



Request for Proposals

Buncombe County Department of Health & Human Services

Mailing Address:

P.O. Box 7408
Asheville, North Carolina 28802

Street Address:

40 Coxe Avenue
Asheville, NC 28801

Telephone: (828) 250-5592

E-mail: Phillip.Hardin@buncombecounty.org

Request for Proposals

Child Support Enforcement

February 11, 2019

The Buncombe County Department of Health and Human Services (BCHHS) is seeking interest from qualified service providers for the operation of the County's Child Support Enforcement program.

Child Support Enforcement Provider

Specific Activities Include:

- Establishing and maintaining a child support enforcement program in compliance with the provisions of Title IV, Part D of the Social Security Act, as amended, Title 45, Code of Federal Regulations, Article 9, Chapter 110 of the North Carolina General Statutes, as amended, State Laws and regulations, and to be totally responsible for proper operation of such program for all current, ongoing, and backlog cases in Buncombe County.
- Providing all child support enforcement services, following standard and accepted practices, policies, and procedures, and in doing so, pursuing the best interest of the child(ren) for whom support is sought.
- Providing testimony, evidence, and support necessary for the establishment of paternity establishment, and enforcement of child support orders, and the review and modification of support orders pursuant to federal and state laws, in civil, criminal and administrative forums. The choice of forum shall be based on the facts of each case, the judgment of legal counsel, and the best interest of the child(ren).
- Maintaining documentation in accordance with local, state and federal requirements and submit to administration as directed

- This includes, but is not limited to, confidential case files, monthly management reports, personnel information, and financial documentation.
- Utilizing the State and County's automated systems that affect the Child Support Enforcement Program, or that have impacts on the program's stakeholders.
- Working with employees of the County to implement strategies to meet County, State, and/or Federal outcome goals.
- Maintaining the capacity to handle all child support enforcement related calls and referrals in a timely and effective manner.

Requirements:

- The contractor must abide by all relevant State, Federal, and local policy and recognize that such policy is subject to change. A contractor's failure to comply shall constitute a material breach of contract. This includes but is not limited to whatever regular investigation may be necessary to ensure personnel are properly qualified to provide services.
- Preference will be given to applicants with experience administering local child support enforcement programs and are able to demonstrate track records of excellence relating to the primary child support enforcement goals.
- Applicants must summarize a plan of services they would implement to help absent parents become self-sufficient and assist them with being able to pay child support.
- Preference will be given to proposals that include some form of incentive pay structure and/or performance based contracting tied to measurable excellence in service provision.
- Preference will be given to proposals that include strategies to integrate their services with other Health and Human Services programs that the County provides, along with other partner organizations.
- The contractor must operate using relevant County, State, and/or Federal software and data systems. Examples include but are not limited to NC Fast (web based case management system) and ACTS.
- The contractor shall recognize that the protection of private information and careful professional discretion are tantamount to ethical practice in providing services. Employees of the contractor may routinely have access to or may overhear information concerning a client's personal or family circumstances. Substantiated failures to keep such information confidential will be treated as a breach of contract and may be subject to other types of policy based liability, including, but not limited to, civil and criminal liability.
- The contractor shall ensure that services provided involving persons with disabilities is

equivalent to the level and quality of service providing involving individuals without disabilities.

- The contractor must ensure that its employees diligently refrain from working on cases where a conflict of interest exists, or where the appearance of a conflict of interest may exist.
- All employees of the contractor must maintain a pleasant, courteous, professional demeanor of all times. Complaints of rudeness or unprofessional behavior will not be tolerated.
- The contractor must agree to provide services and maintain a child support enforcement office in the current location within the Buncombe County courthouse
- Meet or exceed annual performance measures as indicated by the NC Department of Health and Human Services in the annual Memorandum of Understanding agreement with Buncombe County.

Availability:

- The contractor must be available during regular County business hours (M-F, 8:00 AM – 5:00 PM). Exceptions include holidays observed according to Buncombe County's operating calendar.

Budget:

- Applicant should submit a budget that includes a summary of proposed positions with salary and benefits, indication of full or part time status for each position, an operating budget, and a narrative summary of how funds will be expended.

Please ensure that you have included the following with your proposal:

- An overview of services currently provided by the agency and an agency history of services.
- Recent results of client feedback (survey results, comments, etc.) for a similar program.
- Your track record for providing similar services, including a list of providers under which your agency is contracted to provide services.
- The agency's capacity to provide the requested services, which include administrative (personnel management, management information system, and infrastructure) capacity.
- The agency's capability to provide the services as outlined above, including any track record for accessing electronic data management/client record systems, providing excellent customer service, and reporting results.
- Outcomes the agency expects from the provision of services, including the aforementioned absent parent support.

If you have questions, you may contact the Economic Services Division Director:

Phillip Hardin
Economic Services Division Director
Phillip.Hardin@BuncombeCounty.org
(828) 250-5592

PROPOSAL SUBMISSION

Prospective contractors are invited to indicate their interest by submitting five copies of your proposal by 5:00 p.m. on March 15, 2019. Proposals must include a signature from both the Executive Director and the chair of any oversight board.

Proposals may either be submitted electronically to Phillip.Hardin@BuncombeCounty.org

OR

Dropped off in person at the Department of Health and Human Services at 40 Coxe Avenue and addressed to:

Phillip Hardin
Economic Services Director

OR

Mailed to the Department of Health and Human Services and addressed as follows:

Phillip Hardin
Economic Services Director
P. O. Box 7408
Asheville, NC 28802-7408

If you choose to mail your proposal it must be received by 5:00 pm on March 15, 2019.

It is the responsibility of the applicant that their proposal is received.

Dates and Deadlines:

- February 26, 2019, 5:00 p.m.: Deadline to submit questions in writing about the RFP
- March 5, 2019 5:00 p.m.: Responses to questions are published
- March 15, 2019, 5:00 p.m.: Proposals submitted