



ADDENDUM #1

January 14, 2025

TO: ALL POTENTIAL SUBMITTERS

FROM: NINA ALEXANDER, BUNCOMBE COUNTY PROCUREMENT AGENT

SUBJECT: ADDENDUM #1 FOR RFP Child Support Enforcement

The following changes, revisions, additions, and/or clarifications to the plans and/or specifications are hereby made a part of the original documents.

Addendum # 1

The following questions were asked by potential respondents:

Scope of Services

- 1. Section 3.2 includes in the evaluation criteria, "The Bidder has addressed all of the requirements for the RFP." Section 2.6 shows the order of proposal contents. C) seems to be designated for the bidder's qualifications. There is a not a specific section designated in 2.6 Proposal Contents for bidders to address the 5.0 Scope of Work. Is it your intent that bidders should also respond to Section 5, Scope of Work requirements in section 2.6(C) or should bidders include a new section specific to Scope of Work?**

No. Just respond to the scope of work in section 2.6 (C); no need to do it in two places.

- 2. In previous proposals the County required a 100-page limit to the proposal, to ease the burden on reviewers. The limit applied to the narrative only and excluded the cover sheet, transmittal letter, divider sheets, and any ancillary materials included in an appendix (resumes). Does the County desire to add this requirement to the proposal submission?**

There is no need to limit to 100 pages, however, from my perspective less is always better.

Section 5

- 3. Section 5 of the RFP, Scope of Services, states: "The contractor must agree to provide services and maintain a child support enforcement office in the current location within the Buncombe County courthouse." What are the County's expectations for the office location? Does the county provide the office space? If so, can the County provide the address and briefly describe the available space? Is there a Child support front desk that requires a receptionist?**

The actual location for the child support office is now at the HHS building at 40 Coxe Ave, Asheville, not the courthouse. The county does provide office space. There is a separate space in the building for child support with about 25 cubicles as well as 4 closed door offices. It also has a receptionist window to greet customers, though most our routed through our front desk on the first floor to the child support area on the second floor.

4. Does the County have a contract with the Buncombe County Sheriff's Office? If so, can the County provide details on the services covered?

Yes, we do and absorb all the cost for the Sheriff's office to take care of all the serving of papers.

5. The current vendor provides services for other counties utilizing staff housed in Buncombe County. Should those other counties desire to make a change, will the County allow this practice to continue?

Yes, but as always, that is up to the other counties; we have no control over who counties choose as their vendor.

6. With the advent of the e-courts system, the child support program is now required to pay filing fees. At this time, it is difficult to predict the long-term volume of filings and therefore predict the actual costs. Would the county allow these filing fees as a full pass-through cost rather than including these costs in the bid? Allowing for the pass-through, meaning initial payment by the contractor and 100% reimbursement by the County allows the County to claim 66% reimbursement and also avoids the risk of overestimating filing fees during the bid process.

Yes, the county will absorb the cost at the present time. We do not yet have a handle on what these costs are going to be right now. This is a new occurrence for the county, and we are trying to work through it with the clerk's office.

END OF ADDENDUM #1 RFP Child Support Enforcement