



Solicitation Information
29 March 04

RFP # B03568

TITLE: Child Support Lien Network

Submission Deadline: 22 April 04 @ 2:00 PM

<p>PRE-BID/ PROPOSAL CONFERENCE: Yes Date: 8 April 04 Time: 2:30 PM Mandatory : No Location: Dept. of Administration / Division of Purchases (2nd floor bid room), One Capitol Hill, Providence, Rhode Island</p>

Questions concerning this solicitation may also be e-mailed to the Division of Purchases at questions@purchasing.state.ri.us no later than **April 8, 2004 at 12:00 Noon (ET)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP / LOI # on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

<p>SURETY REQUIRED: No BOND REQUIRED: No</p>
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Jerome D. Moynihan, C.P.M., CPPO
Administrator of Purchasing Systems

Vendors must register on-line at the State Purchasing Website at www.purchasing.ri.gov.

NOTE TO VENDORS:

Offers received without the entire completed three-page RIVP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

SECTION 1 - INTRODUCTION

The Rhode Island Department of Administration/Office of Purchases, on behalf of the Department of Administration/ Division of Taxation - Child Support Enforcement is soliciting proposals from qualified firms to submit a fully developed and functional automated web-based system and appropriate staff services, at the time of proposal submission, to operate the Child Support Lien Network (CSLN), as described elsewhere herein, and in accordance with the terms of this Request and the State's General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases Home Page by Internet at <http://www.purchasing.ri.gov>.

The contract will be awarded for a five-year term beginning July 1, 2004 and ending June 30, 2009. The selected offeror for this contract must have their system and staff implemented as a fully operational system for all CSLN member states within 90 days of the contract's start up date.

This is a Request for Proposals, not a Invitation for Bid: responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Office of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

Potential offerors are advised to review all sections of this Request carefully, and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.

Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are also solicited. However, proposals of systems and services which depart from or materially alter the terms, requirements, or scope of work defined by this Request will be rejected as being non-responsive.

All costs associated with developing or submitting a proposal and system in response to this Request, or to provide oral or written clarification of its content, shall be borne by the offeror. The State assumes no responsibility for these costs.

Proposed systems and services are considered to be irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.

All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.

Proposals misdirected to other State locations or which are otherwise not present in the Office of Purchases at the time of opening for any cause will be determined to be late and will not be considered.

It is intended that an award pursuant to this Request will be made to a prime contractor, who will assume responsibility for all aspects of the operation of the Child Support Lien Network (CSLN) effective July 1, 2004. Joint venture and cooperative proposals will not be considered, but subcontracts are permitted, provided that their use is clearly indicated in the offeror's proposal, and the subcontractor(s) proposed are identified in the proposal.

In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island , no foreign corporation, a firm without a Rhode Island business address, shall have the right to transact business in the state until it shall have procured a Certificate of Authority to do so from the Secretary of State (401 222-3040). *This is a requirement only of the successful bidder.*

Offerors are advised that all material submitted to the State of Rhode Island for consideration in response to this Request For Proposals will be considered public records as defined in Title 38, Chapter 2, of the Rhode Island General Laws, without exception, and will be released for inspection immediately upon request once an award is made.

The offeror should be aware of the State's MBE requirements, which addresses the State's goal of ten per cent (10%) participation by MBE's in all State procurements. For further information, contact the MBE Administrator, at (401) 222-6253 or visit the website <http://www.rimbe.org>

Interested parties are instructed to peruse the Division of Purchases web site on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP / LOI.

SECTION 2 - BACKGROUND INFORMATION - PROGRAM

The child support program is established under Title IV-D of the Social Security Act. Under this Act, States are mandated to deliver child support services to recipients of Temporary Assistance to Needy Families (TANF), Foster Care (FC) recipients, Non-Public Assistance Medical Assistance families (MAO) and individuals who make application and pay the required application fee (Non Welfare) for child support services.

The RI Department of Administration, Division of Taxation - Child Support Enforcement Office (DOA/TAX/CSE) is the single and separate organization responsible for the delivery of child support services in the State of Rhode Island . These services include location of absent parents, establishment of paternity, establishment and enforcement of child support and medical support obligations, review and adjustment of support ordered amounts, and collection and disbursement of child support payments.

The Child Support Enforcement Office coordinates with other agencies in providing mandated services. TANF and MAO clients are referred to the child support agency from the RI Department of Human Services (DHS) via electronic referrals from the state's InRHODES integrated database. DHS is responsible for removing the client from the assistance grant in cases of non-cooperation and for closing TANF cases if court ordered collections exceed the assistance grant. In public assistance cases, the obligor's private medical insurance information regarding coverage for dependent children is transmitted by DOA/TAX/CSE to the DHS Medical Assistance Office for their use in third party recovery activity. Non-Welfare clients apply directly to the CSE Office via a written application for support services.

The RI Department of Children, Youth & Families (DCYF) also refers state and federally funded (Title IV-E) foster care cases to the child support agency, which attempts to establish child support orders against both parents to reimburse the foster care grant.

The current child support active caseload in the state of Rhode Island is approximately 72,000 cases. Approximately 60% of these cases have child support obligations established.

The DOA/TAX/CSE coordinates with other states in processing interstate requests for paternity establishment, and for establishment, enforcement and modification of child support obligations. Effective January 1, 1997, Rhode Island processes interstate actions under the Uniform Interstate Family Support Act (UIFSA)..

DOA/TAX/CSE directly operates several centralized functions related to absent parent locations, paternity establishments, enforcement and collection of child support obligations and interstate case processing activity. These activities include:

- State Parent Locator Service;
- Child Support Enforcement Network (CSENET);
- Child Support Lien Network (CSLN);
- Financial Institution Data Matching;
- New Hires Reporting (RINEWHIRES);
- In-Hospital Paternity Acknowledgment Program;
- Managing statewide genetic testing contract;
- State and federal income tax refund intercept programs;
- Unemployment Insurance Benefit Intercept program;
- Workers Compensation Benefit Intercept program;
- Insurance Settlement Intercept program;
- Lottery Intercept Program;
- Credit reporting;
- Driver's License Suspension Program;
- Professional License Suspension Program;

Interstate Registry;
Coordination of URESA and UIFSA interstate child support actions.
EFT & EDI ACH Debit Services
Collection & Disbursement of Child Support
Outreach Services to Incarcerated Parents

The RI Department of Human Services, Operations Management Office is responsible for the maintenance and operation of the statewide InRHODES Automated System, an integrated system that includes the statewide Automated Child Support Enforcement System as part of the integrated database.

BACKGROUND – CHILD SUPPORT LIEN NETWORK (CSLN)

The Child Support Lien Network (CSLN), has been hosted by the State of Rhode Island since 1999. It was originally designed by state and insurance representatives as an interactive Internet look-up method via the web to meet the requirements of RI General Law for the Child Support Intercept Act (RIGL27-57-1-4) which required insurers to interact with the state's child support agency to offset child support arrears from payments being made to claimants for personal injuries and workers compensation injuries. Establishing the web-enabled look-up method allowed insurance adjusters to quickly determine if a claimant owed past due support by entering claimant information on the secured www.childsupportliens.com web site. Since then, many insurers have opted for the alternative processing method. Most insurance companies now elect to review their claimants via an electronic interface (data match) of CSLN to their databases or to the national database of claims maintained for them by Insurance Services Office (ISO) in New Jersey.

CSLN Matching Process

CSLN member states post their delinquent child support obligor information in the CSLN database which is electronically matched daily with the claims registered by insurance companies on ISO's *ClaimSearch* system, the fraud tool managed by Insurance Service Office, Inc. (ISO) in New Jersey. Upon a claim matching to a delinquent obligor, ISO passes on to CSLN the claim information and insurance company contacts. The CSLN contractor staff verifies the status of the claim with the insurer and then distributes only the open claim matches that have not yet settled to the CSLN member state with the claim information. The CSLN notifies the member state electronically of such matches via a state secure web site, customized, designed and maintained by the CSLN contractor for each state member in the CSLN. The state then follows up immediately with the insurance company involved to file the appropriate state administrative notice of lien or income withholding against the future settlement. After the child support agency takes the appropriate action to place a lien on, freeze or seize the settlement, the insurer forwards

available proceeds to offset the past-due amount to the appropriate child support collection office.

How States Join CSLN

States join CSLN through Interstate Agency Agreements with Rhode Island, the host state for the CSLN. The successful contractor is expected to have a new member state operational within approximately six-eight weeks of the signing of the Interstate Agency Agreement. The CSLN contractor will design a customized secure state web site that allows each state to receive and process the matched claims. The web site allows the state's child support agency to access the matched claim information received from insurers, organize the data by supervisory, county or regional offices or caseloads, and then, with state option, process their administrative liens or income withholding orders to insurers through automated forms generation without having to use other child support mainframe systems. The CSLN system must provide a design for extracts of these events for a state's mainframe system in order to track all the insurance claim intercept activity on their mainframe system for case tracking, self assessment and performance measurement activity.

Collections from Insurance Claim Matches

The CSLN and the CSLN contractor do not handle the actual collections received from insurance claims, but does attempt to get the data on collections from its members states for posting to the CSLN web site. The CSLN contractor staff, once they have received information on a matched case, contacts the insurer to ascertain the status of the claim. If the claim is open and pending settlement, CSLN immediately forwards the claim information to its member state via the secure web site or other methods as requested by the states. The CSLN contractor only passes on good information on open claims that have been filed with insurance companies and with ISO for insurance claim intercept purposes. (Referring good locate information on closed claims is a separate optional state service that CSLN offers to its state members. See CSLN Optional Services within this document). States, using their administrative authority, file administrative liens or income withholding orders directly to the insurer and upon the settlement of the case, the insurer sends the collection directly to the state's state disbursement unit (SDU).

Retroactive Insurance Claim Search

Because an insurance claim could have a life span that averages 6 months before settlement, CSLN initially matches a state's caseload against the last 12 months of claims filed with insurers and ISO, or against the existing files of a new insurer who has joined the CSLN/ISO interface. When states add a new case to the CSLN, the same 12 month retroactive processing occurs with all the files of all participating insurers. While many of the matches are found to be settled, many still remain open with collection potential for the child support community.

Current CSLN Member Costs for Insurance Claim Intercept

(Please note that the below current costs reflect an approximate 5% markup over contractor costs that RI adds and invoices to CSLN state members for reimbursement of RI CSLN administrative expenditures. Markup not applicable to the \$1000 per month maintenance fee)

Members currently pay the CSLN Host State (Rhode Island) a fixed monthly maintenance fee of \$1,000 and then only pay a fixed price match fee (between \$40 - \$60 per match) for each matched claim information received from an insurer on a claim that has: 1) matched to a state’s delinquent obligor record, and 2) when the claim has been determined to be open and pending by the CSLN quality assurance review. In addition to receiving the insurance company contact information, the claim number, and information on the matching data, states also receive very good locate information, such as the claimant’s telephone number or cell phone number, and a good address where the claimant is expecting to receive the insurer’s settlement check. Such locate information is used by the child support agencies for further enforcement actions. At CSLN state member option, the CSLN contractor staff will provide the additional service of generating the appropriate form and placing the state’s lien or withholding order against the claim for the state as a further service to the participating state member, without additional cost for this service (except for mailing costs).

Current Match Fees Paid by Member States to RI based upon # of delinquent obligors in CSLN database at time of match per below schedule: (NCP = delinquent non-custodial parent)

# NCPs	Per Match
< 50,000	\$60
> 50,000 and < 100,000	\$55
> 100,000 and < 150,000	\$50
> 150,000 and < 200,000	\$45
> 200,000	\$40

CSLN Insurance Claim Intercept Facts

The Child Support Lien Network now maintains data on almost 2 million delinquent obligors from 14 states. The total past due child support amount on these cases is approximately \$39 billion. The states currently in the CSLN are: Arkansas, California, Connecticut, Florida, Iowa, Illinois, Maine, Nevada, New Jersey, Rhode Island, Tennessee, Texas, Vermont, and Virginia. As of this date, four other states are currently processing contracts that will allow them to join the network in the next few months.

Outreach Required

Performing outreach services for CSLN is a big part of the requirements of the CSLN contractor, both to states contemplating joining CSLN and to insurers to convince them to voluntarily cooperate with CSLN and share their claim data. CSLN has had great success

with outreach efforts to insurance companies. In the past year CSLN has significantly increased their partnerships with the country's top casualty insurance companies. During calendar year 2003, CSLN has obtained access to the claims of Liberty Mutual Insurance Group, Continental Insurance Group and GEICO. CSLN now electronically interfaces the CSLN delinquent database with the claim information of 10 out of the top 16 casualty insurance companies in America, plus many other companies in the top 100. More and more, insurers have come to recognize their increasing role and responsibility to assist children who are owed so much. Child Support is now becoming a small but very important part of an insurance company's customer service and good will efforts. At present, CSLN is aggressively working at developing partnerships with the remaining major casualty insurers in the United States in order to access their claims information. CSLN continues to deliver the message to these insurers that their participation with CSLN will foster positive community relationships by their helping families and children through increased child support collections from insurance claim interceptions. To that end, the CSLN contractor also provides large insurers, upon their election, with a secure website to manage and oversee those CSLN claims that have matched to their company's various offices throughout the United States. Costs for doing so are absorbed by the CSLN contractor without specific billing to these insurers.

Federal Initiatives for Insurance Claim Intercept

The President proposed new initiatives and legislation within his federal budget for the Child Support Enforcement Program to enhance and expand the existing automated enforcement infrastructure at the federal and state levels to increase support collected on behalf of children and families. Specifically, the proposals called for the Federal Office of Child Support Enforcement (OCSE) to use its automated Federal Parent Locator Service (FPLS) to begin matches with insurance settlement databases. Legislation is currently before the US Congress to enable FPLS to conduct matches of delinquent obligors with insurers via their voluntary cooperation with their pending insurance claims and settlement databases in order to assist states in identifying claimants who owe past-due support. Due to CSLN's established partnerships with the major insurance companies, CSLN is poised as the premiere source for meeting and exceeding the federal government estimates for insurance intercept collections in the next five years and is poised to act for OCSE and the remaining states in the country as the gateway to ISO and insurers to access claim information for OCSE, and passing back the claim data through the FPLS. The successful CSLN contractor shall expect to be asked to provide specific cost proposals for the provision of CSLN type services to all states and or to the FPLS in the near future for a national initiative for insurance claim intercept, if such legislation passes.

CSLN has been recognized by the federal government as a Best Practice in 2001 for being one of the most valuable tools available in the Child Support Enforcement arsenal in its attempt to make significant collections on the \$94 Billion in past due support owed to 20 million of our nation's

children. Insurance claim intercept for child support debts is proving to be one of the best resources for lump sum arrearage collections.

Legal Basis for CSLN Operation

Primarily, those states that join CSLN use existing administrative enforcement powers provided to them through federal and state statutes to access and attach the proceeds from insurance claims, or in some instances they use their own unique laws for specific insurance claim interception. State child support agencies do not need specific insurance intercept laws to join CSLN and take advantage of its access to millions of claims records. Through their voluntary cooperation with CSLN, insurers hope they can avoid the establishment of varying burdensome mandates in the many states in which they do business in order to avoid costly training and procedural differences for their numerous claims offices around the country.

In lieu of specific state statutes for insurance claim intercept for child support purposes, the CSLN State Members have the following authority and laws to use at its discretion for performing insurance claim intercept:

Subpoena Power

Under PRWORA, and corresponding state laws, state child support agencies were given the power to issue intra- and interstate administrative subpoenas to collect "financial or other" information needed to establish, enforce or modify a child support order. 42 U.S.C. sections 652(a)(11), 654 (a)(9)(E), 666 (c). This means a child support agency could subpoena an insurance carrier for every record related to anyone who owes child support who may have a claim with that carrier.

Authority to Access Information

Under PRWORA and corresponding state laws, state child support agencies were given the power and authority to obtain access, subject to privacy safeguards and non-liability of entities that afford such access, to information contained in numerous and various state and local government records, tax , income and asset records, various professional and occupational licensing records, ownership records and records of control of corporations, partnerships and other business entities and types (including automated access in the case of records maintained in automated databases). Included in this authority to access information are records concerning real and titled property; information on assets held by financial institutions (including insurance companies); and records held by private entities with respect to individuals who owe or are owed support or against or with respect to whom a support obligation is sought. 42U.S.C.666(c) 1 D

Administrative Lien Power

Each time someone is late paying child support, the amount that is past due is automatically reduced to a money judgment without any need for court intervention. When states passed their PRWORA legislation, it also gave the child support agencies the power to place liens automatically on all real or personal property owned by the person who owes past-due child support. The lien arises by operation of law, meaning that there is no need for a court or administrative finding that a lien should arise. The amount of the lien equals the amount of the child support that is past due under the order, which normally varies over time. Each State must afford full faith and credit to liens arising in another state through state law. The child support agencies are to use a standardized lien form in all interstate lien cases, sent to the location in the other state in which liens of that nature are

recorded. 42 U.S.C. sections 666 (a)(4), 666 (c).

The lien needs to be "perfected" before it can be enforced, and that usually means at a minimum that a notice is given to a person who owes child support that a lien is on his or her property. A change in the amount of the lien over time does not generally require a new notice. Notice in some states can be done "constructively" by the placing of a lien document in a public file. Other state laws may require that the notice be also sent to the person whose property is being encumbered. The notice usually describes the property and the amount of the lien as of a certain date and can be sent by first class mail, registered and/or certified mail, express mail, e-mail to the property owner. In all situations, the state child support agencies are responsible for the sending of such notices to the obligors.

Execution on the Lien

State child support agencies have used their states' general execution laws for years to seize and liquidate encumbered property. PRWORA provided administrative power to the child support agencies to "secure assets to satisfy any current support obligation and the arrearage by... intercepting or seizing periodic or lump-sum payments from,, judgments, settlements and lotteries [and] attaching and seizing assets of the obligor held in financial institutions [and] imposing liens... and, in appropriate cases, to force sale of property and distribution of proceeds." 42 U.S.C. 666 (c) (1) (G). There is no need for child support agencies to obtain an order from any other judicial or administrative tribunal." 42 U.S.C. 666 (c).

High-volume Administrative Enforcement

Another PRWORA provision allows for high-volume automated enforcement between states to the extent that states match databases within their states. This is known as Administrative Enforcement Interstate (AEI). 42 U.S.C. 666 (a)(14).

One intrastate child support requirement is that quarterly, states are to match tapes of persons who owe past-due support with financial institution (FI) data, either by uploading FI information to the state, or sharing state data with the FIs. Matches are duly recorded, and the accounts or claims are encumbered and seized if not successfully challenged by the account holder or claimant. Such challenges are usually handled through administrative or judicial hearings in the appropriate state child support agency or court.

Under AEI, states send their tapes or electronic files to the other states or to the Federal Government for multi-state FI matching. Under the AEI requirements, states can refer delinquent cases to Rhode Island, for instance, to be included in any data matching performed by Rhode Island, including insurance industry matching.

Offering of Non-Liability for Insurers for Disclosure to Child Support Agencies

The definition of FI includes insurance companies. 42 U.S.C. section 669A(d)(1)(D). The CSLN - Insurance Claim Interface offers an alternative to the AEI and FI match procedures, and as such, is covered under the non-liability provisions within federal and state law.

Immunity is given to FIs for disclosing financial information under the FI and AEI data matches, and by the nature of the section, applies to any enforcement-related activity such as the CSLN –Insurance Claim Interface at the behest of the child support agency. 42 U.S.C. section 669A (a). Insurance companies and any other financial institutions are not liable under any federal or state law to any person for disclosing any financial record of an individual to a State child support enforcement agency attempting to establish, modify, or enforce a child support obligation of such individual.

Specific State Laws for Insurance Claim Intercept

Some CSLN member states (i.e., Rhode Island, New Jersey, Texas) have specific laws passed by their state legislature that mandates some form of insurer reporting of personal injury and workers compensation claims to

their child support agencies for purposes of child support intercept and collection on arrears. Even in those states that do have specific laws for child support -insurance claim interception, the CSLN system can be modified and used to facilitate the reporting requirements placed upon the insurance companies doing business in these states. The CSLN process and state secure websites must be designed by the CSLN contractor to meet the needs of these state members and the processes required by these mandates.

Current CSLN Member Optional Services & Costs

CSLN Member States may choose from several options:

Option 1: Location(s) Data on Closed Claims

CSLN Member States have recognized the benefit of new address information and other location information for NCPs derived from matches with Claimants via the automated data match process. Up-to-date locate and address information allows CSE workers to pursue additional enforcement remedies for matched NCPs. However states do not get information on obligors that have matched to insurance claims that have been determined to have settled or closed by insurers since such claims and information are not referred to member states by the CSLN staff. Choosing this option will allow state members access to this locate data for obligors that they have referred to CSLN with bad or unknown addresses.

Location information on delinquent obligors on already closed CSLN matches.

Currently, CSLN Operations staff weeds out matches identified as No Benefits or Already Closed through a quality assurance process. These closed claim matches are **not** forwarded to member states as “matches” with the open active claims sent for enforcement actions.

- CSLN will forward captured Insurance Claim Information to the member state for NCPs “in locate” that have been referred to CSLN (i.e., Bad, Incomplete or Blank Addresses).
New Locate information from insurer provides an excellent new source of NCP address information to CSE.
- May provide additional employer information on Workers Compensation Claims previously unknown to CSE.
- Locate Only Claim information provided by CSLN may be viewed on the existing state CSLN website.
- Reduced Match Fees for Locate Only Information.

Current RI invoiced cost to CSLN states for Option 1: Location Data on Closed Claims
\$20.00 / Match

Option 2: CSLN Data Preparation Services

CSLN now provides services to help make additional cases eligible for referral to CSLN and inclusion in the electronic interface with the insurance industry. Once a case is eligible for CSLN

referral, it may also meet requirements for other CSE enforcement tools. Service includes:

- **CSLN Contractor Services:** Assist state member in identifying additional potential caseload for inclusion in the Data Match Process
 - Case Data Resolution - Identify and eliminate data discrepancies in Case Data
 - Case Data Cleanup and Data Corrections Services by contractor staff
 - Research for Missing or Incomplete Data Elements by contractor staff
 - Obtain Information Required to Refer a Case to CSLN -NCP Name, SSN, DOB, Address

Current RI invoiced cost to CSLN states for Option 2: CSLN Data Preparation Services \$25.00 / Case Referral

Option 3: CSLN Location of Assets

CSLN will provide asset information to States upon a successful match of a CSLN delinquent obligor to an asset (other than an insurance claim or financial institution data match).

- **Definition of Assets**
 - **Personal property** – cars, boats, equipment, etc.
 - **Real property** – real estate
- **Notification of Found Asset Information:**
 - Email- similar to the current data match email notices, or
 - Other email notification
- **Asset Information and Holder of Asset Information will be provided to the State via:**
 - Web site
 - Electronic file for upload to state’s CSE System
 - Other Report formats as requested
- **Additional CSLN Options:**
 - Electronic Lien for state filed by CSLN on asset
 - State follows up with collection activity.

Current RI invoiced cost to CSLN States for Option 3: CSLN Location of Assets - Similar to Insurance Intercept pricing

# NCPs	Per Match
< 50,000	\$60
> 50,000 and < 100,000	\$55
> 100,000 and < 150,000	\$50
> 150,000 and < 200,000	\$45
> 200,000	\$40

Option 4: CSLN Verification of Data

CSLN can provide additional verification of information provided in Options 1 – 3

- Employer data: Provide documented contact with employer by phone, fax, mail, electronic transmission or other direct means to obtain such verification of ascertained data.
- Location data: Provide documented verification of ascertained data from two independent credible sources by phone, fax, mail, electronic transmission or other direct means
 - Creditor
 - Credit report
 - Certificates
 - Neighbor
 - Relative
 - Custodial parent or
 - Other appropriate credible sources
- Asset data: Provide documented verification of ascertained data from a credible source by phone, fax, mail, electronic transmission or other direct means
 - Bank
 - Creditor
 - Collection agency
 - Credit report
 - Certificates
 - Statements of ownership or
 - Other credible sources
- Verification of Data documentation provided
- View on website
- Reports
 - Individual cases
 - Periodic summaries
- Electronic files to states

Current RI invoiced cost for Option 4: CSLN Verification of Data ...\$9.00 / Verification

Option 5: Financial Institution Data Matching for CSLN States

Financial deposit account(s), information or other financial asset instruments information that has been obtained from each bank, credit union or other financial institution matching a CSLN delinquent obligor record is an excellent resource for increasing child support collections. Option

is to use the CSLN functionality to perform FIDM match activity.

CSLN provides the following FIDM services:

- Interfacing CSLN delinquent obligor files with financial deposit accounts and other financial asset instruments of the delinquent obligor on deposit with banks, credit unions and financial institutions.
- Process FIDM file results matched against financial institutions
- Provide information on delinquent obligor's open account (s) only (where delinquent obligor is primary account holder) back to the state via website for enforcement activity by state. Minimum account balance = \$200 per open account
- Provide lien document creation / tracking functions similar to CSLN Insurance Claim Match functions
- Create the liens on behalf of the state(s)
- Provide lien document functionality
- Provide for Various Reporting Formats
- Provide electronic files to states to update state CSE systems
- Provide professional outreach services to financial institutions to encourage participation in the state's FIDM process

Current RI invoiced cost for Option 5: FIDM\$25.00 / Match lien by state

Option 6. Professional Outreach Services for FIDM

- In state-in person professional outreach services targeted to Financial Institutions in CSLN Member State

Current RI invoiced cost to CSLN States for Option 5: Outreach for Financial Institution Data Matching is \$25.00/hr

DEFINITIONS

Bidder (Offeror): a person, partnership, firm, or corporation submitting a proposal for the purpose of obtaining a state contract.

Contractor: a bidder awarded a state contract to perform tasks required by this RFP.

CSLN Administrator: The DOA/TAX/CSE staff person identified for administering the

CSLN and providing oversight for the CSLN contractor.

Department: the RI Department of Administration, Division of Taxation - Child Support enforcement (DOA/TAX/CSE)

Natural Person: an individual and not a corporation, government, business trust, estate, partnership, or other legal entity, however organized.

Purchasing Agent: the Purchasing Agent of the RI Department of Administration, Office of Purchases.

Tax Administrator: the Tax Administrator of the Division of Taxation, RI Dept.of Administration.

SECTION 3 - SCOPE OF WORK

The CSLN contractor will be responsible to provide, perform and assume the costs for the following services, tasks, systems and responsibilities for the Child Support Lien Network and for the CSLN state members:

- providing web site design and modifications within the CSLN site design for each CSLN state member and the CSLN Administrative Host State and those insurers who elect an optional website to manage their matched claims;
- providing web site development for both the public and secure sites;
- evaluating and modifying sites;
- providing HTML, JAVA, CGI, Perl coding and any other necessary coding;
- providing Oracle Database programming;
- hosting web site;
- providing all appropriate hardware and software to operate the CSLN services;
- providing communication, bandwidths, systems monitoring, usage statistics;
- providing backup systems;
- upgrading OS/Software;
- providing web site maintenance and updates;
- providing monthly Child Support Record Storage / Processing Statistics.
- providing daily CSLN database interfacing with other databases defined by the Department
- providing outreach services to states, jurisdictions, child support and insurance companies and their associations, and advisory groups;
- providing online client technical support, customer service, e-mail service, toll free numbers, and automated state invoicing capability;
- providing an interactive look-up capability on CSLN for insurers who do not elect to electronically match files with CSLN for the purposes of allowing their input of

- claimant data for matching purposes.
- research state laws for CSLN participation;
 - providing training to states, jurisdictions and insurance company employees on how to use the web site;
 - providing initial outreach mailing and periodic compliance mailings to insurers;
 - providing CSLN database updates semi-monthly from CSLN members downloads;
 - providing daily, weekly, monthly, quarterly and annual management reports to the Department, as defined by Department in online, real time reporting modules, (specifications to be provided by RI after award);
 - providing CSLN extracts of activity and information for uploading to state member mainframe systems in formats capable of being accepted by each state system.
 - providing a daily interface of the CSLN database with any available insurance claims databases or database(s) of claims available from insurance companies or insurance service organizations, as identified by the Department, including with the ClaimSearch system of the Insurance Services Office (ISO) in NJ.
 - compliance Monitoring of Insurer Access on interactive web sites;
 - developing and marketing of all marketing products and services associated with the CSLN;
 - distributing marketing material and assuming all associated costs;
 - traveling, as required, to various states within the United States to present program workshops and other marketing services to states and insurers;
 - the licensing of the all CSLN Software to CSLN member states and agencies as long as their Interstate Agency Agreement is in effect with the State of Rhode Island as Host State, for use and for the purpose of intercepting and / or encumbering insurance and other lump sum claims, and to provide related information and / or asset information to the CSLN member states and agencies in the CSLN;
 - provide CSLN Member states with additional state-elected optional services, assisting any Participating or Interested IV-D Agency with drafting legislation allowing for insurance intercept or their participation with CSLN; (See CSLN Optional Services)
 - assuring that all federal and state child support security, privacy and confidentiality requirements are met.

3.6 REQUIREMENTS

The following requirements, including those identified in the above Section 3 - Scope of Work, must be met and or supplied in order for an offer to be considered:

A. General Requirements:

1. General Program Accountability Safeguards:

The contractor shall apply recognized industry standards governing security and

apply all State and federal ADP systems security for information processing.

Access to all CSLN information shall be protected from unauthorized individuals, including contractor staff. These issues must be included and addressed in the project design.

The contractor shall provide the names and social security numbers of all employees with access to CSLN files. All employees identified as having access to the files will be required to sign a DOA/TAX/CSE approved confidentiality statement.

2. Project Manager: Designate and include the name of the Project Manager who will be responsible for the day-to-day operations of the contract. The designated Project Manager shall be responsible for handling all problems and issues identified during the contract period. The contractor shall propose only one candidate for the position of Project Manager. The Project Manager's position shall be assigned to the CSLN on a full time basis, and manage the daily operations of contract staff, work with state CSLN members staff and the insurer community and other federal and state child support departments and agencies in providing CSLN support and outreach, and be responsible for establishing and enforcing quality assurance standards for the project.

The Project Manager must possess at a minimum: Five years of experience in operational project management, including direct management and supervisory responsibility; and experience in development of a medium to large scale data processing or other technical project and in handling customer service inquiries and electronic data interfacing functions.

3. For each position assigned to the project: Describe the salary range, fringe benefits, minimum educational and experience requirements, the duties and responsibilities that will be performed and a statement of their full or part-time allocation to CSLN, expressed in decimal points.
4. The resumes of a Project Manager, Technical Manager, Systems Administrator, and Production Manager and other key personnel assigned to the project are to be included.
5. The name and address of the bidder's company together with the names of principal officials of the company.
6. Provide documentation of the bidder's experience in this field. Indicate the name, scope, duration, number of staff involved and costs of system automation and/or

database management projects managed by the bidders. Document that the bidder has managed system automation and/or database management projects within the last two years and that the bidder has had at least two years experience in managing systems automation and/or database management projects. Document that the offeror has experience in handling customer service functions and providing electronic data interfacing functions and other direct customer services.

7. Financial information of the Contractor for the last two years, including but not limited to, balance sheets, profit and loss statements and independent audits.
8. If the bidders have any knowledge, or can reasonably obtain such information, it must identify any employees who have a child support case with DOA/TAX/CSE or who is delinquent with any tax obligation owed to the State of Rhode Island.

B. Bid Requirements:

1. **Web Sites:** Four types of web sites for insurance claim processing are required for Child Support Lien Network member states, participants and host state.
(See APPENDIX for additional documentation)

Home Page:

<http://www.childsupportliens.com/>

a. Public Web Site

- Customized for each CSLN State member
 - <http://www.childsupportliens.com/IL/> for example
- Provides information to the general public and to insurance company researchers

b. Look Up / Secure Site: <https://www.childsupportliens.com/>

- Insurance users may interactively look up pending settlement claimants
- Insurance companies may interactively review matched case information

c. Administrative Secure Module for Individual States

This site provides CSLN states with a secure on-line web site to track and monitor cases that have matched insurance claimants. In addition, the secure administrative site provides all contact information for each matched case. Site also provides management capability to track worker activities.

Option: State CSE workers may generate customized notices and documents from the CSLN Internet site. These documents may be printed for service of

process, liens or income withholding actions or sent via fax or email to insurance adjusters. (Some States may prefer to utilize their own state wide automated system to produce these notices and documents).

- Secure site for CSLN State Member staff users; State users are granted access via Registration process
 - <https://www.childsupportliens.com/extranet/>
- Purpose:
 - Review / track matched cases
 - CSE Enforcement notice and Document creation and printing
 - Maintenance of case information for completing Document forms
 - Secure upload of CSE case information to CSLN
 - Generate a file extract to update the state CSE system
 - Provides easy e-mail communication to the insurance company
 - Provides insurance company contact information

d. Administrative Secure Module for CSLN Host State

This site provides the State of Rhode Island, the CSLN Host State with a secure on-line web site to track and monitor the activity of all CSLN member states and their cases that have matched insurance claimants. In addition, this secure administrative site will provide various tables and charts of statistical data and provide for an online, realtime status of claims in all CSLN member states. (See Appendix for sample screens and data).

- Purpose to review and track:
 - matches
 - activities
 - insurance companies in CSLN
 - state members and company contacts
 - system users
 - invoice preparation and history
 - outreach activities
 - reports
 - activities with ISO
 - enhancements requested
 - live help contacts
 - new claims added, deleted

- claims investigations
- reviewed, verified and released claims
- liened claims
- closed claims
- total claims
- total arrears
- various YTD totals

2. **The bidder's proposed system for the CSLN must be a fully functional web-based application system at the time of bid submission to be considered in substantial compliance with this RFP. The contractor's proposed system must be fully operational in a production environment for all CSLN member states within 90 days from the contract start date.**

3. **Minimum System Requirements**

Internet connection:

- Microsoft Internet Explorer, Version 5.5 minimum.
- Adobe Acrobat Reader 5.0 or newer.

4. **Electronic Files**

The file layout for the Delinquent Obligor electronic file is found in the Appendix of this document. The data and file layouts are highly similar to the information required for a Financial Institution Data Match (FIDM) or a Federal Parent Locator Service (FPLS) file transmission.

Insurance Claim / Claimant information must be made available to merge into online documents and forms and/or for download into a state's automated statewide system.

5. **Production Activity**

- File Updates
 - ? State sends periodic electronic file updates to CSLN
 - ? File updates to commence after testing completed and web site customized.
- ? Customer Service

- ? Contractor to provide customer service to insurance users and state users
 - o Outreach to insurance industry
 - o Continued support as users become familiar with the process
 - ? State provides customer service for CSE case related questions
- CSLN must automatically tracks searches
- ? Interactive Look Ups
 - o CSLN must automatically email Notice of Matches to State designated contact(s)
 - o CSLN must automatically email match information to insurance companies
- ? Automated Matches
 - o CSLN must provide daily automated match processing results
 - ? Matching occurs on SSN, Name + Date of Birth and/or Name + Address.
 - ? CSLN must automatically email Notice of Matches to State designated contact(s) and also provide claim match information on a state's customized web site for state staff access and activity.
- State manages the enforcement process after match
 - o CSLN web site displays information on matched cases to State users
 - Interactive matches
 - Automated matches
 - Sorts facilitate working matches
 - Statistics and reports
 - o State creates lien documents to notify insurance companies.
 - CSLN can provide customized documents (optional)
 - Electronic file update to State system (optional)

6. Delinquent Obligor File Requirements and Checklist

(See APPENDIX B. for additional documentation)

- ? Participating states supply the Child Support Lien Network with an electronic file of delinquent obligors who will be matched against pending personal injury and workers compensation insurance settlement claimants.
- ? During a state's Implementation Phase, the state should create a small test file to test the format and process for supplying data to the CSLN. After successful testing, the state will periodically provide an updated file of delinquent obligors to the CSLN.
- ? Transmitting Files – Must be able to transmit and accept files in these formats:

- FTP
 - CD
 - Diskette
 - Zip Disks
 - File Upload to secure website
- ? Contractor must provide a File Transmittal Schedule for each state member Annotating the frequency of the file transmittals each month and to provide the monitoring for compliance with the schedule each month.

7. CSE Electronic File Requirements:

The file should be in the format identified below.
(See APPENDIX B for additional documentation)

Required fields: (Compares to the FIDM or Federal Offset file layout.)

- As much information as possible increases the quality of the matches: critical fields include Name, Address, SSN, and date of birth.
- SSN is REQUIRED; rows without an SSN will error off the load.
- The “Unpaid Child Support” amount should be summed for each individual obligor. The CSLN database stores one record per individual obligor.
- Each state determines the threshold arrears amount for inclusion in the file; the CSLN recommends that the threshold arrears amount be at least \$500.
- Some states exclude deceased members.

Optional fields:

- ? Additional information may be provided in the filler area;
- ? Please identify in a file layout with purpose, size etc.
- ? Lien Documents:
 - States may choose to create lien documents from the state’s secure CSLN Administrative web site.
 - Inclusion of optional information like Case ID and Member ID streamline the merge and production of these documents.

- ? Match Results:
 - o At the state’s option, an electronic file of match results may be returned to the state.
 - o If certain state identifying information would aid the state in that process, it may be added to this file for the returning results file.

File Naming Convention:

The electronic file name should following this pattern example:
CSLN_RI.txt - where RI is the state abbreviation.

8. Requirement for “Next Step” Documentation for Each State CSLN Member (RI and it’s specific insurance intercept law is used in the example provided below).

Insurer Provides below information to assist in the next steps:
(See APPENDIX D.for additional documentation)

- Name
- Title
- Company
- Address
- Direct phone number
- Secure Fax number
- Claim Number:

(Insurer is presented with the following online messages:)

- ? If this is a Preliminary lookup and the settlement is not due within 30 days, click the Preliminary button and return to the CSLN site to perform another lookup within 30 days of settlement.

- ? If this is settlement is less than \$3,000, please click the Alert button to communicate with CSE that this settlement is less than \$3,000.
 - ◆ A R.I. Child Support Administrative Officer may contact you.
 - ◆ You are not required to intercept or delay distribution of the claimant’s funds unless CSE places an administrative lien against this settlement.

- If this settlement is greater than \$3,000
 - ◆ An “Intercept Worksheet” is available to guide the claims adjuster through the calculations to determine the amount to be intercepted and sent to the Rhode Island Family Court. (Copies may be printed or e-mailed to the adjuster’s address.)

 - ◆ Withhold the amount of past-due child support as reported on the

CSLN database from the claimant / obligor's settlement amount. Send this amount to:

Rhode Island Family Court
1 Dorrance Plaza
Providence, Rhode Island 02903

- ◆ Provide written notice by First Class Mail to:
 - ◆ The Claimant
 - ◆ The Claimant's Attorney (if any)
 - ◆ The Department of Administration, Division of Taxation, Child Support Enforcement

These above forms may be generated from this web site by continuing through the "Display Notices" and "Generate Notices" processes.

- ◆ The "Display Notices" screen allows the adjuster to update the claimant's address information as well as enter the claimant attorney's name and address, if necessary to generate the appropriate notices.
- ◆ The "Generate Notices" screen automatically creates a written notice to satisfy this requirement. The notices may be printed onto your company's stationery or you may adapt the language from the notice into a form letter generated by your own system.
- ? An email notice will be automatically generated to the RI CSE agency as well as to the claims adjuster performing the lookup.

9. Requirement for an online Help Chat facilities for state members and insurers to contact the CSLN production and outreach staff with questions, etc.,.

- ? Hours of operation must be supportive of a normal work day of 8am – 5pm EST, CST, MT & PST

3.7 Other Deliverables

- A. Sample Outreach Materials to Insurers and States. (Drafts are acceptable)
- B. The contractor must forward a monthly invoice to the RI DOA/TAX/CSE **by the tenth calendar day (10th) of the month** for all match fees and costs for CSLN work completed in the prior month for each member state. Invoices will not be paid more frequently than once per month.

- C. The contractor must also prepare and forward for Rhode Island, the CLSN Host State, a separate monthly invoice to each CSLN member for all match fees* and costs* of work completed during a calendar month and provide an electronic copy of the same to Rhode Island **by the tenth day (10th) of each calendar month.**

*Note: The State of RI reserves the right to add to such fees and costs an administrative fee and make such additional fee part of the total fees owed by the CSLN member states to RI under its Interstate Agreement. Any surcharge added to the contractor's fees will be retained by the State of RI upon collection from the member state.

SECTION 4 – CONTRACTOR RESPONSIBILITIES FOR CONFIDENTIALITY

Because of the nature of the work to be performed under any contract awarded as a result of this RFP, the need to protect the confidentiality of the data to which the vendor will have access cannot be overemphasized. All principals of the successful bidder as well as all employees directly associated with the work being performed as part of this project will be required to abide by all confidentiality provisions contained in Rhode Island law and will sign an agreement with the Division of Taxation - Child Support Enforcement Office to that effect. The Division of Taxation - Child Support Enforcement Office reserves the right to inspect the systems and procedures of the contractor to guarantee that the contractor and its employees are adhering to the confidentiality provisions of the laws of Rhode Island.

SECTION 5.0 Pre-PROPOSAL QUESTIONS and SUBMISSION

A Pre-proposal Conference, for the purpose of clarifying the scope and intent of this requirement, as well as the evaluative criteria to be employed in the review of responses to this Request, will be conducted **on the date and time listed on the cover of this solicitation.**

E-mailed questions, submitted in accordance with the terms stated on the cover page of this solicitation, will also be considered.

Persons requesting the services of an interpreter for the hearing impaired may obtain those services by calling **401 222-2149** forty-eight hours in advance of the pre-proposal conference.

Responses **(an original plus 6 copies of the technical proposal AND an original and 3 copies of the cost proposal)**, due by the date & time listed on the RFP cover page, should be mailed or hand-delivered in a sealed envelope marked **“RFP #B03568: Child Support Lien Network “** to:

By Courier:

By Mail:

RI Dept. of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02908-5855

R.I. Department of Administration
Division of Purchases
P.O. Box 6528
Providence, RI 02940-6528

NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or which are otherwise not presented in the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed or emailed to the Division of Purchases will not be considered. The official time clock is located in the reception area of the Division of Purchases

Proposals must include the following:

- 1) A completed and signed 3 page RIVIP Bidder Certification Cover Form, downloadable from www.purchasing.ri.gov
A copy of the form should accompany each copy of the Technical Proposal and the cost proposal submitted to the State.
- 2) A sealed and separate Cost Proposal reflecting the match fees and hourly rates required within the RFP must be proposed for this scope of service.

For purposes of comparing, evaluating and scoring the cost proposals submitted, only the proposed Match Fees for Insurance Claim Intercept will be considered by the state. The proposed match fees proposed, and costs for CSLN Optional Services, should be all inclusive rates from the contractor that will reimburse them for all costs associated with the scope of services of this contract and any profits. The proposed fees must be fixed for the five year period of the contract.
- 3) A separate Technical Proposal describing the background, qualification, and experience with and for similar programs, as well as written descriptions of, and copies of, the system being proposed, or directions to a secure web site where the proposed system can be evaluated by the review committee.
- 4) A completed and signed W-9 Taxpayer identification form, downloadable from www.purchasing.ri.gov

The Technical Proposal must contain the following sections:

A. Executive Summary

The Executive Summary is intended to highlight the contents of the Technical Proposal and to provide State evaluators with a broad understanding of the offeror's technical

approach and ability.

B. Offeror's Organization and Staffing

This section shall include identification of all staff and/or subcontractors proposed as members of the project team, and the duties, responsibilities, and concentration of effort which apply to each (as well as resumes, curricula vitae, or statements of prior experience and qualification).

C. Work Plan / Approach / System Proposed

This section shall describe the offeror's understanding of the State's requirement, including the result(s) intended and desired, the approach and/or methodology to be employed, a work plan for accomplishing the results proposed, and the provision of the sample CSLN system, either on CD or online so as to allow for an evaluation. The proposed description and demonstration of the system and services shall discuss or demonstrate each task and each technical issue that will or may be confronted throughout the term of the contract. The work plan description shall include a description of the detailed software, hardware and associated outreach plans being proposed (by task and subtask), a list of tasks, activities, and/or milestones that will be employed to administer the project, the assignment of staff members and concentration of effort for each, and the attributable deliverables for each.

D. Previous Experience and Background

This section shall include the following information:

- 1.) A comprehensive listing of similar projects undertaken and/or similar clients served, including a brief description of the projects;
- 2.) A description of the business background of the offeror (and all subcontractors proposed), including a description of their financial position; and,
- 3.) The offeror's status as a Minority Business Enterprise (MBE), certified by the Rhode Island Department of Administration, and or a subcontracting plan which addresses the State's goal of ten per cent (10%) participation by MBE's in all State procurements.

SECTION 6 - EVALUATION AND SELECTION

The State will commission a Technical Review Committee, which will evaluate and score all proposals, using the following criteria:

Technical Proposal - Evaluation Criteria

- o A minimum technical proposal raw score of 80 points is required for a technical proposal to be judged as reasonably susceptible of being selected for award. All proposals that fail to obtain a minimum of 80 points will be judged to be non-qualifying and will be excluded from further consideration in the awarding of the contract. Any oral presentations and demonstrations, if necessary, shall occur as part of the Technical Proposal Evaluation.

- o The criteria that will be used by the state committee for the Technical Proposal Evaluation for this specific procurement are listed below. Each state committee member will score the Technical Proposals on each major domain. Total scoring of the domains within the Technical Proposal evaluation will be aggregated to determine if the bidder has scored a minimum raw score of 80 points in their total. If the bidder's technical proposal has met the minimum scoring requirements, the total raw score will then be multiplied by 80 percent to determine the final score for the Technical Proposal. 80 points is the maximum technical ranking score for this aspect of the RFP.

Criteria & Weighing Factors

- | | |
|--|--------|
| 1. Proposed System and Services | 40 pts |
| Identification and demonstration of how the system works.
(The State may require the offeror to provide a demonstration of the proposed system during the evaluation phase). | |
| 2. Management Staffing for Claim Verification | 15 pts |
| . Plans for claims data collection, management and claims analysis on claims received from insurers.
. Reasonableness of time frames, task prioritizations, task assumptions, sequencing and scheduling of data transmissions to and from insurers and states and the Quality Control Procedures for the review of insurance claims and related information prior to passing on the claims to CSLN member states. | |
| 4. Offeror's Qualifications | 15 pts |
| o Capacity to administer large, multi-year projects.
o Technical expertise in managing computer systems and web-enabled secure data bases . | |

- o Capacity to administer to a multi-state electronic network for the collection of child support arrears or other types of past due receivables.
- o Capacity to administer outreach projects dealing with several public or private entities.
- o Demonstrated financial soundness.

5. Proposed Staff - Personnel Qualifications

30 pts

- o Technical knowledge of computer systems data bases, design and implementation.
- o Experience in delivering customer related services on a statewide government level.
- o Experience in child support enforcement services and or insurance business and practices.
- o Experience in designing and customizing web enabled systems.
- o Experience in operating web enabled systems that interface with financial institution databases and or insurance databases.
- o Experience in writing and designing written public outreach materials.

To arrive at a relative value of the Technical Proposal evaluations of each offeror, the following computation will be used:

TOTAL RAW SCORE of Technical Proposal X 80 PERCENT = TOTAL TECHNICAL EVALUATION SCORE

TOTAL MAXIMUM SCORE FOR TECHNICAL PROPOSALS IS 80 POINTS.

Cost Proposal - Evaluation Criteria

The Cost Proposal must contain the following to be considered responsive to this RFP:

The separate Cost Proposal section of each qualifying proposal will be distributed to the state committee following the completion of the technical evaluation. The committee will review each cost proposal to determine the ranking of the proposals, from lowest to highest total cost. The total cost that is bid will be the cost for the entire length of the contract (five years through June 30, 2009).

The state is soliciting several costs within this Cost Proposal:

- a) The State of RI desires that offerors propose three (3) fixed match fee prices based upon CSLN member caseload size, to be paid by RI to the contractor for each verified open and active insurance claim passed on to the CSLN member state. Such match fees proposed should be the contractor's all inclusive price for the provision of all CSLN Insurance Claim Intercept services and systems that have been outlined in this RFP. (Contractors SHOULD NOT add to their proposed match fees any administrative costs contemplated to be added by RI for RI's administrative costs as the Host State)

Fixed Match Fees are requested for the following number of cases placed in CSLN by a CSLN member at the time of the match:

- Cases numbering 100,000 or less
- Cases numbering 100,001 through 200,000
- Cases numbering 200,001 or greater

- b) Offerors should also propose separate fees associated with the CSLN State Member Optional Services as outlined in the Background Information section of this RFP. The State desires bids for the following:

- 1) Fee for Providing Location(s) Data on a Closed Insurance Claim – a single per case fee for all CSLN members
- 2) Fee for Providing Case Data Preparation Service – a single per case fee for all CSLN members.
- 3) Fee for Providing a Location of Asset – a single fee asset located.
- 4) Fee for Documented, Additional Verification of Data (in #1, #3) – a single fee for verification of the provided location data.
- 5) Fee for Providing a Financial Institution Data Match on an open account where delinquent obligor is the primary account holder, the account is open with a balance of at least \$200 (see background information) – a single match fee per account lien by the CSLN member state.
- 6) Fee for Professional Outreach Services for FIDM – an hourly rate.

For purposes of evaluation of an offeror’s Cost Proposal, only the three, fixed match fees that are proposed for Open/Active Insurance Claims Matches (see “a” above) that have successfully matched to a state’s delinquent obligor record will be evaluated and scored. The fees that will be evaluated are the proposed all inclusive match fees for the provision of all CSLN Insurance Claim Intercept services and systems, as outlined in this RFP

To arrive at a relative value of the proposed costs of each of the offerors, the following computation will be used for the below caseload domains:

- ☞ Match Fee for States w/Cases numbering 100,000 or less - Maximum 40 pts.
- ☞ Match Fee for States w/Cases numbering 100,001 through 200,000- Maximum 30 pts.
- ☞ Match Fee for States w/Cases numbering 200,001 or greater - Maximum 30 pts

The maximum points for each caseload domain will be awarded to the contractor with the lowest cost fee proposed in each domain. All other fees proposed will be awarded points for each caseload domain based upon the following formula:

$$\frac{\text{Lowest Match Fee Bid}}{\text{Your Company Bid Price}} \times \text{Maximum Points Available in Domain} =$$

$$= \text{Your Points Score for Each Domain}$$

The state review committee will aggregate an offeror’s points in each of the three domains to determine the offeror’s total raw score points. The maximum raw score points possible in the Cost Proposal will be 100 points . The number of points earned by the offeror’s cost proposal will be worth 20% of the total RFP proposal.

$$\text{TOTAL RAW SCORE of Cost Proposal} \times 20 \text{ PERCENT} = \text{TOTAL COST PROPOSAL SCORE}$$

TECHNICAL AND COST PROPOSAL SUMMARY

SUMMARY OF SCORING FOR TECHNICAL AND COST PROPOSALS

TOTAL MAXIMUM SCORE FOR TECHNICAL PROPOSAL IS 80 POINTS
TOTAL MAXIMUM SCORE FOR COST PROPOSALS IS 20 POINTS.

TOTAL COMBINED MAXIMUM SCORE FOR TECHNICAL AND COST
PROPOSALS IS 100 POINTS

Notwithstanding the foregoing, the State reserves the right to award on the basis of cost alone, or on the basis of technical proposals alone, in whole or in part, and reject any or all proposals, and to act in its own best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further. Proposals must receive a minimum 80 of a possible 100 raw score technical points to warrant opening the cost proposals and receiving further consideration.

The State may, at its sole option, elect to require a demonstration or presentation(s) by offerors clearly in consideration for award OR may require a site visit, to the bidders place of business, to determine capacity / capability of the proposing firm.

BEST AND FINAL OFFERS

The State may request Best and Final Offers (BAFOs) from the offerors. The State will specify the date and time when the BAFO is due. Offerors shall submit BAFOs as directed by the State at the time of request. The State will eliminate from further consideration any offeror that does not supply a BAFO by the requested date and time. In a BAFO, an offeror shall describe any changes required to the proposal as a result of the BAFO and shall provide a final cost consisting of a revised cost proposal. The State may adjust the scoring of a proposal after a BAFO is submitted, if warranted, as a result of the State's improved understanding of the proposal, and or the proposed change in cost.

APPENDIX A.

Child Support Lien Network (CSLN) Implementation Checklist (Used by CSLN Staff When State Joins CSLN).

- Content for each state CSLN web site requires the following:

	Web Page	Item	Notes / File Name	Due Date	Person Responsible
	Introduction	State Symbol	Displays on the State’s Public Web Site <ul style="list-style-type: none"> • State seal or • Flag 		
	Introduction	Link to Law	<ul style="list-style-type: none"> • Link to State Statute Web Site or • Use text only 		
	Introduction	Customized text	<ul style="list-style-type: none"> • Link to Laws 		
	Register	Instructions text	Standard boilerplate		
	Register	Confidentiality Statement	Review – standard boilerplate		
	FAQ	Customized text	Review		
	Laws	Identify pertinent statutes			
	Laws	Text for pertinent statutes	Provide a soft copy if possible Links to pertinent statutes?		
	Links	Federal OCSE			
	Links	DHHS – Welfare Reform ACF			

	Web Page	Item	Notes / File Name	Due Date	Person Responsible
	Links	State CSE Web Site	<ul style="list-style-type: none"> ID the web site address 		
	Links	State Statutes Web Site	<ul style="list-style-type: none"> ID the web site 		
	Links	Other State links?			
	PR / Outreach	Notification to Insurers	Letter from the IV-D Director		
	PR / Outreach	Customized text	Standard boilerplate not specific to a state		
	File Layouts	Standard text – No customization	Information Only		
	File Layouts	Download File Layout	Information Only		
	File Layouts	◆ Customized text	Information Only		
	File Layouts	Upload File Layout	Information Only		
	File Layouts	◆ Standard text – No customization			
	Contact	State CSE Mailing address			
	Contact	State CSE Contact Internet address	<ul style="list-style-type: none"> State provides local email address to receive communication from CSLN: matches and other customer service inquiries. Must be ready to use at the point we go to production 		
	Contact	Case Related Customer Service email address	Same as above.		

	Web Page	Item	Notes / File Name	Due Date	Person Responsible
	Contact	Case Related Customer Service Phone number	State's Customer Service phone number		
	Contact	Insurance Company – Customer Service – standard email and phone for CSLN Customer Service	Information Only -- No change from state to state		
	Contact	Confidentiality Statement phone number – standard fax phone	Information Only -- No change from state to state		

Look Up Process – Secure Site

	Web Page	Item	Notes / File Name	Due Date	Person Responsible
	Look Up Match	What Happens Next customized text	<ul style="list-style-type: none"> • Simple flow chart of enforcement activity • Text description matching flow • Contact information 		

Document Creation - State Extranet Site

	Web Page	Item	Notes / File Name	Due Date	Person Responsible
	Update Match / Create Documents	Identify Documents for production on the State Extranet Site	<ul style="list-style-type: none"> • How many documents? • Samples available from other CSLN states • Are they organized into sets / packages? • Adobe 4.0 required for state CSLN workers 		
	Update Match / Create Documents	Provide copies of desired documents	<ul style="list-style-type: none"> • Soft copy in Word if possible • Identify where / what information will be merged into the document 		
	Test Documents	Walk through and test document creation with sample / test cases			
	Production creation of documents	Begin using the documents on live CSLN match data			

Delinquent Obligor Electronic File Checklist

<u>Done</u>	Web Page	Item	Notes / File Name	Due Date	Person Responsible
	Secure site	Electronic file sample	State provides small sample test file		
		Test loading the file to CSLN database			
		Test on line searches and CSLN system			
		State sends full file for Production			
		Final testing of search process			
		Implement	State commences sending updated electronic file regularly		

APPENDIX B.

Child Support Enforcement Delinquent Obligor Electronic File layout

Field	Position	NBR Byte s	Type	R/ O	Note
NCP last name	1-15	15	A	R	P
NCP first name	16-26	11	A	R	P
NCP middle name	27-27	1	A	O	P
NCP modifier	28-30	3	A	O	P
Birth Date	31-38	8	N	O	CCYYMMDD P
SSN	39-47	9	A	R	
Address line 1	48-87	40	A	O	P
Address line 2	88-127	40	A	O	P
City	128-157	30	A	O	P
State	158-159	2	A	O	P
Zip code	160-168	9	N	O	P
Address as of date	169-176	8	N	O	CCYYMMDD P
Address Status	177-177	1	A	O	"B" if address is verified to be bad
Unpaid child support	178-184	7	N	R	Dollars only P
Unpaid as of date	185-192	8	N	R	CCYYMMDD P
Lien	193-193	1	A	O	"Y" if there is an active restraining order on the case
Lien company (1)	194-263	70	A	O	Insurance Company Name
Lien company (2)	264-333	70	A	O	Insurance Company Name
Lien company (3)	334-403	70	A	O	Insurance Company Name
Future Support	404-410	7	N	O	Dollars Only
Case State Code	411-412	2	A	R	State from which case has been submitted
Case Id	413-427	15	A	O	Child Support Case Identifier
Member Id	428-442	15	A	O	
Office Code	443-447	5	A	O	
Worker Id	448-457	10	A	O	
Filler	458-1233	775	A	O	TBA

NCP = Non-custodial Parent

R = required

A = alphanumeric

P = will be displayed on public site

O = optional

N = numeric

Optional numeric fields will default to zero, alphanumeric fields to spaces.

APPENDIX C.

Insurance Intercept Claim / Claimant File Layout
From Insurance Industry to CSLN

<u>Field</u>	<u>Length</u>	<u>Notes</u>
Claim Search ID	Char 11	
CSLN Id	Char 10	
Claim #	Char 30	
Company Name	Char 55	
Office Name	Char 30	
Company Mailing Address		
Address 1	Char 25	
Address 2	Char 25	
City	Char 30	
State	Char 2	
Zip	Char 9	
Contact Name	Char 55	
Phone	Char 10	
Fax	Char 10	
E-mail	Char 50	
Date of Loss	Char 8	(MMDDYYYY)
Date Claim Reported	Char 8	MMDDYYYY)
Claimant Last Name	Char 30	
Claimant First Name	Char 20	
Claimant Middle Name	Char 20	
Claimant Date of Birth	Char 8	(MMDDYYYY)
Claimant Gender	Char 1	
Claimant SSN	Char 9	
Claimant TIN	Char 9	
Claimant Driver's Lic	Char 20	
Claimant License State	Char 2	
Claimant Occupation	Char 50	
Claimant Med/Prof Lic	Char 15	
Claimant Address 1	Char 25	
Claimant Address 2	Char 25	
Claimant City	Char 30	
Claimant State	Char 2	
Claimant Zip	Char 9	
Claimant Country Code	Char 2	

Field	Length	Notes
Claimant Home Phone	Char 10	
Claimant Business Phone	Char 10	
Claimant Cell Phone	Char 10	
Claimant Pager #	Char 10	
Claimant Pager PIN	Char 7	
Reason for match (code)	Char 10	(5 two byte fields) NA = Name + address, S = Social Security #, ND = Name/Date of Birth

APPENDIX D.

Examples of Next Steps Documents:

Arkansas

Multiple States

MATCH TO AN ARKANSAS CHILD SUPPORT OBLIGOR!

NEXT STEPS (Example):

Please supply your personal contact data to assist in the next steps:

Name

Title

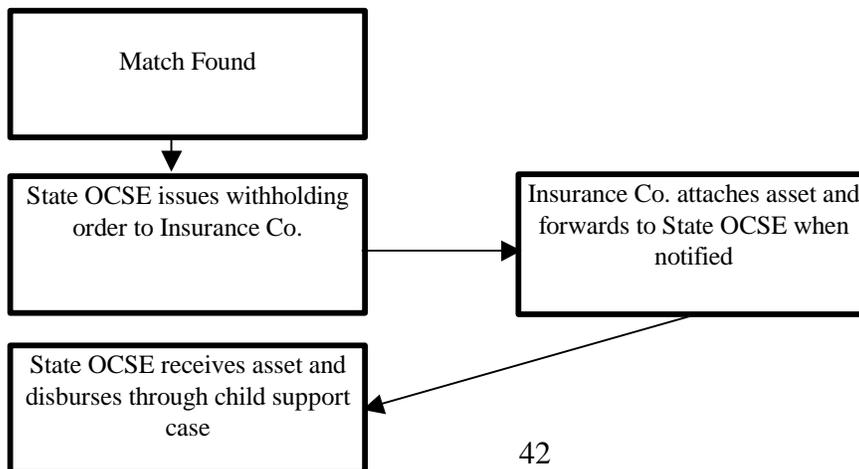
Company Address

Direct Telephone number (including extension)

Secure or direct Fax number

- ❑ An Arkansas Lien/Levy Worker will contact you by faxing a “Notice to Withhold Insurance Assets”.
- ❑ Your Company should hold the funds until you receive an “Order of Delivery” or a “Notice of Release”.
- ❑ The Arkansas Lien/Levy Worker will notify the Claimant to provide him with due process. Arkansas law provides a 10-day waiting period in which he may request an administrative hearing to contest the State’s action.
- ❑ At the end of the waiting period or after the hearing decision is rendered, you will be sent by Fax either an “Order of Delivery” or a “Notice of Release”. The “Order of Delivery” will provide the amount due the State and instructions on how and where to remit the fund.
 - An Intercept Calculation Worksheet is provided below.

All states have new administrative lien and subpoena powers enacted into law by the U.S. Congress in 1996. State Child Support Agencies can issue subpoenas administratively to any person, business, or entity to determine assets and to access personal information belonging to persons who owe child support. States can issue liens and levies administratively against the assets of delinquent parents in order to collect past due child support. In addition, Congress required all states to pass legislation that recognizes each state’s administrative authority and powers across state lines. Thus, the States belonging to the Child Support Lien Network are operating under new law in order to discover insurance claim data.



Insurance Settlement Calculation Worksheet (Example)

- 1. Insurance Settlement Amount \$ _____

- Less:
 - a. Attorney's fees \$ _____
 - b. Attorney's expenses \$ _____
 - c. Verified, injury related medical bills \$ _____

- 2. Total Deductions \$ _____

- 3. Net Proceeds Available for Seizure \$ _____

- 4. Enter Past Due Child Support from Notice \$ _____

Compare the amounts on Lines 3 and 4.

- If Past Due Child Support is **greater than** the Net Proceeds, remit the entire Net Proceeds to the Child Support Enforcement agency.

- 5. If Past Due Child Support is **less than** the Net Proceeds, subtract the Past Due Child Support from the Net Proceeds. \$ _____
 - a. Remit the Past Due Child Support amount to the Child Support Enforcement Agency.
 - b. Pay the balance to the Claimant (his attorney) (# 2 Total plus # 5) \$ _____

Contact information

ARKANSAS CHILD SUPPORT ENFORCEMENT

Note The name and phone number of the lien/levy worker handling the case will be on the notice you receive from the Arkansas Office of Child Support Enforcement.

Ms. XXXXXXXXXXXX
Lien/Levy Section Supervisor
Office of Child Support Enforcement
800-XXX-XXXX
Fax: 501-XXX-XXXX
Email Address: xxxxxx@ocse.state.ar.us

ARKANSAS OFFICE OF CHILD SUPPORT ENFORCEMENT

PO BOX 8133
Little Rock, AR 72203
Internet address: <http://www.state.ar.us/dfa/childsupport/>
Telephone: 501-XXX-XXXX
Child Support Lien Network
Telephone 800-XXX-XXXX or Ms. XXXXX XXXXXXXXXXXX at

MATCH FOR MULTIPLE STATES CHILD SUPPORT OBLIGOR (Example)!

Next Steps

Please supply your personal contact information below to assist in the next steps:

Name

Title

Company

Address

Direct phone number

Secure Fax number

Claim Number:

- If this is a Preliminary lookup and the settlement is not due within 30 days, click the Preliminary button and return to the CSLN site to perform another lookup within 30 days of settlement.
- If this settlement is due within 30 days,
 - Investigators from the State Child Support Enforcement agencies with child support obligors matching your claimant will contact you regarding the next steps.
- ◆ An intercepted settlement will be divided up proportionately between or among the matching states, based on the prorated share of the amount of the arrearages posted on the CSLN at the time of settlement.
 - Withhold up to the total amount of past-due child support as reported on the CSLN database from the claimant / obligor's settlement amount. Send this amount to:

CSLN Administrator
77 Dorrance Street
Providence, Rhode Island 02903
- ◆ Include with the payment information regarding the multiple state matches.
 - An email notice will be automatically generated to the State CSE agencies with matches, Rhode Island as the Host State as well as to the claims adjuster performing the lookup.

All states have new administrative lien and subpoena powers enacted into law by the U.S. Congress in 1996. State Child Support agencies can issue subpoenas administratively to any person, business or entity to determine assets and access personal information belonging to

persons who owe child support. States can issue liens and levies administratively against the assets of delinquent parents in order to collect past due support. In addition, Congress required

all states pass legislation that recognizes each state's administrative authority and powers across state lines. Thus, the States belonging to the Child Support Lien Network are operating under new law in order to discover insurance claim data.

II. Contact Information

III. Rhode Island Child Support Enforcement

- ◆ *Note: The name and phone number of the Investigator handling the case will be included in the Notices you receive from Rhode Island Department of Administration, Division of Taxation -- Child Support Enforcement.*

Department of Administration
Division of Taxation – Child Support Enforcement
77 Dorrance Street
Providence, RI 02903

Internet Address:

Email Address: support@childsupportliens.com
Telephone: 401-XXX-XXXX

Child Support Lien Network

Telephone 800-XXX-XXXX

Mr. XXXX XXXXXXXXXXXX
800-XXX-XXXX x 3111
402-XXX-XXXX (cellular)

APPENDIX E.

Cost Benefit Analysis - 14 Current Network States Child Support Lien Network				
14 CSLN States	TOTAL	CURRENT ASSISTANCE	FORMER ASSISTANCE	NEVER ASSISTANCE
<i>Table 45: Cases With Orders Established by Current, Former, and Never Assistance, FFY 2002 OCSE</i>	11,275,601	1,399,357	5,642,834	4,233,410
% of Cases	100%	12.4%	50.0%	37.5%
<i>NCPs Posted on CSLN as of 2/10/2004 to CSLN (17% Delinquent)</i>	1,978,538			
CSLN Cases With Arrears (calculated using % of Cases above)	1,978,538	245,547	990,153	742,839
Figures Below Based on Estimated Arrears Due Cases				
<i>Estimated Open Claims Match Rate*</i>	1.75%	1.75%	1.75%	1.75%
<i>Open Claims Matched to Cases (1.75%)</i>	34,624	4,297	17,327	12,999
<i>Estimated Settlement Rate - 1st year</i>	70%	70%	70%	70%
<i>Matches with Settlements in 1st year</i>	24,236	3,007	12,128	9,099
<i>Average Intercept Collection **</i>	\$2,100	\$2,100	\$2,100	\$2,100
<i>Estimated Collections</i>	\$50,895,600	\$6,314,700	\$25,468,800	\$19,107,900
<i>Cost Per Match</i>	Option 2			\$50.00
<i>Match charges (34,624 x \$50)</i>				\$1,731,200
<i>Monthly Maintenance @ \$1000/ month X 14 states</i>				\$168,000
	<i>Annual Cost</i>			\$1,899,200
<i>Federal Financial Participation match:</i>				\$1,253,472
<i>Net state/local direct cost:</i>				\$645,728
FFP: 66%				
CSLN Option 2 Pricing Structure				Option 2 Cost Benefit Ratio:
Maintenance @ \$1000/ month +				
Cases Posted to CSLN	Cost Per Claim Match			
< 50,000	\$60		27:1	
> 50,000	\$55			
> 100,000	\$50			
> 150,000	\$45			
> 200,000	\$40			

* Claims Verified as Open by CSLN

** Blended Average Collection PI + WComp

States Currently in Network: RI, CT, ME, VT, AR, NJ, FL, TX, TN, NV, CA, IL, VA, IA

APPENDIX F.

Current CSLN Costs for ISO Daily Interface

Monthly case charges, maintenance fees and match fees for 1.98 Million delinquent obligor cases in the CSLN/ISO daily interface *	\$	24,000.00
Current Annual Cost (12 mos)	\$	288,000.00
Average Monthly <u>ISO Cost</u> per Case in CSLN =	\$	0.012
Average Annual <u>ISO Cost</u> per Case in CSLN =	\$	0.145

* CSLN pays ISO monthly maintenance fees and a match fee for all cases that match to a ISO claim file, regardless of whether the matched claim info is passed on to a CSLN member state as an open and active claim.

APPENDIX G.

Sample CSLN Screens for Insurance Claim Intercept

CSLN - Microsoft Internet Explorer

File Edit View Favorites Tools Help

mywebsearch Search Slnet Central Cusco Marks My Info Games Customize My Button

CONTROL PANEL for Sheila O'Brien

This snapshot was created on March 02, 2004 12:48 PM

Generate current snapshot

*This may take 2 to 3 minutes to complete.

Welcome, **Sheila O'Brien**, to the Child Support Lien Network Administrative Extranet. There are 25 users logged into the system.

Total Matches Released: 40,623 **Total Arrears on Released:** \$725,522,100

Snapshot of Potential Lien Statuses

	Deleted	Row	Queued	Investigat	Released	Investigating	Verified	Reviewed	Lined	Closed	Total	Arrears
AK	89	0	0	0	32	0	0	7	0	20	348	\$3,368,795
AR	1,382	12	0	0	48	0	0	431	45	456	2,874	\$9,335,128
CA	15,532	111	0	0	9,517	0	0	78	0	2,159	27,397	\$271,424,161
CT	4,481	21	1	0	3,187	0	0	71	778	479	9,018	\$61,148,157
FL	4,396	59	0	0	115	0	0	16	2,499	1,463	8,538	\$55,911,151
IA	1,042	24	0	0	397	0	2	39	0	591	2,086	\$14,795,634
IL	4,355	93	0	0	961	0	1	465	1,005	689	7,309	\$39,148,376
ME	1,344	7	0	0	7	27	0	308	363	291	2,347	\$11,736,076
NJ	4,515	102	0	0	10	2	0	1	2,357	1,184	8,173	\$43,881,948
NV	396	3	0	0	75	1	6	42	44	98	465	\$3,099,456
RJ	1,594	10	1	0	3	3	0	27	483	1,121	3,242	\$14,699,986
SD	300	0	0	0	3	6	0	1	34	159	482	\$1,810,657
TN	533	2	0	0	218	0	0	179	0	14	937	\$3,874,213
TX	17,350	221	0	0	0	4	0	15	4,919	4,765	27,074	\$172,674,549
VA	1,099	32	0	0	0	118	6	446	127	369	2,197	\$21,861,931
VT	430	4	0	0	2	6	41	96	38	902	919	\$4,330,744
Totals	59,238	641	2	0	14,575	166	56	2,204	12,662	14,160	102,704	\$709,990,922

	February Released	February Matches	March Released	March Matches	March Deletes	2004 Matches	2004 Deletes
AR	37	49	4	0	0	83	56
CA	475	539	26	23	11	1144	992
CT	117	118	1	6	6	288	173
FL	207	233	9	4	2	463	541
IA	108	121	3	2	0	254	230
IL	163	183	10	9	0	372	301
ME	46	53	6	1	1	130	73
NJ	136	137	4	77	28	438	319
NV	7	11	1	0	0	32	9
RJ	49	55	5	7	2	106	104
TN	32	14	0	0	0	20	14
TX	431	610	14	23	9	1078	1182
VA	62	69	3	21	7	164	114
VT	21	25	1	0	0	50	16
Total	1,872	2,217	87	179	66	4,622	4,124

ICPs in System	Total Arrears	Last Load Date
AR	49,651	\$508,463,874 February 17th, 2004
CA	683,562	\$18,198,376,415 February 18th, 2004
CT	69,193	\$1,148,487,999 January 22nd, 2004
FL	198,891	\$3,226,279,939 February 18th, 2004
IA	73,445	\$1,076,379,638 February 17th, 2004
IL	186,463	\$2,467,821,162 February 24th, 2004
ME	28,706	\$418,594,887 February 23rd, 2004
NJ	113,419	\$1,734,831,245 February 26th, 2004
NV	22,550	\$393,345,223 December 5th, 2003
RJ	14,953	\$226,071,858 February 23rd, 2004
TN	9,998	\$105,232,022 February 16th, 2004
TX	434,309	\$8,306,201,569 February 20th, 2004
VA	90,978	\$1,890,025,803 February 25th, 2004
VT	9,363	\$98,443,129 February 16th, 2004

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CSLN Administration Control Panel

CSLN - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Search

CSLN CONTROL PANEL for Sheila O'Brien

This snapshot was created on March 03, 2004 07:04 AM

Generate a current snapshot

*This may take 1 to 2 minutes to complete.

Switch to the FIDM Control Panel

Welcome, **Sheila O'Brien**, to the Rhode Island Child Support Lien Network Administrative Extranet.

Your control panel readings are as follows:

Rhode Island's NCP Data was last loaded 9 days ago on **February 23rd, 2004**

NCP Caseload

Rhode Island	Count	Amount	CSLN	Count	Amount
NCPs	14,953	\$226,071,858	NCPs	1,985,481	\$39,798,653,857

Matches

Annualized Match Rate: **6.14 %**

Rhode Island	Count	Amount	CSLN	Count	Amount
Closed Matches	1,595	\$14,905,339	Closed Matches	58,360	\$992,085,367
Matches in QA	7	\$122,709	Matches in QA	376	\$5,613,724
Matches sent to Rhode Island	1,643	\$14,611,401	Matches sent to states	43,970	\$727,111,087
Total Matches	3,245	\$29,639,449	Total Matches	102,706	\$1,734,810,178

Claim Processing (Matches sent to states)

Claims by Status

Rhode Island	Count	Amount	CSLN	Count	Amount
New	7	\$114,589	New	14,709	\$292,652,683
Investigating	3	\$240,668	Investigating	175	\$3,309,927
Reviewed	19	\$204,490	Verified	56	\$631,179
Liened	490	\$4,719,537	Reviewed	2,194	\$30,819,966
Closed	1,124	\$9,252,117	Liened	12,007	\$193,563,519
Total Claims	1,643	\$14,611,401	Total Claims	43,970	\$727,111,087

Please contact us if you have any problems using this site.

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Done

Rhode Island - Insurance Intercept Control Panel

CSLN - Microsoft Internet Explorer

File Edit View Favorites Tools Help

mywebsearch Search Smiley Central Cursor Mania My Info Games Customize My Button Highlight

SEARCH MATCHES PAGE for Sheila O'Brien

Search Matches by: Advanced Search Refresh Download Download All Fields Select Columns

Insurance Company Claim Number
 Claimant Adjuster
 (Last Name) (Last Name)
 Claimant SSN Match Id

Status All New Verified Liated
 Investigating Reviewed Closed Search

Records Found: 491 1 2 3 4 5 6 7 8 9 10 Next >> Next 10 Pages >>

Workers	Reason	Comp	Claim Number	Claimant	Company	Contact
1.	ONLINE				Amica Mutual Insurance Company	Murphy, Theodore
2.	ONLINE		1441828660NMB		Allstate Insurance Company	Smith, Paul
3.	ONLINE				Progressive Insurance	Sticca, Rick
4.	ONLINE		137178		The Beacon Mutual Insurance Company	Representative, Claims

UPDATE CLAIM PAGE on MATCH 4763 for Sheila O'Brien

Claim NCP Contact Documents Notes Activities Status History Close/Collect Print

Save Changes

Liated Status
 Pending ONLINE
 Match Reason

Claim Number
 BERNARD
 First Middle Last Name Original Name
 04/15/1960
 Date of Birth Original SSN
 Gender
 Address Original Address
 Address
 WORCESTER MA 01610 WORCESTER, MA 01610
 City State Zip Original City, State Zip

Done Internet

Rhode Island - Insurance Intercept Search Matches and Match Detail

CSLN - Microsoft Internet Explorer

File Edit View Favorites Tools Help

mywebsearch Search

CSLN
Child Support Lien Network

Administration
 Control Panel
 Matches
 FIDM
 Real Property
 Batches
 Release Queue
 Activities
 Companies
 Contacts
 Members
 Users
 Invoices
 Outreach
 Repository
 Reports & Leads
 Tracking
 Activity Log
 ISO
 Enhancement Request
 Help

click here for Live Help
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Company Search

Records Found: 7

Type	Scheduled Date	Company	Description	Activity For
1. Email	7/18/2003 10:00 am		CALL	Nancy Naumann
2. Document generated	1/5/2004 9:00 am		On-line Match Analysis	Nancy Naumann
3. Task assignment	1/5/2004 9:00 am		Notify States - On-Line Chat	Nancy Naumann
4. Task assignment	1/5/2004 9:00 am		Update Quarterly State Contact Plan for 04	Nancy Naumann
5. Task assignment	1/5/2004 9:00 am		CSLN Help Screens - Text should written / approved and posted. Please coordinate with Kirk / Sheila / John	Nancy Naumann
6. Task assignment	1/21/2004 8:00 am		locate only queue	Nancy Naumann
7. Task assignment	2/4/2004 10:00		-what happens next status- give a plan for fixing- due Monday	Nancy

UPDATE CONTACT PAGE for Sheila O'Brien

Company Contact Notes Activities

Save Changes View Matches for Nancy Naumann
 View Contacts for Child Support Lien Network

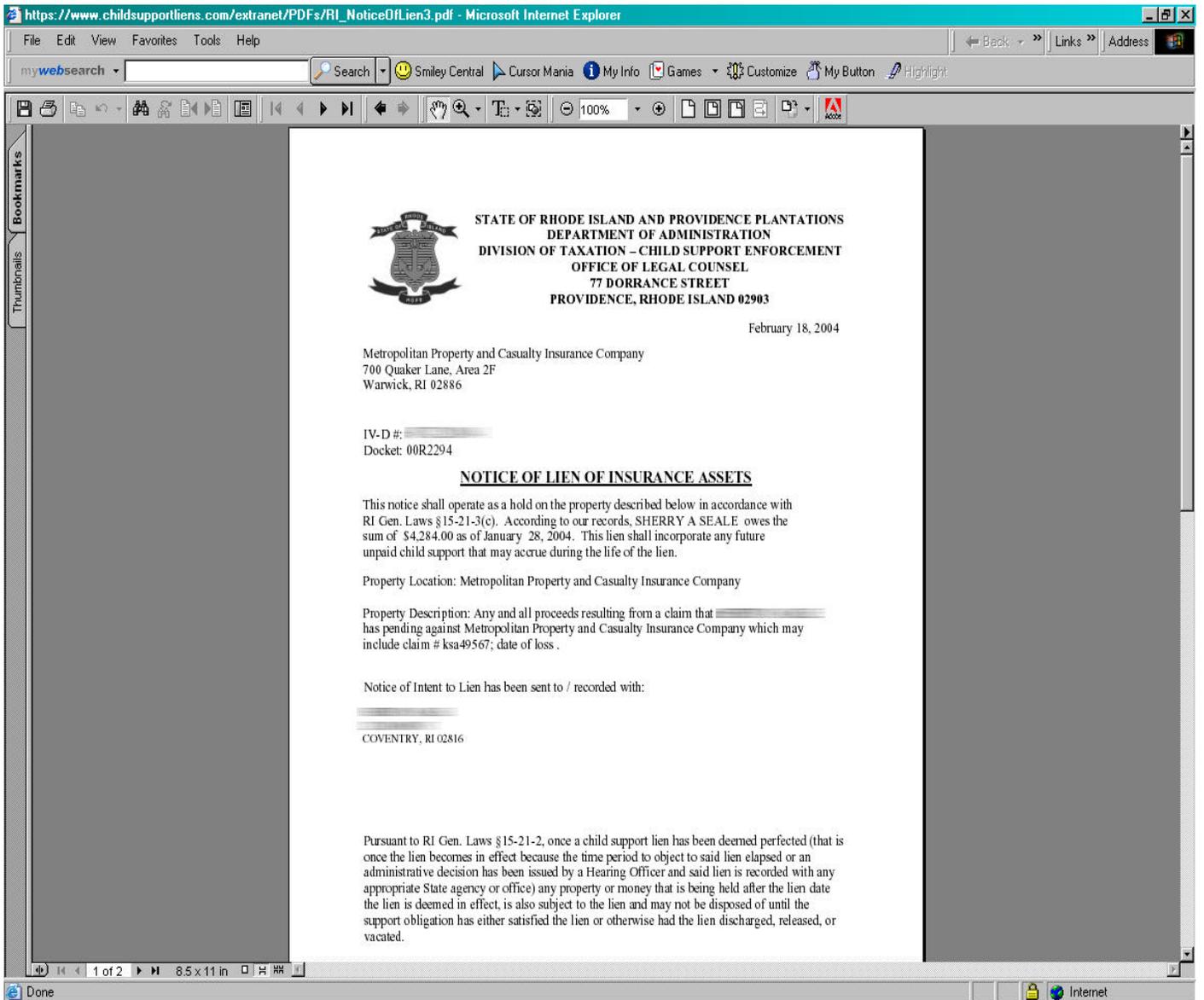
NANCY NAUMANN
 Contact

First Name: Nancy Last Name: Naumann Title: CSLN Project Manager
 Address: 752 N. 123th Street
 City: Omaha State: NE Zip: 68154
 Phone: 402-334-4445 FAX: 402-334-4447
 E-mail: nnaumann@trml.com

DUMMY CONTACT 06/20/2001 18:10 Nancy Naumann 11/11/2003 09:56
 Insp By: Modify By
 CSLN Registered User 6161 Contact Id

Done Internet

**CSLN Project Manager - Activities Screen
 (Activities Screen Also Available for Line Staff)**



Rhode Island - CSLN Forms Generation: Notice of Lien Document

CSLN - Microsoft Internet Explorer

File Edit View Favorites Tools Help

my websearch Search Smiley Central Cursor Mania My Info Games Customize My Button Highlight

Reviewed
 Liened
 Closed
 Search

Records Found: 25

1 2 3 Next >> Show All

Status	NCP	NCP Date of Birth	NCP SSN	Unpaid Support	Worker Id	Assigned To	Account Balance	Bank
1. Leviaed				\$22,248.00	Bucacci, Tom		\$1,013.00	CITIZENS BANK
2. Leviaed				\$38,655.00	Flynn, Tim		\$1,424.00	CITIZENS BANK
3. Leviaed				\$1,435.00	Ariza, Jessica		\$5,568.00	CITIZENS BANK
4. Leviaed				\$52,526.00	Flynn, Tim		\$1,402.00	CITIZENS BANK
5. Leviaed				\$1,064.00	Bucacci, Tom		\$15,813.00	CITIZENS BANK
6. Leviaed				\$1,647.00	Bucacci, Tom		\$337.00	CITIZENS BANK
7. Leviaed				\$1,670.00	Bucacci, Tom		\$5,680.00	CITIZENS BANK
8. Leviaed				\$10,363.00	Flynn, Tim		\$1,758.00	CITIZENS BANK
9. Leviaed				\$20,057.00	Capaldi, Justin		\$86.00	CITIZENS BANK

UPDATE FIDM MATCH PAGE on MATCH 10124 for Sheila O'Brien

FIDM Match NCP Bank Contact Documents Notes Activities Status History Close/Collect Print

Save Changes

Leviaed

Status

NCP Name Date of Birth SSN Jessica Ariza Assigned To

CITIZENS BANK
Financial Institution

1 available account with a total balance of \$195.00

Account Number	Balance	Type	Name and Address	SSN	DOB	Open / Close
	\$ 195.00	Checking				Open

SMITHFIELD, RI 02917

K10316626_20031021075629_fidm.txt
Match File

Tia Walker 11/28/2003 17:08 Justin Capaldi 02/25/2004 11:19
Entry By Modify By

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Internet

Rhode Island - FIDM Search Matches and Match Detail (Optional CSLN Service)