



**STATE OF TENNESSEE
DEPARTMENT OF HUMAN SERVICES**

**REQUEST FOR PROPOSALS
FOR
CHILD SUPPORT ENFORCEMENT SERVICES
20th JUDICIAL DISTRICT, TENNESSEE
(DAVIDSON COUNTY)**

RFP # 34513-22324

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1. INTRODUCTION

The State of Tennessee, Department of Human Services, hereinafter referred to as “the State,” issues this Request for Proposals (RFP) to define minimum contract requirements; solicit responses; detail response requirements; and outline the State’s process for evaluating responses and selecting a contractor to provide the needed goods or services.

Through this RFP, the State seeks to procure necessary goods or services at the most favorable, competitive prices and to give ALL qualified respondents, including those that are owned by minorities, women, service-disabled veterans, persons with disabilities and small business enterprises, an opportunity to do business with the state as contractors, subcontractors or suppliers.

1.1. Statement of Procurement Purpose

The purpose of this procurement is to award a contract for the provision of child support enforcement services in Tennessee’s 20th Judicial District, located in Davidson County.

1.2. Scope of Service, Contract Period, & Required Terms and Conditions

The RFP Attachment 6.6., *Pro Forma* Contract details the State’s requirements:

- Scope of Services and Deliverables (Section A);
- Contract Period (Section B);
- Payment Terms (Section C);
- Standard Terms and Conditions (Section D); and,
- Special Terms and Conditions (Section E).

The *pro forma* contract substantially represents the contract document that the successful Respondent must sign.

1.3. Nondiscrimination

No person shall be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of a Contract pursuant to this RFP or in the employment practices of the Contractor on the grounds of handicap or disability, age, race, creed, color, religion, sex, national origin, or any other classification protected by federal, Tennessee state constitutional, or statutory law. The Contractor pursuant to this RFP shall, upon request, show proof of such nondiscrimination and shall post in conspicuous places, available to all employees and applicants, notices of nondiscrimination.

1.4. RFP Communications

1.4.1. The State has assigned the following RFP identification number that must be referenced in all communications regarding this RFP:

RFP # 34513-22324

1.4.2. **Unauthorized contact about this RFP with employees or officials of the State of Tennessee except as detailed below may result in disqualification from consideration under this procurement process.**

1.4.2.1. Prospective Respondents must direct communications concerning this RFP to the following person designated as the Solicitation Coordinator:

Will Harmon, Sourcing Account Specialist
 Central Procurement Office
 Tennessee Tower, 3rd Floor
 312 Rosa L. Parks Avenue

Nashville, TN 37243
 Telephone: (615) 741-3285
Will.Harmon@tn.gov

1.4.2.2. Notwithstanding the foregoing, Prospective Respondents may alternatively contact:

- a. staff of the Governor's Office of Diversity Business Enterprise for assistance available to minority-owned, woman-owned, service-disabled veteran-owned, businesses owned by persons with disabilities, and small businesses as well as general, public information relating to this RFP (visit <https://www.tn.gov/generalservices/procurement/central-procurement-office--cpo-/governor-s-office-of-diversity-business-enterprise--godbe--/godbe-general-contacts.html> for contact information); and
- b. the following individual designated by the State to coordinate compliance with the nondiscrimination requirements of the State of Tennessee, Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990, and associated federal regulations:

Jeffrey Blackshear
 Tennessee Department of Human Services
 17th Floor, James K. Polk Building
 505 Deaderick Street
 Nashville, TN 37243-1403
 Telephone: (615) 313-5711
Jeffrey.Blackshear@tn.gov

- 1.4.3. Only the State's official, written responses and communications with Respondents are binding with regard to this RFP. Oral communications between a State official and one or more Respondents are unofficial and non-binding.
- 1.4.4. Potential Respondents must ensure that the State receives all written questions and comments, including questions and requests for clarification, no later than the Written Questions & Comments Deadline detailed in the RFP Section 2, Schedule of Events.
- 1.4.5. Respondents must assume the risk of the method of dispatching any communication or response to the State. The State assumes no responsibility for delays or delivery failures resulting from the Respondent's method of dispatch. Actual or digital "postmarking" of a communication or response to the State by a specified deadline is not a substitute for the State's actual receipt of a communication or response. It is encouraged for Respondents to submit bids digitally.
- 1.4.6. The State will convey all official responses and communications related to this RFP to the prospective Respondents from whom the State has received a Notice of Intent to Respond (refer to RFP Section 1.7).
- 1.4.7. The State reserves the right to determine, at its sole discretion, the method of conveying official, written responses and communications related to this RFP. Such written communications may be transmitted by mail, hand-delivery, facsimile, electronic mail, Internet posting, or any other means deemed reasonable by the State. For internet posting, please refer to the following website: <https://www.tn.gov/generalservices/procurement/central-procurement-office--cpo-/supplier-information/request-for-proposals--rfp--opportunities1.html>.
- 1.4.8. The State reserves the right to determine, at its sole discretion, the appropriateness and adequacy of responses to written comments, questions, and requests related to this RFP. The State's official, written responses will constitute an amendment of this RFP.

1.4.9. Any data or factual information provided by the State (in this RFP, an RFP amendment or any other communication relating to this RFP) is for informational purposes only. The State will make reasonable efforts to ensure the accuracy of such data or information, however it is the Respondent's obligation to independently verify any data or information provided by the State. The State expressly disclaims the accuracy or adequacy of any information or data that it provides to prospective Respondents.

1.5. **Assistance to Respondents With a Handicap or Disability**

Prospective Respondents with a handicap or disability may receive accommodation relating to the communication of this RFP and participating in the RFP process. Prospective Respondents may contact the Solicitation Coordinator to request such reasonable accommodation no later than the Disability Accommodation Request Deadline detailed in the RFP Section 2, Schedule of Events.

1.6. **Respondent Required Review & Waiver of Objections**

1.6.1. Each prospective Respondent must carefully review this RFP, including but not limited to, attachments, the RFP Attachment 6.6., *Pro Forma* Contract, and any amendments, for questions, comments, defects, objections, or any other matter requiring clarification or correction (collectively called "questions and comments").

1.6.2. Any prospective Respondent having questions and comments concerning this RFP must provide them in writing to the State no later than the Written Questions & Comments Deadline detailed in the RFP Section 2, Schedule of Events.

1.6.3. Protests based on any objection to the RFP shall be considered waived and invalid if the objection has not been brought to the attention of the State, in writing, by the Written Questions & Comments Deadline.

1.7. **Notice of Intent to Respond**

Before the Notice of Intent to Respond Deadline detailed in the RFP Section 2, Schedule of Events, prospective Respondents should submit to the Solicitation Coordinator a Notice of Intent to Respond (in the form of a simple e-mail or other written communication). Such notice should include the following information:

- the business or individual's name (as appropriate);
- a contact person's name and title; and
- the contact person's mailing address, telephone number, facsimile number, and e-mail address.

A Notice of Intent to Respond creates no obligation and is not a prerequisite for submitting a response, however, it is necessary to ensure receipt of any RFP amendments or other notices and communications relating to this RFP.

1.8. **Response Deadline**

A Respondent must ensure that the State receives a response no later than the Response Deadline time and date detailed in the RFP Section 2, Schedule of Events. The State will not accept late responses, and a Respondent's failure to submit a response before the deadline will result in disqualification of the response. It is the responsibility of the Respondent to ascertain any additional security requirements with respect to packaging and delivery to the State of Tennessee. Respondents should be mindful of any potential delays due to security screening procedures, weather, or other filing delays whether foreseeable or unforeseeable.

2. RFP SCHEDULE OF EVENTS

2.1. The following RFP Schedule of Events represents the State's best estimate for this RFP.

EVENT	TIME (central time zone)	DATE
1. RFP Issued		November 10, 2022
2. Disability Accommodation Request Deadline	2:00 p.m.	November 18, 2022
3. Notice of Intent to Respond Deadline	2:00 p.m.	November 28, 2022
4. Written "Questions & Comments" Deadline	2:00 p.m.	December 19, 2022
5. State Response to Written "Questions & Comments"		January 4, 2023
6. Response Deadline	2:00 p.m.	January 11, 2023
7. State Schedules Respondent Oral Presentation		January 13, 2023
8. Respondent Oral Presentation	8 a.m. - 4:30 p.m.	January 17, 2023
9. State Completion of Technical Response Evaluations		January 23, 2023
10. State Opening & Scoring of Cost Proposals	2:00 p.m.	January 24, 2023
11. Negotiations	4:30 p.m.	January 25, 2023, through January 27, 2023
12. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection	2:00 p.m.	January 31, 2023
13. End of Open File Period		February 7, 2023
14. State sends contract to Contractor for signature		February 10 , 2023
15. Contractor Signature Deadline	2:00 p.m.	February 17, 2023

2.2. **The State reserves the right, at its sole discretion, to adjust the RFP Schedule of Events as it deems necessary.** Any adjustment of the Schedule of Events shall constitute an RFP amendment, and the State will communicate such to prospective Respondents from whom the State has received a Notice of Intent to Respond (refer to section 1.7).

3. RESPONSE REQUIREMENTS

3.1. Response Form

A response to this RFP must consist of two parts, a Technical Response and a Cost Proposal.

- 3.1.1. **Technical Response.** RFP Attachment 6.2., Technical Response & Evaluation Guide provides the specific requirements for submitting a response. This guide includes mandatory requirement items, general qualifications and experience items, and technical qualifications, experience, and approach items all of which must be addressed with a written response and, in some instances, additional documentation.

NOTICE: A technical response must not include any pricing or cost information. If any pricing or cost information amounts of any type (even pricing relating to other projects) is included in any part of the technical response, the state may deem the response to be non-responsive and reject it.

- 3.1.1.1. A Respondent should duplicate and use the RFP Attachment 6.2., Technical Response & Evaluation Guide to organize, reference, and draft the Technical Response by duplicating the attachment, adding appropriate page numbers as required, and using the guide as a table of contents covering the Technical Response.
- 3.1.1.2. A response should be economically prepared, with emphasis on completeness and clarity. A response, as well as any reference material presented, must be written in English and must be written on standard 8 ½" x 11" pages (although oversized exhibits are permissible) and use a 12 point font for text. All response pages must be numbered.
- 3.1.1.3. All information and documentation included in a Technical Response should correspond to or address a specific requirement detailed in the RFP Attachment 6.2., Technical Response & Evaluation Guide. All information must be incorporated into a response to a specific requirement and clearly referenced. Any information not meeting these criteria will be deemed extraneous and will not contribute to evaluations.
- 3.1.1.4. The State may determine a response to be non-responsive and reject it if:
- a. the Respondent fails to organize and properly reference the Technical Response as required by this RFP and the RFP Attachment 6.2., Technical Response & Evaluation Guide; or
 - b. the Technical Response document does not appropriately respond to, address, or meet all of the requirements and response items detailed in the RFP Attachment 6.2., Technical Response & Evaluation Guide.

- 3.1.2. **Cost Proposal.** A Cost Proposal must be recorded on an exact duplicate of the RFP Attachment 6.3., Cost Proposal & Scoring Guide.

NOTICE: If a Respondent fails to submit a cost proposal exactly as required, the State may deem the response to be non-responsive and reject it.

- 3.1.2.1. A Respondent must only record the proposed cost exactly as required by the RFP Attachment 6.3., Cost Proposal & Scoring Guide and must NOT record any other rates, amounts, or information.

- 3.1.2.2. The proposed cost shall incorporate ALL costs for services under the contract for the total contract period, including any renewals or extensions.
- 3.1.2.3. A Respondent must sign and date the Cost Proposal.
- 3.1.2.4. A Respondent must submit the Cost Proposal to the State in a sealed package separate from the Technical Response (as detailed in RFP Sections 3.2.3., *et seq.*).

3.2. Response Delivery

- 3.2.1. A Respondent must ensure that both the original Technical Response and Cost Proposal documents meet all form and content requirements, including all required signatures, as detailed within this RFP, as may be amended.
- 3.2.2. A Respondent must submit original Technical Response and Cost Proposal documents and copies as specified below.
 - 3.2.2.1. One (1) original Technical Response paper document labeled:

“RFP # 34513-22324 TECHNICAL RESPONSE ORIGINAL”

and ten (10) digital copies of the Technical Response each in the form of one (1) digital document in “PDF” format properly recorded on its own otherwise blank, USB flash drive labeled:

“RFP # 34513-22324 TECHNICAL RESPONSE COPY”

The digital copies should not include copies of sealed customer references, however any other discrepancy between the paper Technical Response document and any digital copies may result in the State rejecting the proposal as non-responsive.
 - 3.2.2.2. One (1) original Cost Proposal paper document labeled:

“RFP # 34513-22324 COST PROPOSAL ORIGINAL”

and one (1) copy in the form of a digital document in “PDF/XLS” format properly recorded on separate, blank, standard CD-R recordable disc or USB flash drive labeled:

“RFP # 34513-22324 COST PROPOSAL COPY”

In the event of a discrepancy between the original Cost Proposal document and the digital copy, the original, signed document will take precedence.
- 3.2.3. A Respondent must separate, seal, package, and label the documents and copies for delivery as follows:
 - 3.2.3.1. The Technical Response original document and digital copies must be placed in a sealed package that is clearly labeled:

“DO NOT OPEN... RFP # 34513-22324 TECHNICAL RESPONSE FROM [RESPONDENT LEGAL ENTITY NAME]”
 - 3.2.3.2. The Cost Proposal original document and digital copy must be placed in a separate, sealed package that is clearly labeled:

“DO NOT OPEN... RFP # 34513-22324 COST PROPOSAL FROM [RESPONDENT LEGAL ENTITY NAME]”

3.2.3.3. The separately, sealed Technical Response and Cost Proposal components may be enclosed in a larger package for mailing or delivery, provided that the outermost package is clearly labeled:

“RFP # 34513-22324 SEALED TECHNICAL RESPONSE & SEALED COST PROPOSAL FROM [RESPONDENT LEGAL ENTITY NAME]”

- 3.2.4. A Respondent must ensure that the State receives a response no later than the Response Deadline time and date detailed in the RFP Section 2, Schedule of Events at the following address:

Will Harmon, Sourcing Account Specialist
 Central Procurement Office
 Tennessee Tower, 3rd Floor
 312 Rosa L. Parks Avenue
 Nashville, TN 37243

3.3. Response & Respondent Prohibitions

- 3.3.1. A response must not include alternate contract terms and conditions. If a response contains such terms and conditions, the State, at its sole discretion, may determine the response to be a non-responsive counteroffer and reject it.
- 3.3.2. A response must not restrict the rights of the State or otherwise qualify either the offer to deliver goods or provide services as required by this RFP or the Cost Proposal. If a response restricts the rights of the State or otherwise qualifies either the offer to deliver goods or provide services as required by this RFP or the Cost Proposal, the State, at its sole discretion, may determine the response to be a non-responsive counteroffer and reject it.
- 3.3.3. A response must not propose alternative goods or services (*i.e.*, offer services different from those requested and required by this RFP) unless expressly requested in this RFP. The State may consider a response of alternative goods or services to be non-responsive and reject it.
- 3.3.4. A Cost Proposal must be prepared and arrived at independently and must not involve any collusion between Respondents. The State will reject any Cost Proposal that involves collusion, consultation, communication, or agreement between Respondents. Regardless of the time of detection, the State will consider any such actions to be grounds for response rejection or contract termination.
- 3.3.5. A Respondent must not provide, for consideration in this RFP process or subsequent contract negotiations, any information that the Respondent knew or should have known was materially incorrect. If the State determines that a Respondent has provided such incorrect information, the State will deem the Response non-responsive and reject it.
- 3.3.6. A Respondent must not submit more than one Technical Response and one Cost Proposal in response to this RFP, except as expressly requested by the State in this RFP. If a Respondent submits more than one Technical Response or more than one Cost Proposal, the State will deem all of the responses non-responsive and reject them.
- 3.3.7. A Respondent must not submit a response as a prime contractor while also permitting one or more other Respondents to offer the Respondent as a subcontractor in their own responses.

Such may result in the disqualification of all Respondents knowingly involved. This restriction does not, however, prohibit different Respondents from offering the same subcontractor as a part of their responses (provided that the subcontractor does not also submit a response as a prime contractor).

3.3.8. The State shall not consider a response from an individual who is, or within the past six (6) months has been, a State employee. For purposes of this RFP:

3.3.8.1. An individual shall be deemed a State employee until such time as all compensation for salary, termination pay, and annual leave has been paid;

3.3.8.2. A contract with or a response from a company, corporation, or any other contracting entity in which a controlling interest is held by any State employee shall be considered to be a contract with or proposal from the employee; and

3.3.8.3. A contract with or a response from a company, corporation, or any other contracting entity that employs an individual who is, or within the past six (6) months has been, a State employee shall not be considered a contract with or a proposal from the employee and shall not constitute a prohibited conflict of interest.

3.3.9. This RFP is also subject to Tenn. Code Ann. § 12-4-101—105.

3.4. **Response Errors & Revisions**

A Respondent is responsible for any and all response errors or omissions. A Respondent will not be allowed to alter or revise response documents after the Response Deadline time and date detailed in the RFP Section 2, Schedule of Events unless such is formally requested, in writing, by the State.

3.5. **Response Withdrawal**

A Respondent may withdraw a submitted response at any time before the Response Deadline time and date detailed in the RFP Section 2, Schedule of Events by submitting a written request signed by an authorized Respondent representative. After withdrawing a response, a Respondent may submit another response at any time before the Response Deadline. After the Response Deadline, a Respondent may only withdraw all or a portion of a response where the enforcement of the response would impose an unconscionable hardship on the Respondent.

3.6. **Additional Services**

If a response offers goods or services in addition to those required by and described in this RFP, the State, at its sole discretion, may add such services to the contract awarded as a result of this RFP. Notwithstanding the foregoing, a Respondent must not propose any additional cost amounts or rates for additional goods or services. Regardless of any additional services offered in a response, the Respondent's Cost Proposal must only record the proposed cost as required in this RFP and must not record any other rates, amounts, or information.

NOTICE: If a Respondent fails to submit a Cost Proposal exactly as required, the State may deem the response non-responsive and reject it.

3.7. **Response Preparation Costs**

The State will not pay any costs associated with the preparation, submittal, or presentation of any response.

4. GENERAL CONTRACTING INFORMATION & REQUIREMENTS

4.1. RFP Amendment

The State at its sole discretion may amend this RFP, in writing, at any time prior to contract award. However, prior to any such amendment, the State will consider whether it would negatively impact the ability of potential Respondents to meet the response deadline and revise the RFP Schedule of Events if deemed appropriate. If an RFP amendment is issued, the State will convey it to potential Respondents who submitted a Notice of Intent to Respond (refer to RFP Section 1.7). A response must address the final RFP (including its attachments) as amended.

4.2. RFP Cancellation

The State reserves the right, at its sole discretion, to cancel the RFP or to cancel and reissue this RFP in accordance with applicable laws and regulations.

4.3. State Right of Rejection

4.3.1. Subject to applicable laws and regulations, the State reserves the right to reject, at its sole discretion, any and all responses.

4.3.2. The State may deem as non-responsive and reject any response that does not comply with all terms, conditions, and performance requirements of this RFP. Notwithstanding the foregoing, the State reserves the right to waive, at its sole discretion, minor variances from full compliance with this RFP. If the State waives variances in a response, such waiver shall not modify the RFP requirements or excuse the Respondent from full compliance, and the State may hold any resulting Contractor to strict compliance with this RFP.

4.4. Assignment & Subcontracting

4.4.1. The Contractor may not subcontract, transfer, or assign any portion of the Contract awarded as a result of this RFP without prior approval of the State. The State reserves the right to refuse approval, at its sole discretion, of any subcontract, transfer, or assignment.

4.4.2. If a Respondent intends to use subcontractors, the response to this RFP must specifically identify the scope and portions of the work each subcontractor will perform (refer to RFP Attachment 6.2., Section B, General Qualifications & Experience Item B.14.).

4.4.3. Subcontractors identified within a response to this RFP will be deemed as approved by the State unless the State expressly disapproves one or more of the proposed subcontractors prior to signing the Contract.

4.4.4. After contract award, a Contractor may only substitute an approved subcontractor at the discretion of the State and with the State's prior, written approval.

4.4.5. Notwithstanding any State approval relating to subcontracts, the Respondent who is awarded a contract pursuant to this RFP will be the prime contractor and will be responsible for all work under the Contract.

4.5. Right to Refuse Personnel or Subcontractors

The State reserves the right to refuse, at its sole discretion and notwithstanding any prior approval, any personnel of the prime contractor or a subcontractor providing goods or services in the performance of a contract resulting from this RFP. The State will document in writing the reason(s) for any rejection of personnel.

4.6. **Insurance**

The State will require the awarded Contractor to provide a Certificate of Insurance issued by an insurance company licensed or authorized to provide insurance in the State of Tennessee. Each Certificate of Insurance shall indicate current insurance coverages meeting minimum requirements as may be specified by this RFP. A failure to provide a current, Certificate of Insurance will be considered a material breach and grounds for contract termination.

4.7. **Professional Licensure and Department of Revenue Registration**

- 4.7.1. All persons, agencies, firms, or other entities that provide legal or financial opinions, which a Respondent provides for consideration and evaluation by the State as a part of a response to this RFP, shall be properly licensed to render such opinions.
- 4.7.2. Before the Contract resulting from this RFP is signed, the apparent successful Respondent (and Respondent employees and subcontractors, as applicable) must hold all necessary or appropriate business or professional licenses to provide the goods or services as required by the contract. The State may require any Respondent to submit evidence of proper licensure.
- 4.7.3. Before the Contract resulting from this RFP is signed, the apparent successful Respondent must be registered with the Tennessee Department of Revenue for the collection of Tennessee sales and use tax. The State shall not award a contract unless the Respondent provides proof of such registration or provides documentation from the Department of Revenue that the Contractor is exempt from this registration requirement. The foregoing is a mandatory requirement of an award of a contract pursuant to this solicitation. To register, please visit the Department of Revenue's Tennessee Taxpayer Access Point (TNTAP) website for Online Registration and the Vendor Contract Questionnaire. These resources are available at the following:
https://tntap.tn.gov/eservices/_/#1

4.8. **Disclosure of Response Contents**

- 4.8.1. All materials submitted to the State in response to this RFP shall become the property of the State of Tennessee. Selection or rejection of a response does not affect this right. By submitting a response, a Respondent acknowledges and accepts that the full response contents and associated documents will become open to public inspection in accordance with the laws of the State of Tennessee.
- 4.8.2. The State will hold all response information, including both technical and cost information, in confidence during the evaluation process.
- 4.8.3. Upon completion of response evaluations, indicated by public release of a Notice of Intent to Award, the responses and associated materials will be open for review by the public in accordance with Tenn. Code Ann. § 10-7-504(a)(7).

4.9. **Contract Approval and Contract Payments**

- 4.9.1. After contract award, the Contractor who is awarded the contract must submit appropriate documentation with the Department of Finance and Administration, Division of Accounts.
- 4.9.2. This RFP and its contractor selection processes do not obligate the State and do not create rights, interests, or claims of entitlement in either the Respondent with the apparent best-evaluated response or any other Respondent. State obligations pursuant to a contract award shall commence only after the Contract is signed by the State agency head and the Contractor and after the Contract is approved by all other state officials as required by applicable laws and regulations.

- 4.9.3. No payment will be obligated or made until the relevant Contract is approved as required by applicable statutes and rules of the State of Tennessee.
- 4.9.3.1. The State shall not be liable for payment of any type associated with the Contract resulting from this RFP (or any amendment thereof) or responsible for any goods delivered or services rendered by the Contractor, even goods delivered or services rendered in good faith and even if the Contractor is orally directed to proceed with the delivery of goods or the rendering of services, if it occurs before the Contract Effective Date or after the Contract Term.
- 4.9.3.2. All payments relating to this procurement will be made in accordance with the Payment Terms and Conditions of the Contract resulting from this RFP (refer to RFP Attachment 6.6., *Pro Forma Contract*, Section C).
- 4.9.3.3. If any provision of the Contract provides direct funding or reimbursement for the competitive purchase of goods or services as a component of contract performance or otherwise provides for the reimbursement of specified, actual costs, the State will employ all reasonable means and will require all such documentation that it deems necessary to ensure that such purchases were competitive and costs were reasonable, necessary, and actual. The Contractor shall provide reasonable assistance and access related to such review. Further, the State shall not remit, as funding or reimbursement pursuant to such provisions, any amounts that it determines do not represent reasonable, necessary, and actual costs.

4.10. **Contractor Performance**

The Contractor who is awarded a contract will be responsible for the delivery of all acceptable goods or the satisfactory completion of all services set out in this RFP (including attachments) as may be amended. All goods or services are subject to inspection and evaluation by the State. The State will employ all reasonable means to ensure that goods delivered or services rendered are in compliance with the Contract, and the Contractor must cooperate with such efforts.

4.11. **Contract Amendment**

After Contract award, the State may request the Contractor to deliver additional goods or perform additional services within the general scope of the Contract and this RFP, but beyond the specified Scope, and for which the Contractor may be compensated. In such instances, the State will provide the Contractor a written description of the additional goods or services. The Contractor must respond to the State with a time schedule for delivering the additional goods or accomplishing the additional services based on the compensable units included in the Contractor's response to this RFP. If the State and the Contractor reach an agreement regarding the goods or services and associated compensation, such agreement must be effected by means of a contract amendment. Further, any such amendment requiring additional goods or services must be signed by both the State agency head and the Contractor and must be approved by other state officials as required by applicable statutes, rules, policies and procedures of the State of Tennessee. The Contractor must not provide additional goods or render additional services until the State has issued a written contract amendment with all required approvals.

4.12. **Severability**

If any provision of this RFP is declared by a court to be illegal or in conflict with any law, said decision will not affect the validity of the remaining RFP terms and provisions, and the rights and obligations of the State and Respondents will be construed and enforced as if the RFP did not contain the particular provision held to be invalid.

4.13. **Next Ranked Respondent**

The State reserves the right to initiate negotiations with the next ranked Respondent should the State cease doing business with any Respondent selected via this RFP process.

5. EVALUATION & CONTRACT AWARD

5.1. Evaluation Categories & Maximum Points

The State will consider qualifications, experience, technical approach, and cost in the evaluation of responses and award points in each of the categories detailed below (up to the maximum evaluation points indicated) to each response deemed by the State to be responsive.

EVALUATION CATEGORY	MAXIMUM POINTS POSSIBLE
General Qualifications & Experience (refer to RFP Attachment 6.2., Section B)	15
Technical Qualifications, Experience & Approach (refer to RFP Attachment 6.2., Section C)	55
Cost Proposal (refer to RFP Attachment 6.3.)	30

5.2. Evaluation Process

The evaluation process is designed to award the contract resulting from this RFP not necessarily to the Respondent offering the lowest cost, but rather to the Respondent deemed by the State to be responsive and responsible who offers the best combination of attributes based upon the evaluation criteria. (“Responsive Respondent” is defined as a Respondent that has submitted a response that conforms in all material respects to the RFP. “Responsible Respondent” is defined as a Respondent that has the capacity in all respects to perform fully the contract requirements, and the integrity and reliability which will assure good faith performance.)

5.2.1. **Technical Response Evaluation.** The Solicitation Coordinator and the Proposal Evaluation Team (consisting of three (3) or more State employees) will use the RFP Attachment 6.2., Technical Response & Evaluation Guide to manage the Technical Response Evaluation and maintain evaluation records.

5.2.1.1. The State reserves the right, at its sole discretion, to request Respondent clarification of a Technical Response or to conduct clarification discussions with any or all Respondents. Any such clarification or discussion will be limited to specific sections of the response identified by the State. The subject Respondent must put any resulting clarification in writing as may be required and in accordance with any deadline imposed by the State.

5.2.1.2. The Solicitation Coordinator will review each Technical Response to determine compliance with RFP Attachment 6.2., Technical Response & Evaluation Guide, Section A— Mandatory Requirements. If the Solicitation Coordinator determines that a response failed to meet one or more of the mandatory requirements, the Proposal Evaluation Team will review the response and document the team’s determination of whether:

- a. the response adequately meets RFP requirements for further evaluation;
- b. the State will request clarifications or corrections for consideration prior to further evaluation; or,
- c. the State will determine the response to be non-responsive to the RFP and reject it.

5.2.1.3. Proposal Evaluation Team members will independently evaluate each Technical Response (that is responsive to the RFP) against the evaluation criteria in this RFP,

and will score each in accordance with the RFP Attachment 6.2., Technical Response & Evaluation Guide.

- 5.2.1.4. For each response evaluated, the Solicitation Coordinator will calculate the average of the Proposal Evaluation Team member scores for RFP Attachment 6.2., Technical Response & Evaluation Guide, and record each average as the response score for the respective Technical Response section.
- 5.2.1.5. The Solicitation Coordinator will invite each Respondent, who is apparently responsive and responsible, to make an Oral Presentation.
 - 5.2.1.5.1. The Oral Presentations are mandatory. The Solicitation Coordinator will schedule Respondent Presentation during the period indicated by the RFP Section 2, Schedule of Events. The Solicitation Coordinator will make every effort to accommodate each Respondent's schedules. When the Respondent Presentations schedule has been determined, the Solicitation Coordinator will contact Respondents with the relevant information as indicated by RFP Section 2, Schedule of Events.
 - 5.2.1.5.2. Respondent Presentations are only open to the invited Respondent, Proposal Evaluation Team members, the Solicitation Coordinator, and any technical consultants who are selected by the State to provide assistance to the Proposal Evaluation Team.
 - 5.2.1.5.3. Oral Presentations provide an opportunity for Respondents to explain and clarify their responses and for the State to test to better understand the practical application of the good or service as applicable. Respondents must not materially alter their responses and Presentations will be limited to addressing the items detailed in RFP Attachment 6.2., Technical Response & Evaluation Guide. Respondent pricing shall not be discussed during Oral Presentations. Evaluators may adjust Respondents' Technical Response scores based on Oral Presentations.
 - 5.2.1.5.4. The State will maintain an accurate record of each Respondent's Oral Presentations session. The record of the Respondent's Oral Presentations shall be available for review when the State opens the procurement files for public inspection.
- 5.2.1.6. Before Cost Proposals are opened, the Proposal Evaluation Team will review the Technical Response Evaluation record and any other available information pertinent to whether or not each Respondent is responsive and responsible. If the Proposal Evaluation Team identifies any Respondent that does not meet the responsive and responsible thresholds such that the team would not recommend the Respondent for Cost Proposal Evaluation and potential contract award, the team members will fully document the determination.
- 5.2.2. **Cost Proposal Evaluation.** The Solicitation Coordinator will open for evaluation the Cost Proposal of each Respondent deemed by the State to be responsive and responsible and calculate and record each Cost Proposal score in accordance with the RFP Attachment 6.3., Cost Proposal & Scoring Guide.
- 5.2.3. **Total Response Score.** The Solicitation Coordinator will calculate the sum of the Technical Response section scores and the Cost Proposal score and record the resulting number as the total score for the subject Response (refer to RFP Attachment 6.5., Score Summary Matrix).

5.3. Contract Award Process

- 5.3.1 The Solicitation Coordinator will submit the Proposal Evaluation Team determinations and scores to the head of the procuring agency for consideration along with any other relevant information that might be available and pertinent to contract award.
- 5.3.2. The procuring agency head will determine the apparent best-evaluated Response. To effect a contract award to a Respondent other than the one receiving the highest evaluation process score, the head of the procuring agency must provide written justification and obtain the written approval of the Chief Procurement Officer and the Comptroller of the Treasury.
- 5.3.3. The State will issue a Notice of Intent to Award identifying the apparent best-evaluated response and make the RFP files available for public inspection at the time and date specified in the RFP Section 2, Schedule of Events.

NOTICE: The Notice of Intent to Award shall not create rights, interests, or claims of entitlement in either the apparent best-evaluated Respondent or any other Respondent.

- 5.3.4. The Respondent identified as offering the apparent best-evaluated response must sign a contract drawn by the State pursuant to this RFP. The Contract shall be substantially the same as the RFP Attachment 6.6., *Pro Forma* Contract. The Respondent must sign the contract by the Contractor Signature Deadline detailed in the RFP Section 2, Schedule of Events. If the Respondent fails to provide the signed Contract by this deadline, the State may determine that the Respondent is non-responsive to this RFP and reject the response.
- 5.3.5. Notwithstanding the foregoing, the State may, at its sole discretion, entertain limited terms and conditions or pricing negotiations prior to Contract signing and, as a result, revise the *pro forma* contract terms and conditions or performance requirements in the State's best interests, PROVIDED THAT such revision of terms and conditions or performance requirements shall NOT materially affect the basis of response evaluations or negatively impact the competitive nature of the RFP and contractor selection process.
- 5.3.6. If the State determines that a response is non-responsive and rejects it after opening Cost Proposals, the Solicitation Coordinator will re-calculate scores for each remaining responsive Cost Proposal to determine (or re-determine) the apparent best-evaluated response.

RFP ATTACHMENT 6.1.**RFP # 34513-22324 STATEMENT OF CERTIFICATIONS AND ASSURANCES**

The Respondent must sign and complete the Statement of Certifications and Assurances below as required, and it must be included in the Technical Response (as required by RFP Attachment 6.2., Technical Response & Evaluation Guide, Section A, Item A.1.).

The Respondent does, hereby, expressly affirm, declare, confirm, certify, and assure ALL of the following:

1. The Respondent will comply with all of the provisions and requirements of the RFP.
2. The Respondent will provide all services as defined in the Scope of the RFP Attachment 6.6., *Pro Forma* Contract for the total Contract Term.
3. The Respondent, except as otherwise provided in this RFP, accepts and agrees to all terms and conditions set out in the RFP Attachment 6.6., *Pro Forma* Contract.
4. The Respondent acknowledges and agrees that a contract resulting from the RFP shall incorporate, by reference, all proposal responses as a part of the Contract.
5. The Respondent will comply with:
 - (a) the laws of the State of Tennessee;
 - (b) Title VI of the federal Civil Rights Act of 1964;
 - (c) Title IX of the federal Education Amendments Act of 1972;
 - (d) the Equal Employment Opportunity Act and the regulations issued there under by the federal government; and,
 - (e) the Americans with Disabilities Act of 1990 and the regulations issued there under by the federal government.
6. To the knowledge of the undersigned, the information detailed within the response submitted to this RFP is accurate.
7. The response submitted to this RFP was independently prepared, without collusion, under penalty of perjury.
8. No amount shall be paid directly or indirectly to an employee or official of the State of Tennessee as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the Respondent in connection with this RFP or any resulting contract.
9. Both the Technical Response and the Cost Proposal submitted in response to this RFP shall remain valid for at least 120 days subsequent to the date of the Cost Proposal opening and thereafter in accordance with any contract pursuant to the RFP.
10. The Respondent affirms the following statement, as required by the Iran Divestment Act Tenn. Code Ann. § 12-12-111: "By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each bidder is not on the list created pursuant to §12-12-106." For reference purposes, the list is currently available online at: <https://www.tn.gov/generalservices/procurement/central-procurement-office--cpo-/library-public-information-library.html>.

By signing this Statement of Certifications and Assurances, below, the signatory also certifies legal authority to bind the proposing entity to the provisions of this RFP and any contract awarded pursuant to it. If the signatory is not the Respondent (if an individual) or the Respondent's company *President* or *Chief Executive Officer*, this document must attach evidence showing the individual's authority to bind the Respondent.

DO NOT SIGN THIS DOCUMENT IF YOU ARE NOT LEGALLY AUTHORIZED TO BIND THE RESPONDENT

SIGNATURE:

PRINTED NAME & TITLE:

DATE:

**RESPONDENT LEGAL ENTITY
NAME:**

RFP ATTACHMENT 6.2. — Section A

TECHNICAL RESPONSE & EVALUATION GUIDE

SECTION A: MANDATORY REQUIREMENTS. The Respondent must address all items detailed below and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Respondent must also detail the response page number for each item in the appropriate space below.

The Solicitation Coordinator will review the response to determine if the Mandatory Requirement Items are addressed as required and mark each with pass or fail. For each item that is not addressed as required, the Proposal Evaluation Team must review the response and attach a written determination. In addition to the Mandatory Requirement Items, the Solicitation Coordinator will review each response for compliance with all RFP requirements.

RESPONDENT LEGAL ENTITY NAME:			
Response Page # (Respondent completes)	Item Ref.	Section A— Mandatory Requirement Items	Pass/Fail
		The Response must be delivered to the State no later than the Response Deadline specified in the RFP Section 2, Schedule of Events.	
		The Technical Response and the Cost Proposal documentation must be packaged separately as required (refer to RFP Section 3.2., <i>et. seq.</i>).	
		The Technical Response must NOT contain cost or pricing information of any type.	
		The Technical Response must NOT contain any restrictions of the rights of the State or other qualification of the response.	
		A Respondent must NOT submit alternate responses (refer to RFP Section 3.3.).	
		A Respondent must NOT submit multiple responses in different forms (as a prime and a subcontractor) (refer to RFP Section 3.3.).	
	A.1.	Provide the Statement of Certifications and Assurances (RFP Attachment 6.1.) completed and signed by an individual empowered to bind the Respondent to the provisions of this RFP and any resulting contract. The document must be signed without exception or qualification.	
	A.2.	Provide a statement, based upon reasonable inquiry, of whether the Respondent or any individual who shall cause to deliver goods or perform services under the contract has a possible conflict of interest (<i>e.g.</i> , employment by the State of Tennessee) and, if so, the nature of that conflict. NOTE: Any questions of conflict of interest shall be solely within the discretion of the State, and the State reserves the right to cancel any award.	
	A.3.	Provide a current bank reference indicating that the Respondent's business relationship with the financial institution is in positive standing. Such reference must be written in the form of a standard business letter, signed, and dated within the past three (3) months	
	A.4.	Provide an official document or letter from an accredited credit bureau, verified, and dated within the last three (3) months and indicating a satisfactory credit score for the Respondent (NOTE: A credit bureau report	

RFP ATTACHMENT 6.2. — SECTION B (continued)

RESPONDENT LEGAL ENTITY NAME:			
Response Page # (Respondent completes)	Item Ref.	Section A— Mandatory Requirement Items	Pass/Fail
		number without the full report is insufficient and will <u>not</u> be considered responsive).	
	A.5.	Provide a statement attesting that, within the past five (5) calendar years, the Respondent has a minimum of three (3) years of experience in the successful operation of IV-D Child Support enforcement services or is currently providing IV-D Child Support enforcement services through the operation of a full-service child support office pursuant to 42 U.S.C. § 654 and with a minimum of 36,000 open IV-D cases.	
	A.6.	Provide a statement of whether the Respondent is actively registered with a public profile access in the System for Award Management (i.e., SAM.gov). The public profile access shall be required to contract with the State of Tennessee.	
<i>State Use – Solicitation Coordinator Signature, Printed Name & Date:</i>			

RFP ATTACHMENT 6.2. — SECTION B

TECHNICAL RESPONSE & EVALUATION GUIDE

SECTION B: GENERAL QUALIFICATIONS & EXPERIENCE. The Respondent must address all items detailed below and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Respondent must also detail the response page number for each item in the appropriate space below. Proposal Evaluation Team members will independently evaluate and assign one score for all responses to Section B— General Qualifications & Experience Items.

RESPONDENT LEGAL ENTITY NAME:			
Response Page # (Respondent completes)	Item Ref.	Section B— General Qualifications & Experience Items	
	B.1.	Detail the name, e-mail address, mailing address, telephone number, and facsimile number of the person the State should contact regarding the response.	
	B.2.	Describe the Respondent's form of business (i.e., individual, sole proprietor, corporation, non-profit corporation, partnership, limited liability company) and business location (physical location or domicile).	
	B.3.	Detail the number of years the Respondent has been in business.	
	B.4.	Briefly describe how long the Respondent has been providing the goods or services required by this RFP.	
	B.5.	Describe the Respondent's number of employees, client base, and location of offices.	

RFP ATTACHMENT 6.2. — SECTION B (continued)

RESPONDENT LEGAL ENTITY NAME:		
Response Page # (Respondent completes)	Item Ref.	Section B— General Qualifications & Experience Items
	B.6.	Provide a statement of whether there have been any mergers, acquisitions, or change of control of the Respondent within the last ten (10) years. If so, include an explanation providing relevant details.
	B.7.	Provide a statement of whether the Respondent or, to the Respondent's knowledge, any of the Respondent's employees, agents, independent contractors, or subcontractors, involved in the delivery of goods or performance of services on a contract pursuant to this RFP, have been convicted of, pled guilty to, or pled <i>nolo contendere</i> to any felony. If so, include an explanation providing relevant details.
	B.8.	Provide a statement of whether, in the last ten (10) years, the Respondent has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors. If so, include an explanation providing relevant details.
	B.9.	Provide a statement of whether there is any material, pending litigation against the Respondent that the Respondent should reasonably believe could adversely affect its ability to meet contract requirements pursuant to this RFP or is likely to have a material adverse effect on the Respondent's financial condition. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it would impair the Respondent's performance in a contract pursuant to this RFP. NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Respondent must be properly licensed to render such opinions. The State may require the Respondent to submit proof of license for each person or entity that renders such opinions.
	B.10.	Provide a statement of whether there are any pending or in progress Securities Exchange Commission investigations involving the Respondent. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it will impair the Respondent's performance in a contract pursuant to this RFP. NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Respondent must be properly licensed to render such opinions. The State may require the Respondent to submit proof of license for each person or entity that renders such opinions.
	B.11.	Provide a brief, descriptive statement detailing evidence of the Respondent's ability to deliver the goods or services sought under this RFP (<i>e.g.</i> , prior experience, training, certifications, resources, program and quality management systems, <i>etc.</i>).
	B.12.	Provide a narrative description of the proposed project team duty positions along with an organizational chart illustrating the lines of authority between duty positions.
	B.13.	Provide a personnel roster listing the names of key people, if known, who the Respondent will assign to meet the Respondent's requirements under this RFP along with the estimated number of hours that each individual will devote to that performance. Follow the personnel roster with a resume for each of the people listed. The resumes must detail the individual's title, education, current position with the Respondent, and employment history. The Respondent must provide this information with regard to the senior attorney the Respondent intends to use for provision of services under this contract, but the Respondent need not designate every individual on the proposed contract team as a key person.
	B.14.	Provide a statement of whether the Respondent intends to use subcontractors to meet the Respondent's requirements of any contract awarded pursuant to this RFP, and if so, detail:

RFP ATTACHMENT 6.2. — SECTION B (continued)

RESPONDENT LEGAL ENTITY NAME:		
Response Page # (Respondent completes)	Item Ref.	Section B— General Qualifications & Experience Items
		<p>(a) the names of the subcontractors along with the contact person, mailing address, telephone number, and e-mail address for each;</p> <p>(b) a description of the scope and portions of the goods each subcontractor involved in the delivery of goods or performance of the services each subcontractor will perform; <u>and</u></p> <p>(c) a statement specifying that each proposed subcontractor has expressly assented to being proposed as a subcontractor in the Respondent's response to this RFP.</p>
	B.15.	<p>Provide documentation of the Respondent's commitment to diversity as represented by the following:</p> <p>(a) <u>Business Strategy</u>. Provide a description of the Respondent's existing programs and procedures designed to encourage and foster commerce with business enterprises owned by minorities, women, service-disabled veterans, persons with disabilities, and small business enterprises. Please also include a list of the Respondent's certifications as a diversity business, if applicable.</p> <p>(b) <u>Business Relationships</u>. Provide a listing of the Respondent's current contracts with business enterprises owned by minorities, women, service-disabled veterans, persons with disabilities, and small business enterprises. Please include the following information:</p> <p>(i) contract description;</p> <p>(ii) contractor name and ownership characteristics (<i>i.e.</i>, ethnicity, gender, service-disabled veteran-owned or persons with disabilities);</p> <p>(iii) contractor contact name and telephone number.</p> <p>(c) <u>Estimated Participation</u>. Provide an estimated level of participation by business enterprises owned by minorities, women, service-disabled veterans, persons with disabilities and small business enterprises if a contract is awarded to the Respondent pursuant to this RFP. Please include the following information:</p> <p>(i) a percentage (%) indicating the participation estimate. (Express the estimated participation number as a percentage of the total estimated contract value that will be dedicated to business with subcontractors and supply contractors having such ownership characteristics only and DO NOT INCLUDE DOLLAR AMOUNTS);</p> <p>(ii) anticipated goods or services contract descriptions;</p> <p>(iii) names and ownership characteristics (<i>i.e.</i>, ethnicity, gender, service-disabled veterans, or disability) of anticipated subcontractors and supply contractors.</p> <p>NOTE: In order to claim status as a Diversity Business Enterprise under this contract, businesses must be certified by the Governor's Office of Diversity Business Enterprise (Go-DBE). Please visit the Go-DBE website at https://tn.diversitysoftware.com/FrontEnd/StartCertification.asp?TN=tn&XID=9810 for more information.</p> <p>(d) <u>Workforce</u>. Provide the percentage of the Respondent's total current employees by ethnicity and gender.</p> <p>NOTE: Respondents that demonstrate a commitment to diversity will advance State efforts to expand opportunity to do business with the State as contractors and subcontractors. Response evaluations will recognize the positive qualifications and experience of a Respondent that does business with enterprises owned by minorities, women, service-disabled veterans, persons with disabilities, and small business enterprises and who offer a diverse workforce.</p>
	B.16.	<p>Provide a statement of whether or not the Respondent has any current contracts with the State of Tennessee or has completed any contracts with the State of Tennessee within the previous five (5) year period. If so, provide the following information for all of the current and completed contracts:</p>

RFP ATTACHMENT 6.2. — SECTION B (continued)

RESPONDENT LEGAL ENTITY NAME:		
Response Page # (Respondent completes)	Item Ref.	Section B— General Qualifications & Experience Items
		<ul style="list-style-type: none"> (a) the name, title, telephone number and e-mail address of the State contact knowledgeable about the contract; (b) the procuring State agency name; (c) a brief description of the contract's scope of services; (d) the contract period; and (e) the contract number.
	B.17.	<p>Provide a statement and any relevant details addressing whether the Respondent is any of the following:</p> <ul style="list-style-type: none"> (a) is presently debarred, suspended, proposed for debarment, or voluntarily excluded from covered transactions by any federal or state department or agency; (b) has within the past three (3) years, been convicted of, or had a civil judgment rendered against the contracting party from commission of fraud, or a criminal offence in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or grant under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property; (c) is presently indicted or otherwise criminally or civilly charged by a government entity (federal, state, or local) with commission of any of the offenses detailed above; and (d) has within a three (3) year period preceding the contract had one or more public transactions (federal, state, or local) terminated for cause or default.
		<p>SCORE (for <u>all</u> Section B—Qualifications & Experience Items above): (maximum possible score = 15)</p>
State Use – Evaluator Identification:		

RFP ATTACHMENT 6.2. — SECTION C

TECHNICAL RESPONSE & EVALUATION GUIDE

SECTION C: TECHNICAL QUALIFICATIONS, EXPERIENCE & APPROACH. The Respondent must address all items (below) and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Respondent must also detail the response page number for each item in the appropriate space below.

A Proposal Evaluation Team, made up of three or more State employees, will independently evaluate and score the response to each item. Each evaluator will use the following whole number, raw point scale for scoring each item:

0 = little value 1 = poor 2 = fair 3 = satisfactory 4 = good 5 = excellent

The Solicitation Coordinator will multiply the Item Score by the associated Evaluation Factor (indicating the relative emphasis of the item in the overall evaluation). The resulting product will be the item's Raw Weighted Score for purposes of calculating the section score as indicated.

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
	C.1.	Provide a narrative that illustrates the Respondent's understanding of the State's requirements and project schedule.		10	
	C.2.	Provide a narrative that illustrates how the Respondent will complete the scope of services, accomplish required objectives, and meet the State's project schedule.		25	
	C.3.	Provide a draft Implementation Plan based on Project Management Body of Knowledge ("PMBOK") Guide and Standards published by the Project Management Institute. The Plan must include: 1) The services required for implementation 2) The schedule for implementation 3) Roles and responsibilities for implementation 4) Potential risks and mitigation strategies 5) A description of the mechanisms for reporting status to the State and coordinating and resolving issues related to the implementation. .		5	
	C.4.	Provide a narrative explaining the Respondent's approach to maintaining adequate personnel resources to meet the standards established in the <i>pro forma</i> contract. Explain how the Respondent will address retention and ensure that its legal staff are able to successfully handle a high volume of cases.		30	
	C.5.	Provide the Respondent's documented Disaster Recovery / Business Continuity Plan.		10	
	C.6.	Provide the Respondent's Customer Service / Complaint Resolution Plan. The Plan must describe how the Respondent will manage and respond to client inquiries and or complaints. The Plan must include a mechanism for: 1) Tracking numbers of inquiries / complaints		25	

RFP ATTACHMENT 6.2. — SECTION C (continued)

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
		2) Providing resolution descriptions for inquiries / complaints as well as time frames for such 3) Establishing a monitoring process in order to assess effectiveness of Customer Service which should include virtual or telephonic meeting appointments with customers and correspondence using email.			
	C.7.	Provide a narrative describing the Respondent's understanding of, and plan for meeting, the Performance Standards set forth in Section A.9. of the <i>pro forma</i> contract regarding minimum performance standards.		35	
	C.8.	Provide a brief narrative describing the Respondent's plan for the training of its staff assigned to the project. The narrative should detail the Respondent's plan for training during the initial stages of the project as well as the strategy for ongoing training over the term of the Contract.		20	
	C.9.	Provide a narrative describing the Respondent's technical experience with electronic case file management and ability to electronically file court petitions		34	
<i>The Solicitation Coordinator will use this sum and the formula below to calculate the section score. All calculations will use and result in numbers rounded to two (2) places to the right of the decimal point.</i>				Total Raw Weighted Score:	
				(sum of Raw Weighted Scores above)	
Total Raw Weighted Score <hr/> Maximum Possible Raw Weighted Score <i>(i.e., 5 x the sum of item weights above)</i>			X 55	= SCORE:	
				(maximum possible score)	
State Use – Evaluator Identification:					
State Use – Solicitation Coordinator Signature, Printed Name & Date:					

RFP ATTACHMENT 6.3.

COST PROPOSAL & SCORING GUIDE

NOTICE: THIS COST PROPOSAL MUST BE COMPLETED EXACTLY AS REQUIRED

COST PROPOSAL SCHEDULE— The Cost Proposal, detailed below, shall indicate the proposed price for goods or services defined in the Scope of Services of the RFP Attachment 6.6., *Pro Forma* Contract and for the entire contract period. The Cost Proposal shall remain valid for at least one hundred twenty (120) days subsequent to the date of the Cost Proposal opening and thereafter in accordance with any contract resulting from this RFP. All monetary amounts shall be in U.S. currency and limited to two (2) places to the right of the decimal point.

NOTICE: The Evaluation Factor associated with each cost item is for evaluation purposes only. The evaluation factors do NOT and should NOT be construed as any type of volume guarantee or minimum purchase quantity. The evaluation factors shall NOT create rights, interests, or claims of entitlement in the Respondent.

Notwithstanding the cost items herein, pursuant to the second paragraph of the *Pro Forma* Contract section C.1. (refer to RFP Attachment 6.6.), "The State is under no obligation to request work from the Contractor in any specific dollar amounts or to request any work at all from the Contractor during any period of this Contract."

This Cost Proposal must be signed, in the space below, by an individual empowered to bind the Respondent to the provisions of this RFP and any contract awarded pursuant to it. If said individual is not the *President* or *Chief Executive Officer*, this document must attach evidence showing the individual's authority to legally bind the Respondent.

RESPONDENT SIGNATURE:			
PRINTED NAME & TITLE:			
DATE:			
RESPONDENT LEGAL ENTITY NAME:			
Cost Item Description	Proposed Cost	State Use Only	
		Evaluation Factor	Evaluation Cost (cost x factor)
Child Support Enforcement Services Contract Year 1	\$ Per Month	12	
Child Support Enforcement Services Contract Year 2	\$ Per Month	12	
Child Support Enforcement Services Contract Year 3	\$ Per Month	12	
Child Support Enforcement Services Contract Year 4	\$ Per Month	12	
Child Support Enforcement Services Contract Year 5	\$ Per Month	12	
EVALUATION COST AMOUNT (sum of evaluation costs above):			
The Solicitation Coordinator will use this sum and the formula below to calculate the Cost Proposal Score. Numbers rounded to two (2) places to the right of the decimal point will be standard for calculations.			

RFP ATTACHMENT 6.3. (continued)

RESPONDENT LEGAL ENTITY NAME:			
Cost Item Description	Proposed Cost	State Use Only	
		Evaluation Factor	Evaluation Cost (cost x factor)
$\frac{\text{lowest evaluation cost amount from all proposals}}{\text{evaluation cost amount being evaluated}} \times 30$		SCORE:	=
		(maximum section score)	
<i>State Use – Solicitation Coordinator Signature, Printed Name & Date:</i>			

REFERENCE QUESTIONNAIRE

The standard reference questionnaire provided on the following pages of this attachment should be completed by all individuals offering a reference for the Respondent.

The Respondent will be solely responsible for obtaining completed reference questionnaires as detailed below. Provide references from individuals who are not current State employees of the procuring State Agency for projects similar to the goods or services sought under this RFP and which represent:

- two (2) contracts Respondent currently services that are similar in size and scope to the services required by this RFP; and
- three (3) completed contracts that are similar in size and scope to the services required by this RFP.

References from at least three (3) different individuals are required to satisfy the requirements above, e.g., an individual may provide a reference about a completed project and another reference about a currently serviced account. The individual contact reference provided for each contract or project shall not be a current State employee of the procuring State agency. Procuring State agencies that accept references from another State agency shall document, in writing, a plan to ensure that no contact is made between the procuring State agency and a referring State agency. The standard reference questionnaire, should be used and completed, and is provided on the next page of this RFP Attachment 6.4.

In order to obtain and submit the completed reference questionnaires following one of the two processes below.

Written:

- (a) Add the Respondent's name to the standard reference questionnaire at RFP Attachment 6.4. and make a copy for each reference.
- (b) Send a reference questionnaire and new, standard #10 envelope to each reference.
- (c) Instruct the reference to:
 - (i) complete the reference questionnaire;
 - (ii) sign and date the completed reference questionnaire;
 - (iii) seal the completed, signed, and dated reference questionnaire within the envelope provided;
 - (iv) sign his or her name in ink across the sealed portion of the envelope; and
 - (v) return the sealed envelope directly to the Respondent (the Respondent may wish to give each reference a deadline, such that the Respondent will be able to collect all required references in time to include them within the sealed Technical Response).
- (d) Do NOT open the sealed references upon receipt.
- (e) Enclose all sealed reference envelopes within a larger, labeled envelope for inclusion in the Technical Response as required.

Email:

- (a) Add the Respondent's name to the standard reference questionnaire at RFP Attachment 6.4. and make a copy for each reference.
- (b) E-mail a reference questionnaire to each reference.
- (c) Instruct the reference to:
 - (i) complete the reference questionnaire;
 - (ii) sign and date the completed reference questionnaire;
 - (iii) E-mail the reference directly to the Solicitation Coordinator by the RFP Technical Response Deadline with the Subject line of the e-mail as "[Respondent's Name] Reference for RFP # 34513-22324".

NOTES:

- The State will not accept late references or references submitted by any means other than the two which are described above, and each reference questionnaire submitted must be completed as required.
- The State will not review more than the number of required references indicated above.

- While the State will base its reference check on the contents of the reference e-mails or sealed reference envelopes included in the Technical Response package, the State reserves the right to confirm and clarify information detailed in the completed reference questionnaires, and may consider clarification responses in the evaluation of references.
- The State is under no obligation to clarify any reference information.

RFP # 34513-22324 REFERENCE QUESTIONNAIRE**REFERENCE SUBJECT:** RESPONDENT NAME (completed by Respondent before reference is requested)

The "reference subject" specified above, intends to submit a response to the State of Tennessee in response to the Request for Proposals (RFP) indicated. As a part of such response, the reference subject must include a number of completed and sealed reference questionnaires (using this form).

Each individual responding to this reference questionnaire is asked to follow these instructions:

- complete this questionnaire (either using the form provided or an exact duplicate of this document);
- sign and date the completed questionnaire and follow either process outlined below;

Physical:

- seal the completed, signed, and dated questionnaire in a new standard #10 envelope;
- sign in ink across the sealed portion of the envelope; and
- return the sealed envelope containing the completed questionnaire directly to the reference subject.

E-Mail:

- e-mail the completed questionnaire to: Will.Harmon@tn.gov

(1) **What is the name of the individual, company, organization, or entity responding to this reference questionnaire?**

(2) **Please provide the following information about the individual completing this reference questionnaire on behalf of the above-named individual, company, organization, or entity.**

NAME:	
TITLE:	
TELEPHONE #	
E-MAIL ADDRESS:	

(3) **What goods or services does/did the reference subject provide to your company or organization?**

(4) **If the goods or services that the reference subject provided to your company or organization are completed, were the goods or services provided in compliance with the terms of the contract, on time, and within budget? If not, please explain.**

RFP ATTACHMENT 6.5.

SCORE SUMMARY MATRIX

	<i>RESPONDENT NAME</i>		<i>RESPONDENT NAME</i>		<i>RESPONDENT NAME</i>	
GENERAL QUALIFICATIONS & EXPERIENCE (maximum: 15)						
<i>EVALUATOR NAME</i>						
<i>EVALUATOR NAME</i>						
<i>REPEAT AS NECESSARY</i>						
	AVERAGE:		AVERAGE:		AVERAGE:	
TECHNICAL QUALIFICATIONS, EXPERIENCE & APPROACH (maximum: 55)						
<i>EVALUATOR NAME</i>						
<i>EVALUATOR NAME</i>						
<i>REPEAT AS NECESSARY</i>						
	AVERAGE:		AVERAGE:		AVERAGE:	
COST PROPOSAL (maximum: 30)	SCORE:		SCORE:		SCORE:	
TOTAL RESPONSE EVALUATION SCORE: (maximum: 100)						
<i>Solicitation Coordinator Signature, Printed Name & Date:</i>						

RFP # 34513-22324 PRO FORMA CONTRACT

The *Pro Forma* Contract detailed in following pages of this exhibit contains some “blanks” (signified by descriptions in capital letters) that will be completed with appropriate information in the final contract resulting from the RFP.

CONTRACT
BETWEEN THE STATE OF TENNESSEE,
DEPARTMENT OF HUMAN SERVICES
AND
CONTRACTOR NAME

This Contract, by and between the State of Tennessee, Department of Human Services ("State" or "DHS") and Contractor Legal Entity Name ("Contractor"), is for the provision of child support enforcement services in Tennessee's 20th Judicial District, as further defined in the "SCOPE." State and Contractor may be referred to individually as a "Party" or collectively as the "Parties" to this Contract.

The Contractor is **a/an Individual, For-Profit Corporation, Non-Profit Corporation, Special Purpose Corporation Or Association, Partnership, Joint Venture, Or Limited Liability Company.**

Contractor Place of Incorporation or Organization: **Location**

Contractor Edison Registration ID # **Number**

A. SCOPE:

A.1. The Contractor shall provide all goods or services and deliverables as required, described, and detailed below and shall meet all service and delivery timelines as specified by this Contract.

A.2. Definitions. For purposes of this Contract, definitions shall be as follows and as set forth in the Contract:

- a. "20th Judicial District" means the 20th Judicial District of Tennessee which serves Davidson County.
- b. "Abandonment" means an instance in which the caller disconnects from the Contractor's call system.
- c. "Administrative Order" means child support orders established by an administrative entity such as the state child support agency.
- d. "Attorney List" means the complete and accurate list of all legal counsel employed by the Contractor to represent the State in matters related to this Contract, including at least the full name, address, direct telephone number, and State-issued bar number for each attorney.
- e. "CAP" means corrective action plan, a written description of how the Contractor will determine the root cause of a problem, remedy the immediate operational challenge, and prevent the same problem or similar problems from occurring in the future.
- f. "Central Registry" means the central registry unit, established by a state, that is responsible for receiving, transmitting, and responding to inquiries on all incoming Intergovernmental IV-D cases in accordance with 45 C.F.R. § 303.7.
- g. "Data Set" means a collection of related sets of information that is composed of separate elements but can be manipulated as a unit by a computer.
- h. "Disaster Recovery Test" means the process of verifying the Success of the restoration procedures that are executed after a critical IT failure or disruption occurs.
- i. "EDE" means electronic document exchange.
- j. "FMLA" means the Family and Medical Leave Act.
- k. "FBI" means the Federal Bureau of Investigation.
- l. "FOB" means free on board.
- m. "FPLS" means the Federal Parent Locator Service as established in 42 U.S.C. § 653(a).

- n. "FTE" means full time employee, an employee scheduled to work at least forty (40) hours per week and who has completed all required data security training and completed the appropriate background investigation
- o. "FTI" means Federal Tax Information, a return or return information received directly from the IRS or obtained through an authorized secondary source such as SSA, OCSE, or another entity acting on behalf of the IRS pursuant to an I.R.C. § 6103(p)(2)(B) Agreement.
- p. "IV-D" means Title IV-D of the Social Security Act, 42 U.S.C. § 651, *et seq.*
- q. "Implementation Plan" means the document describing the Contractor's business processes and approach to performing the Scope of Services, as further discussed in Section A.3.
- r. "Intergovernmental" shall have the same meaning as "Intergovernmental IV-D case" found at 45 C.F.R. § 301.1.
- s. "IRS" means the Internal Revenue Service.
- t. "MPS" means "Minimum Protection Standards" as defined in Section 4.2 of IRS Publication 1075 and further discussed in Section A.62 of this Contract.
- u. "Monthly Performance Measures Reports" means a report sent once a month that summarizes the previous month's compliance with the minimum performance standards established by Section A.9 of this Contract and the elements of information required by 42 U.S.C. § 669(a).
- v. "Monthly Project Update Report" means a status report assessing the Contractor's compliance with the performance standards established in this Contract.
- w. "NIST" means the National Institute of Standards and Technology.
- x. "Obligor" means a person who is bound to another by contract or other legal procedure.
- y. "OCSE" means the Office of Child Support Enforcement, a subdivision of the Administration for Children and Families division of the U.S. Department of Health and Human Services.
- z. "Operating System" means the software that supports a computer's basic functions, such as scheduling tasks, executing applications, and controlling peripherals.
- aa. "PDF" means portable document format.
- bb. "SDU" means State Disbursement Unit, the processing center established in accordance with Tenn. Code Ann. § 36-5-114 which is responsible for collecting and processing payments for all child support cases enforced by the State of Tennessee's Child Support Enforcement Program pursuant to Title IV-D of the Social Security Act, 42 U.S.C. § 651 *et seq.*, as amended, and specifically 42 U.S.C. § 654b.
- cc. "Service Center" means the Contractor's facility at which the Contractor performs telephone answering services in accordance with Section A.52 of the Contract.
- dd. "SSA" means the Social Security Administration.
- ee. "Success" means the Contractor verifying that the Contractor can meet the State's RPO and RTO requirements.
- ff. "TANF" means the Temporary Assistance for Needy Families program as defined and described at 42 U.S.C. § 601 *et seq.*

- gg. "TCSES" means the Tennessee Child Support Enforcement System, operated by the Department of Human Services containing data and functions for the recording of child or spousal support data and for collection, distribution, and disbursement of child and spousal support payments, or any replacement system adopted by the State.
- hh. "Tennessee Child Support Handbook" means that certain document created by the State, as updated from time to time, and available at - https://www.tn.gov/content/dam/tn/human-services/documents/cs_handbook.pdf
- ii. "TIFF" means tagged image file format.
- jj. "Two-Generational Approach" means the focus of creating opportunities for and addressing needs of both children and the adults in their lives together.
- kk. "VAoP" means voluntary acknowledgement of paternity.

A.3. Implementation. The Contractor shall establish and maintain a Child Support Enforcement Program in the 20th Judicial District of Tennessee which fully complies with the provisions of Title IV-D of the Social Security Act, 42 U.S.C. § 651, *et seq.* as amended, Title 45 of the Code of Federal Regulations (C.F.R.), state law and regulations, and Child Support program policy and program directives. The Contractor shall be responsible and accountable for the proper operation of the enforcement program pursuant to Title IV-D of the Social Security Act. The Contractor shall ensure that the initial establishment of the program is in accordance with the draft Implementation Plan provided in the Technical Proposal that the Contractor submitted in Request for Proposals 34513-22324, provided, however, that the Contractor shall comply with directives the State may issue regarding the draft Implementation Plan and the Contractor's implementation activities. No later than thirty (30) days after the Effective Date of this Contract, the Contractor shall submit a final version of the Implementation Plan for the State's review and approval. The Contractor shall comply with any request by the State to modify the draft submitted, and the State in its sole discretion shall determine whether the final Implementation Plan is adequate and whether to approve the Implementation Plan. Upon the State's approval of the final Implementation Plan, the Contractor shall comply with the Implementation Plan.

- A.4. Legal Representation. The Contractor's legal counsel in the 20th Judicial District shall be licensed to practice law in the State of Tennessee, and shall attend and represent the State in every judicial hearing involving the Title IV-D Child Support program.
- a. Control of the Contractor's Attorneys. The Contractor's legal counsel shall be direct employees of the Contractor, unless the Contractor has provided sufficient justification for the use of a subcontractor and the request and subcontractor are approved, in writing, by the State in accordance with Section D.7 of this Contract. The Contractor shall not provide services under this Contract using attorneys or other individuals who are employees of a staffing vendor. The Contractor shall provide the State with justification in writing to subcontract legal representation within thirty (30) days of contract award if it intends to use a subcontractor. The Contractor shall, within forty-five (45) days of the Effective Date of this Contract, submit to the State the terms of the subcontract agreement, including details of how the Contractor will provide appropriate oversight and accountability of the subcontractor. The Contractor shall only employ legal counsel for the provision of legal services required by this Contract after receipt of the approval of the DHS Office of General Counsel and the Office of the Attorney General and Reporter.
 - b. Attorney Staff Levels and Fora. The Contractor shall maintain sufficient legal counsel staffing to adequately represent the State pursuant to the terms of this Contract before all judicial proceedings and hearings in accordance with Sections A.4.d, A.4.e, and A.6 of this Contract, including reviews by Tennessee courts of any type of administrative action taken by the Department involving the Title IV-D Child Support program. The Contractor shall not represent the State in appellate court appeals or reviews of any such hearings or actions in the Tennessee Court of Appeals or in the Tennessee Supreme Court. The Contractor shall ensure that the Contractor's legal counsel represent the State in federal bankruptcy court in actions involving the Title IV-D Child Support program, but not in any other Title IV-D Child Support actions arising in other federal trial or administrative tribunals or in any federal appellate courts, unless otherwise directed in the policies and procedures of the DHS's Child

Support program or as otherwise specifically directed by the Office of General Counsel of DHS or by the Office of the Attorney General and Reporter.

- c. Hearings. The Contractor shall ensure that its attorneys attend administrative hearings and appeals as stated in the policies and procedures of the DHS's Child Support program and as otherwise directed by the Office of General Counsel of DHS or by the Office of the Attorney General and Reporter.
- d. Attorneys' Professional Conduct. The Contractor shall ensure that its attorneys represent and vigorously advocate for the interests of the State of Tennessee, DHS and the Title IV-D Child Support program as may be directed by the Office of General Counsel of DHS or by the Office of the Tennessee Attorney General and Reporter, consistent with the Tennessee Rules of Professional Conduct and the laws of Tennessee, and as may be required by the procedures and policies of DHS's Title IV-D Child Support program. The Contractor shall ensure that all legal counsel performing services on behalf of the Contractor maintain strict standards of confidentiality of records in accordance with state and federal law and regulations. The Contractor shall notify the State in writing no later than three (3) business days after any disciplinary action, suspension, or disbarment proceedings initiated against legal counsel employed or sub-contracted by the Contractor.
- e. Actions and Settlements. The Contractor shall bring all court actions in the name of the State and the person receiving IV-D services, and shall notify the State or the Office of the Attorney General and Reporter in a timely fashion of any judicial or administrative decision or settlement offers or agreements which may adversely affect the State's interest. The Contractor shall not enter into any settlement that results in the loss of State revenue.
- f. Attorney List. The Contractor shall maintain and provide to the State a complete and accurate Attorney List. The Contractor shall provide the Attorney List to the DHS Office of General Counsel and to the General Civil Division of the Office of the Attorney General and Reporter no later than thirty (30) days after the Effective Date of this Contract, and shall update the Attorney List no later than ten (10) business days after the Contractor gains, loses, or reassigns its attorneys for any reason. The Contractor shall ensure that the Attorney List includes the resumes of proposed personnel for project management, supervisory staff, and legal counsel the Contractor uses to provide services under this Contract during the Term. Attorneys utilized by the Contractor for the provision of legal services required by this Contract, whether employees or subcontractors, are subject, at all times, to the approval of the State and the Office of the Attorney General and Reporter.

- A.5. State Approval of Contractor's Attorneys and Key Personnel. No later than fifteen (15) days after the Effective Date of this Contract, the Contractor shall obtain the approval of DHS of the resumes of all proposed personnel for project management, supervisory staff and attorneys assigned to the project. Prior to any personnel changes, the Contractor shall submit in writing for DHS's approval, resumes of proposed personnel for project management, supervisory staff and attorneys assigned to the project during the Term of this Contract. DHS will provide such approval or denial in writing. The Contractor shall ensure that no personnel who provide services under this Contract are employed by a staffing vendor, temp agency, or other similar staffing provider subcontracting with the Contractor.
- A.6. Office and Workers. The Contractor shall ensure that, at a minimum, the child support office(s) remain(s) open and staffed on all days that the State is open and staffed. The Contractor's hours of operation in the Contractor's office(s) in the 20th Judicial District shall be, at a minimum, from 8:00 A.M. to 5:00 P.M. Central Time, and the Contractor's staff shall be available to assist clients continuously throughout the day, from opening until close of business, including the lunch hour. The Contractor shall ensure that the Child Support Office(s) is identified by an exterior sign containing the following phrase: CHILD SUPPORT SERVICES 20th JUDICIAL DISTRICT. Any Signage installed under the requirements of this Section shall be subject to final approval by the State.

Each month the Contractor shall maintain a staffing level to fully support child support enforcement operations of eighty (80) FTE of the Contractor. The Contractor shall not include the following in calculating its staffing level:

- a. part-time employees;

- b. staff physically located outside of the Contractor's office(s) in the 20th Judicial District, unless approved in writing by the State;
- c. staff who are not employees of the Contractor, with the exception of any approved subcontracted legal counsel as described in Section A.4; or
- d. staff on unpaid leave not including FMLA.

The Contractor shall submit its staffing plan in writing and, upon the State's approval, shall adhere to it. The Contractor shall not modify the staffing plan except upon the State's prior written approval.

The Contractor shall provide the State a written directory with the names, email addresses, and direct phone numbers of all project management, supervisory staff and attorneys assigned to this Contract. The Contractor shall maintain the directory and promptly provide the State an updated version if personnel, email addresses, or phone numbers change.

The Contractor shall ensure that all FTEs under this Contract dedicate one hundred percent (100%) of their working hours as FTEs to this Contract.

The State reserves the right, at its sole discretion, to adjust the staffing levels required in this Contract based on the Contractor's performance during the Term of this Contract. The State shall give the Contractor at least thirty (30) days' written notice before requiring an adjustment to the staffing levels.

- A.7. Technical Support. The Contractor shall also provide technical support needed to analyze, plan, implement and operate technical services that may be needed to meet the diverse needs of the State, including but not limited to: equipment installation, reporting, call or email campaigns, and participation surveys.
- A.8. Nondisclosure. The Contractor shall, as directed by the State and at no additional cost to the State, coordinate with, facilitate the prompt exchange of information between, and work collaboratively with any and all third-party contractors engaged by the State and state agencies. If required in order for the Contractor to proceed with any part of the Scope of Services which involves sharing or obtaining information of a confidential, proprietary, or otherwise valuable nature with or from a third party contractor engaged by the State, the Contractor shall execute such documents, including but not limited to nondisclosure agreements, as determined by the State, to maintain cooperation and collaboration among and with any and all third party contractors engaged by the State and state agencies in the performance of the Contract. The Contractor shall comply with any nondisclosure agreement for proprietary or confidential information of a third-party contractor.
- A.9 Minimum Performance Standards. The Contractor shall comply with all State directives regarding processing of reports and lists, participate in special projects intended to improve performance, and meet or exceed Minimum Performance Standards set forth in this Section in the following five areas: (a) establishment of paternities; (b) establishment of child support orders; (c) collections on current child support due; (d) cost effectiveness; and (e) collection on past child support due (arrear).

Within sixty (60) days following the end of each preceding completed Contract Year, the State shall review the Monthly Performance Measures Reports for that Contract Year and determine whether Contractor has met Minimum Performance Standards for the last month of each contract year, or the average for the contract year. Failure to meet the Minimum Performance Standards set forth in this Section may result in assessment of Liquidated Damages in accordance with Section E.10 and Attachment B - Liquidated Damage Events and Amounts. The Contractor shall meet the following Minimum Performance Standards:

- a. Paternity Establishment Percentage. The year-to-date ratio of the number of IV-D children born out of wedlock to the number of IV-D paternities established or acknowledged shown on the Monthly Performance Measures Report as of the last month of each contract year shall equal at least ninety-five percent (95%).
- b. Support Order Establishment. The year-to-date ratio of the number of IV-D cases in which a support order (financial/medical) exists as compared to the total number of IV-D cases in the Contractor's caseload shown on the Monthly Performance Measures Report for Support Order

Establishment as of last month of each contract year, or the average for the contract year, shall equal or exceed the value for that year as specified in the following table, or average that value over the term of that year.

Contract Year	Minimum Required Level
July 1, 2023 – June 30, 2024	84.25%
July 1, 2024 – June 30, 2025	84.75%
July 1, 2025 – June 30, 2026	85.25%
July 1, 2026 – June 30, 2027	85.75%
July 1, 2027 – June 30, 2028	86.25%

- c. Collections on Current Support. The year-to-date ratio of the total amount of current support disbursements to the total amount of current support owed during the contract year shown on the Monthly Performance Measure Report as of the last month of each contract year shall equal or exceed the value for the contract year as specified in the following table or average that value over the term of that year.

Contract Year	Minimum Required Level%
July 1, 2023 – June 30, 2024	52.50%
July 1, 2024 – June 30, 2025	53.00%
July 1, 2025 – June 30, 2026	53.50%
July 1, 2026 – June 30, 2027	54.00%
July 1, 2027 – June 30, 2028	54.50%

- d. Total Disbursed Child Support Collections. As of the end of contract year 1 the total amount of child support disbursed shall be one half of a percent (0.50%) higher than the total amount disbursed for the 20th Judicial District during the period July 1, 2022, through June 30, 2023. For each subsequent contract year, the increase in total amount of child support disbursed compared to the amount disbursed during the previous contract year, shall equal or exceed the percentage specified in the following table:

Contract Year	Minimum Increase Required
July 1, 2023 – June 30, 2024	0.50%
July 1, 2024 – June 30, 2025	1.00%
July 1, 2025 – June 30, 2026	1.25%
July 1, 2026 – June 30, 2027	1.50%
July 1, 2027 – June 30, 2028	1.75%

- e. Payments on Arrears Cases. The ratio of the number of IV-D cases in the Contractor's caseload for which an arrears payment was due to the total number of cases receiving a payment on arrears shall equal the minimum level specified in the following table:

Reporting Period (Federal Fiscal Year)	Minimum Level Required
10/1/2023 – 9/30/2024	61.00%
10/1/2024 – 9/30/2025	61.50%
10/1/2025 – 9/30/2026	62.00%
10/1/2026 – 9/30/2027	62.50%

- A.10. Problem Notification. At the point at which the Contractor discovers or reasonably should have known of any problem that is likely to jeopardize the Contractor's ability to perform any function as specified in this Contract, the Contractor shall notify the applicable DHS staff (as well as the State's designated general contact for this Contract) via phone and via email within one (1) hour if the problem occurs during the business day and no later than 9:00 a.m. CT the following business day if the problem occurs after close of business.
- A.11. Corrective Action Plan Submission. The Contractor shall provide a CAP within sixty (60) days of the date of each letter from the State specifying that one or more of the performance standards specified in Section A.9 was not met. The Contractor shall provide each CAP for review and written approval by the State. The Contractor shall provide the State with written documentation of problem(s) in each CAP within three (3) business days, unless otherwise directed by the State in writing.
- A.12. Corrective Action Plan Performance. The State shall review Contractor's performance in relation to the terms and conditions of this Contract, including without limitation the Minimum Performance Standards set forth in Section A.9, and notify the Contractor by letter of any deficiencies in performance of the Contractor identified, in response to which the Contractor shall, if requested by the State, provide a CAP within sixty (60) days following the date of the letter from the State. The Contractor shall take all actions specified in the CAP following its approval by the State within the timeframes specified therein.
- A.13. Corrective Action Plan Revisions. The Contractor shall clarify and/or revise within fifteen (15) business days any CAP which the State determines is not acceptable.
- A.14. Audit Finding. The Contractor shall cooperate with any State-initiated CAP necessary to respond to an audit finding, regardless of whether the audit finding was due to the Contractor's performance.
- A.15. Corrective Action Plan Approval by State. The State will notify the Contractor within 90 days of the receipt of a CAP of the acceptability of the plan and allow fifteen (15) business days for the Contractor to submit a clarification or revision if the CAP is deemed to be unacceptable to the State.
- A.16. Interpretation of Legal Requirements. The State in its sole discretion will determine whether the Contractor's performance complies with applicable law, and the Contractor shall defer to the State's interpretation of legal requirements.
- A.17. On-Site Visits. The State may monitor Contractor performance of this Contract through various methods including, but not limited to, periodic on-site visits. The State's monitoring activities under this Contract may include without limitation review of the following: office procedures; customer service; adherence to child support policy and procedures; paternity and order establishment; enforcement; collection and distribution of child support. In conjunction with on-site visits the State may discuss, recommend, and monitor special activities that are implemented for the purpose of performance improvement.
- A.18. Program Reviews. The State may conduct program reviews of the operation of the Contractor's Title IV-D program. The State may require a new or revised CAP to address any deficiencies identified.
- A.19. Monthly Project Update Report. The Contractor shall provide, in a format prescribed by the State, a Monthly Project Update Report no later than the fifteenth (15th) day of the month following the end of the reporting period. The Contractor shall provide additional reports as requested by the State.
- A.20. Administrative Orders. The Contractor shall utilize all Administrative Orders made available by the State IV-D agency for enforcement purposes.
- A.21. Title IV-D Services. The Contractor shall ensure that the following services are available and provided in a timely manner for all applicable Title IV-D cases:
- a. Case Initiation. The Contractor shall perform all activities associated with initial child support case opening activities, including providing and accepting applications for service from a custodial or non-custodial parent or other designated caretaker of the child(ren), collection of necessary case information on TCSES, and providing the IV-D case or member number to the Clerk of Court when

necessary. The Contractor shall meet the following intake performance standards:

- i. Provide an application for child support enforcement services on the day it is requested, if requested in person, or within five (5) working days if requested by phone or mail and a copy of the Tennessee Child Support Handbook, with any current supplements or inserts, included with the application.
 - ii. Within twenty (20) calendar days of receiving a referral or application for services, an assessment of the case shall be completed, to include solicitation of necessary information from the applicant, initiation of verifications, and if necessary, initiation of activities designed to locate a parent.
- b. Establishing Legal Obligation for Financial and Medical Support.
- i. Use of Legal and Administrative Remedies, Establishment of Paternity, Use of and Payment for Genetic Testing. The Contractor shall be responsible for the timely use of appropriate legal remedies, including the administrative remedy processes provided for in federal and Tennessee law, to secure orders of paternity and support after successful location activities. The Contractor shall ensure that the paternity determination is achieved through agreed orders, contested court action, or a voluntary acknowledgment. In any contested paternity establishment action, the Contractor shall file a request for genetic testing with the appropriate tribunal. If the IV-D agency has paid the initial costs of the genetic testing and the alleged father is determined to be the legal father, the Contractor shall petition the court to reassess the costs of the genetic testing against the defendant father.
 - ii. Use of Child Support Guidelines, Form of Order, Use of Income Withholding. In establishing a legal obligation to support, the Contractor shall petition for support in accordance with the State child support award rules in Tenn. Comp. R. & Regs., ch. 1240-02-04. The Contractor shall ensure that the petition requests child support to be set in a specific dollar amount, due per month, including any arrearages. The Contractor shall ensure that petitions shall also include language requesting the immediate use of income withholding on all support orders for all assignable income which is currently, or later becomes, available.
 - iii. Establishment of Medical Support. The Contractor shall petition the court to establish a legal obligation for the medical support of the child in the form of health insurance in every TANF, Medicaid/TennCare, and foster care case if the child does not have medical insurance, other than Medicaid/TennCare, and in all non-TANF cases. The Contractor shall ensure that the petition includes a request that, in the event the court finds that health insurance is not available at reasonable cost, the court order that health insurance is obtained for the child when and if it becomes available.
 - a. The Contractor shall comply with the following authorities:
 1. 42 U.S.C. § 666(a)(19);
 2. 45 C.F.R. Part 303; and
 3. Tenn. Code Ann. § 36-5-501.
 - b. Unless a court or administrative order allows health care coverage for a child by a method other than employer-based health care coverage, the Contractor shall, pursuant to 42 U.S.C. § 666 and 45 C.F.R., part 303, use the mandatory National Medical Support Notice ("NMSN"), promulgated by the OCSE, to inform the non-custodial parent's employer of the provision in the order for health care coverage within two (2) business days of the entry of such employee who is an Obligor in a Title IV-D case into the directory of new hires pursuant to Tenn. Code Ann. § 36-5-501(a)(3).
 - c. Per 45 C.F.R. § 303.32(a), the Contractor shall use the NMSN to notify the employer of a custodial parent if that parent is ordered to provide health care coverage through an employment-related health plan.

c. Timeframes Applicable to Establishing Orders.

- i. Location Activities. The Contractor shall verify a residence or employer address where the non-custodial parent may be served. The Contractor shall establish and utilize local and State-provided resources for locating parents, including assisting the State in locating non-custodial parents for other jurisdictions. The Contractor shall perform location services within the following timeframes:
 - (a) Within seventy-five (75) calendar days of determining that location is necessary, all appropriate location services shall be utilized, including referral to the FPLS.
 - (b) When location activities have been unsuccessful, the Contractor shall repeat efforts at least quarterly or at any point new location information is received. Quarterly attempts may be limited to automated resources but shall include accessing State Employment Security files via the Tennessee Clearinghouse System, or such other system as the State may direct in writing, and weekly reporting received from partner agencies.
 - ii. Service of Process. The Contractor shall provide service of process within fifteen (15) calendar days of locating the non-custodial parent. No later than ninety (90) calendar days after location of the non-custodial parent, the Contractor shall obtain a return from the process server indicating that the non-custodial parent was served. If the Contractor cannot obtain service of process, the Contractor shall document all attempts to serve process in the TCSES legal diary and the Contractor shall continue to attempt to serve process in order to keep the legal action viable in accordance with local rules of court and other applicable legal authority.
 - iii. Establishing Paternity. Following successful service of process, the Contractor shall establish paternity within six (6) months in seventy-five percent (75%) of the caseload and within twelve (12) months in ninety percent (90%) of the caseload.
 - iv. Establishing Support Order. The Contractor shall establish a support order within ninety (90) calendar days of locating the non-custodial parent when service of process is not necessary. If service is necessary, the Contractor shall serve process upon the non-custodial parent by the ninetieth (90th) day after the Contractor locates the non-custodial parent or unsuccessful attempts to serve process shall be documented. In those cases where the non-custodial parent is served with process, the Contractor shall ensure that court orders are established in seventy-five percent (75%) of the cases within six (6) months and ninety percent (90%) within twelve (12) months.
- d. Enforcement of Support Orders:
- i. The Contractor shall employ appropriate legal remedies, including those administrative processes provided for in federal and Tennessee law, to enforce all orders of support in a timely manner. The Contractor shall enforce orders including, but not limited to, the enforcement of spousal support when it is contained in the same order with child support; medical support if the order specifies a dollar amount to be paid for medical support; or the provision of health insurance coverage.
 - ii. The Contractor shall utilize enforcement remedies including, but not limited to, the following:
 - (a) immediate income withholding on all new and modified orders as well as all cases with a delinquency or arrears;
 - (b) sending the National Medical Support Notice established under 42 U.S.C. § 666(a)(19) to any employer to provide notice to the employer of the requirement for employer-based health care coverage for such child through the child's parent who has been ordered to provide health care coverage for such child;

- (c) contempt proceedings;
- (d) establishment and enforcement of liens against real or personal property, including tort actions, worker's compensation actions, or other civil actions wherein a money judgment may be obtained, and attachment and liquidation of assets;
- (e) issuance of administrative seizure orders;
- (f) execution on judgments, including the use of garnishment;
- (g) requirement of bonds to secure support;
- (h) use of the IRS full collection service;
- (i) extradition, where appropriate;
- (j) use of the passport denial program and other programs made available as enforcement tools;
- (k) use of the federal court system; and
- (l) adherence to the guidelines established for the Treasury Offset Program for federal funds owed to child support Obligor.

e. Timeframes Applicable to Enforcement Action:

The Contractor shall comply with the following timelines applicable to enforcement actions for a support order:

- i. If for any reason, an immediate income assignment was not issued previously in any order, due to an agreement between the parties as contained in the court order, or for other reasons permitted under Tenn. Code Ann. § 36-5-501(a)(2), then, in cases with sufficient information for issuance of an income assignment order, such assignment shall be issued immediately, if the full amount of support due in a month is not paid by the date upon which the ordered support is due.
- ii. When immediate issuance of an income assignment order is not possible due to lack of information regarding employment, enforcement action shall be taken, unless service of process is necessary, within thirty (30) calendar days of identifying the delinquency or arrears or locating the non-custodial parent.
- iii. When service of process is necessary, service shall be completed (or unsuccessful attempts to serve process shall be documented) and enforcement action taken within sixty (60) calendar days of identifying the delinquency or arrears or the location of the non-custodial parent.

- f. Review Proceedings and Modification Orders. The Contractor shall initiate review proceedings in accordance with federal and Tennessee law, rules, regulations, and State program policy, using appropriate administrative proceedings, judicial proceedings, or both, and if appropriate, adjust the support order amount administratively or petition the appropriate court or tribunal for such changes in accordance with federal and Tennessee law, rules and regulations and State program policy. The Contractor shall ensure that all petitions for modification of orders shall include a request for income withholding.

- A.22. Policy and Procedures. The Contractor shall comply with all requirements set forth in the State's Child Support Policy and Procedures and policy updates, copies of which will be supplied to the Contractor, and the terms of which are incorporated by reference.

- A.23. Voluntary Paternity Acknowledgment. The Contractor shall follow the State's Voluntary Paternity Acknowledgment policy and procedures for customers seeking to complete a VAoP Form to be submitted to the Department of Health, Vital Records, including all customers and not just applicants for Title IV-D services
- A.24. Case Referrals. The Contractor shall accept case referrals from the State via automated system interface and case transfers from other in-state jurisdictions and shall provide application forms and accept applications from any custodial parent, non-custodial parent, or other designated caretaker of a child who desires Title IV-D services.
- A.25. Continued Efforts. The Contractor shall continue efforts for collection of court-ordered obligated arrears and/or medical support owed to the State when a TANF family loses eligibility, unless the State determines in its sole discretion that there is no possibility of securing collections owed and advises the Contractor of the same in writing. The Contractor shall continue to provide all appropriate child support services to the family as a non-TANF case unless conditions exist that preclude continued services as set forth in Child Support Policy and Procedures.
- A.26. Closing Cases. The Contractor shall close child support cases that are eligible as defined under 45 C.F.R. § 303.11.
- A.27. Legal Processes. The Contractor shall utilize available legal processes to seek enforcement by the Court, Magistrate or Hearing Officer of all unpaid child support at any judicial or administrative hearing appropriate for such purpose.
- A.28. TCSES. Unless the State directs otherwise in writing, no later than the first business day following the establishment or modification of a support order, the Contractor shall ensure that the support order information is entered into TCSES. For purposes of the immediately preceding sentence, the Parties agree that the date of establishment or modification for an order shall be the date the support order or modified support order is signed by a judge. The Contractor shall maintain an average monthly accuracy rate of ninety-five percent (95%) for all orders entered into TCSES, based upon random samples to be reviewed by the State. The size of the random samples reviewed, as well as the accuracy of the orders contained in the samples, shall be at the sole discretion of the State. The Contractor shall provide a CAP within sixty (60) days of the date of each letter from the State specifying that the required accuracy rate stated above was not met and requesting a CAP. Each CAP submitted in accordance with this Section shall be subject to review and written approval by the State.
- A.29. State Disbursement Unit. The Contractor shall ensure, to every extent possible, that all support payments are made by the Obligor directly to the SDU or refer Obligors to the payment options as listed on the State's Child Support Payment Information webpage <https://www.tn.gov/humanservices/families/child-support-services/child-support-payment-information/paying-child-support.html>, so that the State may comply with the distribution provisions of Title IV-D. The Contractor shall not collect any support monies.
- A.30. Information on Custodial Parents. The Contractor shall establish a routine procedure to ensure that demographic and address information for the custodial parent remains current to ensure that notices or payments that are mailed using United States Postal Service are sent to the most current confirmed address. Without limitation, the Contractor shall:
- a. Work with other state agencies or vendors to obtain information needed; and
 - b. Contact custodial parents using the most recent confirmed phone number.
- A.31. Intergovernmental Cases. The Contractor shall cooperate with other states in matters concerning Intergovernmental IV-D cases as required by 45 C.F.R. § 303.7, and the State's Child Support Policy and Procedures. Such cooperation shall include, but not be limited to, providing accurate and sufficient information to other states, notifying responding states of changes in case status, and providing all appropriate establishment and enforcement procedures and notifications as required by 45 C.F.R. § 303.7. The Contractor shall incorporate the use of the federal EDE process using the OCSE application for the exchange of all documents with States currently operating using the EDE application.

- A.32. Re-Entry Program Services. The Contractor shall respond to all requests from and assist the DHS Re-entry Team with customers that are justice-involved.
- A.33. Status. The Contractor shall immediately respond to the State IV-D agency's Central Office on any requests for case status information. The Contractor shall ensure that the response required in this Section A.33 shall contain sufficient information regarding the status of the case to permit the State to reply to the inquiring party in an effective manner.
- A.34. Automated Case Records.
- a. The Contractor shall use TCSES as the exclusive computer system to establish and maintain complete automated case records as required in the Child Support Policy and Procedures Manual for all referrals from DHS to the Contractor and other applications for Title IV-D services. The Contractor shall ensure that all case records include, but are not limited to, the following information:
- (1) A record of all contact with an applicant or TANF recipient, including date, reason and result of the contact;
 - (2) A record of all contact with the non-custodial parent, including date, reason and result of such contact;
 - (3) A record of all actions taken to meet the Minimum Performance Standards set forth in Section A.9.a.-e. of this Contract, including dates and results of such actions;
 - (4) A record of all communications with the State or federal government on the case; and
 - (5) A record of all case closures, including the date and reason for closure action.
- A.35. Case Files. The Contractor shall maintain, in hard copy, a signed application from each non-TANF applicant. The Contractor shall retain in hard copy other items deemed necessary by the State, including but not limited to court orders, other pertinent legal documents, and correspondence. Both automated and hard copy case files, including, but not limited to, all client records and records related to case activity, shall be considered the property of the State of Tennessee and shall be delivered immediately to the State or its designee upon Contract termination or at such other time as these are requested by the State.
- A.36. Electronic Filing. The Contractor shall comply with electronic filing requirements if available and established by the Court and shall advise the State of any changes in court filing requirements or other procedures of any jurisdiction impacting the provision of services under this Contract.
- A.37. TCSES Due Dates. Unless the State directs otherwise in writing, the Contractor shall resolve all TCSES-generated mail messages according to TCSES due dates.
- A.38. Employer-Related Activities. The Contractor shall perform all appropriate TCSES employer-related activities that connect the appropriate employer(s) of the non-custodial parent for purposes of income assignment by the TCSES message due date, including but not limited to working with the State's Centralized Service Unit and the States New Hire Reporting and maintenance contractor.
- A.39. TCSES Worker Alerts. The Contractor shall ensure that TCSES worker alerts are resolved by the TCSES due dates, and that suspended payments are reviewed and resolved within five (5) business days except in those instances where assistance from the State is required.
- A.40. Interaction. The Contractor shall ensure that, at a minimum, the child support office administrator and attorney(s) attend and participate in such conference calls and meetings as the State may direct. Except in emergency situations, the State will provide the Contractor a minimum two (2) weeks' advance notice of meetings. Travel associated with meeting attendance shall be at the Contractor's sole expense.
- A.41. Training of Contractor's Staff. The Contractor shall be responsible for the proper training and management of its staff assigned to perform services in accordance with this Contract, including training

conducted pursuant to State directives resulting from deficiencies cited based on program reviews, customer complaint patterns, or other sources.

- A.42. Public-Facing Materials. The Contractor shall ensure that brochures, pamphlets, notices and press releases state that DHS is funding this child support office and that any complaints, suggestions or recommendations be reported to DHS at 1-800-838-6911. The Contractor shall further ensure that DHS' logo is included on brochures and pamphlets and that the branding requirements provided by the State for such materials are followed. The Contractor shall submit all brochures, pamphlets, notices, social media platforms, email campaign materials, and press releases to the State and obtain the State's approval prior to the Contractor distributing any such materials. The Contractor shall comply with any State directive regarding updating or revising any such materials.
- A.43. Professional Working Relationships. The Contractor shall establish and maintain professional working relationships with the Judiciary, Clerks of Court, local law enforcement, employers, local DHS offices, and local Department of Children's Services ("DCS") offices, SDU and Fiscal Divisions. The Contractor shall, upon written request by the State, collaborate with the State's Family Assistance division to provide on-site consultations in the local DHS offices.
- A.44. Fraud. The Contractor shall refer any cases of suspected fraud related to child support or receipt of public assistance to the DHS Office of Inspector General.
- A.45. Criminal Offenses. In accordance with Tenn. Code Ann. § 38-1-305, the Contractor shall refer any cases of suspected statutory rape or any other sexual offense under Title 39, Chapter 13, Part 5 to the district attorney general.
- A.46. Evaluation. The Contractor shall cooperate fully with any data collection and evaluation activities or audits carried out by Tennessee or the federal government in connection with the services performed under this Contract.
- A.47. Bankruptcy. The Contractor shall, upon receipt of notice that an Obligor has filed a bankruptcy petition, secure all relevant information immediately and provide to DHS Centralized Services so that the State can file the proof of claim for the Bankruptcy Court. The Contractor shall comply with all bankruptcy procedures and take such actions as may be permitted by law to obtain child support.
- A.48. Genetic Testing. The Contractor shall ensure that genetic testing is conducted in accordance with the Child Support Policy and Procedures Manual by the State-approved vendor. The State will pay for said genetic testing.
- A.49. Program Fee Assessment. The Contractor shall petition the court for program fees to be assessed against the Obligor for services rendered in accordance with instructions from the State. The Contractor shall ensure that such fees, as well as genetic testing reimbursement payments, are paid and properly remitted to the State.
- A.50. Collection and Remission of Fees. The Contractor shall, as directed by the State, collect and remit any fees required by State or Federal law, regulation or policy.
- A.51. Civil Rights. The Contractor shall comply with Title VI of the Civil Rights Act of 1964. Compliance shall include, but not be limited to:
- a. Training the Contractor's staff on the civil rights of applicants of Title IV-D services, both on an annual basis for all employees and approved subcontractors and as part of orientation training for new employees;
 - b. Adopting and implementing a process for receiving and investigating any complaints regarding Title VI discrimination. Notice of the process for filing a complaint shall be posted in a conspicuous place for applicants and clients; and
 - c. Providing language assistance at no cost to the applicant/recipient to ensure that persons with limited English proficiency are not excluded from equal program participation. To the extent

necessary for providing services required under this Contract to applicants and clients, the Contractor shall translate documents, obtain services of contract staff interpreters, and contract with interpreters from within the community. The availability of language assistance services, at no cost, shall be posted in a conspicuous place available to all employees, applicants, and clients. The Contractor shall post availability of language assistance services, at no cost, in a conspicuous place available to all employees, applicants, and clients.

A.52. Telephone Services Performance Standards.

The Contractor shall provide sufficient staff for “live” answering services during operational hours at the Contractor’s facility to meet the following performance standards. The Contractor shall comply with the following standards:

- a. **Daily Maximum Speed of Answer.** The Contractor’s Service Center shall answer one hundred percent (100%) of non-abandoned calls within two (2) minutes, or one hundred twenty (120) seconds. Calls are considered “answered” when the Contractor’s representative begins an uninterrupted dialogue with the caller. Calls answered in less than one hundred twenty (120) seconds but placed on hold within the first one hundred twenty (120) seconds of answer do not contribute to meeting this performance standard.
- b. **Daily Abandonment Rate.** The Contractor shall maintain a daily abandonment rate of five percent (5%) or less for all calls, excluding calls abandoned before thirty (30) seconds.
- c. The Contractor shall resolve a minimum of ninety percent (90%) of all issues on the initial call, based on an average of all calls per week.
- d. The Contractor shall provide follow-up calls on all issues not resolved on the initial call within forty-eight (48) hours of receipt of the initial call to advise caller of the status of the issue.
- e. The Contractor shall provide follow-up calls to the caller every three (3) days until the issue is resolved.
- f. The Contractor shall provide the State with a monthly telephonic services performance report in such form and substance as the State may direct. At a minimum, the Contractor shall include the following information in the report:
 - i. Number of calls received;
 - ii. Number of calls abandoned;
 - iii. Number of calls answered as defined above;
 - iv. Percentage of calls resolved on the initial call.

A.53. Compliance. The Contractor shall comply with Title IV-D of the Social Security Act, as amended, and C.F.R. Title 45, as amended, and Tennessee law.

A.54. Child Support Guidelines. The Contractor shall comply with the Tennessee Child Support Guidelines and their application to all Title IV-D cases, except where a final order of any Court shall have been entered directing otherwise and there is a final disposition on the appeal or the time to appeal such order has expired. The Contractor’s legal staff provided under this Contract for Title IV-D actions shall notify the DHS Office of General Counsel, as well as the DHS Assistant Commissioner of Family Assistance and Child Support or their designee, in each case where the Court departs from the Child Support Guidelines in a manner inconsistent with the interpretation of the Guidelines by DHS or the Tennessee Appellate courts.

A.55. Court Orders. The Contractor shall adhere to all orders of a court of competent jurisdiction except where an order has been timely appealed and the order has not been finalized due to the appeal of such order.

A.56. Administrative Orders. The Contractor shall adhere to all final orders of any Administrative Hearing Officer of DHS and shall not attempt to seek judicial review of any final orders of the Commissioner of DHS.

- A.57. Rule 43. The Contractor shall adhere to the interpretation by the Office of the Attorney General and Reporter that, pursuant to Rule 43 of the Tennessee Rules of Appellate Procedures, the order of a Tennessee trial court is not final until the mandate of the appellate court has been issued to the trial court and that an order declaring any provision of the Tennessee Child Support Guidelines or any statute unconstitutional or otherwise invalid is not final until such mandate has been entered. The Contractor shall adhere to the interpretation as long as Rule 43 remains substantially unchanged from the Effective Date or until further interpretation by the Office of the Attorney General and Reporter, the Tennessee Court of Appeals, or the Tennessee Supreme Court.
- A.58. Procurement Cooperation. The Contractor shall cooperate with the State if the State is required to conduct a procurement for services provided under this Contract, including, but not limited to, facilitating interviews with attorneys and office administrators of the Contractor.
- A.59. Caretaker Refusal. The Contractor shall identify any State-referred cases wherein the caretaker refuses to cooperate in the effort to secure or enforce an order of support and notify the local DHS office of such refusal.
- A.60. Inquiries and Complaints. Beginning on the Effective Date of this Contract, the Contractor shall be responsible for managing and responding to client inquiries and complaints, in accordance with the Customer Service / Complaint Resolution Plan as submitted in the technical proposal. The final version of the Customer Service / Complaint Resolution Plan will be subject to State approval, and the Contractor must submit this to the State no later than thirty (30) days after the Effective Date. The State may develop a customer satisfaction survey instrument which will be utilized periodically through the term of the Contract to assess Contractor performance in this area and to determine the effectiveness of the Contractor's customer service process. A copy of the survey instrument will be provided to the Contractor for informational purposes only.
- A.61. Informal Complaint Notification. The Contractor shall inform customers of the availability of the Child Support Informal Complaint Process as detailed in the Tennessee Child Support Handbook and shall make clear to customers the types of client concerns that are appropriate for that Process. In addition, the Contractor shall provide customers with a complaint form upon request and, if requested to do so, assist customers with completing the form.
- A.62. Federal Tax Information (FTI) – Minimum Protection Standards.

The Contractor shall maintain strict security standards in accordance with State policy and all applicable requirements of the most current version of IRS Publication 1075. The objective of these standards is to prevent unauthorized access to FTI. MPS establish a uniform method of physically protecting data and systems as well as non-electronic forms of FTI. This method contains minimum standards that will be applied on a case-by-case basis. Because local factors may require additional security measures, management must analyze local circumstances to determine location, container, and other physical security needs at individual facilities. MPS have been designed to provide management with a basic framework of minimum-security requirements. Federally Mandated Requirements For Technology Services Contracts With Access To Federal Tax Return Information, which appears as Attachment D, is incorporated in this Contract.

The Contractor shall comply with the MPS or "two barrier" rule to protect FTI as further detailed in Section 2.B.2 et seq. of IRS Publication 1075, as may be amended. The objective of these standards is to prevent unauthorized access to FTI. MPS thus requires two barriers. Example barriers under the concept of MPS are outlined below. Each topic represents one barrier and should be used as a starting point to identify two barriers of MPS to protect FTI. The Contractor shall ensure that the MPS requirements are met in accordance with the following standards.

- a. Secured Perimeter:
The perimeter is enclosed by slab-to-slab walls constructed of durable materials and supplemented by periodic inspection. Any lesser-type partition must be supplemented by electronic intrusion detection and fire detection systems. All doors entering the space must be

locked in accordance with Locking Systems for Secured Areas. In the case of a fence/gate, the fence must have intrusion detection devices or be continually guarded, and the gate must be either guarded or locked with intrusion alarms.

b. Security Room:

A security room is a room that has been constructed to resist forced entry. The entire room must be enclosed by slab-to-slab walls constructed of approved materials (e.g., masonry brick, concrete) and supplemented by periodic inspection, and entrance must be limited to specifically authorized personnel. Door hinge pins must be non-removable or installed on the inside of the room.

c. Badged Employee:

During business hours, if authorized personnel serve as the second barrier between FTI and unauthorized individuals, the authorized personnel must wear picture identification badges or credentials. The badge must be clearly displayed and worn above the waist.

d. Security Container

A security container is a storage device (e.g., turtle case, safe/vault) with a resistance to forced penetration, with a security lock with controlled access to keys or combinations.

The MPS or "two barrier" rule applies to FTI, beginning at the FTI itself and extending outward to individuals without a need-to-know. MPS provides the capability to deter, delay, or detect surreptitious entry. Protected information must be containerized in areas where other than authorized employees may have access after-hours.

- A.63. Background Investigation Requirements. The Contractor shall conduct a background investigation on all prospective contract employees, as well as those with whom the Contractor sub-contracts, whose duties will or may include access to FTI.

The Contractor shall ensure that all prospective contract employees and/or contractors, whose duties will or may include access to FTI, consent to the following background investigation prior to accessing FTI:

- a. FBI fingerprint background check;
- b. Local law enforcement background check (including but not limited to the State of Tennessee and locations where the applicant has lived, worked or attended school within the last five (5) years); and
- c. Citizenship and residency checks to verify new applicant's eligibility to legally work in the United States (e.g., a United States citizen or foreign citizen with the necessary authorization) through E-Verify.

All prospective contract employees' background checks will be evaluated in accordance with DHS's Employee Fingerprint and Criminal Background Investigations policy for suitability determination. Specific requirements and procedures for these checks are detailed in the DHS Employee Fingerprint and Criminal Background Investigations policy, DHS Administrative Policies and Procedures: Policy 2.06. At the State's discretion, the background check may not be necessary if DHS has a valid background investigation on file within the past five (5) years regarding the contract or subcontract employee.

- A.64. Computers and Peripheral Equipment.

The State will provide the Contractor the required computers that will be covered by warranty to access TCSES. The Contractor shall provide at its own expense compatible and supported Microsoft Office products so that all databases or tools provided by the State can be accessed. The Contractor shall not install additional software on devices connected to the State network unless approved in advance and in writing by the State.

- a. The Contractor shall utilize the computers and software furnished by the State to provide child support enforcement services. Further, the Contractor shall only access the State network using State-supplied equipment. For State-provided software, including but not limited to the

- operating system, the State is responsible for all software upgrades and patches; the Contractor shall not upgrade or patch State-provided software except upon the State's prior written approval. The Contractor shall comply with any State-issued directive regarding upgrades and patches to State-provided software.
- b. The Contractor shall supplement any equipment provided by the State as deemed necessary by the State. Contractor, at the Contractor's expense, shall ensure that Contractor-supplied equipment is compliant with the technical environment described by the Tennessee Information Resources Architecture.
 - c. In the event that an operating system is an integral part of the Contractor-supplied equipment, the Contractor agrees to maintain Operating Systems at current, manufacturer supported versions.
 - d. The Contractor shall maintain Contractor-supplied equipment so that it will run on a current, manufacturer-supported Operating System. The Contractor shall ensure that the Contractor-supplied equipment is at all times fully compatible with a manufacturer-supported Operating System; the State shall not be required to run an Operating System that is no longer supported by the manufacturer.
 - e. If the Contractor-supplied equipment requires middleware or database software, Contractor shall maintain middleware and database software versions that are at all times fully compatible with current versions of the Operating System and equipment, to ensure that security vulnerabilities are not introduced. The Contractor, at the Contractor's expense, shall purchase and maintain any licensing for middleware or database software required by the State.
 - f. The Contractor shall maintain an inventory list for all State-supplied equipment issued by the State. The listing shall include State inventory tag number, person assigned to the equipment and physical location. The Contractor shall provide a copy of the inventory list to the State upon request. The Contractor shall responsibly safeguard all State-supplied equipment and shall return any such equipment to the State in accordance with the Special Terms and Conditions of this Contract or upon the State's written request.
 - g. The Contractor shall be responsible for the correct use, maintenance, and protection of all articles of nonexpendable, tangible personal property furnished by the State for the Contractor's use under this Contract. Any such property returned by the Contractor to the State during the Term shall be in the same condition as when received, less ordinary wear and tear. At the end of the Term or upon termination of this Contract, the Contractor shall return to the State all such property furnished by the State in the same condition as when received, less ordinary wear and tear. At the State's discretion, the Contractor shall be responsible for the full replacement value or reimbursement of repairs of any such property damaged, destroyed, lost, or stolen.

A.65. Use of State Information Technology Resources.

- a. The Contractor shall use TCSES as the exclusive computer system for all child support operations. The Contractor agrees to: input necessary data; use such system as directed by the State; and designate specific staff as needed to maintain adequate TCSES system support. Further, the Contractor agrees to use secure connection technologies to access TCSES as determined by the State.
- b. The Contractor must comply with the State's Enterprise Information Security Policies. This document is found at the following URL: <https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html>.
- c. Contractor represents, warrants, and certifies that Contractor shall require all of Contractor's employees and subcontractors to read and sign the State's Acceptable Use Policy, attached hereto and incorporated as Attachment E, prior to giving any such individuals access to State IT resources as defined in Attachment E.

A.66. Acceptable Use Policy. The Contractor shall only use the State network connection and software in the performance of the services required under this Contract and as provided in the State's Acceptable Use Policy. The Contractor's usage of the State network connection or network software for unauthorized purposes may result in cancellation of this Contract, and the State may pursue all remedies available at law and in equity.

A.67. Disaster Recovery. The Contractor shall perform at least one Disaster Recovery Test every three hundred sixty-five (365) days using actual State Data Sets that mirror production data. The Contractor shall provide written confirmation to the State after each Disaster Recovery Test that its Disaster Recovery Capabilities enable it to meet the State's RPO and RTO requirements.

The Contractor shall provide the State, no later than July 29, 2023, a tested version of the Disaster Recovery/Business Continuity Plan, the original of which was provided with the technical proposal submitted in response to RFP #34513-22324 resulting in award of this contract. The tested version must be specific to the Contractor's operation in the 20th Judicial District and must include a report documenting the outcome of testing. In addition, the Contractor shall notify the State within forty-five (45) days of any alterations to the Contractor's documented and tested Disaster Recovery/Business Continuity Plan. Such alterations shall be subject to written approval by the State. Said plan shall be made available to the State upon request.

A.68. Contract Services Transition. Upon expiration or termination of this Contract, the Contractor shall assist the State to ensure an orderly transfer of responsibility and continuity of those services required under the terms of the Contract to an organization designated by the State.

- a. The Contractor shall deliver, FOB destination, all records, documentation, reports, data, hard copy and electronic files, roster of current staff, recommendations, etc., which were required to be produced under the terms of the Contract to the State or the State's designee promptly and with due diligence after receipt of the written request. Electronic files shall be delivered in a Tagged Image File Format (TIFF), Portable Document Format (PDF), or other format as may be prescribed by the State, based on instructions supplied to the Contractor at least sixty (60) days prior to the required delivery date.
- b. The Contractor shall discontinue providing the service or accepting new assignments under the terms of this Contract, on the date specified by the State, in order to ensure the completion of such service prior to the termination of the Contract.
- c. The Contractor shall, upon request of the State, help to provide an understanding of the child support enforcement program in the 20th Judicial District for any potential future Contractor.
- d. At the conclusion of the Term or as directed by the State, the Contractor shall destroy all confidential data acquired in the performance of this contract (including any copies such as backups) in accordance with the current version of NIST Special Publication 800-88. The Contractor shall exclude hard copy case files, as described in Section A.35, from destruction. The Contractor also shall sanitize all Contractor-supplied processing equipment used in the performance of this contract, including multifunction print devices in accordance with Section E.2.g.(4) and the current version of NIST publication 800-88. The Contractor shall provide an itemized inventory list of the intended items to be destroyed for State's approval as well as confirmation within ten (10) business days after destruction.

A.69. Case Referral Information. The State will transmit appropriate child and spousal support case referrals to the Contractor pursuant to Title IV-D of the Social Security Act, 42 U.S.C. § 651, *et seq.* Such referrals will contain the name of the recipient, names of the children and the associated non-custodial parent, if known, such identifying information as is available to assist in the location activities and support enforcement process, pertinent known legal information relative to marital status and orders for support, the amount of the family's assistance TANF grant or State-provided medical services, available data relative to the non-custodial parent's whereabouts and employment, and any other available information which may relate to the support process.

- A.70. Changes of Status. The State will provide pertinent information relative to changes of status in referred cases, including, but not limited to, closure of the public assistance case and changes in the aid group.
- A.71. Discretion to Make or Withdraw Referrals. The State may, at its discretion, make or withdraw any case referrals.
- A.72. Location of Noncustodial Parents. The State will provide location service, which will allow access through automated interfaces to various local, state, regional and national databases to facilitate the location of non-custodial parents.
- A.73. Settlements. The State will consult with the Contractor concerning potential settlements affecting the rights of the State and concerning all adverse administrative or judicial rulings in order to determine appropriate remedies to be sought by the Contractor or the Office of the Attorney General and Reporter.
- A.74. Central Registry. The State will serve as the Central Registry for all incoming Intergovernmental IV-D case requests, such as requests for case status and application of appropriate child support enforcement remedies and will disseminate these requests to the Contractor.
- A.75. Forms and Handbook. The State will provide to the Contractor all essential forms to be used in the administration of the program as well as hard copies of the Tennessee Child Support Handbook.
- A.76. Policy Manual. The State will provide the Contractor with access to the electronic program policy manual located on the State Intranet at: <https://www.tn.gov/humanservices/for-families/child-support-services/child-support-services-features.html>
- A.77. Telephone Interpreter Service. The State will offer, at no charge to the Contractor, telephone interpreter service.
- A.78. Control Memorandum Process.
- a. The Control Memorandum (“CM”) process shall be utilized by the State to clarify Contract requirements, issue instruction to the Contractor, document action required of the Contractor, or request information from the Contractor. In addition, the CM process shall be used by the State to impose assessments of damages, either actual or liquidated. This process will be used to address issues or matters that do not require a contract amendment. Each CM must be in writing and indicate the date on which it was issued. CMs may provide relevant history, background, and other pertinent information regarding the issue(s) being addressed in the CM. Each CM will establish a deadline or timeframe for the Contractor’s reply or other action. All CMs submitted to the Contractor must be signed and approved by the State’s Project Director (or his/her designee). When the CM pertains to damages, either actual or liquidated, the State may issue consecutive CMs, as may be necessary or appropriate.
 - b. A CM may include one (1) or more of the five (5) components of the CM process described below:
 1. On Request Report – a request directing the Contractor to provide information by the time and date set out in the CM.
 2. Control Directive (CD) – instructions that require the Contractor to complete, within a designated timeframe, one (1) or more deliverables or to perform any other request from the State that is within the scope of the Contract. The CD may include a Corrective Action Plan. A CD may also provide clarification of certain Contract terms. Once a CM/CD has been issued, it shall be considered to be incorporated into this Contract.
 3. Notice of Potential Damages (Actual or Liquidated) (NPD) – notification to the Contractor that the State has determined that a potential Contract performance or compliance failure exists and that the State is contemplating assessing damages. The NPD shall identify the Contract provision(s) on which the State determination rests.

4. Notice of Calculation of Potential Damages (Actual or Liquidated) (NCPD) – notification to the Contractor that provides a calculation of the amount of potential damages that the State is contemplating assessing against the Contractor. NPDs and NPCDs may be issued consecutively or simultaneously.
 5. Notice of Intent to Assess Damages (Actual or Liquidated) (NIAD) – notification to the Contractor that the State is assessing damages and specifying whether the damages, due to a performance or compliance failure, are actual damages or Liquidated Damages and setting out the performance or compliance failure underlying each intended damage assessment. The NIAD shall identify the NPD and NCPD upon which it is based. The NIAD shall specify the total amount and type of damages, whether actual or liquidated, that the State intends to assess. Following the issuance of an NIAD, the State may elect to withhold damages from payments due to Contractor. The State may not issue a NIAD without first issuing a NPD and a NPCD. The State may not obtain both Liquidated Damages and Actual Damages for the same occurrence of a Contract performance or compliance failure.
- c. Damages for failure to comply with CM. The Contractor shall fully comply with all CMs. Failure to do so may result in the State pursuing recovery of damages, as defined in Section E.10., including Liquidated Damages as listed in Contract Attachment B, a corrective action plan, and/or termination of the Contract.
 - d. Appeal of Damages by Contractor. Contractor may appeal either the basis for NPD or calculation of NCPD potential damages, either actual or liquidated. To do so, the Contractor shall submit to the State's Project Director (or his/her designee) a written response to the NPD and/or NCPD within ten (10) business days of receipt of a CM which includes a NPD or a NCPD. The State's Project Director (or his/her designee) shall review the appeal and provide notice of his/her determination to the Contractor through a CM. If the Contractor disagrees with the State's Project Director's (or his/her designee) initial appeal determination or the State's Project Director (or his/her designee) is unable to resolve the appeal, the Contractor may submit a written request to the State's Project Director (or his/her designee) that the matter be escalated to senior management of the Agency. Contractor shall submit such a request for escalation within ten (10) business days of its receipt of the initial appeal determination from the State's Project Director (or his/her designee) or of notification by the State's Project Director that he/she is unable to resolve the appeal. The State's senior management shall provide written notice of its final determination to the Contractor within ten (10) days of the receipt of the appeal from the Contractor. Upon appeal or escalation, the State shall not increase the amount of the potential damages.
- A.79. Arrears Balances. The Contractor shall also respond to and resolve customer inquiries that reference arrears balances that may be assigned to the State or unassigned and owed to the custodial parent.
- A.80. Warranty. Contractor represents and warrants that the term of the warranty ("Warranty Period") shall be the greater of the Term of this Contract or any other warranty generally offered by Contractor, its suppliers, or manufacturers to customers of its goods or services. The goods or services provided under this Contract shall conform to the terms and conditions of this Contract throughout the Warranty Period. Any nonconformance of the goods or services to the terms and conditions of this Contract shall constitute a "Defect" and shall be considered "Defective." If Contractor receives notice of a Defect during the Warranty Period, then Contractor shall correct the Defect, at no additional charge.

Contractor represents and warrants that the State is authorized to possess and use all equipment, materials, software, and deliverables provided under this Contract.

Contractor represents and warrants that all goods or services provided under this Contract shall be provided in a timely and professional manner, by qualified and skilled individuals, and in conformity with standards generally accepted in Contractor's industry.

If Contractor fails to provide the goods or services as warranted, then Contractor will re-provide the goods or services at no additional charge. If Contractor is unable or unwilling to re-provide the goods or services as warranted, then the State shall be entitled to recover the fees paid to Contractor for the

Defective goods or services. Any exercise of the State's rights under this Section shall not prejudice the State's rights to seek any other remedies available under this Contract or applicable law.

- A.81. Inspection and Acceptance. The State shall have the right to inspect all goods or services provided by Contractor under this Contract. If, upon inspection, the State determines that the goods or services are Defective, the State shall notify Contractor, and Contractor shall re-deliver the goods or provide the services at no additional cost to the State. If after a period of thirty (30) days following delivery of goods or performance of services the State does not provide a notice of any Defects, the goods or services shall be deemed to have been accepted by the State.

B. TERM OF CONTRACT:

This Contract shall be effective for the period beginning on July 1, 2023 ("Effective Date") and ending on June 30, 2028 ("Term"). The State shall have no obligation for goods delivered or services provided by the Contractor prior to the Effective Date.

C. PAYMENT TERMS AND CONDITIONS:

- C.1. Maximum Liability. In no event shall the maximum liability of the State under this Contract exceed **Written Dollar Amount (\$Number)** ("Maximum Liability"). This Contract does not grant the Contractor any exclusive rights. The State does not guarantee that it will buy any minimum quantity of goods or services under this Contract. Subject to the terms and conditions of this Contract, the Contractor will only be paid for goods or services provided under this Contract after a purchase order is issued to Contractor by the State or as otherwise specified by this Contract.
- C.2. Compensation Firm. The payment methodology in Section C.3. of this Contract shall constitute the entire compensation due the Contractor for all goods or services provided under this Contract regardless of the difficulty, materials or equipment required. The payment methodology includes all applicable taxes, fees, overhead, and all other direct and indirect costs incurred or to be incurred by the Contractor.
- C.3. Payment Methodology. The Contractor shall be compensated based on the payment methodology for goods or services authorized by the State in a total amount as set forth in Section C.1.
- a. The Contractor's compensation shall be contingent upon the satisfactory provision of goods or services as set forth in Section A.
 - b. The Contractor shall be compensated based upon the following payment methodology:

Goods or Services Description	Amount (per compensable increment)
Child Support Enforcement Services Year 1 of the Term July 1, 2023 – June 30, 2024	\$ Number per month
Child Support Enforcement Services Year 2 of the Term July 1, 2024 – June 30, 2025	\$ Number per month
Child Support Enforcement Services Year 3 of the Term July 1, 2025 – June 30, 2026	\$ Number per month
Child Support Enforcement Services Year 4 of the Term July 1, 2026 – June 30, 2027	\$ Number per month
Child Support Enforcement Services Year 5 of the Term	\$ Number per month

July 1, 2027 – June 30, 2028	
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- C.4. Travel Compensation. The Contractor shall not be compensated or reimbursed for travel time, travel expenses, meals, or lodging.
- C.5. Invoice Requirements. The Contractor shall invoice the State only for goods delivered and accepted by the State or services satisfactorily provided at the amounts stipulated in Section C.3., above. Contractor shall submit invoices and necessary supporting documentation, no more frequently than once a month, and no later than thirty (30) days after goods or services have been provided to the following address:
- ChildSupport.ContractDHS@tn.gov with a carbon copy to Naomi.Shelton@tn.gov
- a. Each invoice, on Contractor's letterhead, shall clearly and accurately detail all of the following information (calculations must be extended and totaled correctly):
- (1) Invoice number (assigned by the Contractor);
 - (2) Invoice date;
 - (3) Contract number (assigned by the State);
 - (4) Customer account name: Tennessee Department of Human Services, Division of Child Support Services;
 - (5) Customer account number (assigned by the Contractor to the above-referenced Customer);
 - (6) Contractor name;
 - (7) Contractor Tennessee Edison registration ID number;
 - (8) Contractor contact for invoice questions (name, phone, or email);
 - (9) Contractor remittance address;
 - (10) Description of delivered goods or services provided and invoiced, including identifying information as applicable;
 - (11) Number of delivered or completed units, increments, hours, or days as applicable, of each good or service invoiced;
 - (12) Applicable payment methodology (as stipulated in Section C.3.) of each good or service invoiced;
 - (13) Amount due for each compensable unit of good or service; and
 - (14) Total amount due for the invoice period.
- b. Contractor's invoices shall:
- (1) Only include charges for goods delivered or services provided as described in Section A and in accordance with payment terms and conditions set forth in Section C;
 - (2) Only be submitted for goods delivered or services completed and shall not include any charge for future goods to be delivered or services to be performed;
 - (3) Not include Contractor's taxes, which includes without limitation Contractor's sales and use tax, excise taxes, franchise taxes, real or personal property taxes, or income taxes; and
 - (4) Include shipping or delivery charges only as authorized in this Contract.
- c. The timeframe for payment (or any discounts) begins only when the State is in receipt of an invoice that meets the minimum requirements of this Section C.5.
- C.6. Payment of Invoice. A payment by the State shall not prejudice the State's right to object to or question any payment, invoice, or other matter. A payment by the State shall not be construed as acceptance of goods delivered, any part of the services provided, or as approval of any amount invoiced.
- C.7. Invoice Reductions. The Contractor's invoice shall be subject to reduction for amounts included in any invoice or payment that is determined by the State, on the basis of audits conducted in accordance with the terms of this Contract, to not constitute proper compensation for goods delivered or services provided.
- C.8. Deductions. The State reserves the right to deduct from amounts, which are or shall become due and payable to the Contractor under this or any contract between the Contractor and the State of Tennessee, any amounts that are or shall become due and payable to the State of Tennessee by the Contractor.

- C.9. Prerequisite Documentation. The Contractor shall not invoice the State under this Contract until the State has received the following, properly completed documentation.
- a. The Contractor shall complete, sign, and present to the State the "Authorization Agreement for Automatic Deposit Form" provided by the State. By doing so, the Contractor acknowledges and agrees that, once this form is received by the State, payments to the Contractor, under this or any other contract the Contractor has with the State of Tennessee, may be made by ACH; and
 - b. The Contractor shall complete, sign, and return to the State the State-provided W-9 form. The taxpayer identification number on the W-9 form must be the same as the Contractor's Federal Employer Identification Number or Social Security Number referenced in the Contractor's Edison registration information.

D. MANDATORY TERMS AND CONDITIONS:

- D.1. Required Approvals. The State is not bound by this Contract until it is duly approved by the Parties and all appropriate State officials in accordance with applicable Tennessee laws and regulations. Depending upon the specifics of this Contract, this may include approvals by the Commissioner of Finance and Administration, the Commissioner of Human Resources, the Comptroller of the Treasury, and the Chief Procurement Officer. Approvals shall be evidenced by a signature or electronic approval.
- D.2. Communications and Contacts. All instructions, notices, consents, demands, or other communications required or contemplated by this Contract shall be in writing and shall be made by certified, first class mail, return receipt requested and postage prepaid, by overnight courier service with an asset tracking system, or by email or facsimile transmission with recipient confirmation. All communications, regardless of method of transmission, shall be addressed to the respective Party at the appropriate mailing address, facsimile number, or email address as stated below or any other address provided in writing by a Party.

The State:

Krista Gray, Director – FA & CS Contracts Management Unit
 Department of Human Services
 505 Deaderick Street, 16th Floor
 James K. Polk Building
Krista.Gray@tn.gov
 ChildSupport.ContractDHS@tn.gov
 Telephone # 615-313-4742
 FAX # 615-524-3044

The Contractor:

Contractor Contact Name & Title
Contractor Name
Address
Email Address
 Telephone # **Number**
 FAX # **Number**

All instructions, notices, consents, demands, or other communications shall be considered effective upon receipt or recipient confirmation as may be required.

- D.3. Modification and Amendment. This Contract may be modified only by a written amendment signed by all Parties and approved by all applicable State officials.
- D.4. Subject to Funds Availability. The Contract is subject to the appropriation and availability of State or federal funds. In the event that the funds are not appropriated or are otherwise unavailable, the State reserves the right to terminate this Contract upon written notice to the Contractor. The State's exercise of its right to terminate this Contract shall not constitute a breach of Contract by the State. Upon receipt of

the written notice, the Contractor shall cease all work associated with the Contract. If the State terminates this Contract due to lack of funds availability, the Contractor shall be entitled to compensation for all conforming goods requested and accepted by the State and for all satisfactory and authorized services completed as of the termination date. Should the State exercise its right to terminate this Contract due to unavailability of funds, the Contractor shall have no right to recover from the State any actual, general, special, incidental, consequential, or any other damages of any description or amount.

- D.5. Termination for Convenience. The State may terminate this Contract for convenience without cause and for any reason. The State shall give the Contractor at least thirty (30) days written notice before the termination date. The Contractor shall be entitled to compensation for all conforming goods delivered and accepted by the State or for satisfactory, authorized services completed as of the termination date. In no event shall the State be liable to the Contractor for compensation for any goods neither requested nor accepted by the State or for any services neither requested by the State nor satisfactorily performed by the Contractor. In no event shall the State's exercise of its right to terminate this Contract for convenience relieve the Contractor of any liability to the State for any damages or claims arising under this Contract.
- D.6. Termination for Cause. If the Contractor fails to properly perform its obligations under this Contract in a timely or proper manner, or if the Contractor materially violates any terms of this Contract ("Breach Condition"), the State shall have the right to immediately terminate the Contract and withhold payments in excess of compensation for completed services or provided goods. Notwithstanding the above, the Contractor shall not be relieved of liability to the State for damages sustained by virtue of any Breach Condition and the State may seek other remedies allowed at law or in equity for breach of this Contract.
- D.7. Assignment and Subcontracting. The Contractor shall not assign this Contract or enter into a subcontract for any of the goods or services provided under this Contract without the prior written approval of the State. Notwithstanding any use of the approved subcontractors, the Contractor shall be the prime contractor and responsible for compliance with all terms and conditions of this Contract. The State reserves the right to request additional information or impose additional terms and conditions before approving an assignment of this Contract in whole or in part or the use of subcontractors in fulfilling the Contractor's obligations under this Contract.
- D.8. Conflicts of Interest. The Contractor warrants that no part of the Contractor's compensation shall be paid directly or indirectly to an employee or official of the State of Tennessee as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the Contractor in connection with any work contemplated or performed under this Contract.

The Contractor acknowledges, understands, and agrees that this Contract shall be null and void if the Contractor is, or within the past six (6) months has been, an employee of the State of Tennessee or if the Contractor is an entity in which a controlling interest is held by an individual who is, or within the past six (6) months has been, an employee of the State of Tennessee.

- D.9. Nondiscrimination. The Contractor hereby agrees, warrants, and assures that no person shall be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of this Contract or in the employment practices of the Contractor on the grounds of handicap or disability, age, race, creed, color, religion, sex, national origin, or any other classification protected by federal or state law. The Contractor shall, upon request, show proof of nondiscrimination and shall post in conspicuous places, available to all employees and applicants, notices of nondiscrimination.
- D.10. Prohibition of Illegal Immigrants. The requirements of Tenn. Code Ann. § 12-3-309 addressing the use of illegal immigrants in the performance of any contract to supply goods or services to the state of Tennessee, shall be a material provision of this Contract, a breach of which shall be grounds for monetary and other penalties, up to and including termination of this Contract.
- a. The Contractor agrees that the Contractor shall not knowingly utilize the services of an illegal immigrant in the performance of this Contract and shall not knowingly utilize the services of any subcontractor who will utilize the services of an illegal immigrant in the performance of this Contract. The Contractor shall reaffirm this attestation, in writing, by submitting to the State a completed and signed copy of the document at Attachment C, semi-annually during the Term. If

the Contractor is a party to more than one contract with the State, the Contractor may submit one attestation that applies to all contracts with the State. All Contractor attestations shall be maintained by the Contractor and made available to State officials upon request.

- b. Prior to the use of any subcontractor in the performance of this Contract, and semi-annually thereafter, during the Term, the Contractor shall obtain and retain a current, written attestation that the subcontractor shall not knowingly utilize the services of an illegal immigrant to perform work under this Contract and shall not knowingly utilize the services of any subcontractor who will utilize the services of an illegal immigrant to perform work under this Contract. Attestations obtained from subcontractors shall be maintained by the Contractor and made available to State officials upon request.
 - c. The Contractor shall maintain records for all personnel used in the performance of this Contract. Contractor's records shall be subject to review and random inspection at any reasonable time upon reasonable notice by the State.
 - d. The Contractor understands and agrees that failure to comply with this section will be subject to the sanctions of Tenn. Code Ann. § 12-3-309 for acts or omissions occurring after its effective date.
 - e. For purposes of this Contract, "illegal immigrant" shall be defined as any person who is not: (i) a United States citizen; (ii) a Lawful Permanent Resident; (iii) a person whose physical presence in the United States is authorized; (iv) allowed by the federal Department of Homeland Security and who, under federal immigration laws or regulations, is authorized to be employed in the U.S.; or (v) is otherwise authorized to provide services under the Contract.
- D.11. Records. The Contractor shall maintain documentation for all charges under this Contract. The books, records, and documents of the Contractor, for work performed or money received under this Contract, shall be maintained for a period of five (5) full years from the date of the final payment and shall be subject to audit at any reasonable time and upon reasonable notice by the State, the Comptroller of the Treasury, or their duly appointed representatives. The financial statements shall be prepared in accordance with generally accepted accounting principles.
- D.12. Monitoring. The Contractor's activities conducted and records maintained pursuant to this Contract shall be subject to monitoring and evaluation by the State, the Comptroller of the Treasury, or their duly appointed representatives.
- D.13. Progress Reports. The Contractor shall submit brief, periodic, progress reports to the State as requested.
- D.14. Strict Performance. Failure by any Party to this Contract to require, in any one or more cases, the strict performance of any of the terms, covenants, conditions, or provisions of this Contract shall not be construed as a waiver or relinquishment of any term, covenant, condition, or provision. No term or condition of this Contract shall be held to be waived, modified, or deleted except by a written amendment signed by the Parties.
- D.15. Independent Contractor. The Parties shall not act as employees, partners, joint venturers, or associates of one another. The Parties are independent contracting entities. Nothing in this Contract shall be construed to create an employer/employee relationship or to allow either Party to exercise control or direction over the manner or method by which the other transacts its business affairs or provides its usual services. The employees or agents of one Party are not employees or agents of the other Party.
- D.16. Patient Protection and Affordable Care Act. The Contractor agrees that it will be responsible for compliance with the Patient Protection and Affordable Care Act ("PPACA") with respect to itself and its employees, including any obligation to report health insurance coverage, provide health insurance coverage, or pay any financial assessment, tax, or penalty for not providing health insurance. The Contractor shall indemnify the State and hold it harmless from any costs to the State arising from Contractor's failure to fulfill its PPACA responsibilities for itself or its employees.

- D.17. Limitation of State's Liability. The State shall have no liability except as specifically provided in this Contract. In no event will the State be liable to the Contractor or any other party for any lost revenues, lost profits, loss of business, decrease in the value of any securities or cash position, time, goodwill, or any indirect, special, incidental, punitive, exemplary or consequential damages of any nature, whether based on warranty, contract, statute, regulation, tort (including but not limited to negligence), or any other legal theory that may arise under this Contract or otherwise. The State's total liability under this Contract (including any exhibits, schedules, amendments or other attachments to the Contract) or otherwise shall under no circumstances exceed the Maximum Liability. This limitation of liability is cumulative and not per incident.
- D.18. Limitation of Contractor's Liability. In accordance with Tenn. Code Ann. § 12-3-701, the Contractor's liability for all claims arising under this Contract shall be limited to an amount equal to two (2) times the Maximum Liability amount detailed in Section C.1. and as may be amended, PROVIDED THAT in no event shall this Section limit the liability of the Contractor for: (i) intellectual property or any Contractor indemnity obligations for infringement for third-party intellectual property rights; (ii) any claims covered by any specific provision in the Contract providing for liquidated damages; or (iii) any claims for intentional torts, criminal acts, fraudulent conduct, or acts or omissions that result in personal injuries or death. For clarity, except as otherwise expressly set forth in this Section, Contractor's indemnification obligations and other remedies available under this Contract are subject to the limitations on liability set forth in this Section.
- D.19. Hold Harmless. The Contractor agrees to indemnify and hold harmless the State of Tennessee as well as its officers, agents, and employees from and against any and all claims, liabilities, losses, and causes of action which may arise, accrue, or result to any person, firm, corporation, or other entity which may be injured or damaged as a result of acts, omissions, or negligence on the part of the Contractor, its employees, or any person acting for or on its or their behalf relating to this Contract. The Contractor further agrees it shall be liable for the reasonable cost of attorneys' fees, court costs, expert witness fees, and other litigation expenses for the State to enforce the terms of this Contract.

In the event of any suit or claim, the Parties shall give each other immediate notice and provide all necessary assistance to respond. The failure of the State to give notice shall only relieve the Contractor of its obligations under this Section to the extent that the Contractor can demonstrate actual prejudice arising from the failure to give notice. This Section shall not grant the Contractor, through its attorneys, the right to represent the State in any legal matter, as the right to represent the State is governed by Tenn. Code Ann. § 8-6-106.

- D.20. HIPAA Compliance. The State and Contractor shall comply with obligations under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), Health Information Technology for Economic and Clinical Health ("HITECH") Act and any other relevant laws and regulations regarding privacy (collectively the "Privacy Rules"). The obligations set forth in this Section shall survive the termination of this Contract.
- a. Contractor warrants to the State that it is familiar with the requirements of the Privacy Rules, and will comply with all applicable requirements in the course of this Contract.
 - b. Contractor warrants that it will cooperate with the State, including cooperation and coordination with State privacy officials and other compliance officers required by the Privacy Rules, in the course of performance of the Contract so that both parties will be in compliance with the Privacy Rules.
 - c. The State and the Contractor will sign documents, including but not limited to business associate agreements, as required by the Privacy Rules and that are reasonably necessary to keep the State and Contractor in compliance with the Privacy Rules. This provision shall not apply if information received or delivered by the parties under this Contract is NOT "protected health information" as defined by the Privacy Rules, or if the Privacy Rules permit the parties to receive or deliver the information without entering into a business associate agreement or signing another document.

- d. The Contractor will indemnify the State and hold it harmless for any violation by the Contractor or its subcontractors of the Privacy Rules. This includes the costs of responding to a breach of protected health information, the costs of responding to a government enforcement action related to the breach, and any fines, penalties, or damages paid by the State because of the violation.

D.21. Tennessee Consolidated Retirement System. Subject to statutory exceptions contained in Tenn. Code Ann. §§ 8-36-801, *et seq.*, the law governing the Tennessee Consolidated Retirement System (“TCRS”), provides that if a retired member of TCRS, or of any superseded system administered by TCRS, or of any local retirement fund established under Tenn. Code Ann. §§ 8-35-101, *et seq.*, accepts State employment, the member's retirement allowance is suspended during the period of the employment. Accordingly and notwithstanding any provision of this Contract to the contrary, the Contractor agrees that if it is later determined that the true nature of the working relationship between the Contractor and the State under this Contract is that of “employee/employer” and not that of an independent contractor, the Contractor, if a retired member of TCRS, may be required to repay to TCRS the amount of retirement benefits the Contractor received from TCRS during the Term.

D.22. Tennessee Department of Revenue Registration. The Contractor shall comply with all applicable registration requirements contained in Tenn. Code Ann. §§ 67-6-601 – 608. Compliance with applicable registration requirements is a material requirement of this Contract.

D.23. Debarment and Suspension. The Contractor certifies, to the best of its knowledge and belief, that it, its current and future principals, its current and future subcontractors and their principals:

- a. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal or state department or agency;
- b. have not within a three (3) year period preceding this Contract been convicted of, or had a civil judgment rendered against them from commission of fraud, or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or grant under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification, or destruction of records, making false statements, or receiving stolen property;
- c. are not presently indicted or otherwise criminally or civilly charged by a government entity (federal, state, or local) with commission of any of the offenses detailed in section b. of this certification; and
- d. have not within a three (3) year period preceding this Contract had one or more public transactions (federal, state, or local) terminated for cause or default.

The Contractor shall provide immediate written notice to the State if at any time it learns that there was an earlier failure to disclose information or that due to changed circumstances, its principals or the principals of its subcontractors are excluded, disqualified, or presently fall under any of the prohibitions of sections a-d.

D.24. Force Majeure. “Force Majeure Event” means fire, flood, earthquake, elements of nature or acts of God, wars, riots, civil disorders, rebellions or revolutions, acts of terrorism or any other similar cause beyond the reasonable control of the Party except to the extent that the non-performing Party is at fault in failing to prevent or causing the default or delay, and provided that the default or delay cannot reasonably be circumvented by the non-performing Party through the use of alternate sources, workaround plans or other means. A strike, lockout or labor dispute shall not excuse either Party from its obligations under this Contract. Except as set forth in this Section, any failure or delay by a Party in the performance of its obligations under this Contract arising from a Force Majeure Event is not a default under this Contract or grounds for termination. The non-performing Party will be excused from performing those obligations directly affected by the Force Majeure Event, and only for as long as the Force Majeure Event continues, provided that the Party continues to use diligent, good faith efforts to resume performance without delay. The occurrence of a Force Majeure Event affecting Contractor’s representatives, suppliers, subcontractors, customers or business apart from this Contract is not a Force Majeure Event under this Contract. Contractor will promptly notify the State of any delay caused by a Force Majeure Event (to be

confirmed in a written notice to the State within one (1) day of the inception of the delay) that a Force Majeure Event has occurred, and will describe in reasonable detail the nature of the Force Majeure Event. If any Force Majeure Event results in a delay in Contractor's performance longer than forty-eight (48) hours, the State may, upon notice to Contractor: (a) cease payment of the fees for the affected obligations until Contractor resumes performance of the affected obligations; or (b) immediately terminate this Contract or any purchase order, in whole or in part, without further payment except for fees then due and payable. Contractor will not increase its charges under this Contract or charge the State any fees other than those provided for in this Contract as the result of a Force Majeure Event.

- D.25. State and Federal Compliance. The Contractor shall comply with all State and federal laws and regulations applicable to Contractor in the Contractor's performance of this Contract.
- D.26. Governing Law. This Contract shall be governed by and construed in accordance with the laws of the State of Tennessee, without regard to its conflict or choice of law rules. The Tennessee Claims Commission or the state or federal courts in Tennessee shall be the venue for all claims, disputes, or disagreements arising under this Contract. The Contractor acknowledges and agrees that any rights, claims, or remedies against the State of Tennessee or its employees arising under this Contract shall be subject to and limited to those rights and remedies available under Tenn. Code Ann. §§ 9-8-101 - 408.
- D.27. Entire Agreement. This Contract is complete and contains the entire understanding between the Parties relating to its subject matter, including all the terms and conditions of the Parties' agreement. This Contract supersedes any and all prior understandings, representations, negotiations, and agreements between the Parties, whether written or oral.
- D.28. Severability. If any terms and conditions of this Contract are held to be invalid or unenforceable as a matter of law, the other terms and conditions of this Contract shall not be affected and shall remain in full force and effect. The terms and conditions of this Contract are severable.
- D.29. Headings. Section headings of this Contract are for reference purposes only and shall not be construed as part of this Contract.
- D.30. Incorporation of Additional Documents. Each of the following documents is included as a part of this Contract by reference. In the event of a discrepancy or ambiguity regarding the Contractor's duties, responsibilities, and performance under this Contract, these items shall govern in order of precedence below:
- a. any amendment to this Contract, with the latter in time controlling over any earlier amendments;
 - b. this Contract with any attachments or exhibits (excluding the items listed at subsections c. through f., below), which includes Attachments A, B, C, D, and E;
 - c. any clarifications of or addenda to the Contractor's proposal seeking this Contract;
 - d. the State solicitation, as may be amended, requesting responses in competition for this Contract;
 - e. any technical specifications provided to proposers during the procurement process to award this Contract; and
 - f. the Contractor's response seeking this Contract.
- D.31. Iran Divestment Act. The requirements of Tenn. Code Ann. § 12-12-101, *et seq.*, addressing contracting with persons as defined at Tenn. Code Ann. §12-12-103(5) that engage in investment activities in Iran, shall be a material provision of this Contract. The Contractor certifies, under penalty of perjury, that to the best of its knowledge and belief that it is not on the list created pursuant to Tenn. Code Ann. § 12-12-106.
- D.32. Insurance. Contractor shall maintain insurance coverage as specified in this Section. The State reserves the right to amend or require additional insurance coverage, coverage amounts, and endorsements required under this Contract. Contractor's failure to maintain or submit evidence of insurance coverage, as required, is a material breach of this Contract. If Contractor loses insurance coverage, fails to renew coverage, or for any reason becomes uninsured during the Term, Contractor shall immediately notify the State. All insurance companies providing coverage must be: (a) acceptable to the State; (b) authorized by the Tennessee Department of Commerce and Insurance ("TDCI"); and (c) rated A- / VII or better by A.M. Best. All coverage must be on a primary basis and noncontributory with any other insurance or self-insurance carried by the State. Contractor agrees to name the State as an additional insured on any

insurance policy with the exception of workers' compensation (employer liability) and professional liability (errors and omissions) insurance. All policies must contain an endorsement for a waiver of subrogation in favor of the State. Any deductible or self insured retention ("SIR") over fifty thousand dollars (\$50,000) must be approved by the State. The deductible or SIR and any premiums are the Contractor's sole responsibility. The Contractor agrees that the insurance requirements specified in this Section do not reduce any liability the Contractor has assumed under this Contract including any indemnification or hold harmless requirements.

To achieve the required coverage amounts, a combination of an otherwise deficient specific policy and an umbrella policy with an aggregate meeting or exceeding the required coverage amounts is acceptable. For example: If the required policy limit under this Contract is for two million dollars (\$2,000,000) in coverage, acceptable coverage would include a specific policy covering one million dollars (\$1,000,000) combined with an umbrella policy for an additional one million dollars (\$1,000,000). If the deficient underlying policy is for a coverage area without aggregate limits (generally Automobile Liability and Employers' Liability Accident), Contractor shall provide a copy of the umbrella insurance policy documents to ensure that no aggregate limit applies to the umbrella policy for that coverage area. In the event that an umbrella policy is being provided to achieve any required coverage amounts, the umbrella policy shall be accompanied by an endorsement at least as broad as the Insurance Services Office, Inc. (also known as "ISO") "Noncontributory—Other Insurance Condition" endorsement or shall be written on a policy form that addresses both the primary and noncontributory basis of the umbrella policy if the State is otherwise named as an additional insured.

Contractor shall provide the State a certificate of insurance ("COI") evidencing the coverages and amounts specified in this Section. The COI must be on a form approved by the TDCI (standard ACORD form preferred). The COI must list each insurer's National Association of Insurance Commissioners (NAIC) number and be signed by an authorized representative of the insurer. The COI must list the State of Tennessee – CPO Risk Manager, 312 Rosa L. Parks Ave., 3rd floor Central Procurement Office, Nashville, TN 37243 as the certificate holder. Contractor shall provide the COI ten (10) business days prior to the Effective Date and again thirty (30) calendar days before renewal or replacement of coverage. Contractor shall provide the State evidence that all subcontractors maintain the required insurance or that subcontractors are included under the Contractor's policy. At any time, the State may require Contractor to provide a valid COI. The Parties agree that failure to provide evidence of insurance coverage as required is a material breach of this Contract. If Contractor self-insures, then a COI will not be required to prove coverage. Instead Contractor shall provide a certificate of self-insurance or a letter, on Contractor's letterhead, detailing its coverage, policy amounts, and proof of funds to reasonably cover such expenses. The State reserves the right to require complete copies of all required insurance policies, including endorsements required by these specifications, at any time.

The State agrees that it shall give written notice to the Contractor as soon as practicable after the State becomes aware of any claim asserted or made against the State, but in no event later than thirty (30) calendar days after the State becomes aware of such claim. The failure of the State to give notice shall only relieve the Contractor of its obligations under this Section to the extent that the Contractor can demonstrate actual prejudice arising from the failure to give notice. This Section shall not grant the Contractor or its insurer, through its attorneys, the right to represent the State in any legal matter, as the right to represent the State is governed by Tenn. Code Ann. § 8-6-106.

The insurance obligations under this Contract shall be: (1)—all the insurance coverage and policy limits carried by the Contractor; or (2)—the minimum insurance coverage requirements and policy limits shown in this Contract; whichever is greater. Any insurance proceeds in excess of or broader than the minimum required coverage and minimum required policy limits, which are applicable to a given loss, shall be available to the State. No representation is made that the minimum insurance requirements of the Contract are sufficient to cover the obligations of the Contractor arising under this Contract. The Contractor shall obtain and maintain, at a minimum, the following insurance coverages and policy limits.

a. Commercial General Liability ("CGL") Insurance

- 1) The Contractor shall maintain CGL, which shall be written on an ISO Form CG 00 01 occurrence form (or a substitute form providing equivalent coverage) and shall cover

liability arising from property damage, premises and operations products and completed operations, bodily injury, personal and advertising injury, and liability assumed under an insured contract (including the tort liability of another assumed in a business contract). The Contractor shall maintain single limits not less than one million dollars (\$1,000,000) per occurrence. If a general aggregate limit applies, either the general aggregate limit shall apply separately to this policy or location of occurrence or the general aggregate limit shall be twice the required occurrence limit.

b. Workers' Compensation and Employer Liability Insurance

- 1) For Contractors statutorily required to carry workers' compensation and employer liability insurance, the Contractor shall maintain:
 - i. Workers' compensation in an amount not less than one million dollars (\$1,000,000) including employer liability of one million dollars (\$1,000,000) per accident for bodily injury by accident, one million dollars (\$1,000,000) policy limit by disease, and one million dollars (\$1,000,000) per employee for bodily injury by disease.
- 2) If the Contractor certifies that it is exempt from the requirements of Tenn. Code Ann. §§ 50-6-101 – 103, then the Contractor shall furnish written proof of such exemption for one or more of the following reasons:
 - i. The Contractor employs fewer than five (5) employees;
 - ii. The Contractor is a sole proprietor;
 - iii. The Contractor is in the construction business or trades with no employees;
 - iv. The Contractor is in the coal mining industry with no employees;
 - v. The Contractor is a state or local government; or
 - vi. The Contractor self-insures its workers' compensation and is in compliance with the TDCI rules and Tenn. Code Ann. § 50-6-405.

c. Automobile Liability Insurance

- 1) The Contractor shall maintain automobile liability insurance which shall cover liability arising out of any automobile (including owned, leased, hired, and non-owned automobiles).
- 2) The Contractor shall maintain bodily injury/property damage with a limit not less than one million dollars (\$1,000,000) per occurrence or combined single limit.

d. Technology Professional Liability (Errors & Omissions)/Cyber Liability Insurance

- 1) The Contractor shall maintain technology professional liability (errors & omissions)/cyber liability insurance appropriate to the Contractor's profession in an amount not less than one million dollars (\$1,000,000) per occurrence or claim and three million dollars (\$3,000,000) annual aggregate, covering all acts, claims, errors, omissions, negligence, infringement of intellectual property (including copyright, patent and trade secret); network security and privacy risks, including but not limited to unauthorized access, failure of security, information theft, damage to destruction of or alteration of electronic information, breach of privacy perils, wrongful disclosure and release of private information, collection, or other

negligence in the handling of confidential information, and including coverage for related regulatory fines, defenses, and penalties.

- 2) Such coverage shall include data breach response expenses, in an amount not less than one million dollars (\$1,000,000) and payable whether incurred by the State or Contractor, including but not limited to consumer notification, whether or not required by law, computer forensic investigations, public relations and crisis management firm fees, credit file or identity monitoring or remediation services and expenses in the performance of services for the State or on behalf of the State hereunder.

D.33. Major Procurement Contract Sales and Use Tax. Pursuant to Tenn. Code Ann. § 4-39-102 and to the extent applicable, the Contractor and the Contractor's subcontractors shall remit sales and use taxes on the sales of goods or services that are made by the Contractor or the Contractor's subcontractors and that are subject to tax.

D.34. Boycott of Israel. The Contractor certifies that it is not currently engaged in, and covenants that it will not, for the duration of the Contract, engage in a Boycott of Israel, as that term is defined in Public Chapter No. 775.

E. SPECIAL TERMS AND CONDITIONS:

E.1. Conflicting Terms and Conditions. Should any of these special terms and conditions conflict with any other terms and conditions of this Contract, the special terms and conditions shall be subordinate to the Contract's other terms and conditions.

E.2 Confidentiality of Records. The Contractor agrees that strict standards of confidentiality of records shall be maintained in accordance with State and Federal law and regulations (Reference TCA Sections 71-1-131, 71-3-119, 45-10-101 et seq., 45-10-118, and 50-7-701, 45 Code of Federal Regulations Sections 205.50, 303.21, and 307.13; 26 U.S.C. Section 6103(f); 42 U.S.C. Sections 653, and 1320b-7), and all other applicable State and Federal laws regulations and any and all data-sharing agreements between the Tennessee Department of Human Services and the Federal Government, specifically including, but not limited to, the SDS-BENDEX-SVES for 1137 and/or Child Support Benefit Programs Data Matching Agreement between the Social Security Administration and the Tennessee Department of Human Services.

- a. All material and information provided to the Contractor by the State or acquired by the Contractor on behalf of the State from any non-public source whether verbal, written, electronic data, magnetic tape, cards or otherwise shall be regarded as confidential information in accordance with the provisions of State and Federal law and ethical standards and shall not be disclosed, except as otherwise permitted by law, regulation or court order, and all necessary steps shall be taken by the Contractor to safeguard the confidentiality of such material or information in conformance with Federal and State law and ethical standards.
- b. The Contractor further agrees that any information provided by the State relative to applicants or recipients of public assistance is to be used only for the administration of this Contract or in any investigation, prosecution, or criminal, administrative or civil proceeding conducted pursuant to this Contract. The Contractor agrees to provide safeguards to restrict the use or disclosure of any information concerning such applicants or recipients to purposes stated in this Section.
- c. The safeguards so provided shall also prohibit disclosure to any legislator, legislative or other committee or legislative body, investigator, attorney, or prosecutor of any information which identifies by name or address any such applicant or recipient, except as otherwise permitted by law.

- d. The Contractor agrees that any Federal or State tax related information will be treated as confidential as set forth in this Section, and will be used solely for purposes of administering the child support program, unless otherwise required by law.
- e. It shall be the Contractor's responsibility to ensure that any destruction of confidential information, as described in this Section, will be accomplished in a manner consistent with State policy and Federal regulations pertaining to the destruction of private or confidential data. Confidential information shall be destroyed completely by a method that assures complete obliteration, removal, or destruction to preclude recognition or reconstruction of the confidential information.
- f. The Contractor's obligations under this Section do not apply to information: in the public domain; entering the public domain but not from a breach by the Contractor of this Contract; previously possessed by the Contractor without written obligations to the State to protect it; acquired by the Contractor without written restrictions against disclosure from a third party which, to the Contractor's knowledge, is free to disclose the information; independently developed by the Contractor without the use of the State's information; or, disclosed by the State to others without restrictions against disclosure.
- g. In performance of this Contract, the Contractor agrees to comply with and assume responsibility for compliance by his or her employees and approved subcontractors with the following requirements regarding Federal Tax Information (FTI):
- (1) All work will be done under the supervision of the Contractor or the Contractor's employees and approved subcontractors.
 - (2) Any return or return information made available in any format shall be used only for the purpose of carrying out the provisions of this Contract. Information contained in such material will be treated as confidential and will not be divulged or made known in any manner to any person except as may be necessary in the performance of this Contract. Disclosure to anyone other than an officer, employee or approved subcontractor of the Contractor is prohibited.
 - (3) All returns and return information will be accounted for upon receipt and properly stored before, during, and after processing. In addition, all related output will be given the same level of protection as required for the source material.
 - (4) The Contractor certifies that the data processed during the performance of this Contract will be completely purged from all data storage components of his or her computer facility; no output will be retained by the Contractor at the time the work is completed. If immediate purging of all data storage components is not possible, the Contractor certifies that any IRS data remaining in any storage component will be safeguarded to prevent unauthorized disclosures.
 - (5) Any spoilage or any intermediate hard copy printout that may result during the processing of IRS data will be given to the State or its designee. When this is not possible, the Contractor will be responsible for the destruction of the spoilage or any intermediate hard copy printouts, and will provide the State or its designee with a statement containing the date of destruction, description of material destroyed, and the method used.
 - (6) All computer systems processing, storing, or transmitting Federal tax information must meet the requirements defined in IRS Publication 1075. To meet functional and assurance requirements, the security features of the system must have the following minimum requirements: a security policy, accountability, assurance, and documentation. All security features must be available and activated to protect against unauthorized use of and access to Federal tax information.
 - (7) No work involving Federal tax information furnished under this Contract will be subcontracted without prior written approval from the State.

- (8) The Contractor will maintain a list of staff having authorized access. Such list will be provided to the State upon request and, upon request, to the IRS reviewing office.
- (9) The State will have the right to void the Contract if the Contractor fails to provide the safeguards described above.
- h. Criminal /Civil Sanctions: Each officer or employee of any person to whom returns or return information is or may be disclosed will be notified in writing by such person that returns or return information disclosed to such officer or employee can be used only for a purpose and to the extent authorized herein, and that further disclosure of any such returns or return information for a purpose or to an extent unauthorized herein constitutes a felony punishable upon conviction by a fine of as much as five thousand dollars (\$5,000.00) or imprisonment for as long as five (5) years, or both, together with the costs of prosecution. Such person shall also notify each such officer and employee that any such unauthorized further disclosure of returns or return information may also result in an award of civil damages against the officer or employee in an amount not less than one thousand dollars (\$1,000.00) with respect to each instance of unauthorized disclosure. These penalties are prescribed by I.R.C. Sections 7213 and 7431 and set forth at 26 CFR § 301.6103(n)-1.

Each officer or employee of any person to whom returns or return information is or may be disclosed shall be notified in writing by such person that any return or return information made available in any format shall be used only for the purpose of carrying out the provisions of this Contract. Information contained in such material shall be treated as confidential and shall not be divulged or made known in any manner to any person except as may be necessary in the performance of the Contract. Inspection by or disclosure to anyone without an official need to know constitutes a criminal misdemeanor punishable upon conviction by a fine of as much as one thousand dollars (\$1,000.00) or imprisonment for as long as one (1) year, or both, together with the costs of prosecution. Such person shall also notify each officer and employee that any such unauthorized inspection or disclosure of returns or return information may also result in an award of civil damages against the officer or employee in an amount equal to the sum of the greater of one thousand dollars (\$1,000.00) for each act of unauthorized inspection or disclosure with respect to which such defendant is found liable or the sum of the actual damages sustained by the plaintiff as a result of such unauthorized inspection or disclosure plus in the case of a willful inspection or disclosure which is the result of gross negligence, punitive damages, plus the costs of the action. These penalties are prescribed by I.R.C. Section 7213A and 7431.

Additionally, it is incumbent upon the Contractor to inform its officers and employees of the penalties for improper disclosure imposed by the Privacy Act of 1974, 5 U.S.C. § 552a. Specifically, 5 U.S.C. § 552a(l)(1), which is made applicable to Contractors by 5 U.S.C. § 552a(m)(1), provides that any officer or employee of a Contractor, who by virtue of his/her employment or official position, has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established thereunder, and who knowing that disclosure of the specific material is prohibited, willfully disclosed the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than five thousand dollars (\$5,000.00).

- i. Inspection: The IRS and the State shall have the right to send its officers and employees into the offices and plants of the Contractor for inspection of the facilities and operations provided for the performance of any work under this Contract. On the basis of such inspection, specific measures may be required in cases where the Contractor is found to be non-compliant with Contract safeguards.
- j. The Contractor agrees, and understands, that access to FTI must be preceded by certification that all personnel of the Contractor and its subcontractors understand security policy and procedures for safeguarding IRS information. Training provided prior to initial certification, and annually thereafter, must include, but not be limited to, Incident Response policy and procedures for reporting unauthorized disclosures and data breaches. Further, the Contractor agrees that all personnel of the Contractor, and all personnel of subcontractors performing services under this

Contract for the Contractor, authorized to handle Federal tax related information will sign, annually, an IRS Confidentiality Form, to be provided by the State, with the original signed forms to be maintained by the Contractor, along with a current list of its employees, and those of its subcontractors, performing services under this Contract. These IRS Confidentiality Forms, and the list of Contractor's employees and those of its subcontractors performing services under this Contract, shall be made available to the State and the IRS upon request.

k. It is expressly understood and agreed the obligations set forth in this Section shall survive the termination of this Contract.

E.3. Printing Authorization. The Contractor agrees that no publication coming within the jurisdiction of Tenn. Code Ann. §§ 12-7-101, *et seq.*, shall be printed pursuant to this Contract unless a printing authorization number has been obtained and affixed as required by Tenn. Code Ann. § 12-7-103 (d).

E.4. Intellectual Property Indemnity. The Contractor agrees to indemnify and hold harmless the State of Tennessee as well as its officers, agents, and employees from and against any and all claims or suits which may be brought against the State concerning or arising out of any claim of an alleged patent, copyright, trade secret or other intellectual property infringement. In any such claim or action brought against the State, the Contractor shall satisfy and indemnify the State for the amount of any settlement or final judgment, and the Contractor shall be responsible for all legal or other fees or expenses incurred by the State arising from any such claim. The State shall give the Contractor notice of any such claim or suit, however, the failure of the State to give such notice shall only relieve Contractor of its obligations under this Section to the extent Contractor can demonstrate actual prejudice arising from the State's failure to give notice. This Section shall not grant the Contractor, through its attorneys, the right to represent the State of Tennessee in any legal matter, as provided in Tenn. Code Ann. § 8-6-106.

E.5. Extraneous Terms and Conditions. Contractor shall fill all orders submitted by the State under this Contract. No purchase order, invoice, or other documents associated with any sales, orders, or supply of any good or service under this Contract shall contain any terms or conditions other than as set forth in the Contract. Any such extraneous terms and conditions shall be void, invalid and unenforceable against the State. Any refusal by Contractor to supply any goods or services under this Contract conditioned upon the State submitting to any extraneous terms and conditions shall be a material breach of the Contract and constitute an act of bad faith by Contractor.

E.6. Public Accountability. If the Contractor is subject to Tenn. Code Ann. §§ 8-4-401, *et seq.*, or if this Contract involves the provision of services to citizens by the Contractor on behalf of the State, the Contractor agrees to establish a system through which recipients of services may present grievances about Contractor's operation of the service program. The Contractor shall also display in a prominent place, located near the passageway through which the public enters in order to receive contract-supported services, a sign at least eleven inches (11") in height and seventeen inches (17") in width stating the following:

NOTICE: THIS AGENCY IS A RECIPIENT OF TAXPAYER FUNDING. IF YOU OBSERVE AN AGENCY DIRECTOR OR EMPLOYEE ENGAGING IN ANY ACTIVITY THAT YOU CONSIDER TO BE ILLEGAL, IMPROPER, OR WASTEFUL, PLEASE CALL THE STATE COMPTROLLER'S TOLL-FREE HOTLINE: 1-800-232-5454

The sign shall be of the form prescribed by the Comptroller of the Treasury. The contracting state agency shall request copies of the sign from the Comptroller of the Treasury and provide signs to contractors.

E.7. Environmental Tobacco Smoke. Pursuant to the provisions of the federal "Pro-Children Act of 1994" and the Tennessee "Children's Act for Clean Indoor Air of 1995," the Contractor shall prohibit smoking of tobacco products within any indoor premises in which services are provided pursuant to this Contract to individuals under the age of eighteen (18) years. The Contractor shall post "no smoking" signs in appropriate, permanent sites within such premises. This prohibition shall be applicable during all hours, not just the hours in which children are present. Violators of the prohibition may be subject to civil penalties and fines. This prohibition shall apply to and be made part of any subcontract related to this Contract.

E.8. Lobbying. The Contractor certifies, to the best of its knowledge and belief, that:

- a. No federally appropriated funds have been paid or will be paid, by or on behalf of the Contractor, to any person for influencing or attempting to influence an officer or employee of an agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with the awarding of any federal contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.
- b. If any funds other than federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with any contract, grant, loan, or cooperative agreement, the Contractor shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
- c. The Contractor shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into and is a prerequisite for making or entering into this transaction imposed by 31 U.S.C. § 1352.

E.9. Contractor Commitment to Diversity. The Contractor shall comply with and make reasonable business efforts to exceed the commitment to diversity represented by the Contractor's Response to Solicitation 34513-22324 (RFP Attachment 6.2 Section B.15) and resulting in this Contract.

The Contractor shall assist the State in monitoring the Contractor's performance of this commitment by providing, as requested, a monthly report of participation in the performance of this Contract by small business enterprises and businesses owned by minorities, women, service-disabled veterans, and persons with disabilities. Such reports shall be provided to the State of Tennessee Governor's Office of Diversity Business Enterprise in the TN Diversity Software available online at: <https://tn.diversitysoftware.com/FrontEnd/StartCertification.asp?TN=tn&XID=9810>.

E.10. Liquidated Damages. In the event of a Contract performance or compliance failure by the Contractor, the State may, but is not obligated to address such Contract performance or compliance failure and/or assess damages ("Liquidated Damages") in accordance with Attachment B of the Contract. The State shall notify the Contractor of any amounts to be assessed as Liquidated Damages via the Control Memorandum process specified in Contract Section A.78. The Parties agree that due to the complicated nature of the Contractor's obligations under this Contract it would be difficult to specifically designate a monetary amount for a Contract performance or compliance failure, as these amounts are likely to be uncertain and not easily proven. Contractor has carefully reviewed the Liquidated Damages contained in Contract Attachment B and agrees that these amounts represent a reasonable relationship between the amount and what might reasonably be expected in the event of a Contract performance or compliance failure, are a reasonable estimate of the damages that would occur from a Contract performance or compliance failure, and are not punitive. The Parties agree that although the Liquidated Damages represent the reasonable estimate of the damages and injuries sustained by the State due to the Contract performance or compliance failure, they do not include any injury or damage sustained by a third party. The Contractor agrees that the Liquidated Damages are in addition to any amounts Contractor may owe the State pursuant to the indemnity provision or any other sections of this Contract.

The State is not obligated to assess Liquidated Damages as a result of a Contract performance or compliance failure before availing itself of any other remedy. In the event of multiple Contract performance or compliance failures, the Parties recognize that the cumulative effect of these Contract performance failures may exceed the compensation provided by Liquidated Damages. The State may choose to avail itself of any other remedy available under this Contract or at law or equity. The Parties

further recognize that the State may not obtain both Liquidated Damages and Actual Damages for the same occurrence of a Contract performance or compliance failure.

Without regard to whether the State has imposed Liquidated Damages or pursued any other remedy due to any action or inaction by the Contractor, the State may impose a corrective action plan or similar measure through a Control Memorandum. Such measure is neither punitive nor related to any damages the State might suffer.

- E.11. Partial Takeover of Contract. The State may, at its convenience and without cause, exercise a partial takeover of any service that the Contractor is obligated to perform under this Contract, including any service which is the subject of a subcontract between Contractor and a third party (a "Partial Takeover"). A Partial Takeover of this Contract by the State shall not be deemed a breach of contract. The Contractor shall be given at least thirty (30) days prior written notice of a Partial Takeover. The notice shall specify the areas of service the State will assume and the date the State will be assuming. The State's exercise of a Partial Takeover shall not alter the Contractor's other duties and responsibilities under this Contract. The State reserves the right to withhold from the Contractor any amounts the Contractor would have been paid but for the State's exercise of a Partial Takeover. The amounts shall be withheld effective as of the date the State exercises its right to a Partial Takeover. The State's exercise of its right to a Partial Takeover of this Contract shall not entitle the Contractor to any actual, general, special, incidental, consequential, or any other damages irrespective of any description or amount.
- E.12. Unencumbered Personnel. The Contractor shall not restrict its employees, agents, subcontractors or principals who perform services for the State under this Contract from performing the same or similar services for the State after the termination of this Contract, either as a State employee, an independent contractor, or an employee, agent, subcontractor or principal of another contractor with the State.
- E.13. Personally Identifiable Information. While performing its obligations under this Contract, Contractor may have access to Personally Identifiable Information held by the State ("PII"). For the purposes of this Contract, "PII" includes "Nonpublic Personal Information" as that term is defined in Title V of the Gramm-Leach-Bliley Act of 1999 or any successor federal statute, and the rules and regulations thereunder, all as may be amended or supplemented from time to time ("GLBA") and personally identifiable information and other data protected under any other applicable laws, rule or regulation of any jurisdiction relating to disclosure or use of personal information ("Privacy Laws"). Contractor agrees it shall not do or omit to do anything which would cause the State to be in breach of any Privacy Laws. Contractor shall, and shall cause its employees, agents and representatives to: (i) keep PII confidential and may use and disclose PII only as necessary to carry out those specific aspects of the purpose for which the PII was disclosed to Contractor and in accordance with this Contract, GLBA and Privacy Laws; and (ii) implement and maintain appropriate technical and organizational measures regarding information security to: (A) ensure the security and confidentiality of PII; (B) protect against any threats or hazards to the security or integrity of PII; and (C) prevent unauthorized access to or use of PII. Contractor shall immediately notify State: (1) of any disclosure or use of any PII by Contractor or any of its employees, agents and representatives in breach of this Contract; and (2) of any disclosure of any PII to Contractor or its employees, agents and representatives where the purpose of such disclosure is not known to Contractor or its employees, agents and representatives. The State reserves the right to review Contractor's policies and procedures used to maintain the security and confidentiality of PII and Contractor shall, and cause its employees, agents and representatives to, comply with all reasonable requests or directions from the State to enable the State to verify or ensure that Contractor is in full compliance with its obligations under this Contract in relation to PII. Upon termination or expiration of the Contract or at the State's direction at any time in its sole discretion, whichever is earlier, Contractor shall immediately return to the State any and all PII which it has received under this Contract and shall destroy all records of such PII.

The Contractor shall report to the State any instances of unauthorized access to or potential disclosure of PII in the custody or control of Contractor ("Unauthorized Disclosure") that come to the Contractor's attention. Any such report shall be made by the Contractor within twenty-four (24) hours after the Unauthorized Disclosure has come to the attention of the Contractor. Contractor shall take all necessary measures to halt any further Unauthorized Disclosures. The Contractor, at the sole discretion of the State, shall provide no cost credit monitoring services for individuals whose PII was affected by the Unauthorized Disclosure. The Contractor shall bear the cost of notification to all individuals affected by the Unauthorized Disclosure, including individual letters and public notice. The remedies set forth in this

Section are not exclusive and are in addition to any claims or remedies available to this State under this Contract or otherwise available at law. The obligations set forth in this Section shall survive the termination of this Contract.

- E.14. Federal Funding Accountability and Transparency Act (FFATA). This Contract requires the Contractor to provide supplies or services that are funded in whole or in part by federal funds that are subject to FFATA. The Contractor is responsible for ensuring that all applicable requirements, including but not limited to those set forth herein, of FFATA are met and that the Contractor provides information to the State as required.

The Contractor shall comply with the following:

a. Reporting of Total Compensation of the Contractor's Executives.

- (1) The Contractor shall report the names and total compensation of each of its five most highly compensated executives for the Contractor's preceding completed fiscal year, if in the Contractor's preceding fiscal year it received:
 - i. 80 percent or more of the Contractor's annual gross revenues from federal procurement contracts and federal financial assistance subject to the Transparency Act, as defined at 2 CFR 170.320 (and subawards); and
 - ii. \$25,000,000 or more in annual gross revenues from federal procurement contracts (and subcontracts), and federal financial assistance subject to the Transparency Act (and subawards); and
 - iii. The public does not have access to information about the compensation of the executives through periodic reports filed under section 13(a) or 15(d) of the Securities Exchange Act of 1934 (15 U.S.C. 78m(a), 78o(d)) or section 6104 of the Internal Revenue Code of 1986. (To determine if the public has access to the compensation information, see the U.S. Securities and Exchange Commission total compensation filings at <http://www.sec.gov/answers/execomp.htm>).

As defined in 2 C.F.R. § 170.315, "Executive" means officers, managing partners, or any other employees in management positions.

- (2) Total compensation means the cash and noncash dollar value earned by the executive during the Contractor's preceding fiscal year and includes the following (for more information see 17 C.F.R. § 229.402(c)(2)):
 - i. Salary and bonus.
 - ii. Awards of stock, stock options, and stock appreciation rights. Use the dollar amount recognized for financial statement reporting purposes with respect to the fiscal year in accordance with the Statement of Financial Accounting Standards No. 123 (Revised 2004) (FAS 123R), Shared Based Payments.
 - iii. Earnings for services under non-equity incentive plans. This does not include group life, health, hospitalization or medical reimbursement plans that do not discriminate in favor of executives, and are available generally to all salaried employees.
 - iv. Change in pension value. This is the change in present value of defined benefit and actuarial pension plans.
 - v. Above-market earnings on deferred compensation which is not tax qualified.
 - vi. Other compensation, if the aggregate value of all such other compensation (e.g. severance, termination payments, value of life insurance paid on behalf of the employee, perquisites or property) for the executive exceeds \$10,000.

- b. The Contractor must report executive total compensation described above to the State by the end of the month during which this Contract is awarded.

- c. If this Contract is amended to extend the Term, the Contractor must submit an executive total compensation report to the State by the end of the month in which the term extension becomes effective.
- d. The Contractor will obtain a Data Universal Numbering System (DUNS) number and maintain its DUNS number for the term of this Contract. More information about obtaining a DUNS Number can be found at: <http://fedgov.dnb.com/webform/>

The Contractor's failure to comply with the above requirements is a material breach of this Contract for which the State may terminate this Contract for cause. The State will not be obligated to pay any outstanding invoice received from the Contractor unless and until the Contractor is in full compliance with the above requirements.

IN WITNESS WHEREOF,

CONTRACTOR LEGAL ENTITY NAME:

CONTRACTOR SIGNATURE

DATE

PRINTED NAME AND TITLE OF CONTRACTOR SIGNATORY (above)

DEPARTMENT OF HUMAN SERVICES:

CLARENCE H. CARTER, COMMISSIONER

DATE

ATTACHMENT A

**PERFORMANCE AND CASE HISTORICAL DATA FOR TENNESSEE'S
20th JUDICIAL DISTRICT**

- 1) **Based on the Monthly OCSE-157 Report as of February 28th, 2022, the caseload contained the following open IV-D cases:**

Current Assistance – 2,970

Former Assistance – 19,086

Never Assistance – 12,197

- 2) Performance ratios for the past 5 federal fiscal years are as follows:

	FFY-2017	FFY-2018	FFY-2019	FFY-2020	FFY-2021
Paternity Est.	95.00%	94.14%	94.28%	92.22%	92.78%
Cases With Orders	84.93%	85.65%	84.58%	82.70%	82.43%
Coll. On Current Supp.	58.65%	51.45%	51.15%	50.71%	49.22%
Coll. On Arrears Cases	59.21%	58.70%	58.43%	66.03%	61.52%

- 3) **Total disbursed collections for the 20th JD for the past 5 federal fiscal years:**

FFY-17: \$60,745,811.12

FFY-18: \$60,154,909.67

FFY-19: \$59,460,175.66

FFY-20: \$65,446,607.36

FFY-21: \$58,186,907.82

Caseload Size Data for the 20th Judicial District (Open IV-D Cases)

	SEPT - 2017	SEPT - 2018	SEPT-2019	SEPT-2020	SEPT-2021
Open IV-D Cases	37,863	37,402	36,086	36,255	34,248

ATTACHMENT A CONTINUED

Performance ratios for the past 5 federal fiscal years are as follows:

	FFY-2017	FFY-2018	FFY-2019	FFY-2020	FFY-2021
Paternity Est.	96.22%	95.64%	95.98%	94.28%	94.40%
Cases With Orders	84.44%	85.08%	85.31%	85.68%	85.51%
Coll. On Current Supp.	56.58%	53.37%	56.89%	56.48%	56.49%
Coll. On Arrears Cases	62.09%	61.24%	61.31%	67.66%	65.15%

Total disbursed collections for the past 5 federal fiscal years:

FFY-17: \$618,177,378.33

FFY-18: \$611,505,899.60

FFY-19: \$613,460,091.12

FFY-20: \$682,498,453.76

FFY-21: \$618,101,736.93

ATTACHMENT B**LIQUIDATED DAMAGES**

In the event of a Contract performance or compliance failure by Contractor and such Contract performance or compliance failure is not included in the following table with an associated Liquidated Damage amount, the parties hereby agree that the State may choose one of the following courses of action in order to obtain redressability for such Contract performance or compliance failure: (1) the State may assess actual damages resulting from the Contract performance or compliance failure against the Contractor in the event that such actual damages are known or are reasonably ascertainable at the time of discovery of such Contract performance or compliance failure or (2) if such actual damages are unknown or are not reasonably ascertainable at the time of discovery of the Contract performance or compliance failure, the State may (a) require the Contractor to submit a corrective action plan to address any such Contract performance or compliance failure and (b) assess liquidated damages against Contractor for an amount that is reasonable in relation to the Contract performance or compliance failure as measured at the time of discovery of the Contract performance or compliance failure. In the event that the State chooses to assess a Liquidated Damage for a Contract performance or compliance failure according to the immediately preceding sentence, in no event shall such Liquidated Damage be in excess of \$1,000 for any single Contract performance or compliance failure.

DHS may elect to apply the following liquidated damages remedies in the event the Contractor fails to perform its obligations under this Contract in a proper and/or timely manner. Upon determination by DHS that the Contractor has failed to meet any of the requirements of this Contract in a proper and/or timely manner, DHS will notify the Contractor in writing of the performance or compliance failure and of the potential liquidated damages to be assessed. Should the performance or compliance failure remain uncorrected for more than thirty (30) calendar days from the date of the original notification of the performance or compliance failure by DHS, DHS may impose an additional liquidated damage of Five Hundred Dollars (\$500) per day from the date of the original notification to Contractor until said performance or compliance failure is resolved.

All liquidated damages remedies set forth in the following table may, at DHS's election, be retroactive to the date of the initial occurrence of the failure to comply with the terms of the Contract as set forth in the notice of performance or compliance failure from DHS and may continue until such time as the DHS Deputy Commissioner, or the Deputy Commissioner's representative, determines the performance or compliance failure has been cured.

If liquidated damages are assessed, DHS shall reduce the amount of any payment due to the Contractor in the next invoice by the amount of damages. In the event that damages due exceed the amount DHS is to pay to Contractor in a given payment, DHS shall invoice Contractor for the amount exceeding the amount payable to Contractor, and such excess amount shall be paid by Contractor within thirty (30) calendar days of the invoice date. In situations where the Contractor wishes to dispute any liquidated damages assessed by DHS, the Contractor must submit a written notice of dispute, including the reasons for disputing the liquidated damages, to the DHS Deputy Commissioner or the Deputy Commissioner's representative within thirty (30) calendar days of receipt of the notice from DHS containing the total amount of damages assessed against the Contractor. If the Contractor fails to timely dispute a liquidated damages assessment as set forth herein, such failure shall constitute a bar to the Contractor seeking to have the assessment amount overturned in a forum or court of competent jurisdiction.

Liquidated damages will apply to the Contract performance or compliance failures listed below. Contractor acknowledges that the actual damages likely to result from Contract performance or compliance failures are difficult to estimate and may be difficult for the State to prove. The parties intend that the Contractor's payment of assessed liquidated damages will compensate the State for breach of the Contractor obligations under this Contract. Liquidated damages do not serve as punishment for any breach by the Contractor.

Liquidated Damages Event	Liquidated Damages Amount
<p><u>Liquidated Damage Event 1:</u></p> <p>Failure to ensure that all personnel of the Contractor and of any subcontractors authorized to handle Federal Tax related information sign an IRS Confidentiality Form annually. (Reference Section E.2.j.)</p>	<p>Five hundred dollars (\$500.00) per person per failure</p>
<p><u>Liquidated Damage Event 2:</u></p> <p>Failure to meet or exceed support order establishment requirements as specified in Section A.9.b.</p>	<p>An amount equal to two percent (2%) of the compensation paid to the Contractor during the contract year(s) in which the Performance standards were not met.</p>
<p><u>Liquidated Damage Event 3:</u></p> <p>Failure to meet or exceed payment on arrears cases requirements as specified in Section A.9. e.</p>	<p>An amount equal to two percent (2%) of the compensation paid to the Contractor during the contract year(s) in which the Performance standards were not met.</p>
<p><u>Liquidated Damage Event 4:</u></p> <p>Failure to comply with the applicable legal standard regarding access to FTI, including but not limited to the physical security standards established in Section A.62 of the Contract and IRS Publication 1075.</p>	<p>One Thousand Dollars (\$1,000.00) per day per deficiency until resolved.</p>
<p><u>Liquidated Damage Event 5:</u></p> <p>Failure to timely submit a written corrective action plan addressing failure to meet one or more performance standards outlined in A.9.a.-e. or addressing Program Deficiencies determined by the Self-Assessment and/or Program Review process.</p> <p>(Reference Sections A.11 through A.18)</p>	<p>One Thousand Five Hundred Dollars (\$1,500.00) per day on and after the Contractor fails to comply with any problem notification or Corrective Action Plan requirement, until the deficiency is resolved.</p>
<p><u>Liquidated Damage Event 6:</u></p> <p>Failure to remedy during the corrective action period, the cited deficiencies being addressed by the corrective action plan.</p>	<p>One Thousand Five Hundred Dollars (\$1,500.00) per calendar day that the deficiency persists until resolved.</p>

(Reference Sections A.11, A.12, A.13, A.14 and A.15.).	
<p><u>Liquidated Damage Event 7:</u></p> <p>Failure to provide the State, no later than July 29, 2023, a tested version of the Disaster Recovery /Business Continuity Plan or to notify the State, by the due date as specified, of alterations to the documented and tested Disaster Recovery / Business Continuity Plan.</p> <p>(Reference Section A.67.)</p>	Seven Hundred Fifty Dollars (\$750.00) per day that the contractor fails to provide a tested version of the Disaster Recovery/Business Continuity Plan as required until resolved.
<p><u>Liquidated Damage Event 8:</u></p> <p>Failure to furnish assistance as requested by the State in support of contract services transition in accordance with Section A.68.</p>	Five Thousand Dollars (\$5,000.00) per day that the Contractor fails to comply with the State's request for assistance in support of contract services transition. until resolved.
<p><u>Liquidated Damage Event 9:</u></p> <p>Failure to comply with any requirement pertaining to the Implementation Plan as set forth in Section A.3 of the Contract.</p>	A maximum of One Thousand Dollars (\$1,000.00) for each calendar day the Contractor fails to fully comply with Section A.3 of the Contract. until resolved.
<p><u>Liquidated Damage Event 10:</u></p> <p>Failure to comply with the personnel requirements established in Section A.5 of the Contract.</p>	A maximum of One Thousand Dollars (\$1,000.00) for each calendar day the Contractor fails to fully comply with Section A.5 of the Contract. until resolved,
<p><u>Liquidated Damage Event 11:</u></p> <p>Failure to comply with any requirement established in Section A.6 of the Contract.</p>	A maximum of One Thousand Dollars (\$1,000.00) for each calendar day the Contractor fails to fully comply with Section A.6 of the Contract. until resolved.
<p><u>Liquidated Damage Event 12:</u></p> <p>Failure to comply with any requirement established in Section A.10 of the Contract.</p>	A maximum of Ten Thousand Dollars (\$10,000.00) for each failure of the Contractor to fully comply with the requirements of Section A.10.until resolved.
<p><u>Liquidated Damage Event 13:</u></p> <p>Failure to comply with any requirement established in Section A.28 of the Contract.</p>	A maximum of Five Thousand Dollars (\$5,000.00) for each failure of the Contractor to comply with any requirement established in Section A.28. until resolved.

<p><u>Liquidated Damage Event 14:</u></p> <p>Failure to answer 100% of calls within one hundred twenty seconds as required by Section A.52 of the Contract.</p>	<p>A maximum of one thousand dollars (\$1,000.00) for each calendar day during which the Contractor fails to answer 100% of calls within one hundred twenty seconds. until resolved.</p>
<p><u>Liquidated Damage Event 15:</u></p> <p>Failure to comply with each and every call center requirement pertaining to call documentation and reporting as established in Section A.52.</p>	<p>A maximum of five thousand dollars (\$5,000.00) per month that the Contractor fails to fully comply with the requirements of Section A.52 regarding documentation and reporting .until resolved.</p>

ATTACHMENT C**ATTESTATION RE PERSONNEL USED IN CONTRACT PERFORMANCE**

SUBJECT CONTRACT NUMBER:	
CONTRACTOR LEGAL ENTITY NAME:	
EDISON VENDOR IDENTIFICATION NUMBER:	

The Contractor, identified above, does hereby attest, certify, warrant, and assure that the Contractor shall not knowingly utilize the services of an illegal immigrant in the performance of this Contract and shall not knowingly utilize the services of any subcontractor who will utilize the services of an illegal immigrant in the performance of this Contract.

CONTRACTOR SIGNATURE

NOTICE: This attestation MUST be signed by an individual empowered to contractually bind the Contractor. Attach evidence documenting the individual's authority to contractually bind the Contractor, unless the signatory is the Contractor's chief executive or president.

PRINTED NAME AND TITLE OF SIGNATORY

DATE OF ATTESTATION

ATTACHMENT D**FEDERALLY MANDATED REQUIREMENTS FOR TECHNOLOGY SERVICES CONTRACTS WITH ACCESS TO FEDERAL TAX RETURN INFORMATION**

Federal Tax Information ("FTI") includes return or return information received directly from the IRS or obtained through an authorized secondary source, such as Social Security Administration (SSA), Federal Office of Child Support Enforcement (OCSE), Bureau of the Fiscal Service (BFS), or Centers for Medicare and Medicaid Services (CMS), or another entity acting on behalf of the IRS pursuant to an IRC 6103(p)(2)(B) Agreement. FTI includes any information created by the recipient that is derived from federal return or return information received from the IRS or obtained through a secondary source.

CONTRACT LANGUAGE FOR TECHNOLOGY SERVICES**I. PERFORMANCE**

In performance of this Contract, the Contractor agrees to comply with and assume responsibility for compliance by his or her employees with the following requirements:

- (1) All work will be done under the supervision of the Contractor or the Contractor's employees.
- (2) The Contractor and the Contractor's employees with access to or who use FTI must meet the background check requirements defined in IRS Publication 1075.
- (3) Any return or return information made available in any format shall be used only for the purpose of carrying out the provisions of this Contract. Information contained in such material will be treated as confidential and will not be divulged or made known in any manner to any person except as may be necessary in the performance of this Contract. Disclosure to anyone other than an officer or employee of the Contractor will be prohibited.
- (4) All returns and return information will be accounted for upon receipt and properly stored before, during, and after processing. In addition, all related output will be given the same level of protection as required for the source material.
- (5) The contractor certifies that the data processed during the performance of this contract will be completely purged from all data storage components of his or her computer facility, and no output will be retained by the contractor at the time the work is completed. If immediate purging of all data storage components is not possible, the contractor certifies that any IRS data remaining in any storage component will be safeguarded to prevent unauthorized disclosures.
- (6) Any spoilage or any intermediate hard copy printout that may result during the processing of IRS data will be given to the agency or his or her designee. When this is not possible, the contractor will be responsible for the destruction of the spoilage or any intermediate hard copy printouts and will provide the agency or his or her designee with a statement containing the date of destruction, description of material destroyed, and the method used.
- (7) All computer systems receiving, processing, storing or transmitting FTI must meet the requirements defined in IRS Publication 1075. To meet functional and assurance requirements, the security features of the environment must provide for the managerial, operational, and technical controls. All security features must be available and activated to protect against unauthorized use of and access to Federal Tax Information.

- (8) No work involving Federal Tax Information furnished under this Contract will be subcontracted without prior written approval of the IRS.
- (9) The Contractor will maintain a list of employees authorized access. Such list will be provided to the State and, upon request, to the IRS reviewing office.
- (10) The State will have the right to void the Contract if the Contractor fails to provide the safeguards described above.

II. CRIMINAL/CIVIL SANCTIONS

- (1) Each officer or employee of any person to whom returns or return information is or may be disclosed will be notified in writing by such person that returns or return information disclosed to such officer or employee can be used only for a purpose and to the extent authorized herein, and that further disclosure of any such returns or return information for a purpose or to an extent unauthorized herein constitutes a felony punishable upon conviction by a fine of as much as \$5,000 or imprisonment for as long as 5 years, or both, together with the costs of prosecution. Such person shall also notify each such officer and employee that any such unauthorized further disclosure of returns or return information may also result in an award of civil damages against the officer or employee in an amount not less than \$1,000 with respect to each instance of unauthorized disclosure. These penalties are prescribed by IRCs 7213 and 7431 and set forth at 26 CFR 301.6103(n)-1.
- (2) Each officer or employee of any person to whom returns or return information is or may be disclosed shall be notified in writing by such person that any return or return information made available in any format shall be used only for the purpose of carrying out the provisions of this Contract. Information contained in such material shall be treated as confidential and shall not be divulged or made known in any manner to any person except as may be necessary in the performance of the Contract. Inspection by or disclosure to anyone without an official need-to-know constitutes a criminal misdemeanor punishable upon conviction by a fine of as much as \$1,000 or imprisonment for as long as 1 year, or both, together with the costs of prosecution. Such person shall also notify each such officer and employee that any such unauthorized inspection or disclosure of returns or return information may also result in an award of civil damages against the officer or employee in an amount equal to the sum of the greater of \$1,000 for each act of unauthorized inspection or disclosure with respect to which such defendant is found liable or the sum of the actual damages sustained by the plaintiff as a result of such unauthorized inspection or disclosure plus in the case of a willful inspection or disclosure which is the result of gross negligence, punitive damages, plus the costs of the action. These penalties are prescribed by IRC 7213A and 7431 and set forth at 26 CFR 301.6103(n)-1.
- (3) Additionally, it is incumbent upon the Contractor to inform its officers and employees of the penalties for improper disclosure imposed by the Privacy Act of 1974, 5 U.S.C. 552a. Specifically, 5 U.S.C. 552a(i)(1), which is made applicable to Contractors by 5 U.S.C. 552a(m)(1), provides that any officer or employee of a Contractor, who by virtue of his/her employment or official position, has possession of or access to State records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established thereunder, and who knowing that disclosure of the specific material is prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000.
- (4) Granting a Contractor access to FTI must be preceded by certifying that each individual understands the State's security policy and procedures for safeguarding IRS information. Contractors must maintain their authorization to access FTI through annual recertification. The initial certification and recertification must be documented and placed in the State's files for

review. As part of the certification and at least annually afterwards, Contractors must be advised of the provisions of IRCs 7431, 7213, and 7213A (see Exhibit 4, Sanctions for Unauthorized Disclosure, and Exhibit 5, Civil Damages for Unauthorized Disclosure). The training provided before the initial certification and annually thereafter must also cover the incident response policy and procedure for reporting unauthorized disclosures and data breaches. (See Section 10) For both the initial certification and the annual certification, the Contractor must sign, either with ink or electronic signature, a confidentiality statement certifying their understanding of the security requirements.

III. INSPECTION

The IRS and the State, with 24-hour notice, shall have the right to send its inspectors into the offices and plants of the Contractor to inspect facilities and operations performing any work with FTI under this Contract for compliance with requirements defined in IRS Publication 1075. The IRS' right of inspection shall include the use of manual and/or automated scanning tools to perform compliance and vulnerability assessments of information technology (IT) assets that access, store, process or transmit FTI. On the basis of such inspection, corrective actions may be required in cases where the Contractor is found to be noncompliant with Contract safeguards.



STATE OF TENNESSEE

Acceptable Use Policy

State of Tennessee Information Technology Resources User Agreement Acknowledgement

As a user of State of Tennessee IT resources, I agree to abide by the State of Tennessee Acceptable Use Information Technology Resources Policy and the following promises and guidelines as they relate to the policy established:

1. I will protect State IT resources against unauthorized disclosure and/or use.
2. I will maintain all computer access credentials in the strictest of confidence; immediately change them if I suspect their secrecy has been compromised and will report activity that is contrary to the provisions of this agreement to my supervisor and to the office of the Chief Information Security Officer.
3. I will be accountable for all transactions performed using my computer access credentials.
4. I will not disclose any confidential information other than to persons authorized to access such information as identified by state or federal laws, regulations or policies
5. I will not obtain or use data obtained as a result of or through my position as a user for personal purposes.
6. I agree to report to Strategic Technology Solutions Customer Care Center, any suspicious network activity or security breach.

Privacy Expectations

The State of Tennessee monitors State IT resources, including, but not limited to, real time monitoring. Users have no expectation of or right to privacy. All transactions and communications are considered to be State property and may be examined by management for any reason including, but not limited to, security and/or employee conduct.

I acknowledge that I must adhere to this policy as a condition for receiving access to State of Tennessee IT resources.

I understand the violation or disregard of this policy may result in my loss of access and disciplinary action, up to and including termination of my employment, termination of my business relationship with the State of Tennessee, and any other appropriate legal action, including possible prosecution under the provisions of the Tennessee Personal and Commercial Computer Act of 2003 as cited at Tennessee Code Annotated, § 39-14-601 et seq., and other applicable laws.

I have read and agree to comply with the policy set forth herein.

EMPLOYEE

Type or Print Name

Edison Employee ID

Signature *

Date

NON-STATE EMPLOYEE

Type or Print Name

Vendor ID

Signature

Date