

Request for Proposal 3738



Central Receipting and Disbursement Unit
November 5, 2013

Presented By

▶ MDHS

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RFP 3738 Objective

- ▶ The Objective for this Vendor Conference is:
 - To provide a high level understanding of RFP 3738
 - Questions and Answers
 - Next Steps



Program Background

- ▶ MDHS, Department of Field Operations (DFO) administers the Child Support unit for Mississippi
- ▶ DFO administers the Central Receipting and Disbursement Unit (CRDU), the SDU for Mississippi
- ▶ CRDU is responsible for processing all Title IV–D and Non IV–D child support payments



Goals

- ▶ To outsource the entire CRDU operation to an experienced SDU Vendor
- ▶ Enhanced safety/security throughout the receipting process
- ▶ Overall increased efficiency of the child support receipting and distribution process



Project Overview

- ▶ Relocation of entire CRDU to Vendor's off-site location in the Jackson Metro area
- ▶ Responsible for receipting/processing child support payments, including:
 - Pick-up of all mail
 - Hire, fire, train, supervise personnel
 - All equipment-hardware/software and maintenance
 - Interface with the State's child support system, METSS
- ▶ Work with the State's electronic payment processor to process web-based payments
- ▶ Employer Outreach to increase EFT participation



Project Overview

- ▶ Researching unidentifiable payments
- ▶ Managing child support disbursements
 - Checks
 - Web-based & Employer EFT's
 - Direct Deposits
- ▶ Banking and Reconciliation
 - Deposits and daily operations with the bank
- ▶ Weekly, Monthly, Quarterly and Ad Hoc Reports
- ▶ Vendor shall work with MDHS closely during project implementation and throughout the life of the project



Next Steps

- ▶ Deadline for Vendor's written questions are November 13, 2013, 3:00 p.m. Central Time
- ▶ Proposals are due December 10, 2013, 3:00 p.m. Central Time.
- ▶ Initial project implementation date mid-January



Questions / Comments

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