

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

P.O. Box 419064, Rancho Cordova, CA 95741-9064



September 20, 2001

CSS LETTER: 01-22

ALL IV-D DIRECTORS
 ALL DISTRICT ATTORNEYS
 ALL COUNTY ADMINISTRATIVE OFFICERS
 ALL BOARDS OF SUPERVISORS

SUBJECT: GUIDELINES FOR VISITS BY QUALIFIED BUSINESS PARTNERS

September 10, 2001 marked a major milestone in the California Child Support Automation System (CCSAS) Project with the release of the Solicitation for Conceptual Proposal (SCP) to the Qualified Business Partners (QBP). This SCP seeks proposals from the QBPs to design, develop, convert, implement, and maintain a federally certifiable Child Support Enforcement System. Final proposals are due from the QBPs no later than January 15, 2002. A separate solicitation will be sent for the State Disbursement Unit at a later date.

Now that the QBPs can examine the final SCP, we expect that they will ask for specific information about and/or request visits to local child support agencies (LCSAs) to aid them in preparing their proposals. All requests for visits or information should be coordinated through CCSAS. While we recognize the potential QBP need for information, we will make every effort to minimize the disruption on your LCSA offices. We are offering to facilitate a half day group tour of each lead consortia for all QBPs. Following the tour, we are offering to organize follow-up visits, not to exceed two hours, to any LCSA requested by an individual QBP through the CCSAS project. The purpose of these visits is for a QBP to probe more deeply into areas of particular interest in a more confidential setting. The QBP must justify the need for these visits and suggest a proposed agenda. These visits would be scheduled by Franchise Tax Board CCSAS project staff in conjunction with the LCSA.

In addition to site visits, it is possible that vendors will request written documentation. It is our intention to limit document requests at this stage to only existing documentation. The attached guidelines give instructions for handling requests.

DCSS-SY-2001-CTY-0498

<u>Reason for this Transmittal</u>
<input type="checkbox"/> State Law or Regulation Change
<input type="checkbox"/> Federal Law or Regulation Change
<input type="checkbox"/> Court Order or Settlement Change
<input type="checkbox"/> Clarification requested by One or More Counties
<input checked="" type="checkbox"/> Initiated by DCSS



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www.childsup.cahwnet.gov

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In order to prepare for scheduling these requests, we need a primary contact and a back-up contact for each LCSA. These contacts would be responsible for working with CCSAS project staff to schedule visits, assemble the appropriate staff to respond to the agenda, and to collect requested documents.

No later than **September 28, 2001**, please send the following information for both the **Primary** contact and the **Back-up** contact: County Name, Contact Name, Contact Title, Telephone Number, FAX Number and E-mail Address.

Submit this information to Rick Torres by calling (916) 464-5497 or e-mailing rick.torres@dcss.ca.gov.

Also, attached is a set of guidelines for LCSAs to use for these visits.

If you have any questions or concerns regarding this letter or the guidelines, please contact Elaine Moody at (916) 464-5310.

Sincerely,

CAROLE A. HOOD
Chief Deputy Director

Attachment

Guidelines for Local Child Support Agency and Data Center Employees Meeting with CCSAS Qualified Business Partners on Facility Tours

The CCSAS CSE Qualified Business Partners (QBP) are competing for the first component (Child Support Enforcement - CSE) of the statewide-automated system. The QBP have not yet submitted proposals to the State for evaluation. Consequently, the QBP have a strong need to keep information about their bidding strategy and details regarding their specific solutions confidential. To protect the integrity of the CSE procurement, it is extremely important that your staff take great care to prevent communicating information relevant to one QBP's proposal to a competing QBP. Such preventative measures include guarding against open discussion or casual conversation in the hallways about questions asked by a QBP, even if the name of the QBP company is not mentioned.

QBP may have a keen interest in very specific information regarding your facility and systems. While you are encouraged to be forthcoming and helpful to the QBP, you are reminded that you may have some local requirements to keep some information regarding your facility confidential. Consult your own legal counsel regarding what information about your facility and systems must be kept confidential. The Department of Child Support Services and the CCSAS Project staff are making it clear to the QBP that they are not guaranteeing confidentiality during site visits nor are they guaranteeing accuracy of written or oral information.

There are two types of site visits that will be offered to QBP: group tours of lead consortia and follow-up visits to any LCSA. Below are suggested guidelines for any site visit:

For a group tour of lead consortia, open to all QBP, ensure that all QBP receive the same information, delivered in the same manner, and at the same time.

- Make certain that all QBP teams are assembled before beginning the tour. Keep the QBP teams together throughout the tour. Late arrivals should be taken directly to the tour-in-progress.
- Tours should be led by (or at a minimum have participation by) LCSA County staff rather than contractor staff.
- If a QBP requests a copy of a document or documents and you can deliver the document(s) during the tour, make sure that document(s) is available to all QBP teams and to the CCSAS representative during the tour, or provide a copy of the document to the CCSAS project which will place it in the Procurement Library, accessible to all QBP.
- If a QBP requests a copy of a document or documents that you cannot deliver during the tour, ask the QBP to make their request in writing or electronic mail to

the CCSAS Project Procurement Contact Person:

Julie Kouri
California Child Support Automation System Project
Franchise Tax Board
P. O. Box 1907, MS M-1
Rancho Cordova, CA 95741-1907
Email address: julie.kouri@ftb.ca.gov
FAX: (916) 845-0208
Phone: (916) 845-3100

Ms. Kouri or another CCSAS project staff member will then make a request of you for the information and formally transmit it to the QBP.

Follow-up visits are limited to one QBP team at a time and may be scheduled with any LCSA. Confine your discussions solely to questions raised and information requested by that QBP on that particular visit. Do not disclose to one QBP the content of discussions you had with another QBP or document requests from another QBP.

- If a QBP requests a copy of a document or documents and you can deliver the document(s) during the visit, deliver the document(s) to that QBP at that time. A copy of the same document should be delivered to the CCSAS representative as well.
- If a QBP requests a copy of a document or documents that you cannot deliver during the visit, refer the vendor to the CCSAS Project Procurement Contact Person as described above.

You may have better control over the flow of information if you have the QBPs speak only to State or county employees and restrict them from interacting with vendors on site.

If you have any questions or concerns regarding these guidelines, please contact Elaine Moody at (916) 464-5330.