider Closure" list to include the total roll-up of court case arrears. If the date of the last payment is within 30 days, the case should not fall under the "Consider Closure" category. <b>Add Update Receipt - Rank 26</b>	SR 98-17 to IBM Global 2/26/98 Financial Management 05-00 25	1/25/99 ○ \$58,800-\$70,550

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<p><b>40. R&amp;D Fee Subaccount Posting - Permit posting more than \$25.00 to the Receipt and Disbursement Fee (R&amp;D)subaccount.</b></p>	<p>SR 98-79 to IBM Global 3/4/98 Add Update Receipt (Batch) 05-01 26</p>	<p>2/24/99 \$58,800-\$70,550</p>
<p><b>Case Event Maintenance - Rank 27</b></p>		
<p><b>41. FAX Events - Add event types for faxes sent and faxes received.</b></p>	<p>SR 98-53 to IBM Global 2/26/98 Case Event Maintenance 03-05 27</p>	<p>2/25/00 \$11,800 - \$23,500</p>
<p><b>42. Chronological Case Event Report - Create a chronological case event report which includes event notes.</b></p>	<p>SR 98-13 to IBM Global 2/26/98 Case Event Maintenance 03-05 27</p>	<p>COMPLETED 8/31/98 ☉ \$25,284</p>
<p><b>43. Cases With Same Court Case Number - Permit a case event to be distributed through the system to all IV-D cases with the same court case number.</b></p>	<p>SR 98-22 to IBM Global 2/26/98 Case Event Maintenance 03-05 27</p>	<p>2/25/00 \$58,800-\$70,550</p>
<p><b>44. Additional Event Types - Add event types for office visits and mail received.</b></p>	<p>SR 98-57 to IBM Global 2/26/98 Case Event Maintenance 03-05 27</p>	<p>2/25/00 \$11,800 - \$23,500</p>
<p><b>45. SSN or DOB Change - Create an event when an SSN or date of birth is changed for a participant.</b></p>	<p>SR 98-59 to IBM Global 2/26/98 Case Event Maintenance 03-05 27</p>	<p>2/25/00 \$35,300 - \$47,000</p>
<p><b>46. Commitment Information - Create a participant event when commitment information is entered or ended.</b></p>	<p>SR 98-63 to IBM Global 2/26/98 Case Event Maintenance 03-05 27</p>	<p>2/25/00 \$11,800 - \$23,500</p>
<p><b>47. Participant's Multiple Cases - Permit participant event to go out to other cases for that participant including cases in other counties.</b></p>	<p>SR 98-26 to IBM Global 2/26/98 Case Event Maintenance 03-05 27</p>	<p>2/25/00 \$58,800-\$70,550</p>
<p><b>Address Maintenance - Rank 28</b></p>		

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48. Future Address - Permit entry of an effective date for a future address.	SR 98-20 to IBM Global 2/26/98 Address Maintenance 04-04 28	4/20/00 \$58,800-\$70,550
Case Account Statement - Rank 29		
49. Tax Intercept Source - Show state tax and federal tax intercept as the source of collection on the KIDS Financial screen.	SR 98-21 to IBM Global 2/26/98 Case Account Statement 05-10 29	2/25/00 \$35,300 - \$47,000
50. Financial Display Screen - Allow additional information to be added to the financial display screen.	SR 98-80 to IBM Global 4/2/98 Case Account Statement 05-10 29	2/25/00 \$58,800-\$70,550
Interstate Responses - Rank 31		
51. Interstate Case Numbers - Lengthen the field for interstate case numbers. Other states use longer numbers.	SR 98-40 to IBM Global 2/26/98 Interstate Responses 03-07 31	3/3/00 \$35,300 - \$47,000
52. UIFSA (Interstate) Documents - Transfer court order information to UIFSA documents.	SR 98-51 to IBM Global 2/26/98 Interstate Responses 03-07 31	3/3/00 \$82,300 - \$94,100
53. Interstate Enforcement Changes - Implement the UIFSA changes as required by PRWORA.	SR 98-128 to IBM Global 3/9/98 PRWORA -Interstate 03-07 31	4/20/99 ○ \$82,300 - \$94,100
Medical Insurance Maintenance - Rank 32		
54. Medical Insurance - Permit entry of medical insurance carried by the noncustodial parent for the custodial parent.	SR 98-47 to IBM Global 2/26/98 Medical Insurance Maintenance 04-09 32	4/20/00 \$35,300 - \$47,000
55. Health Insurance Worklist - Establish a health insurance worklist when the case is in "Medical Only" status.	SR 98-62 to IBM Global 2/26/98 Medical Insurance Maintenance 04-09 32	4/20/00 \$11,800 - \$23,500

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56. 50/50 Medical Insurance - Permit a non-financial obligation note when medical insurance is shared 50/50.	SR 98-71 to IBM Global 2/26/98 Medical Insurance Maintenance 04-09 32	4/20/00 \$11,800 - \$23,500
Schedule Maintenance - Rank 33		
57. Tax Intercept Payments - Allow system to hold tax intercept payments when an appeal hearing is scheduled.	SR 98-77 to IBM Global 3/4/98 Schedule Maintenance 03-02. Currently in requirements and design. 33	10/12/98 ○ \$58,800-\$70,550
58. Genetic Tests for Other than Potential Fathers - Enable and support genetic testing on individuals other than potential fathers. This includes the ability to create appointments and documents.	SR 98-16 to IBM Global 2/26/98 Schedule Maintenance 03-02 Currently being tested. 33	9/21/98 ○ \$35,300 - \$47,000
59. Minor Mothers - Enable the system to identify minor mothers separately from the custodial parent in order to support minor mother paternity processing, appointments and documents. Currently, the system identifies the custodial parent as the individual who is the parent or guardian of the minor mother, not the minor mother herself.	SR 98-12 to IBM Global 2/26/98 Schedule Maintenance 03-02 Currently being tested. 33	9/2/98 ○ \$58,800-\$70,550
60. Appointment Calendar Printing - Enable printing of daily agency appointment calendar.	SR 98-52 - to IBM Global 3/4/98 Schedule Maintenance 03-02 33	2/25/00 \$35,300 - \$47,000
61. Additional Appointment Scheduling - Permit scheduling of appointments for participants other than the custodial parent and noncustodial parent.	SR 98-58 to IBM Global 2/26/98 Schedule Maintenance 03-02 Currently being tested. 33	9/9/98 ○ \$58,800-\$70,550
62. Appointment Date Warning - Create an edit warning message if the appointment date is past.	SR 98-67 to IBM Global 2/26/98 Schedule Maintenance 03-02 Currently being tested. 33	9/22/98 ○ \$11,800 - \$23,500

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63. Night Court Scheduling - Eliminate edits which prevent appointment scheduling for night court.	SR 98-56 Schedule Maintenance 03-02	COMPLETED 4/3/98 ○ \$1,470
Update Case/Participant Information - Rank 34		
64. Foster Care Cases - Permit designating a former custodial parent as a court ordered payee in a foster care case.	SR 98-70 to IBM Global 2/26/98 Update Case / Participant Information 01-02 34	4/20/00 \$82,300 - \$94,100
65. Activation or Inactivation Case Event - Permit creation of a case event when the participant is activated or inactivated.	SR 98-45 to IBM Global 2/26/98 Update Case / Participant Information 01-02 34	4/20/00 \$11,800 - \$23,500
66. Child Custody Indicator - Eliminate the edit and permit workers to use the "Inactive Role" for children on cases where only arrears are due.	SR 98-33 to IBM Global 2/26/98 Update Case / Participant Information 01-02 34	4/20/00 \$82,300 - \$94,100
Worklist Maintenance - Rank 35		
67. Worklist Elimination - When an event is withdrawn, eliminate the corresponding worklist.	SR 98-60 to IBM Global 2/26/98 Worklist Maintenance 03-01 35	4/20/00 \$35,300 - \$47,000
68. "List Worklist" Screen - Change the navigation for the "List Worklist" screen so the "Select and Enter" option permits the worker to view the worklist.	SR 98-54 to IBM Global 2/26/98 Worklist Maintenance 03-01 35	4/20/00 \$82,300 - \$94,100
69. "Select Worklist" Screen Simplification - Reorganize and simplify the "Select Worklist" screen to reduce keystrokes.	SR 98-61 to IBM Global 2/26/98 Worklist Maintenance 03-01 35	4/20/00 \$82,300 - \$94,100
70. Income Withholding Worklist -Automatically delete Income Withholding worklist when an Income Withholding provision has been ordered.	SR 98-101 to IBM Global 3/11/98 Income Withholding 03-01 35	COMPLETED 5/1/97 ○ \$196

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71. "Add Worklist" Screen - Enable the system to carry the case or participant number to the "Add Worklist" screen and then test to ensure the case being worked is correct.	SR 98-64 to IBM Global 2/26/98 Worklist Maintenance 03-01 35	4/20/00 \$82,300 - \$94,100
<b>Register Update Participants - Rank 36</b>		
72. Participant Search - Permit a search by three or more letters of the first name in addition to the full last name when doing a participant search.	SR 98-43 to IBM Global 2/26/98 Register Update Participants 36	3/3/00 \$58,800-\$70,550
<b>Caseworker Referral Maintenance - Rank 37</b>		
73. Interstate Paternity - Permit breakout case assignments for interstate paternity to go to paternity workers instead of interstate workers.	SR 98-48 to IBM Global 2/26/98 Caseworker Referral Maintenance 07-01 37	3/3/00 \$35,300 - \$47,000
<b>Interview - Rank 38</b>		
74. Potential Father Interviews - Enable navigation to more "Potential Father" screens on paternity interviews when additional potential fathers are entered	SR 98-25 to IBM Global 2/26/98 Interview 03-16 38	3/3/00 \$35,300 - \$47,000
<b>PRWORA Work Requirements - Rank 39</b>		
75. Contempt and Children First Appointments - Add new disposition codes for contempt and Children First appointments.	SR 98-28 to IBM Global 2/26/98 PRWORA Work Requirements 39	4/20/00 \$11,800 - \$23,500
76. Children First - Implement PRWORA work requirements for Children First tracking.	SR 98-108 to IBM Global 2/8/98 PRWORA Work Requirements 39	5/15/00 ☉ \$58,800-\$70,550
<b>Financial Adjustments - Rank 40</b>		
77. Recoupment Deductions - Fix recoupment deductions so that the amount withheld is what the worker ordered.	SR 98-38 to IBM Global 2/26/98 Financial Adjustments 05-06 40	2/18/00 \$58,800-\$70,550

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