



*Responses to questions:*

- Q1.** When the RFP states the scope includes "... other Department of Human Resources divisions, programs, and county offices as deemed necessary by the Department," would this ever include higher education within the state? I am referring to colleges, universities, technical training schools, etc.
- R1.** **At this time, it is not anticipated that the Department of Education will ever be included in this procurement.**
- Q2.** As a consumer reporting agency, we are governed by the FCRA, how you will capture the 'Consent Forms' in order for us to verify employment and income? Specifically for individuals you seek to locate.
- R2.** **The Child Support program is authorized to obtain this information under Federal statutes 15 U.S.C. § 1681b (a)(4) and (5) and 15 U.S.C. § 1681f.**
- Q3.** How do you currently verify this information today? What is the current process?
- R3.** **Food Assistance currently utilizes a manual process and Alabama Child Support utilizes a process as a member of a consortium of states.**
- Q4.** You mentioned the person seeking assistance fill out an application, does it have consent language in the application documents?
- R4.** **Individuals seeking assistance authorize consent by signing applications for services.**
- Q5.** What is the anticipated yearly volume of verifications?
- R5.** **See Amendment #1. Click on the following link: [http://www.dhr.alabama.gov/large\\_docs/EIS%20Amendment.pdf](http://www.dhr.alabama.gov/large_docs/EIS%20Amendment.pdf).**
- Q6.** What type of information will you provide to aid in locating 'non-custodial parents'? We typically need a full name, DOB and Social Security Number
- R6.** **Child Support will provide the full name, DOB, and Social Security Number of non-custodial parents to aid in identifying their location.**
- Q7.** Will a pre-proposal conference be held and if so, will we need to attend in person?
- R7.** **No.**
- Q8.** Our company has a green policy. Would the State allow vendors to submit their RFP response 100% electronically rather than printing and shipping 8 hard copy responses?
- R8.** **No. All submissions must be made as indicated in the procurement document.**
- Q9.** If the proposal must be hard copy, will the State allow for a delivery via Fed Ex or UPS outside the hours of 9AM – 12PM on a date prior to the due date? Will this



be considered a timely and sufficient response if the package arrives during normal business hours the day prior to the due date?

**R9. Fed Ex and UPS deliveries are allowed outside the hours of 9AM – 12PM on a date prior to the due date .**

**Q10.** Section 4.2.4 requires that the proposal includes all required licenses, certifications and/or credentials, but Section 1.2 says there are no such requirements for this procurement. Please clarify what is required with the proposal.

**R10. No licenses, certifications or credentials are required for this procurement.**

**Q11.** What is meant by this “Adoption of Ideas” section? Is the state saying that if it likes concepts presented by the offeror, it could use those to develop its own systems and not award a contract, or provide direction to the contractor to change its proposed systems to the state’s liking, or anything else?

**R11. Yes.**

**Q12.** Is the state saying that it will take “rights in data” or “ownership” to any systems developed by the offeror for this program?

Please describe your concept of operations in terms of the process (or flow of information) you are currently using.

**R12. Yes, the Department will take ownership of any database or system developed particularly for its programs. See R3.**

**Q13.** If there is no current vendor providing this service, please describe the process you envision using for this contract?

**R13. See R3. Workers will inquire by Social Security Number (SSN) to obtain verification of employment and income.**

**Q14.** Please explain what information the State will provide the vendor to enable it to begin and complete the inquiry.

**R14. The State will provide applicants/clients SSN.**

**Q15.** Is there an incumbent vendor currently providing this service to the State? If so, who?

**R15. No. See R3.**

**Q16.** Does the State anticipate selecting more than one vendor for a single award?

**R16. No.**

**Q17.** Are the 15 minute and 4 hour response times just the amount of time the vendor has to respond to acknowledge receipt of the inquiry or are these the times in which the State expects to receive a completed inquiry?

**R17. The specified times indicate the Department’s expectancy for receipt of completed inquiries.**

**Q18.** How many users are anticipated?

**R18. Approximately 1500-1750.**

**Q19.** Do all users need full access to the system?

**R19. Yes.**



- Q20.** Is the State aware that the salary information they require (i.e., salary range, pay frequency, and insurance) is protected information?
- a. Given this protection, there are times when this information cannot be obtained, unless the State has another means of acquiring it. Therefore, will the State make allowances for this?
- R20. Yes. Each program is bound by confidentiality rules that prohibit the release of this information except where specifically enumerated in federal/state regulations and laws.**
- Q21.** Who are the anticipated users?
- R21. End users for this project will include merit system employees for the Child Support, TANF and SNAP programs.**
- Q22.** What type of actions will the users be taking on the system?
- R22. End users will utilize the verification system to obtain employment and income information on applicants/recipients of respective programs.**
- Q23.** Please explain what is meant by “inquiry” in Section 3.1?
- R23. An “inquiry” refers to an employment and/or income verification request.**
- Q24.** How many inquiries are anticipated per month, or if it cannot be defined by month, then the volume per year?
- R24. See R5.**
- Q25.** Who will be authorized to request inquiries?
- R25. See R21.**
- Q26.** In reference to the “database of at least 1000 national employers”:
- a. Is the State currently using such a database and wants the vendor to maintain it?
- b. If the database does not currently exist, how is the State accessing this information? Typically, it takes several sources and multiple inquiries to be able to obtain this type of data, much of which is not generally available, even with a signed release.
- c. If this database is to be created, please advise what the timeline is for this task and what information the State will provide the vendor to assist it in creating the database.
- d. If the State does not have such a database nor is currently accessing such information, will the State provide more detail as to the specific database it is referring to?
- R26. a. No**  
**b. See R3.**  
**c. N/A**  
**d. The vendor’s database of employment and income records.**
- Q27.** Please advise how far back in a subject’s employment history the vendor is expected to verify. For example, all periods of employment covering a 3 year period, 5 year period, etc.
- R27. See Section 3.2 of the RFP document.**



- Q28.** What laws or regulations does the state consider applicable to the work to be performed under this contract?
- R29.** **The laws and regulations governing the participating programs are applicable to the work to be performed under any contract resulting from this procurement.**
- Q29.** Is the Alabama Bureau of Investigation check required if the investigator has a current FBI check in addition to another government agency credential (e.g., security clearance) or background check?
- R29.** **Yes.**
- Q30.** When you say “all” employees need both the AL and FBI checks, do you mean everyone on the project or just the investigators?
- R30.** **Everyone on the project will need to clear an ABI and FBI background check.**
- Q31.** Please provide a copy of the proposed standard contract that offerors must accept if awarded the resulting contract.
- R31.** **Standard contract terms (Section A) are included in the procurement document. Detailed contract language will be discussed with the selected vendor.**
- Q32.** Given that there is likely a high probability that the inquiry subjects may try to hide their assets, what provisions will the State give the vendor if the only way to get the information is to conduct a physical interview or more detailed inquiry?
- R32.** **Physical interviews should not be required. The State has indicated the information it will make available to assist the selected vendor. Vendors should evaluate their current databases to anticipate any modifications that may be necessary to yield the results the State expects.**
- Q33.** If the results of our searches yield only partial information, will the State pay for a full inquiry, given that the amount of time spent by the vendor may not be less than if full information was found?
- R33.** **Searches should not yield partial information.**
- Q34.** If not, will the State consider payment for the vendor’s time to conduct the inquiry?
- R34.** **No.**
- Q35.** Normally, we would expect a price form with the RFP to ensure that offerors bid against the same services and thus have their proposals fairly evaluated, particularly in situations such as this where price is a significant factor in the award decision. We would request the state provide a Price Form for this RFP for all offerors to use, such as:
- |              | Annual     | Annual        |              |  |
|--------------|------------|---------------|--------------|--|
| Service Item | Unit Price | Est. Quantity | Est. Dollars |  |
- R35.** **See Section 5.0 of the RFP document. Also see R5.**
- Q36.** Given the amount of information needed from the State to answer these questions and allow us to propose accurate pricing, we request an extension of the proposal due date.
- R36.** **No extension will be granted for this procurement.**