

**SECTION IV
VENDOR PRICING**

Contractor	Ownership Characteristic	Contract Value	Contract Description
<p>MVS Vipin Desai 301-523-6652 (Mobile) or 202 722 7981 (work).</p>	<p>MBE</p>	<p>T&M</p>	<p>LAN support for Tier's DC project</p>
<p>Marge Fox Staffing Tom Fox (410) 296-5044</p>	<p>WBE</p>	<p>T&M</p>	<p>Temporary agency provide placement service for the Maryland Child Support Payment Processing Center</p>
<p>Professional Services Resources, Inc. (PRSI) Lloyd Conley, Pres. 573.636.9696 573.636.5407 Fax</p>	<p>MBE and WBE</p>	<p>T&M</p>	<p>Provides Development Solutions, Specialized Projects, Architecture, and assist with Project Management and Project Oversight. C202001004 – Consulting Services: Information Technology</p>
<p>M.A. Computer Consultants (MACC) Anil Patel, Pres 734.459.7037 734.459.7036 Fax</p>	<p>MBE and WBE</p>	<p>T&M</p>	<p>Provides computer consulting services for COOL products. C200052001 – Consulting Services: Cool Software Suite</p>
<p>Creative Solutions Group II, Inc. Mark A. Schmidt 573.526.2667</p>	<p>MBE and WBE</p>	<p>T&M / Fixed</p>	<p>Provides computer consulting services for COOL products. C200052001 – Consulting Services: Cool Software Suite</p>
<p>MG Technologies Assurance, LLC Graham, Monica 526-2144</p>	<p>MBE and WBE</p>	<p>T&M</p>	<p>Provides Development Solutions, Specialized Projects, Architecture, and assist with Project Management and Project Oversight C202001004 – Consulting Services: Information Technology</p>

Transaction Type	Est. Annual Units	Rates/1,000	Total Annual Cost		
Interstate Certification	Not Billable	\$ -	\$ -		
Employer Certification	Not Billable	\$ -	\$ -		
Employer Updates	Not Billable	\$ -	\$ -		
(Other - Define)					
A-VII. TOTAL ANNUAL ESTIMATED COST					\$ -

A-VI. BANKING AND ACCOUNT RECONCILIATION SERVICES			
Transaction Type	Est. Annual Units	Rates/1,000	Total Annual Cost
Stop Pay Exception Condition	Exception Condition	\$ -	\$ -
Bank Images Exception Condition (Other - Define)	Exception Condition	\$ -	\$ -
A-VI. TOTAL ANNUAL ESTIMATED COST			\$ -

Transaction Type	Est. Annual Units	Rates/1,000	Total Annual Cost
A-V. SUSPENSE RESOLUTION SERVICES			
Vendor Errors - Misapplied ----- Non-Billable Activity		\$ -	\$ -
FOC Requests 30,000	30,000	\$ 3,602.612	\$ 108,078.35
County Based Research (est.) 15,000	15,000	\$ 3,602.612	\$ 54,039.18
(Other - Define)			
A-V. TOTAL ANNUAL ESTIMATED COST			\$ 162,117.53

Transaction Type	Est. Annual Units	Rates/1,000	Total Annual Cost
A-IV. CUSTOMER AND IVR SERVICES			
Customer Calls			
• CP's and NCP's			
✓ 3 Minute Closure	650,000	\$ 3,075.028	\$ 1,998,768.47
✓ Extended Research	30,000	\$ 3,075.028	\$ 92,250.85
• Language Services	20	\$ 3,075.028	\$ 61.50
• Mail Inquiries (est.)	500	\$ 3,075.028	\$ 1,537.51
• Web Inquiries (est.)	2,000	\$ 3,075.028	\$ 6,150.06
• Voice Mail (est.)	5,000	\$ 3,075.028	\$ 15,375.14
• Employers	25,000	\$ 3,075.028	\$ 76,875.71
• FOC's	15,000	\$ 3,075.028	\$ 46,125.43
• Web Site Changes Monthly	12	\$ 700,000.000	\$ 8,400.000
• Web Emergency Changes	12	\$ 700,000.000	\$ 8,400.000
(Other – Define)			
A-IV. TOTAL ANNUAL ESTIMATED COST			\$ 2,253,944.67

A-I. Lock Box, Payment Processing, Imaging, Mail Services				
Transaction Type	Est. Annual Units	Rates/1,000	Total Annual Cost	
Check Transactions	7,200,000	\$ 922.861	\$ 6,644,601.32	
Checks with Coupons	300,000	\$ 922.861	\$ 276,858.39	
Electronic Transactions (Other - Define)	1,500,000	\$ 540.161	\$ 810,240.94	
A-I. TOTAL ANNUAL ESTIMATED COST			\$ 7,731,700.65	

A-IX. TOTAL BUILDING COSTS (INFORMATIONAL PURPOSES ONLY)

For purposes of evaluation of vendor responses to the Request for Proposal, the State requires the identification of the following information:

• **Total Square Footage Requirements**

Identification of the total square footage the vendor will acquire to respond to the requirements of the MISDU as follows:

	Square Feet
➢ Space requirements of the vendor to support the requirements of the MISDU operations	30,875
➢ Space requirements for the use of the State MISDU staff	4,000
➢ Space requirements for State non-MISDU staff A-VIII, (b)	15,000
➢ Space requirements to allow for future regional processing potential. Disaster recovery, employer payments, etc.	8,800
Total Square Feet	58,675

• **Annual Cost Per Square Foot**

Identify the expected annual cost per square foot to the vendor on the basis of a lease for a fully serviced building environment to include electrical, water and sewage, janitorial and cleaning services, building maintenance and repair, insurances, taxes, parking, snow removal, areas for a lunchroom, storage, communications connectivity, restrooms, handicap accessible, loading dock and reception.

	Total Square Feet	Price per Square Foot \$	Annual - Price per Square Foot \$
	58,675.00	12.41	728,156.75

• **Renovation Cost (Estimated)**

Provide an estimate of the one-time costs the vendor expects with regard to the renovation of any building(s); it intends to lease or acquire on behalf of providing for the requirements of the MISDU and the State non-MISDU staff:

➢ MISDU Renovations	\$	466,739.44
➢ State MISDU Staff - 4,000 sq. ft. Renovations	\$	63,646.29
➢ Other State non-MISDU staff - 15,000 sq. ft. Renovations	\$	243,308.08
➢ Future Regional Processing Renovations	\$	-
Total Estimated Renovation Costs	\$	773,693.81

Note:

As stated in the RFP, the State will pay separately for up to 15,000 sq. ft. of fully serviced office space for use by non-MISDU State staff. Those costs will be separately billable to the State.
 All other building costs, including renovation of building space to allow for use by the MISDU, must be embedded within the unit rates of services specifically identified within the cost models. The State will not pay separately for building and renovation costs specifically in support of MISDU functions.

Transaction Type	Est. Annual Units	Rates/1,000	Total Annual Cost
A-II. RESEARCH AND RESOLUTION SERVICES			
Research Transactions	200,000	\$ 3,602.612	\$ 720,522.34
Refunds	4,000	\$ 3,602.612	\$ 14,410.45
Follow-Up Resolution (Other - Define)	1,000	\$ 3,602.612	\$ 3,602.61
A-II. TOTAL ANNUAL ESTIMATED COST			\$ 738,535.39

Transaction Type	Est. Annual Units	Rates/1,000	Total Annual Cost
A-III. OUTPUTS, PRINT AND DISTRIBUTION			
Check Printing/Mailing			
◆ Single Page Check	4,500,000	\$ 861.746	\$ 3,877,859.19
◆ Multiple Page Check	50,000	\$ 861.746	\$ 43,087.32
Coupon Printing/Mailing	2,400,000	\$ 544.926	\$ 1,307,822.93
Address Updates	25,000	\$ 3,602.612	\$ 90,065.29
Address End Dates	25,000	\$ 3,602.612	\$ 90,065.29
Electronic Direct Deposit	1,200,000	\$ 193.539	\$ 232,247.32
Debit Cards	100,000	\$ 355.513	\$ 35,551.28
(Other -- Define)			
A-III. TOTAL ANNUAL ESTIMATED COST			\$ 5,676,698.63

A-VIII. OTHER UNIT BILLABLE CHARGES				
(a) Technical/Enhancement Services Hourly Rate				
Project Manager	\$	225.00		
Analyst	\$	175.00		
Programmer	\$	125.00		
System Tester	\$	125.00		
Business Analyst	\$	125.00		
Data Entry	\$	20.00		
Payment Research	\$	21.00		
Customer Services	\$	21.00		
Other				
(b) Office Space -				
Non-MISDU State Staff 15,000 sq. ft. \$ /sq. ft. annually	\$	12.41		
Non-MISDU State Staff 15,000 sq. ft. Renovations	\$	243,308.08		
A-VIII. TOTAL ANNUAL ESTIMATED COST (C) ONLY	\$	429,458.08		

COST MODEL SUMMARY	
A-I. LOCK BOX, PAYMENT PROCESSING, IMAGING, MAIL SERVICES	\$ 7,731,700.65
A-II. TOTAL ANNUAL ESTIMATED COST	\$ 738,535.39
A-III. TOTAL ANNUAL ESTIMATED COST	\$ 5,676,698.63
A-IV. TOTAL ANNUAL ESTIMATED COST	\$ 2,253,944.67
A-V. TOTAL ANNUAL ESTIMATED COST	\$ 162,117.53
A-VI. TOTAL ANNUAL ESTIMATED COST	\$ -
A-VII. TOTAL ANNUAL ESTIMATED COST	\$ -
A-VIII. OTHER UNIT BILLABLE CHARGES - (C) ONLY	\$ 429,458.08
A-IX. SUMMARY (A-I THROUGH A-VIII)	\$ 16,992,454.95

APPENDICES

APPENDIX A – COST MODELS

APPENDIX B – SUPPORTING DOCUMENTS

APPENDIX A - COST MODELS

1. The vendor must provide a complete cost model to accomplish all the vendor tasks, activities, responsibilities and objectives described in this ITB for Lock Box, Payment Processing, Imaging, Mail Services, Research, Suspense Resolution, Print and Distribution, Outputs, Banking and Account Reconciliation, Customer and IVR Services, and EFT/EDI Outreach. It is the vendor's responsibility to identify and provide an annual cost in the cost model for any services the vendor believes essential in addition to those identified by the State to assure seamless operation of the MiSDU by the vendor with minimal oversight by State staff.
2. The State retains the option of selecting those services it deems necessary without having to use the entire suite of services being offered by the vendor.
3. The cost model must be all-inclusive of the rates that will be billable to or paid in any way by the State. If a rate is not identified as part of the cost model, it will not be considered as a separately billable service. All services in this ITB will be considered to have been embedded in the rates quoted as part of the vendors cost models submitted with the response to this ITB. The State does not intend to pay for any services not explicitly identified as a State responsibility.
4. Start-up costs of the vendor for establishing the MiSDU or costs related to transition to another vendor at the expiration of the contract resulting from this ITB shall not be separately billable. Those costs shall be considered to be embedded within the unit rates quoted by the vendor in their cost models.
5. The vendor must attach detailed spreadsheets supporting the costs summarized in this cost model. They must be specific in terms of numbers and types of staff being applied to the project, durations, responsibilities, staff hourly rates, overhead/indirect costs, an organization chart and be supported by resumes of critical administrative or managerial staff that are part of the vendor response.
6. A list of hardware and software must also be provided specifically in terms of vendor name, model, version, if applicable, quantity and any other descriptive information that might be helpful in the evaluation of the vendor proposal. No consideration will be given to proposals without such supporting documentation.
7. The metrics established by the State within the cost models are based on most recent experience following the deployment of the MiCSES. They have been provided as a means of acquiring a consistent presentation of an annual cost for establishing and operating the MiSDU from all vendors responding to this ITB. These metrics do not represent a guarantee of the same level of transactions either at start-up or throughout the duration of this contract.
8. The rates submitted as part of the vendor's response will remain firm for the initial three year period of the contract except that they may be increased once each annual anniversary of the contract issuance beginning with year four of the contract. Such changes shall be based on general industry changes and supported by adequate detail to document same. Revisions may be either increases or decreases and may be requested by either party. The prices quoted each 365 day period shall be firm. Requests for price changes shall be received in writing at least 90 days prior to their effective date, and are subject to written acceptance before becoming effective. In the event the new prices are not acceptable, the State may continue the use of the contract with the rates that were presented as part of the vendor response to this RFP..

9. In the interest of minimizing the volume and complexity of monthly invoices and the oversight required to audit those invoices, the State recommends that the vendor blend billable costs for related units of services wherever feasible and identify such blending within its proposed cost models. The State has defined some key categories, but for rate and billing purposes, they may be blended as long as all the services are still provided. The vendor shall include in their response to this RFP a draft monthly invoice demonstrating how services will be billed to the State.
10. For comparison purposes to determine the best value to the State, the State will use the costs summarized and reported under, **A-IX. Summary (A-I through A-VIII).**
11. Award of any contract resulting from vendor responses to this ITB will be based on the most responsive vendor proposal that demonstrates an understanding of the requirements identified in the ITB; identifies an overall strategy that will assure a cost-effective, responsive approach to satisfying the PRWORA and Michigan requirements; demonstrates prior experience in other states of comparable size, complexity and duration; and identifies experienced, capable MiSDU key managers to establish and operate the MiSDU.
12. The State generally anticipates that metrics will be approximately as follows:
 - Receipt of 9,000,000 transactions annually representing 5,400,000 items. Generally employer payments may have multiple transactions. This results in an average of approximately 30,000 receipt transactions daily.
 - 33.3% of the transactions will be obligor payments.
 - 66.7% of the transactions will be employer or interstate transactions.
 - 4% of the above incoming transactions are on-line receipts by the FOC's into MiCSES.
 - There will be a marginal volume of FIDM and Attorney General transactions.
 - Federal and State tax offset transactions are included within the obligor payments.
 - 10% of the 3,000,000 obligor annual payments will be accompanied by coupons.
 - \$1.5 billion will be receipted and disbursed annually.
 - 2.2% of the receipted items require research before posting to a specific docket.
 - 97.8% of the receipted items are complete enough to allow same day posting to a docket with appropriate effort on the part of the vendor.
 - 25% of employer payments will be EFT/EDI inbound receipts at the initiation of the contract.
 - All inbound receipts and payment attachments need to be imaged.
 - Outbound electronic payments are expected to approximate 40,000 daily.
 - Outbound check volume can exceed 100,000 items daily, with a normal amount of about 20,000 to 25,000 daily.
 - CP requests for Stop Pay on lost or stolen checks approximate 1,000 monthly.
 - Requests for bank images of cancelled checks approximate 10 to 12 per month.
 - FOC requests for Stop Pays represent a small, variable volume. There are no current metrics, and policy is being considered in terms of limits that may be required.
 - Envelopes need to be imaged for money orders and checks that have no preprinted addresses on them. Volume varies.
 - Customer services calls will average 2,500 to 3,000 daily with sudden, temporary increases that can rise to 7,000 daily.
 - Spanish and Arabic calls together approximate one per month.
 - Current experience shows 5% of the customer services calls through the MiCSES IVR's will reach a customer services representative.

- Customer services calls are generally brought to closure in three minutes.
 - Current experience shows 10% of customer services calls will require research and further follow-up with the customer.
 - Suspense adjustment, release and repost requests will approximate 700 weekly.
13. None of the aforementioned metrics represent a guaranteed level of activity. They represent an informed estimate which can fluctuate due to customer, systems or other environmental conditions.
14. For use in estimating and evaluating future State initiated requests for systems or process enhancements, the State requires the vendor to attach a list of hourly rates that would be charged for:

Project Managers
Business Analysts
Systems Developers
Programmers
Systems Testers
Data Entry
Payment Research
Customer Services
Other (Define)_____

A-I. LOCK BOX, PAYMENT PROCESSING, IMAGING, MAIL SERVICES

<u>Transaction Type</u>	<u>Est. Annual Units</u>	<u>Rates/1,000</u>	<u>Total Annual Cost</u>
Check Transactions	7,200,000	_____	_____
Checks with Coupons	300,000	_____	_____
Electronic Transactions (Other – Define)	1,500,000	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

A-I. TOTAL ANNUAL ESTIMATED COST \$ _____

For purposes of consistency in evaluating the vendor bids, more specific definitions are as follows:

- Check Transaction Each individual postable payment on a check is a check transaction. A check may contain multiple transactions separately postable.

- Credit Card Payment Another type of electronic payment wherein each separately postable payment is an electronic transaction through a credit card process. It should be noted the State will not pay any credit card company charges either directly or indirectly.

- Direct Debit A type of electronic payment authorized by a payer. An MiSDU vendor provided web presence would allow authorization of debits against a payer's bank account. Each separately postable item will be considered a transaction.

- Diskette Payments This is another type of electronic payment. A single check may be accompanied by a diskette with multiple individual postable payments.

- Electronic Transaction Each individual postable payment within an electronic file is a separate postable electronic transaction.

- Electronic Transfers Hybrid electronic payments limited to two employers where an electronic transfer of funds occurs through the banking system, but the supporting data is separately transmitted to the MiSDU. Each separate postable payment within the electronic file is treated for cost purposes as an Electronic Transaction. The MiSDU does not encourage the further deployment of this capability.

- Item A single check possibly containing payments on multiple dockets.

- Recurring Authorized Withdrawal (RAW) A process whereby a payer authorizes the MiSDU to automatically debit their bank account for support payments. This can be a one-time or continuing authorization.

- Transaction A payment for a single docket and payroll cycle.

A-II. RESEARCH AND RESOLUTION SERVICES

<u>Transaction Type</u>	<u>Est. Annual Units</u>	<u>Rates/1,000</u>	<u>Total Annual Cost</u>
Research Transactions	200,000	_____	_____
Refunds	4,000	_____	_____
Follow-Up Resolution	1,000	_____	_____
(Other – Define)	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

A-II. TOTAL ANNUAL ESTIMATED COST

\$ _____

For purposes of consistency in evaluating the vendor bids, more specific definitions are as follows:

Follow-Up Resolution	A transaction that may have been posted to MiCSES as unidentified which is later resolved by the vendor due to delayed response by the payer or additional information received from a FOC, CP or NCP.
Postable Transaction	A receipt transaction that has at least two identifiers that match to the validation database and does not require further research. The application of business rules would allow limited variance where the identifier may be imputed for a transposition or single digit difference.
Refunds	Transactions that were not intended for the MISDU and must be refunded to the payer through MiCSES.
Research Expectations	Daily about 2.2% of the total daily receipts will be assigned to vendor research. Telephone contact must be established with the payer within three business days, and if not, a letter must be sent by the close of business of the third day prompting the payer to respond with correct identifiers. By the close of the tenth business day, approximately 0.02%, i.e. 5 transactions, of the initial day's research transaction volume will remain for posting as unidentified into MiCSES.
Research Transaction	Any receipt that has no more than one identifier that matches to the validation database.
Resolution Services	A set of services and methodology used by a vendor to validate transactions using a MiCSES validation database, prior payment records and/or contacts with the payer by telephone, mail or other sources the vendor may identify. After ten business days research for each day's research transactions, typically 0.02%, i.e. 5 transactions, remain as unidentified. The others will have been posted as identifiable to MiCSES or refunded to the payer.
Suspense	For the Research and Resolution Services, suspense generally represents the transactions either incompletely or incorrectly identified and posted to MiCSES for future research and resolution. However within MiCSES are a variety of suspense conditions that may prevent the disbursement of monies. These conditions may be due to a payment not having been posted to a docket (unidentified); may be held due to an unresolved condition with regard to the docket (no income withholding notice, docket overpaid, etc.); or may be held due to a CP condition (bad address). For further detail see Attachment B – Working Documents – Suspense Request Actions.

A-III. OUTPUTS, PRINT AND DISTRIBUTION

<u>Transaction Type</u>	<u>Est. Annual Units</u>	<u>Rates/1,000</u>	<u>Total Annual Cost</u>
Check Printing/Mailing			
◆ Single Page Check	4,500,000	_____	_____
◆ Multiple Page Check	50,000	_____	_____
Coupon Printing/Mailing	2,400,000	_____	_____
Address Updates	25,000	_____	_____
Address End Dates	25,000	_____	_____
Electronic Direct Deposit	1,200,000	_____	_____
Debit Cards (est.)	100,000	_____	_____
(Other – Define)	_____	_____	_____
_____	_____	_____	_____

A-III. TOTAL ANNUAL ESTIMATED COST \$ _____

For purposes of consistency in evaluating the vendor bids, more specific definitions are as follows:

- Address End Date Each check or coupon envelope returned to the MISDU as undeliverable without a change of address identified shall be considered a MiCSES end date transaction.

- Address Update Each check or coupon envelope returned to the MISDU as undeliverable with a change of address identified shall be considered a MiCSES address update transaction.

- Check Print/Mailing The vendor will provide for check printing and mailing each business day using a MiCSES electronic file. The MiCSES file shall be delivered to the vendor through the State data exchange gateway by 9:00 AM daily, and the vendor shall print, stuff envelopes, affix postage and deliver the checks to a regional US Post Office within Michigan for mailing by 5:00 PM each business day to assure delivery beginning the next business day. Postage shall be embedded within the vendor unit rates for any mailed items.

- Coupon Print/Mailing The vendor will receive mid-monthly an electronic file for printing of packets of five coupons for obligors. Printing and mailing must occur within two business days. Cost of printing, envelope stuffing and postage must be included within the rate.

- Multiple Page Check A check that requires multiple pages for the stub because of the volume of information that must be printed on the stub. The stub can on relatively rare occasions exceed 99 pages.

- Other Outputs/Inputs There are variety of other MiCSES outputs provided to the vendor which are incidental to the primary services being requested of the vendor. These have not been separately identified in the cost models but are assumed to be imbedded within the vendor proposed rate structures. -These include a MiCSES Validation File, a Vendor Generated Check Print Confirmation File, a Bank Generated Cleared Checks File, a MiCSES Positive Pay File, to name a few. Postage shall be embedded within all mailing unit rates.

- Single Page Check A check in which both the check and the stub are a single page.

A-IV. CUSTOMER AND IVR SERVICES

<u>Transaction Type</u>	<u>Est. Annual Units</u>	<u>Rates/1,000</u>	<u>Total Annual Cost</u>
Customer Calls			
• CP's and NCP's			
✓ 3 Minute Closure	650,000	_____	_____
✓ Extended Research	30,000	_____	_____
• Language Services	20	_____	_____
• Mail Inquiries (est.)	500	_____	_____
• Web Inquiries (est.)	2,000	_____	_____
• Voice Mail (est.)	5,000	_____	_____
• Employers	25,000	_____	_____
• FOC's	15,000	_____	_____
• Web Site Changes	Monthly	_____	_____
• Web Emergency Changes	12	_____	_____
(Other – Define)	_____	_____	_____
_____	_____	_____	_____

A-IV. TOTAL ANNUAL ESTIMATED COST

\$ _____

For purposes of consistency in evaluating the vendor bids, more specific definitions are as follows:

Credit/Debit
Authorization

A non-custodial party may authorize a one-time or continuing credit card payment or debit transaction for child support. These may be received by the customer services representatives or through the web site and are considered part of the customer call volume.

Customer Calls

A financial inquiry to the MISDU from a custodial party, non-custodial party, employer or Friend of the Court.

Employers

Employers with Income Withholding Notices that require research on a payment transaction that they had submitted to the MISDU, updates of employer FEIN or address information, or general inquiries on the child support income withholding process.

Emergency Web
Changes

These will be ad hoc changes to the Web site based on emergency conditions the State may identify and will need to be accomplished within 24 hours.

Extended Research

A custodial or non-custodial party call that cannot be brought to closure within three minutes. It requires further research either into MiCSES, the vendor's receipts database or further contact within the MISDU or with an FOC in assessing and affirming a condition or response. The call will result in an entry to a call management system, a comparable entry to MiCSES case notes, tracking, aging reporting, closure, and, if necessary, reopening the issue for further research.

FOC's

Friends of the Court with inquiries on receipts that require research and may result in the need for the correction of misapplied payments or identification of misdirected payments. Other FOC calls may be the identification of problems in the manner in which a customer services representative responded to a CP or NCP that may identify the need for training reinforcement.

IVR

An interactive voice response system to serve as the entry point for customers accessing the MISDU Customer Services function. The IVR will support separate

toll-free direct access for employers and FOC's. CP's and NCP's will access the MISDU IVR from the MiCSES IVR's after having an opportunity to have their financial questions resolved with some standard payments status information provided through a shared procedure interface with the MiCSES.. The cost of the implementation, maintenance and integration of the vendor provided IVR shall be embedded in the customer call rate structure.

(A future consideration will be to have the MISDU IVR interface with the MiCSES stored procedures and provide for call authentication and predefined financial responses prior to a customer reaching a customer services representative. The requirements will be defined once the strategy is concurred upon with OCS and MiCSES. Cost to be billable on time and materials.)

Languages	The vendor must be prepared to provide language services that include at a minimum Spanish and Arabic. Others may be offered by the vendor as deemed necessary.
Mail Inquiries	CP and NCP inquiries originating via letter to the MISDU requiring traditional mail response.
Postage	Cost of postage is to be embedded within the unit rates quoted. No separate billings may occur for postage.
Telephone Costs	All telephone carrier costs related to the MISDU operations including customer services and the use of toll-free lines, IVR connectivity, MiCSES connectivity, access to the State data exchange gateway, MISDU administrative functions, and State email use will be the State's direct cost and will be through the use of designated State carriers. Any hardware required within the MISDU to use the carrier services such as voice instruments, hubs, routers and servers shall be the responsibility of the vendor to be imbedded within the unit rates.
Web Inquiries	CP and NCP inquiries originating on the MISDU web site requiring email response.
Web Site Changes	Due to the need to have current information available on the MISDU web site, the State requires the ability to provide for information updates, additions or functional changes to the vendor provided MISDU web site monthly, or less frequently if not needed.
3 Minute Closure	A custodial or non-custodial party call that can be satisfied and brought to closure within three minutes. The customer services representative can generally satisfy these calls by providing statuses as appearing in MiCSES, referrals to FOC's where the FOC has responsibilities, providing forms or guidance on the preparation of forms or more general information on the requirements of PRWORA and Michigan child support requirements. (The vendor is not to unreasonably limit calls to three minutes for the sake of establishing an extended research call. Calls must be efficient and effective.)

A-V. SUSPENSE RESOLUTION SERVICES

<u>Transaction Type</u>	<u>Est. Annual Units</u>	<u>Rates/1,000</u>	<u>Total Annual Cost</u>
Vendor Errors – Misapplied	-----Non-Billable Activity-----		
FOC Requests	30,000	_____	_____
County Based Research (est.)	15,000	_____	_____
(Other – Define)	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

A-V. TOTAL ANNUAL ESTIMATED COST \$ _____

For purposes of consistency in evaluating the vendor bids, more specific definitions are as follows:

- County Based Research Some suspense transactions affect a single county where the party has no cases in other counties. Those suspense transactions may be researched by the county and suspense transactions initiated with the MiSDU. The MiSDU vendor will not be required to duplicate the county's research efforts, but instead the MiSDU vendor will enter the transaction to MiCSES as requested by the county. The vendor will be held harmless for errors that may result from the county's research.

- FOC Requests The FOC's cannot release or repost monies in MiCSES suspense. The FOC's must prepare and submit email requests to the MiSDU. Only the MiSDU staff may effect releases, adjustments or repostings within MiCSES. The suspense codes and actions are identified in the ITB Attachments. In taking the appropriate actions within MiCSES, the vendor will need to confirm the research provided by the FOC for suspense conditions affecting multiple counties, make adjustments to the affected dockets, identifying make whole requirements to the State, and establishing recovery accounts, if necessary.

- Suspense Within MiCSES are a variety of conditions that may prevent the disbursement of monies. These conditions may be due to a payment not having been posted to a docket (unidentified); may be held due to an unresolved condition with regard to the docket (no income withholding notice, docket overpaid, etc.); or may be held due to a CP condition (bad address). Research and Resolution Services are focused on transactions either incompletely or incorrectly identified and posted to MiCSES. Suspense Resolution Services are focused on the application of FOC requests to release and/or repost transactions on hold due to case conditions.

- Unidentified The vendor is required to proactively resolve any transactions within MiCSES unidentified status.

- Vendor Errors – Misapplied Vendor errors are referred to as misapplied payments. Any activity required to correct and make-whole such error transactions are the total responsibility of the vendor. Discovery of such errors may originate with the vendor, FOC's, CP's, NCP's, employers or the State. These are not billable costs.

A-VI. BANKING AND ACCOUNT RECONCILIATION SERVICES

<u>Transaction Type</u>	<u>Exception Condition</u>	<u>Rate Per Item</u>	
Stop Pay	Exception Condition	_____	
Bank Images	Exception Condition	_____	
<u>Transaction Type</u> (Other – Define)	<u>Est. Annual Units</u>	<u>Rates/1,000</u>	<u>Total Annual Cost</u>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

A-VI. TOTAL ANNUAL ESTIMATED COST \$ _____

For purposes of consistency in evaluating the vendor bids, more specific definitions are as follows:

Banking Services This shall include any and all services provided by the vendor's banking subcontractor in support of the MISDU. This includes maintenance of MISDU accounts, daily deposits, check redemptions, generation of cashed check files, EFT distributions, daily and monthly reconciliation reports, real-time on-line access to account status, normal client stop-pay requests, image requests, stolen check research and reimbursement, generation of earnings on the float within the MISDU bank accounts, and any other service to make the banking seamless and fully supported by the vendor. All such services are embedded within the vendor's other rate structures.

Billable Services Certain Stop Pay fees and image requests may be billable to the State where the State has created a condition that demands an exceptional increase of Stop Pays. The rate for a Stop Pay should be identified in the cost model. If the vendor expects to bill for and receive payment for any other banking fees, they must be identified in the cost model and estimated for an annual period.

Check Images Check image requests will accrue as part of doing business. Court hearings generally require timely documentation. It is expected that images of checks cashed by the bank shall be made available to the State within five business days of request by the State.

Non-billable Services All of the above noted banking services are considered to be part of the vendor services rates identified in other areas of the ITB cost model, with the exception of Stop Pays, images, and other conditions that are directly related to State caused conditions. No separate billings for these services may be presented nor may any earnings from the bank account float be applied by the vendor to off-set these services fees.

In addition the vendor's banking subcontractor must not charge recipient's of MiCSES-MISDU checks a fee for cashing those checks. With the State providing a positive pay file to the vendor's banking subcontractor, there is no longer a risk to the subcontractor.

Stop Pay Stop Pay requests will accrue as part of doing business. Timeliness is critical. The requests must be acted upon immediately by the vendor bank no later than the start of the next business day.

A-VII.EFT/EDI OUTREACH

<u>Transaction Type</u>	<u>Est. Units</u>	<u>Rates/1,000</u>	<u>Total Annual Cost</u>
Interstate Certification	-----	Not Billable-----	-----
Employer Certification	-----	Not Billable-----	-----
Employer Updates (Other – Define)	-----	Not Billable-----	-----
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

A-VII. TOTAL ANNUAL ESTIMATED COST \$ _____

For purposes of consistency in evaluating the vendor bids, more specific definitions are as follows:

- Interstate Certification The vendor is required to work with other States in the validation of their data and the testing of their initial EFT/EDI transmission. This is not separately billable since the vendor benefits from the receipt of electronic payments through the avoidance of future manual validation, research and posting of transactions. The service includes both inbound and outbound EFT/EDI services.

- Employer Certification The vendor is required to work with employers in the validation of their data and the testing of their initial EFT/EDI transmission. This is not separately billable since the vendor benefits from the receipt of electronic payments through the avoidance of future manual validation, research and posting of transactions.

- Employer Updates – MICSES This requires the vendor to be the point of contact for employer notifications of FEIN and address changes. This activity is not separately billable and is incidental to the handling of employer customer services calls.

Other Considerations:

The State is interested in achieving significantly higher levels of EFT/EDI use by employers (inbound), interstate agencies (inbound and outbound), obligors (inbound) and custodial parties (outbound). The benefits include potentially lower cost to the State and the vendor, more accurate processing and timely disbursement. This is viewed by the State as a critical process for positioning the State to provide significantly improved service to the stakeholders.

Within the Work Statement, the State has indicated objectives of 80% or higher outbound and inbound EFT/EDI with other SDU's and 95% of the 100 largest employers not yet using EFT/EDI for inbound payments within twelve months of contract implementation. The State would prefer to see a much more aggressive initiative in migration towards the use of EFT/EDI for all stakeholders and partners.

The vendor is encouraged to propose a strategy for effecting greater migration to EFT/EDI. Any such outreach strategy and its costs or vendor incentives must be identified within this cost model. This should include:

- Specific goals.
- Planned activities to prompt the use of EFT.
- Timelines.
- Measures of Success.
- Potential cost avoidance to the State and when the cost avoidance may accrue.
- Financial or other incentives to be offered to the vendor to achieve the goals.

A-VIII. OTHER UNIT BILLABLE CHARGES

(a) <u>Technical/Enhancement Services</u>	<u>Hourly Rate</u>
Project Manager	_____
Analyst	_____
Programmer	_____
System Tester	_____
Business Analyst	_____
Data Entry	_____
Payment Research	_____
Customer Services	_____
Other _____	_____

Only for Use in
Evaluating Future
State Requests for
System or Process
Enhancements.

(b) Office Space –
Non-MISDU State Staff 15,000 sq. ft. \$ _____/sq. ft. annually

(c) Transaction Type	Est. Units	Rates/1,000	Total Annual Cost
_____	_____	_____	_____
_____	_____	_____	_____

A-VIII. TOTAL ANNUAL ESTIMATED COST (c) ONLY \$ _____

- (a) These represent unit rates for additional services to be used during the first three years of the initiation of the new MISDU under the contract originating from this RFP. These shall be applied only when the State requests additional services be added that were not part of the original RFP and resulting contract.
- (b) Office space for use by non-MISDU State staff. The cost should include all related support costs such as utilities, parking, janitorial services, trash removal, building maintenance, etc. Described in II-D-6, (a) of the Work Statement. The State will affirm its requirements within 30 days of the contract award. This will be separately billable to the State.
- (c) Any other billable costs for which the vendor expects the State to be responsible must be identified and extended to reflect a total annual cost. The absence of such other costs being identified in the vendor's response to the RFP will result in billings for such services to not be honored by the State.

COST MODEL SUMMARY

A-I. LOCK BOX, PAYMENT PROCESSING, IMAGING, MAIL SERVICES	\$ _____
A-II. TOTAL ANNUAL ESTIMATED COST	\$ _____
A-III. TOTAL ANNUAL ESTIMATED COST	\$ _____
A-IV. TOTAL ANNUAL ESTIMATED COST	\$ _____
A-V. TOTAL ANNUAL ESTIMATED COST	\$ _____
A-VI. TOTAL ANNUAL ESTIMATED COST	\$ _____
A-VII. TOTAL ANNUAL ESTIMATED COST	\$ _____
A-VIII. OTHER UNIT BILLABLE CHARGES – (C) ONLY	\$ _____
A-IX. SUMMARY (A-I THROUGH A-VIII)	\$ _____

APPENDIX B – SUPPORTING DOCUMENTS

- 1. Performance, Metrics and Reporting**
- 2. MiSDU System Relationships and Interfaces**
- 3. Transaction Volumes**
- 4. Posting Criteria**
- 5. Customer Services Metrics and Responsibilities**
- 6. Technical and File Interfaces**
- 7. Michigan Treasury Department Requirements**
- 9. Current State Equipment Inventory**
- 10. Federal and State Policy Requirements**
- 11. MiCSES Potential Enhancements**
- 12. Suspense Request Actions**
- 13. Posting Matrix**
- 14. Customer Services Forms**
- 15. Special Initiatives Unit (SIU) Metrics**
- 16. Consolidated: Central Functions and Special Initiatives Units**
- 17. MiCSES Supportable Desktop Configurations**
- 18. Disaster Recovery Requirements**
- 19. Comprehensive Right to Audit Requirements**

1. PERFORMANCE, METRICS, AND REPORTING

The following performance criteria are deemed to be a measure of critical activities and events that define the successful operation of the MiSDU. Reporting on the criteria shall be weekly. To invoke penalties, the State will apply an escalation process as follows:

1. Informal review of the problem area with the vendor.
2. Provide a warranty letter to the MiSDU vendor.
3. If no action or adequate resolution within 24 hours, corrective action plan requested.
4. If no resolution with corrective action plan within 5 business days, penalty invoked.
5. Escalation may be accelerated by the State due to the severity of the problem.

Processing							
Item	Area of Reference	Description of Task	Performance Measurement	Exceptions	Statistical Measurement	Penalties	Comments
1P	Open envelopes and remove contents at a minimum of two intervals daily.	All items scanned into the system each business day	Yes or No	No Further Mail Waiting at the Post Office	Report # of envelopes in each interval.	IMPEDES SERVICE. \$1,000 per event	
2P	Production in Payment Processing	Percentage of Work Completed. Ensure that 2 day federal disbursement timeframe is met. (Employer, FIDM, Interstate, UA, EFT, and Obligor)	99.9% of payments processed, and 100% sent to state-wide system within 2 business days (counting day of receipt).	Following holidays when the postal service does not work. During conversion periods, or as approved by the state in advance. FedEx use, etc. does allow for exception.	1) 2 days to MiCSES when postable - no exceptions. 2) FIDM statistics (\$/# needed)	IMPEDES SERVICE. \$1,000 per event, and for each 5% of Daily Work Not Completed	Incident report whenever not completed.
3P	Accuracy in Payment Processing	Percent of Accuracy For Processing	99.80%	When the information supplied by the payer is inaccurate.	Define sample size and provide statistical report for its use. Use of a 2000 item sample size is needed (anything less requires average multipliers).	IMPEDES SERVICE. Sampled for a One Month Period. \$10,000 for each 1/10 th of 1.0% greater than 0.2%, i.e. 99.70% accuracy rate results in \$10,000 penalty.	Incident report whenever not completed.
4P	Receiving	Measure dollars and transactions received by type (employer, obligor, FIDM, UA, Interstate) plus others if defined by the system.	100% of "Production in Payment Processing" (Item 2P)	As approved by the state in advance.	Stats on # and \$ of each type, per day, and breakdown on % of electronic vs. paper. (Both receipts and disbursements.)	REPORTING \$500 per event	ACH Guidelines are limiting reports on electronic possibility.

5P	Electronic Transactions	Electronic Marketing, RAW	All (when accepted by the state) need dates of completion and determination of savings impacts on state if vendor is late	If the State causes the item to be delayed	Track # metrics	REPORTING \$500 per event	
6P	Electronic Transactions	Online Payment for Obligor & Employers, Clean Out bound Interstate	All (when accepted by the state) need dates of completion and determination of savings impacts on state if vendor is late	If the State causes the item to be delayed	Track # disbursed and # Incoming by type, and \$ for each.	IMPEDES SERVICE \$10,000 per file event. \$500 per transaction event.	
7P	Out of Balance Items	Percent of out of balance items resolved within 3 to 5 business days	100%	Following holidays when volumes are high.	Aging report on # of days checks are post-dated.	REPORTING \$500 per event	
8P	Banking deposits	Deposit each day's processed checks with bank before close of bank's posting business day	Yes or No	Saturdays and holidays.	Amount deposited each day.	IMPEDES SERVICE \$10,000 per event	Incident report required whenever occurrence does not happen.
9P	Disbursements / Payments	Provide statistical count of dollars disbursed by check, Direct Deposit, stored value card, or other.	100%	As approved by the state in advance.	Report of dollars disbursed by paper, EFT, debit, or other methods.	REPORTING \$500 per event	Incident report required whenever occurrence does not happen.
10P	Incorrect County correspondence	Mail correspondence back to counties within 2 business days	State performs random monitoring of vendor	Exclusion of post holiday processing by 1 day.	Tally daily, the number of items sent back without being processed. # and % needed also (of total to go back.)	REPORTING \$500 per event	Refer to 12P: Incorrect County Correspondence
11P	Employer Merge	# of employers merged at weekly intervals	100% of file on weekly basis	Volume exceeds level of effort and extended level of effort		NOT APPLICABLE	Assumes reasonable business process places workload within level of effort. Currently not SDU function.

Output							
Item	Area of Reference	Description of Task	Performance Measurement	Exceptions	Statistical Measurement	Penalties	Comments
10	Production in Payment Processing	Data Transmissions to complete end of day process to MICSES by 6PM.	Yes or No	When MICSES and/or gateway is unavailable to accept receipt files.	Tracking of requests by MICSES for file earlier than typical.	IMPEDES SERVICE \$10,000 per event	Incident report required whenever error occurs in transmission or creation.
20	Transmit Check print disbursement files.	Files transmitted to check print vendor by 12 noon daily	Yes or No	When MICSES delays, approval required by state beyond 12 noon. If MICSES does not deliver check print file by 8am.	Track of times when multiple files or no files are sent to vendor.	IMPEDES SERVICE \$10,000 per event	Incident report required whenever a "No".
30	Check disbursements	100% of properly submitted MICSES disbursements printed, mailed, and postmarked same day.	Yes or No	Files delivered after 12 noon by MICSES following holidays when volumes may be extreme or MICSES delay, approval required by vendor beyond 12 noon, or if MICSES doesn't send properly formatted file	Track number of checks printed each day, and # of EFTs that went out each day.	IMPEDES SERVICE \$10,000 per event	Overlaps with task# 20: Transmit Check print disbursement files.
40	Transmit Check confirmation file	Files transmitted to MICSES from vendor or check printer daily by 6PM	Yes or No	Systems issues with gateway or MICSES		IMPEDES SERVICE \$10,000 per event	Incident report required whenever error occurs in transmission or creation.
50	Transmit electronic disbursement files	Files transmitted to electronic disbursement vendor by TBD time daily (when this becomes available).	Yes or No	Files delivered after established time by MICSES following holidays when volumes may be extreme or MICSES delay, approval required by vendor beyond a time to be determined, or if MICSES doesn't send properly formatted file	1. Track of times when multiple files or no files are sent to vendor. 2. If electronic disbursement doesn't go.	IMPEDES SERVICE \$10,000 per event	1. Incident report required whenever a "No".

Customer Services							
Item	Area of Reference	Description of Task	Performance Measurement	Exceptions	Statistical Measurement	Penalties	Comments
1CS	Call Center	Total Calls Offered during call center hours of operation.	100% of IVR daily and 100% of ACD daily	In the event of non-standard maintenance time requirements	Measuring # of calls passed to Tier 2 each day. # of calls, per hour, per day.	REPORTING \$500 per event	
2CS	Call Center	Total Calls Answered during hours of operation	90% of calls offered from the ACD and waiting more than 30 seconds.	Calls abandoned within 30 seconds are deemed not intended for the SDU.	Total calls answered and total calls abandoned on all 4 lines.	REPORTING \$500 per event	
2CS - (a)	Call Center	Total Calls Resolved in Three Minutes	100% of Calls Each Day Involving A Customer Services Representative, Excluding Any Call Deferred for Extended Research	100% Closure or Deferral for Extended Research. No Exceptions.	Comparison of Incoming IVR Metrics and Disposition Factoring in Calls Deferred for Extended Research	REPORTING \$500 per event	
2CS - (b)	Call Center	Total Calls established as Extended Research Calls	Total Calls Deferred for Extended Research and Follow-Up	95% Closure the Next Business Day. Exceptions Allowed for MICSES Downtime	Report Output from Vendor Call Management System Based on Date and Disposition Status	REPORTING \$500 per event	
3CS	Call Center	Average Speed to Answer (mm.ss) or wait time on financial contacts	Average wait time on line before calls abandoned/dropped to be < 2 minutes.	Exceptions to be noted in incident report and approved by the State.	=<2 minute average for CP / NCP and employer lines =< 1 minute for FOC	IMPEDES SERVICE \$1,000 per daily average	
4CS	Call Center	Average Talk Time per call (mm.ss) on the all 4 lines (payer/payee, FOC, and employer)	Average 3.0 min. of talk time averaged across all lines.	As approved by the state in advance.	Measure of # of calls to each CSR. Use productivity # reporting. Talk time, wait time, and abandoned #'s needed for all 4 lines.	IMPEDES SERVICE \$1,000 per daily average REPORTING \$500 per event	Consider different time limits for Wayne Co. line.
5CS	Call Center - Tier 2	Aging in Tier 2 for CP and NCP callers	75% resolved in first call with client closure, 80% of remaining 25% reviewed after 24 hours and responded to same day, 100% reviewed with customer after 48 hours. 100% resolved after 5 business days.	As approved by the state in advance.	Measure % of total calls for each, and number of calls for each. Aging report for all 5 days.	REPORTING \$500 per event	Vendor to provide guidance if necessary.

6CS	Call Center	Respond to voice mail messages left by customers waiting X (currently 5 minutes) minutes or more	100% within 1 business day	As approved by the state in advance.	Avg. cycle time for resolving VM messages. # of VM messages in the general, forms, and address change mailboxes. # of items resolved with 1 call.	IMPEDES SERVICE. \$100 per item not answered next business day.	Possibly use voice mail numbers deducted from dropped calls metric?
7CS	Correspondence forwarded within 2 business days	Mail requested forms within 2 business days	State performs random monitoring of vendor	Exclusion of post holiday processing by 1 day.	Report on # of requests daily. Report amount of "forms" carryover.	IMPEDES SERVICE. \$100 per item not mailed next business day.	Forms : chng of addr, EFT, cred. Letter, Pin change, Wayne Co. correspondence, etc.
8CS	Call Center	Identify the top 5 reasons for the calls	100%	As approved by the state in advance. Excludes simple calls that don't generate ticket.	% of total calls for each, and number of calls for each within call center tracking system	REPORTING \$500 per event	Anecdotal information is needed for non-tracking ticket calls.
9CS	Change of Address / Pin Change Request	Entry of change of address requests and change of employer address, and pin changes into MICSES within 2 business days of receipt	100%	Following holidays when volumes are largest	Report on # of requests daily. Report amount of "address change" carryover. # EFT/Pin requests per day.	REPORTING \$500 per event	
10CS	Call Center	IVR Emergency Requests	100% resolved by the greater of 8am or 2 hour window (during business hours)	As approved by the state in advance.	# of times counties request IVR change each day.	IMPEDES SERVICE. \$500 per item for each delayed notice.	Procedure needed for SDU and counties. Pending IVR WAP input.
11CS	Reissue checks - Voids	Accomplish check reissue within 2 business days of notification or returned check	100% in 2 days for voids		# of void checks that caused the daily # of reissued checks.	IMPEDES SERVICE. \$100 per item not entered over 15 days.	
12CS	Suspense or Receipt Adjustments	Respond to county/state requests for receipt adjustments or suspense releases	70% within 5 business days and 100% within 7 business days	When request volume exceeds contract level of effort estimates. MICSES downtime in Managerial metrics does not exceed 30 minutes per day.	Track how many requests were made for adjustments and suspense releases for each hold. Track average time (weekly) each transaction takes. # of items that go back to payor.	IMPEDES SERVICE. \$100 per item not entered over 5 days, unless resulting from State systems or environment issue.	

13CS	Reissue checks - Lost	Accomplish check reissue within 15 business days of notification.	100% in 15 days for lost checks		# of lost checks that caused the daily # of reissued checks.	IMPEDES SERVICE. \$100 per item not entered over 15 days.	Affidavit to be sent out for stop pay claims for lost checks
14CS	Bank Reissued checks - Stolen	Accomplish stop pay within 15 business days of notification	100% in 15 days for stolen checks	When the bank or plaintiff delays the process beyond an acceptable timeframe.	# of stolen checks that caused the daily # of reissued checks.	IMPEDES SERVICE. \$100 per item not entered over 15 days.	This timeframe very dependent on banking system. Use of affidavit required.

Ancillary Services & Research

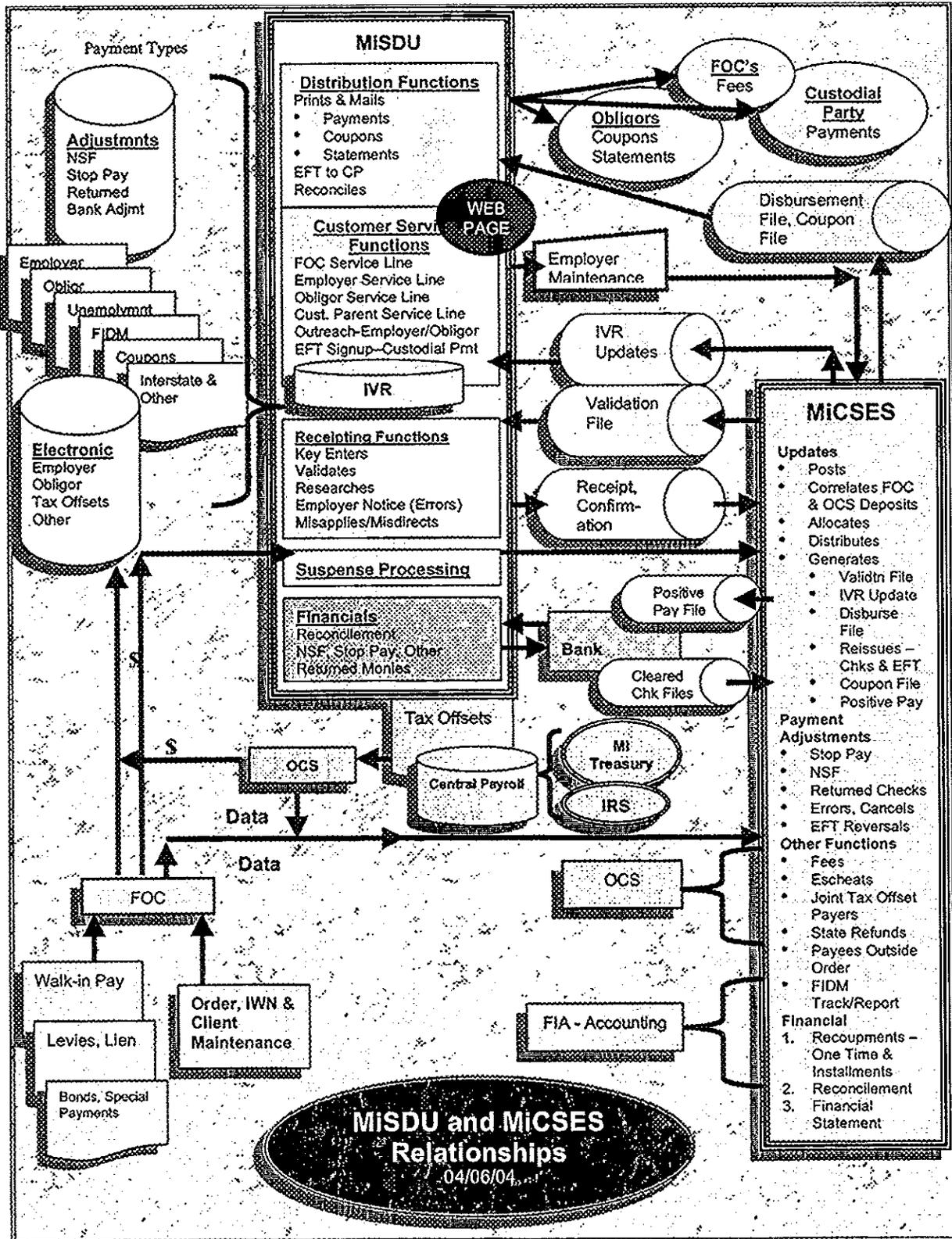
Item	Area of Reference	Description of Task	Performance Measurement	Exceptions	Statistical Measurement	Penalties	Comments
1AS	Ancillary Services (as defined in ITB)	Process bad address returns.	100% within 2 business days for bad address	Volume exceeds both original contract level of effort and extended level of effort	Track # of bad address returns. Track level of effort	IMPEDES SERVICE. \$1,000 per each day's delay	#11CS: Reissue checks - Voids, links to this item.
2AS	Ancillary Services (as defined in ITB)	Process stop pay requests.	100% within 2 business days for stop pay request (10 days after initial request)	Volume exceeds both original contract level of effort and extended level of effort	Track # of stop pay requests. Track level of effort	IMPEDES SERVICE. \$1,000 per each day's delay	#11CS: Reissue checks - Voids, links to this item.
3AS	Ancillary Services (as defined in ITB)	Process lost check requests.	100% within 2 business days for lost checks (10 days after initial request)	Volume exceeds both original contract level of effort and extended level of effort	Track # of lost check requests. Track level of effort	IMPEDES SERVICE. \$1,000 per each day's delay	#13CS: Reissue checks - Voids, links to this item.
4AS	Ancillary Services (as defined in ITB)	Process stolen check requests.	100% within 2 business days for stolen check request and return of bank packet	Volume exceeds both original contract level of effort and extended level of effort	Track # stolen check requests. Track level of effort. G9	IMPEDES SERVICE. \$1,000 per each day's delay	This is for request only. Once provided to the bank, this measure excludes bank processing and time to refund money.
5AS	SDU Research	Percent of SDU Research items resolved in 10 business days	100%	Resolution includes returning payment to the payer due to lack of information or response, or MICSES.	1) #/\$ resolved within 10 business days. 2) Oldest in research.	IMPEDES SERVICE. \$1,000 per each day's delay in closure of a day's research over 10 days.	

6AS	Suspense Backlog	Clean-up of Suspense backlog inherited from Wayne County as of 2/18/03	100% by a date to be determined if this service is accepted by the State		# of Wayne County items resolved each day.	NOT APPLICABLE	
7AS	Ancillary Services (as defined in ITB)	Track stolen check refund process	100%	Volume exceeds both original contract level of effort and extended level of effort	Track time for bank to refund the money to the complainant. Need stats on current # in process, oldest in process, avg. time to refund, and # of rejects by bank.	REPORTING \$500 per event resulting from vendor bank delays over 30 days. If non-vendor bank delay, no penalty.	

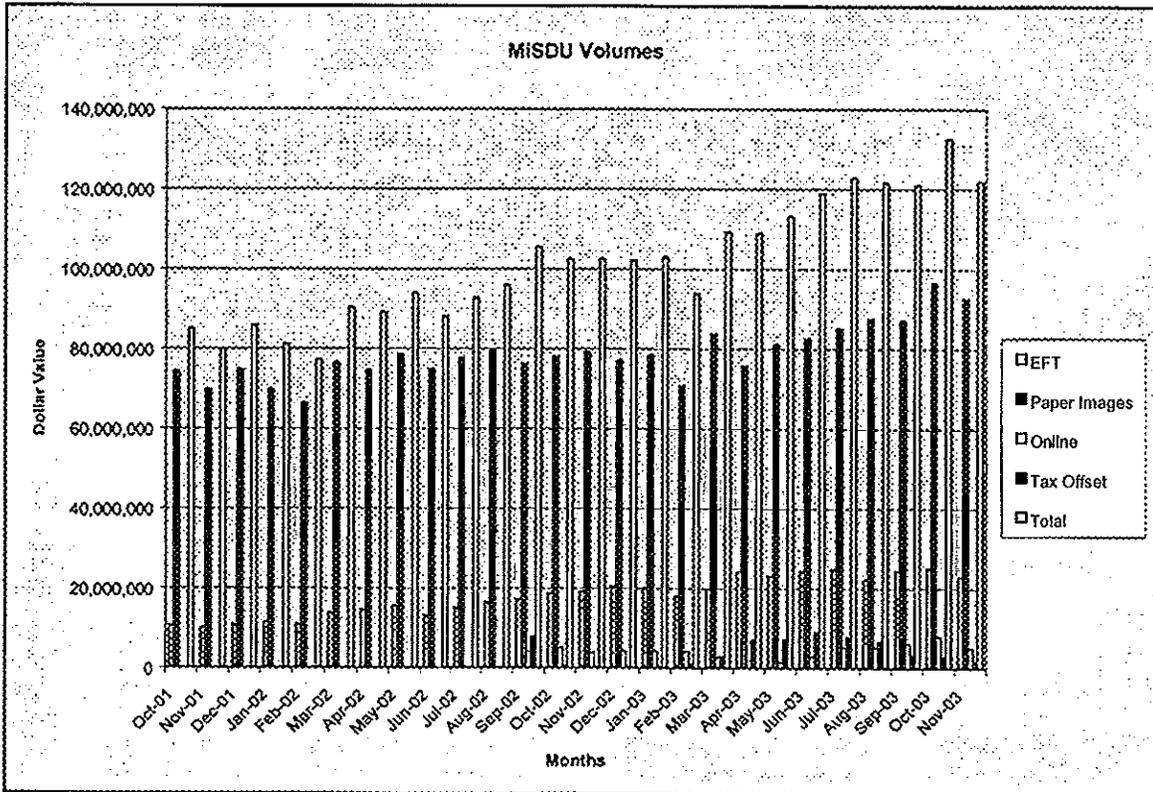
Managerial

Item	Area of Reference	Description of Task	Performance Measurement	Exceptions	Statistical Measurement	Penalties	Comments
1M	Receipts and Disbursements reconciled within 10 business days	All collections reconciled daily and bank account reconciled monthly within 10 business days	State review of daily and monthly reconciliation reports. Yes or no.	During unusual circumstances that would not be reflective of ongoing operations. Exceptions to be noted in incident report and approved by the State.	Aging report on each day's reconciled items within 10 days. Yes or no, or under review. If beyond 11 days, an item noting reason will be entered.	IMPEDES FISCAL INTEGRITY \$10,000 per event	Disbursement defined as output from SDU to MICSES.
2M	Stolen, misapplied, wrong payment amount (see note), lost funds, walk-in cash, or other	Vendor responsible for all penalties and recovery costs. Vendor to reimburse State for amount of loss.	100% (Timeframe based on systematic process). Within 2 days from determination of vendor error... from opening of call center tracking ticket...	Payer provides incorrect data or validation information is incorrect.	Report on how many funds are stolen, misapplied, misdirected, or lost on a weekly basis. Track #/\$ of vendor make-whole on a weekly basis.	IMPEDES SERVICE Vendor Makes Whole on All Related Costs	Example on wrong payment is \$100 received in as \$10.....
3M	System Operation	Track all non-productive time due to system downtimes	100%		Total system(s) downtime per week (MICSES, vendor systems, etc.).	REPORTING \$500 per event	Incident report required whenever outage on vendor system occurs.

2. MISDU SYSTEM RELATIONSHIPS AND INTERFACES



3. TRANSACTION VOLUMES



4. POSTING CRITERIA – BUSINESS RULES AND PRACTICES

MISDU Historical Posting Outcomes & Performance Objectives	
Daily Average Transaction Volume	30,000
Posted to MiCSES Same Day (97.8%)	<u>29,340</u>
Transferred to MISDU Research	660
Resolved in 10 Business Days	<u>645</u>
Unresolved Following Ten Days	15
<u>Final Disposition</u>	
Returned to Payer – Non-Support	10
Posted to MiCSES UNID	5
MISDU Follow-up ~ 30 days	0 – 5*

*Note: Based on 12/01/03-12/15/03. Some payers take up to 30 days to respond to a letter, or additional research is done to impute identifiers.

Current business rules and practices follow. Metrics represent current volumes and are no guarantee of specific transaction levels due to the potential changes in client requirements and the environment. This is presented as a guide to the vendor on how validation occurs now, but it does not imply the need for the vendor to follow the same processes. The selected vendor will be expected to attain equally or better posting performance using their methodologies and processes.

Business Rules and Processes

- I. High-Volume Posting (97.8% of transactions posted same day – 28,800)
 - A. Initial Posting – Social Security Number or Name and Docket Available
 1. Social Security Number and Docket Number in Validation File
 2. Obligor Name and Docket Number in Validation File
 - If 10+ withholdings and out of balance, return to payer.
 - If \$4,000 or greater and doesn't meet posting criteria, return to payer.
 - Log returned items.
 3. For all others if posting not possible due to problems with the two identifiers not matching, refer to next validation stage.
 - B. Second Stage Resolution
 1. Applies business rules to impute values, for example –
 - One character/digit off rule.
 - Transposed numbers.
 - Add "0's" to docket number fewer than six digits.
 - Maiden name mismatch, etc.
 - Misspelled names, middle names instead first names, etc.
 - Obligor and CP SSN both provided, then use obligor SSN.

2. Provides quality assurance checks to assure posted where possible according to rules.
3. If still not postable with two identifiers, forwards to MiSDU Research.

II. MiSDU Research

Postable Conditions

1. Social Security Number and Obligor Name and only one unique docket found in Validation File or MiCSES. (Note: If multiple records in MiCSES but only one docket assigned, post to docket.)
2. Docket Number and County Code/FIPS found in Validation File
3. Use research tools if a single identifier but with other indicators and if:
 - Only one matching Docket Number in Validation File, then post to docket.
 - Multiple dockets with the same member ID, then post to one of the dockets.
 - Multiple dockets with multiple member ID's, then do -
 - ✓ Manual allocation or
 - ✓ Post as UNID, or
 - ✓ Return payment.
 - Only one matching Social Security Number in Validation File.

Tools and Methods

(a) MiCSES and/or Data Warehouse

- Social Security Number and Docket Number in MiCSES and/or Data Warehouse File
- Obligor Name and Docket Number in MiCSES and/or Data Warehouse File
- Social Security Number and Obligor Name and only one Docket found in MiCSES and/or Data Warehouse File
- Docket Number and County Code/FIPS found in MiCSES and/or Data Warehouse File
 - ✓ If docket number and county code match, verify that there is not a similar match if the county code is assumed to be a FIPS code, i.e. add a leading "0" to the two digit county identifier provided by the employer or obligor to verify no other potential docket number matches.
- Only one matching Docket Number in MiCSES and/or Data Warehouse file
- Only one matching Social Security Number in MiCSES and/or Data Warehouse File.

(b) Posting History

- Search for prior check with same account/routing number posted successfully and use Docket/Social Security Numbers from that check.
- Search for name/address match with MiCSES; RHIS amount matches and/or notes can be used to confirm payment.
- Search for same employer name with check that posted successfully and use Docket/Social Security Numbers from that check. (Employer using different account.)
- Search for posting amount to see if match can be made on employer and use Docket/Social Security Number from that check.
- Search by FEIN in the validation file or MiCSES and/or Data Warehouse to find prior payment and use Docket/Social Security Number. (Valid for CSES, but diminishing application in MiCSES)
- If money order, reviews image of envelope for possible additional identifiers such as name and address, postage mark and post office box address used.

(c) Employer, Obligor, Michigan agencies, Other States and County Contacts for Payment Posting

(d) Others that may be proposed by the vendor.

Employer Contact

- Obtain telephone number from check, prior check or statement, MiCSES database, MiCSES and/or Data Warehouse, telephone system information, Internet, professional, trade or business organizations.
- Telephone contact within 24 hours with continued efforts over next 48 hours.
- If telephone contact not possible, mail notice within 24 hours.

Obligor Contact

- Obtain telephone number from check, MiCSES database, prior check or statement, telephone system information, Internet, professional, trade or business organizations.
- Maintain log of contact attempts.
- Letter within 48 hours with continued phone contact efforts over next 10 business days.

County Contact

- If county FIPS/Code provided, last resort contact with county if direct contact with employer/obligor not possible. Intent is to use institutional knowledge at the county to recall relevant information. Limited usefulness primarily in small counties and for limited period of time following MiCSES deployment. Vendor is always to initiate contacts with the FOC's using the standard FOC contacts identified for MiSDU liaison.

Documentation and Resolution

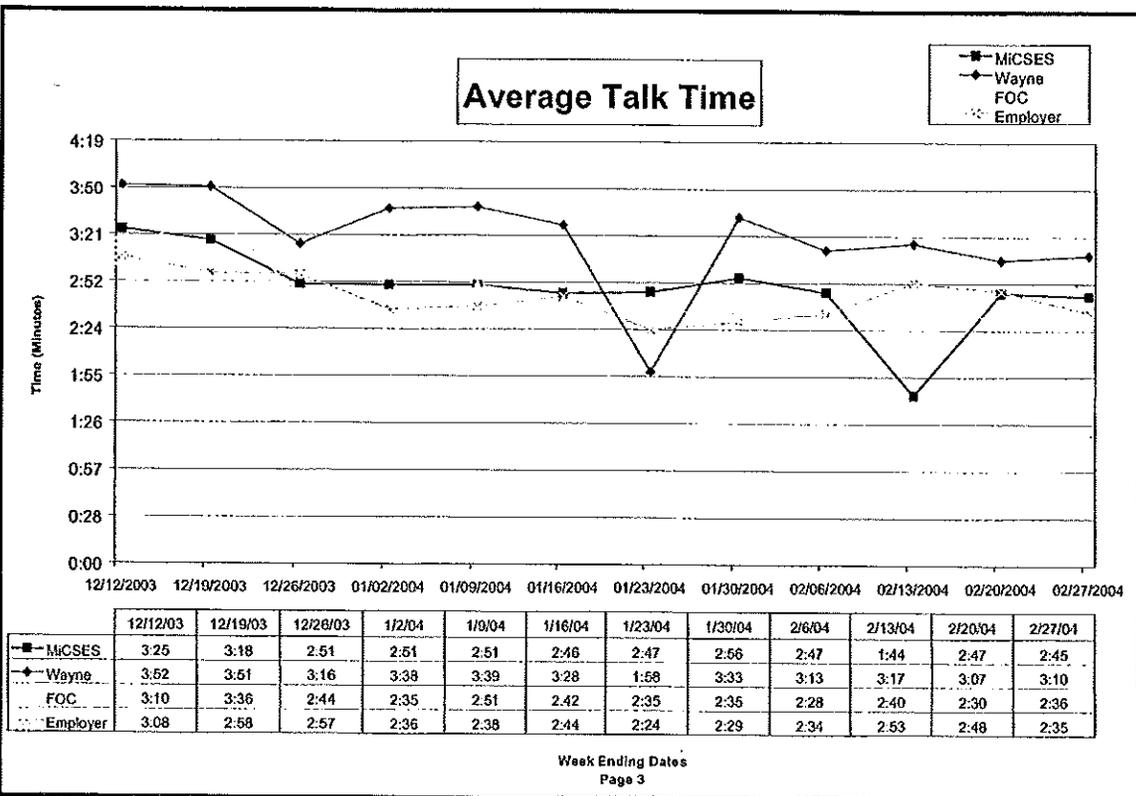
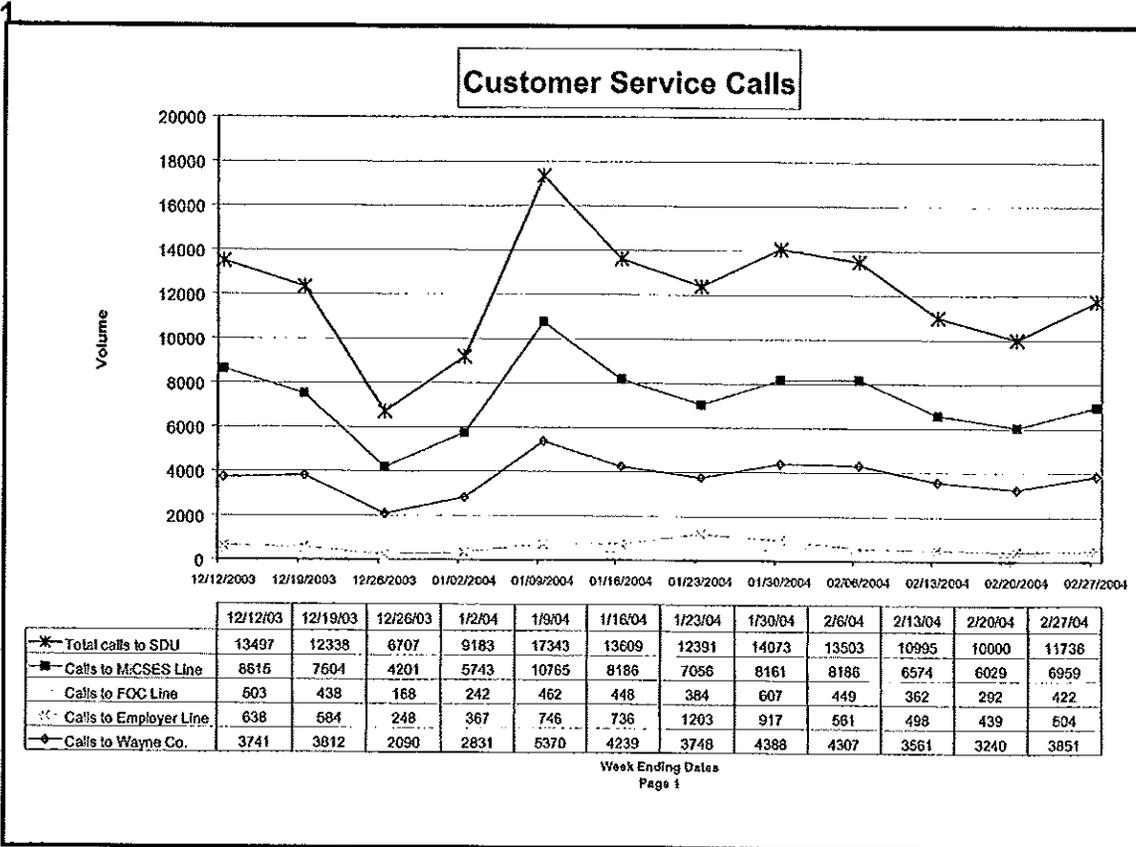
- Vendor documents efforts with turnover of any payments for refund to an employer or obligor. If State is able to research and post using the same business rules, consider remedies to prompt improved performance.
- Vendor to use contacts provided by each county.

III. Alternative Approaches for Final Resolution (Seven one-hundredths of 1%, i.e. 15 to 20 transactions) which then reduces to two one-hundredths of 1% (5 transactions) posted as unidentified.

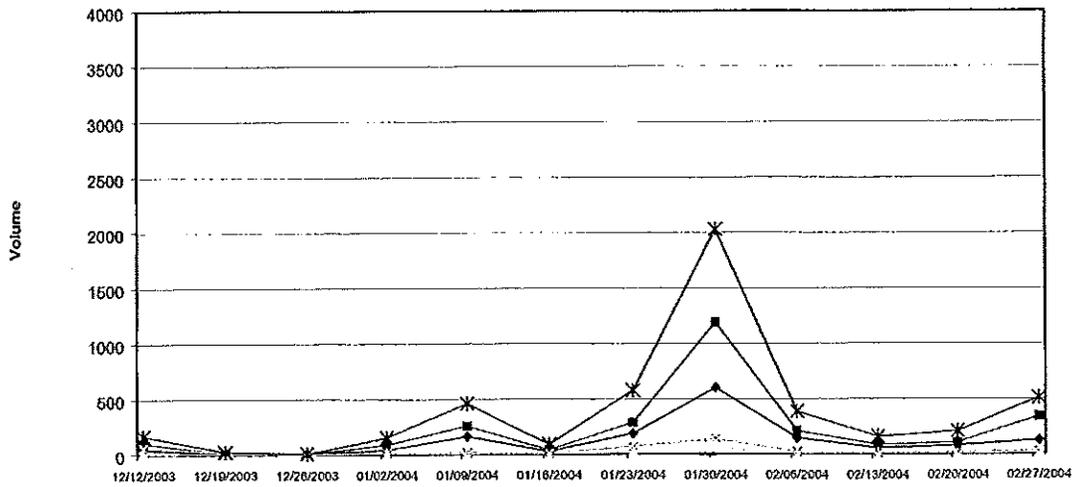
- Post as UNID to MiCSES (20 transactions daily)
- If found not to be a support payment, refunds through MiCSES.
 - ✓ Uses 50 character message line in MiCSES to input meaningful message to printing on check stub.
- If unidentified, weekly reviews new postings in UNID from MiSDU Research.
 1. Reviews available information to assure all identifiers or research tools and methods were applied. If not, attempts to impute based on available information.
 2. If obligor merged, post unallocated payment to one of the obligor's dockets, and then MiCSES will allocate.
 - ◆ Wage payments will only allocate to dockets with active IWO's.
 - ◆ Obligor payments will allocate to all tickets with or without IWO's attached.
 3. Sends second letter where no response was received from first letter.

4. Provides phone number (with voice mail capability) for the payer to contact and leave a message.
 - ◆ Reposts based on information collected.

5. CUSTOMER SERVICES METRICS



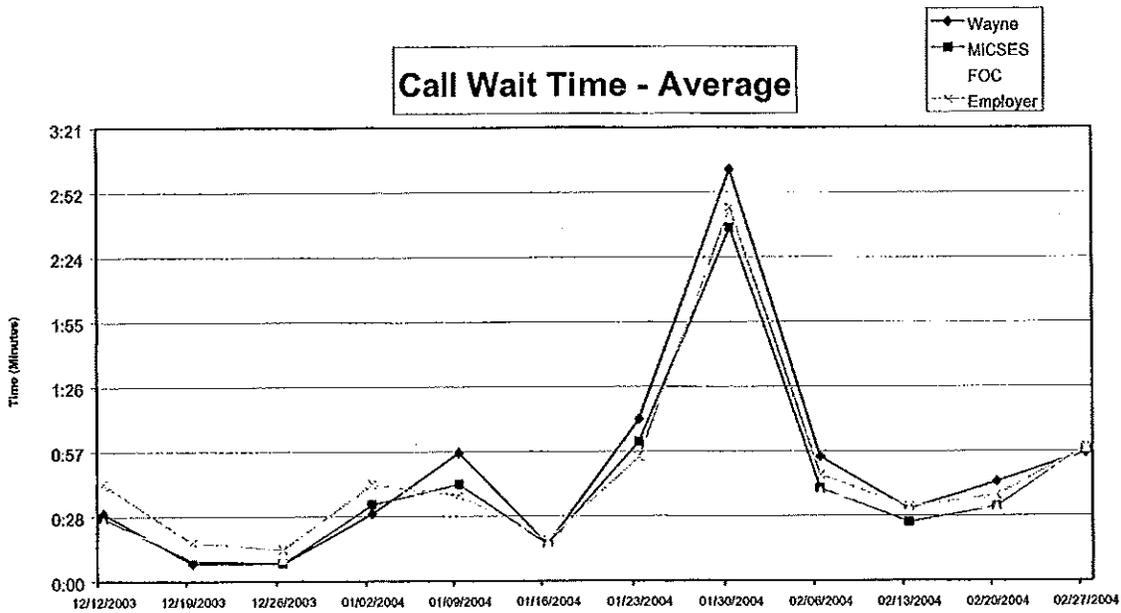
Abandoned Calls



	12/12/03	12/19/03	12/26/03	1/2/04	1/9/04	1/16/04	1/23/04	1/30/04	2/6/04	2/13/04	2/20/04	2/27/04
Wayne	45	7	3	43	161	28	187	601	145	52	76	125
MICSES	102	6	4	86	257	42	266	1191	207	85	103	338
FOC Line	6	3	0	8	10	5	20	53	11	8	7	12
Employer Line	60	21	0	14	16	6	71	139	19	9	15	25
Total IVR	167	23	7	153	459	90	678	2028	385	158	205	607

Week Ending Dates
Page 2

Call Wait Time - Average



	12/12/03	12/19/03	12/26/03	1/2/04	1/9/04	1/16/04	1/23/04	1/30/04	2/6/04	2/13/04	2/20/04	2/27/04
Wayne	0:30	0:08	0:08	0:30	0:57	0:16	1:12	3:03	0:55	0:32	0:44	0:57
MICSES	0:28	0:09	0:08	0:34	0:43	0:16	1:02	2:37	0:41	0:26	0:33	0:59
FOC	0:26	0:12	0:10	0:43	0:34	0:16	0:54	1:39	0:39	0:32	0:32	0:59
Employer	0:43	0:17	0:14	0:43	0:38	0:18	0:55	2:46	0:47	0:33	0:38	0:59

Week Ending Dates
Page 4

Customer Services Responsibilities

	Call Type	Client Call Received by Central-SDU	Responsibility	SDU Role: Closure or Forward	
1	CP-Missing Check	Central-SDU	SDU	Closure	Definitions: Closure - SDU owns and works to closure. Forward - Other group has responsibility for closure. Closure/Forward - SDU has initial responsibility for closure, but forwards if corrections required or further clarification. Forward/SS, FOC, PA - Hierarchy of Referral
2	CP-Forgery Check	Central-SDU	SDU	Closure	
3	CP-Check Sent to Bad Address	Central-SDU	SDU	Closure	
4	Address Change	Central-SDU	SDU	Closure	
5	Bank Account Change (set up EFT)	Central-SDU	SDU	Closure	
6	PIN Administration (Resets)	Central-SDU	SDU	Closure	
7	CP-Payment on Hold	Central-SDU	SDU	Refer Client to FOC	
8	CP-Cert/Decert Problem	Central-SDU	OCS	Refer Client to Support Specialist	
9	CP-Last Payment Information	Central-SDU	SDU	Closure	
10	CP-Money Held/Not Disbursed	Central-SDU	FOC	Refer Client to FOC	
11	CP-PRWORA Distribution	Central-SDU	SDU	Closure	
12	NCP-Distribution of Payments	Central-SDU	SDU	Explains Distribution/Closure	
13	Tax Intercept	Local	FOC	Refer Client to FOC or OCS as last resort	
14	CP-Tax Offset	Local	FOC	Refer Client to FOC or OCS as last resort	
15	CP-Offset Recovery	Local	FOC	Refer Client to FOC or OCS as last resort	
16	NCP-Tax Money Received	Local	FOC	Refer Client to FOC or OCS as last resort	
17	NCP-Tax Refund	Local	FOC	Refer Client to FOC or OCS as last resort	
18	FOC Handbook	Local	FOC	Refer Client to FOC	
19	Enforcement (Show Cause)	Local	FOC	Refer Client to FOC	
20	Enforcement Inquiry	Local	FOC	Refer Client to FOC	
21	Enforcement (IW)	Local	FOC	Refer Client to FOC	
22	NCP-Excess Payment (SNEX hold)	Local	FOC	Refer Client to FOC	
23	NCP-Payment on Hold	Local	FOC	Refer Client to FOC	
24	NCP-Misapplied Money	Central-SDU	SDU	Closure	
25	Name Change	Local	FOC	Refer Client to FOC	
26	Medical Enforcement	Local	FOC	Refer Client to FOC	

27	Locate (MDL)	Local	FOC	Refer to FOC or Spt Spl
28	Forms (not In Pro Per - mail to caller)	Local	FOC	Refer Client to FOC
29	In Pro Per Forms (mail to caller)	Local	FOC	Refer Client to FOC
30	Status/Mortgage Letters (mail to caller)	Local	FOC	Refer Client to FOC
31	Interstate Calls Non-Payment	Local	FOC	Forward/Spt Spl
32	Hearing Verifications	Local	FOC	Refer Client to FOC
33	IWO Status Verification	Local	FOC	Refer Client to FOC
34	Case Initiation (no Court Order yet)	Both	FOC/SDU	Forward/Spt Spl
35	IVR Clarification	Central-SDU	FOC	Closure
36	Pre Order to Show Cause Resolution	Local	FOC	Refer Client to FOC
37	Consent Hearings	Local	FOC	Refer Client to FOC
38	Bonus	Central-SDU	SDU	Closure
39	Passport Coordination	Local	FOC	Refer Client to FOC
40	Bankruptcy Notification	Both	FOC/SDU	Refer Client to FOC/CFU
41	CP Locate	Central-SDU	SDU	Closure
42	Receipts Correct/Adjust	Central-SDU	SDU	Closure
43	Suspense Inquiries	Central-SDU	SDU	Closure
44	Allocation/Distribution Inquiries	Central-SDU	SDU	Closure
45	Interstate Payments	Central-SDU	SDU	Closure
46	SSN: Updates/changes	Local	FOC	Refer Client to FOC
47	Custody and Visitation question	Local	FOC	Refer Client to FOC
48	Visitation Abatements/credits questions and a	Local	FOC	Refer Client to FOC
49	Credit Reporting questions and updates	Local	FOC	Refer Client to FOC
50	Banking	Local	SDU	County Contact
51	Arrears	Local	FOC	Refer Client to FOC
52	Fees	Local	FOC	Refer Client to FOC
53	Incorrect Posting	Central-SDU	SDU	Closure
54	Payment Histories	Local	FOC	Refer Client to FOC

6. TECHNICAL AND FILE INTERFACES - FILE DESCRIPTIONS, RECORD FORMATS AND SCHEDULES

The SDU interfaces with MiCSES in numerous ways. File transfer between the two entities is crucial in the business sense. Use of the actual MiCSES system on-site at the SDU is equally important. Below are bullet points and explanations depicting the major file interfaces between the two systems:

File Transfers:

- **Validation File:** MiCSES currently sends a weekly refresh file to the SDU containing all new information pertaining to clients on the system. The file is transferred to the SDU via the DEG (DIT's data exchange gateway). The SDU utilizes this file weekly to update its system to remain current. Future plans are to move toward MiCSES providing the SDU with 1 monthly refresh file, and 3 weekly update files. The file is in flat file format.
- **SDU Receipt File:** The SDU sends a file containing all postable receipted payments for that day to MiCSES by 6pm each day. The file then enters MiCSES through the financial batch process and MiCSES determines where the receipts progress from that point. The file is in flat file format.
- **Check Print File (Disbursements):** Using the previous day's receipts, MiCSES provides a daily check print file (Monday through Friday) to the SDU via the DEG typically by 8 AM. This file contains information on all paper checks that are to be printed that day. The SDU receives the check print file in the morning and routes it to the print vendor. The file is in flat file format.
- **EFT File (Disbursements):** The bank receives an Electronic Funds Transfer file (containing a PPD and CCD+ NACHA formats) from MiCSES, much like how the SDU receives a check print file from MiCSES. The SDU, using the BNKR screen in MiCSES, verifies the amount and approves the bank to disburse.
- **Check Confirmation File (Disbursement Confirmation File):** The SDU sends a confirmation file to MiCSES once it receives the file from the print vendor. The file contains information on which checks were physically printed and mailed that day. The Check confirmation file then enters into MiCSES through the financial batch process and allows MiCSES to change the subject checks from a PENDING status to an ISSUED status. This is in flat file format. This file flows through the DEG.
- **Positive Pay File:** MiCSES produces a positive pay file daily during the financial batch process. This file contains information for all checks that were confirmed in the Check Confirmation File on the same day the checks were printed and mailed. This file is sent through the Dept. of Treasury's gateway to the bank for use in its verification process of checks received in the future.
- **Cleared Check File:** Each day, the bank sends information on all cleared checks that occurred that day to MiCSES. This allows MiCSES to utilize this file in the financial batch process and then mark any check with a status of ISSUED to CLEARED. This is in flat file format and is also sent through the DEG.
- **Coupon File (Obligor NCP Coupon):** Once a month (usually the 2nd weekend of the month), MiCSES creates a file that contains all the pertinent information for Obligor for use in printing coupons. Coupons are used to assist the payer identify his/her payment properly. This flat file is received by the SDU from MiCSES through the DEG.

MISDU VALIDATION FILE FORMAT

VALIDATION FILE HEADER RECORD

ID	Field Description	Data Type	Max Field Size	Start	End	Valid Range	Mandatory or Optional	Comments
	Header Record		310				M	Validation File Refresh or Update
1	Record Type	A/N	2	1	2		M	Value = 'F8' for Monthly Refresh Value = 'F9' for Weekly Update
2	Transmit Date	N	8	3	10	>=Today	M	Format = 'CCYYMMDD'
3	Last Refresh Date	N	8	11	18	<=Today or all blanks	M	Format = 'CCYYMMDD' Blank if Record Type = 'F8' Date filled if Record Type = 'F9'
4	Filler	A/N	292	19	310		M	Left justified and blank filled

VALIDATION FILE DETAIL RECORD

ID	Field Description	Data Type	Max Field Size	Start	End	Valid Range	Mandatory or Optional	Comments
	Detail Record		310				M	Validation File Refresh or Update
1	Detail Record Type	A/N	1	1	1		M	Value = 'A' - Add,
2	MiFIPS Code	N	5	2	6	26001, 26003, ... 26165	M	Value = '26NNN', where the '26' represents Michigan and the 'NNN' is between '001' and '165' (odd numbers only, which represents the FIPS county code).
3	FEIN	A/N	9	7	15		M	Left justified and blank filled
4	Employer Name	A/N	24	16	39		M	Left justified and blank filled
5	Employer Address 1	A/N	25	40	64		M	Left justified and blank filled
6	Employer Address 2	A/N	25	65	89		M	Left justified and blank filled
7	Employer City	A/N	20	90	109		M	Left justified and blank filled
8	Employer State	A	2	110	111		M	Left justified and blank filled
9	Employer Zip+4	N	9	112	120		M	Left justified and blank filled
10	Filler	N	4	121	124		M	Value = '0000'. Right justified, zero filled
11	Obligor Member ID	N	8	125	132		M	Right justified and zero filled
12	Filler	A/N	1	133	133		M	Value = '' (blank)
13	Docket Number	A/N	12	134	145		M	MiCSES v. 2.3, Format = 'CCYNNNNNNNAA', no dashes, right justified and blank filled. SORD (Support Order) Table; column name = ID_DOCKET (10) + CASE (Case Details) Table; column name = CD_COURT_TYPE_CASE (2). ID_DOCKET = 'CCYNNNNNNN' + CD_COURT_TYPE_CASE = 'AA' = 'CCYNNNNNNNAA' or ID_DOCKET = '2002123456' + CD_COURT_TYPE_CASE = 'DM' = '2002123456DM' Make sure the CD_COURT_TYPE_CASE field is "upper-case", e.g. 'DM' not 'dm'.
14	Case Type	N	1	146	146		M	Value = "I"
15	Obligor SSN	N	9	147	155		M	Right justified, zero filled and no dashes. Note: If the SSN does not exist (that is, is not known), fill field with zeroes, e.g. '000000000'.
16	Obligor First Name	A/N	20	156	175		M	Left justified and blank filled

ID	Field Description	Data Type	Max Field Size	Start	End	Valid Range	Mandatory or Optional	Comments
17	Obligor Middle Initial	A/N	1	176	176		M	Left justified and blank filled
18	Obligor Last Name	A/N	20	177	196		M	Left justified and blank filled
19	Obligor Address 1	A/N	25	197	221		M	Left justified and blank filled
20	Obligor Address 2	A/N	25	222	246		M	Left justified and blank filled
21	Obligor City	A/N	20	247	266		M	Left justified and blank filled
22	Obligor State	A	2	267	268		M	Left justified and blank filled
23	Obligor Country	A	20	269	288		M	Left justified and blank filled
24	Obligor ZIP+4	N	9	289	297		M	Left justified and blank filled
25	IV-D Case Number	N	9	298	306		M	Left justified and blank filled
26	Filler	A/N	4	307	310		M	Left justified and blank filled

TRAILER RECORD

ID	Field Description	Data Type	Max Field Size	Start	End	Valid Range	Mandatory or Optional	Comments
	Trailer Record	A/N	310					Validation File Refresh or Update
1	Record Type	A/N	2	1	2		M	Value = 'RE' (for Monthly Refresh) when Header Record Type = 'F8' Value = 'UP' (for Weekly Update) when Header Record Type = 'F9'
2	File Date	N	8	3	10		M	Format = "CCYYMMDD"
3	Detail Record Count	N	9	11	19		M	Right justified and zero filled
4	Filler	A/N	291	20	310		M	Left justified and blank filled

MISDU RECEIPT FILE FORMAT

PAYMENT RECEIPT FILE HEADER RECORD

ID	Field Description	Data Type	Max Field Size	Start	End	Valid Range	Mandatory or Optional	Comments
	Header Record		220					Payment Receipts
1	Record Type	A/N	2	1	2		M	Value = '01'. Right justified, zero filled.
2	File Sequence Number	N	4	3	6	'0001' - '9999'	M	Value = unique number starting at '0001'. Right Justified, zero filled.
3	Transmit Date	N	8	7	14	>=Today	M	Format = 'CCYYMMDD'
4	Filler	A/N	206	15	220		M	Filled with blanks

PAYMENT RECEIPT FILE DETAIL RECORD

ID	Field Description	Data Type	Max Field Size	Start	End	Valid Range	Mandatory or Optional	Comments
	Detail Record		220					Payment Receipt Detail Record Repeat once for each payment.
1	Record Type	A/N	2	1	2		M	Value = '10'.
2	Filler	A/N	1	3	3		M	Value = '1' (The ACS Case Type.)
3	MiFIPS code	N	5	4	8		M	Value = '26NNN', where 26 represents Michigan and NNN is between 001 and 165 (which represents the FIPS county code).
4	FEIN	A/N	9	9	17		M	Left justified and blank filled
5	Employer Name	A/N	24	18	41		M	Left justified and blank filled
6	Filler	N	4	42	45		M	Value = '0000'. Right justified, zero filled.
7	Obligor Member ID	N	8	46	53		M	Right justified, zero filled.
8	Filler	A/N	1	54	54		M	Value = '' (blank)

ID	Field Description	Data Type	Max Field Size	Start	End	Valid Range	Mandatory or Optional	Comments
9	Docket Number	A/N	12	55	66		M	MiCSES v. 2.3, Format = 'CCYYNNNNNNAA', no dashes, right justified and blank filled. SORD (Support Order) Table; column name = ID_DOCKET (10) + CASE (Case Details) Table; column name = CD_COURT_TYPE_CASE (2). ID_DOCKET = 'CCYYNNNNNN' + CD_COURT_TYPE_CASE = 'AA' = 'CCYYNNNNNNAA' or ID_DOCKET = '2002123456' + CD_COURT_TYPE_CASE = 'DM' = '2002123456DM' Make sure the CD_COURT_TYPE_CASE field is "upper-case", e.g. 'DM' not 'dm'.
10	Obligor Social Security Number	N	9	67	75		M	Right justified, zero filled and no dashes. Note: If the SSN does not exist, fill field with zeroes, e.g. '00000000'.
11	Obligor First Name	A/N	20	76	95		M	Left justified and blank filled
12	Obligor Middle Initial	A/N	1	96	96		M	Left justified and blank filled
13	Obligor Last Name	A/N	20	97	116		M	Left justified and blank filled
14	Unidentified Flag	A/N	1	117	117		M	Value = '1' (TRUE) if item is a suspense item (an unidentified payor receipt) OR Value = '0' if Not True (FALSE)
15	Special Payment Flag	A/N	1	118	118		M	Value = '1' if TRUE OR Value = '0' if Not True (FALSE)
16	Filler	A/N	15	119	133		M	Space filled or contains actual values of Option Field 1, but ignored by MiCSES.
17	Filler	A/N	10	134	143		M	Space filled or contains actual values of Option Field 2, but ignored by MiCSES.
18	Amount Received	N	8	144	151	> 0	M	Format = 'NNNNNN.NN', implied decimal, e.g. '00002505' = \$25.05. Right justified, zero filled.
19	Date of Collection	N	8	152	159		M	Format = 'CCYYMMDD'. This will be the same as the "Receipt Date".
20	Remit Type	A	3	160	162		M	Values: 'CSH' = Cash, 'CHK' = Check, 'MON' = Money Order, 'DEB' = Debit/Automatic Transfer, 'EFT' = Electronic Funds Transfer, 'EDI' = EDI Diskette, 'INT' = Internet, 'CCK' = Certified Check, 'CRD' = Credit Card
21	Receipt Date	N	8	163	170		M	Format = 'CCYYMMDD'. This will be the same as the "Date of Collection".
22	Receipt Source	A/N	2	171	172		M	Values: 'R' = Obligor, 'T' = Interstate, 'W' = Employer, 'U' = Unemployment, '3' = FIDM Left justified, blank filled
23	Medical Support Flag	A	1	173	173		M	Will be a 'Y' (TRUE) if Medical Support is available to the payor or a 'N' if FALSE. A "blank" will indicate 'UNKNOWN'.
24	No Longer Employed Flag	A	1	174	174		M	Will be a 'Y' (TRUE) if employee (payor) is no longer employed' or a 'N' if FALSE. A "blank" indicates the same as 'N', (FALSE).

ID	Field Description	Data Type	Max Field Size	Start	End	Valid Range	Mandatory or Optional	Comments
25	SDU Payment Identifier	N	22	175	196		M	Format = batch date 'CCYYMMDD'(8) +, batch number 'NNNNNN'(6) +, sequence number 'NNNN'(4) +, subsequence number 'NNNN'(4).
26	IV-D Case Number	A/N	9	197	205		M	Left justified and blank filled
27	Amount Collected by Other State	N	8	206	213		M	Format = 'NNNNNN.NN', implied decimal, e.g. '00001037' = \$10.37. Right justified, zero filled.
28	Other State FIPS Code	N	5	214	218		M	From Interstate EFT Only. The format is "SSCCC" where "SS" is a two-digit code for the state and "CCC" is a three-digit code for the county within that state. Left justified, zero filled.
29	Filler	N	2	219	220		M	Filled with blanks

PAYMENT RECEIPT FILE TRAILER RECORD

ID	Field Description	Data Type	Max Field Size	Start	End	Valid Range	Mandatory or Optional	Comments
	Receipts Total Information Record		220					Receipt Total Information Once for each transmittal
1	Record Type	A/N	2	1	2		M	Value = '99'
2	Total Number of Payments	N	6	3	8		M	Right justified, zero filled, e.g. '000348'
3	Total Amount of Payments	N	10	9	18		M	Format = 'NNNNNNNN.NN', implied decimal, e.g. '0000435467' = \$4354.67. Right justified, zero filled.
4	Filler	N	202	19	220		M	Filled with blanks

CHECK PRINT FILE (DISBURSEMENTS)

FILE HEADER RECORD

ID	Field Description	Data Type	Max Field Size	Start	End	Valid Range	Mandatory or Optional	Comments	Database column mapping
	File Header Record	A/N	575	1	575		M	This Record Occurs Once for Each File. Check Printing File Information.	N/A
1	Record Type	A/N	2	1	2		M	Value = '01'. Right justified, zero filled.	N/A
2	Record Sequence Number	N	8	3	10	'00000001' through '99999999'	M	Value = unique number starting at '00000001'. Sequentially number every record in the file. Right Justified, zero filled.	N/A
3	File Sequence Number	N	4	11	14	'0001' through '9999'	M	Value = unique number starting at '0001'. Right Justified, zero filled.	N/A
4	File Transmit Date	N	8	15	22	>=Today	M	Format = 'CCYYMMDD'	N/A
5	File Transmit Time	N	6	23	28		M	Format = 'HHMMSS'	N/A
6	Filler	A/N	547	29	575		M	Filled with blanks	N/A

RECIPIENT DETAIL RECORD

ID	Field Description	Data Type	Max Field Size	Start	End	Valid Range	Mandatory or Optional	Comments	Database column mapping
	Recipient Detail Record	A/N	575	1	575		M	This Record Occurs Once for Each Check to be Printed.	
1	Record Type	A/N	2	1	2		M	Value = '02'. Right justified, zero filled.	N/A
2	Record Sequence Number	N	8	3	10	'00000001' through '99999999'	M	Value = unique number starting at '00000001'. Sequentially number every record in the file. Right Justified, zero filled.	N/A
3	Recipient Type	N	1	11	11		M	Values: '1' = Custodial Parent (CP) '2' = Other State ... '3' = Other Party	Vdsbh.cd_check_recipient
4	Member ID	N	8	12	19		M	The Custodial Parent's Member ID will exist in this field IF the Recipient Type is equal to '1'; ELSE set the Custodial Parent's Member ID to "blank". Right justified, space filled.	Vdsbh.id_check_recipient
5	FIPS Code	N	7	20	26		M	The FIPS Code will exist in this field IF the Recipient Type is equal to '2'; ELSE set the FIPS Code to "blank". Right justified, space filled.	Vdsbh.id_check_recipient
6	Other Party ID	N	9	27	35		M	The Other Party ID will exist in this field IF the Recipient Type is equal to '3'; ELSE set the Other Party ID to "blank". Right justified, space filled.	Vdsbh.id_check_recipient
7	Check Number	A/N	10	36	45		M	Format = 'NNNNNNNNNNNN' Left justified and blank filled	Vdsbh.no_check
8	Filler	A/N	1	46	46		M	Filler with space.	N/A
9	Check Amount	N	11	47	57		M	Format = 'NNNNNNNN.NN', implied decimal, e.g. '0001147300' = \$11473.00. Right justified, zero filled.	Vdsbh.amt_disburse
10	Special Instructions Code	N	1	58	58		M	Values: '0' = No special handling '1' = Agency Check '2' = Foreign Address'	N/A
11	Payee Name	A/N	40	59	98		M	This will be the 'payee' name for all Recipient Types. For a check to a Custodial Parent (CP), the payee name is concatenated from the First Name, Middle Initial, Last Name, and Suffix (Title). For a check to an Agency, the payee name is retrieved without editing from Other Party Table. Left justified and space filled.	If recipient type = '1' Vdemo. Name_first, vdemo.name_mi vdemo.name_last
12	Payee Address 1	A/N	25	99	123		M	Left justified and space filled	Vahis.addr_line1 or vfips.addr_line1 or vothp.addr_line1
13	Payee Address 2	A/N	25	124	148		O	Left justified and space filled	Vahis.addr

									line2 or vfips.addr_1 line2 or vothp.adc line2
14	Payee Address 3	A/N	25	149	173		O	Left justified and space filled	Vahis.addr_ line3 or vfips.addr_1 line3 or vothp.addr_ line3
15	Payee City	A/N	20	174	193		M	Left justified and space filled	Vahis.addr_ city or vfips.addr_c ity or vothp.addr_ city
16	Payee State	A	2	194	195		M	Left justified and space filled	Vahis.addr_ state or vfips.addr_s tate or vothp.addr_ state
17	Payee Country	A	60	196	255		M	Left justified and space filled	Vahis.addr_ country or vfips.addr_c ountry or vothp.addr_ country
18	Payee ZIP+4	N	9	256	264		M	Left justified and space filled	Vahis.addr_ zip vfips.addr_z ip or vothp.addr_ zip
19	Text Message Line	A/N	100	265	364		O	Left justified, space filled.	Vcmsg.dr msg
20	Text Message Line	A/N	100	365	464		O	Left justified, space filled.	Vcmsg.desc msg
21	Text Message Line	A/N	100	465	564		O	Left justified, space filled.	Vcmsg.desc msg
22	Filler	A/N	11	565	575		M	Filled with spaces	

CHECK PRINTING FILE - DOCKET/RECEIPT DETAIL RECORD

ID	Field Description	Data Type	Max Field Size	Start	End	Valid Range	Mandatory or Optional	Comments	Database column mapping
	Docket/Receipt Detail Record	A/N	575	1	575		M	This record will occur at least one time but may occur several times for each Record Type '02'	N/A
1	Record Type	A/N	2	1	2		M	Value = '03'. Right justified, zero filled.	N/A
2	Record Sequence Number	N	8	3	10	'00000001' through '99999999'	M	Value = unique number starting at '00000001'. Sequentially number every record in the file. Right Justified, zero filled.	N/A
3	Docket Number	A/N	12	11	22		M	MiCSES v. 2.3, Format = 'CCYYNNNNNNAA', no dashes, right justified and blank filled. SORD Table; column name = ID_DOCKET (10) + CASE Table; column name = CD_COURT_TYPE_CASE (2). ID DOCKET = 'CCYYNNNNNN' +	vsordSORD ID_DOCKET + VCASE .CD_COU T_TYPE ASE.

								CD_COURT_TYPE_CASE = 'AA' = 'CCYNNNNNNNAA' or ID_DOCKET = '2002123456' + CD_COURT_TYPE_CASE = 'DM' = '2002123456DM' Make sure the CD_COURT_TYPE_CASE field is "upper-case", e.g. 'DM' not 'dm'.	
4	Docket FIPS	N	7	23	29		M	SORD Table, Column name = ID_FIPS	Vsord.id_fi ps
5	Payee Social Security Number	N	9	30	38		O	This will be the Custodial Parent's Social Security Number unless the Check is a Refund to the Non-Custodial Parent. Right justified, blank filled and no dashes.	Vdemo.ssn
6	Other State Order ID	A/N	12	39	50		O	The Other State Order ID will exist in this field IF the Recipient Type is equal to '2'; ELSE set the Other State Order ID to "blank". Right justified, space filled.	Vsord.id_or der_out_of state
7	Other State IV-D Case ID	A/N	15	51	65		O	The Other State IV-D Case ID will exist in this field IF the Recipient Type is equal to '2'; ELSE set the Other State IV-D Case ID to "blank". Right justified, space filled.	Insterstate_c ases.oth_sta te_id_case
8	Other State Payment ID	A/N	20	66	85		O	Identifier used by the other state to post payments.	Voble.os_id entifier
9	Payee Name	A/N	40	86	125		M	This will be the Custodial Parent's (CP) name and is concatenated from the First Name, Middle Initial, Last Name, and Suffix (Title). This will exist IF the Recipient Type is equal to '2' OR '3'; ELSE set to "blank". Also, Set this field to "blank" IF the Receipt was Unidentified AND the Recipient Type = '3'. Left justified and space filled.	Vdemo.nam e_first vdemo.nam e_mil vdem o.name_last
10	Obligor Name	A/N	40	126	165		M	This will be the Non-Custodial Parent's (CP) name and is concatenated from the First Name, Middle Initial, Last Name, and Suffix (Title). Left justified and space filled.	Vdemo.nam e_first vdemo.nam e_mil vdem o.name_last
11	Obligor Social Security Number	N	9	166	174		M	This will be the Non-Custodial Parent's Social Security Number. Right justified, blank filled and no dashes.	Vdemo.ssn
12	Amount Collected	N	11	175	185		M	Format = 'NNNNNNNNNNN', implied decimal, e.g. '00001147300' = \$11473.00. Right justified, zero filled.	SUM (AM T_TXN_ NAA + AMT_TX N_TAA + AMT_TX N_PAA + AMT_TX N_CAA + AMT_TX N_UPA + AMT_TX

									N_UDA + AMT_TY N_IVE: + AMT_TX N_MEDI) , 0) From vlsup With record_t ype= 'O' ;
13	Date Collected	N	8	186	193		M	Format = 'CCYYMMDD'	Vrcth.dt_re ceipt
14	Type of Receipt	A/N	25	194	218		M	Left justified, space filled.	Vrcth.cd_so urce_receipt
15	Check stub note	A/.	100	219	318		O	Check stub notes field from RERT.	
16	Filler	A/N	257	319	575		M	Filled with blanks	

CHECK PRINTING FILE - TRAILER RECORD

ID	Field Description	Data Type	Max Field Size	Start	End	Valid Range	Mandatory or Optional	Comments	Database column mapping
	File Total Information Record.	A/N	575	1	575		M	This Record Occurs Once for Each File. File Total Information.	
1	Record Type	A/N	2	1	2		M	Value = '04'	N/A
2	Record Sequence Number	N	8	3	10	'00000001' through '99999999'	M	Value = unique number starting at '00000001'. Sequentially number every record in the file. Right Justified, zero filled.	N/A
3	File Total Number of Checks	N	6	11	16		M	Right justified, zero filled, e.g. '000348' This will be an accumulation of all the Recipient Detail Records (Type '02') within the file.	N/A
4	File Total Check Amount	N	11	17	27		M	Format = 'NNNNNNNN.NN', implied decimal, e.g. '00005102939' = \$51029.39. Right justified, zero filled. With respect to the whole file, this will be an accumulation of all the check amounts from every Recipient Detail Record (Type '02').	N/A
5	File Total Number of Docket/Receipt Detail Records (Type '03')	N	9	28	36		M	Right justified, zero filled, e.g. '00000348' This will be an accumulation of all the Docket/Receipt Detail Records (Type '03') within the file.	N/A
6	Filler	A/N	539	37	575		M	Filled with blanks	

EFT FILE (OBLIGEE DIRECT DEPOSIT)

PPD Record Layout

Company/Batch Header Record (5)								
1	Record Type Code	N	1	1	1	M	Value = "5"	N/A
2	Service Class Code	N	3	2	4	M	Value = "200"	N/A
3	Company Name	A/N	16	5	20	M	Left justified, Blank filled.	N/A
4	Company Discretionary Data	A/N	20	21	40	M	TBD or BLANK	
5	Company Identification	A/N	10	41	50	M	Value = 9267012002	
6	Standard Entry Class Code	A/N	3	51	53	M	Value = "PPD"	N/A
7	Company Entry Description	A/N	10	54	63	M	Value = TBD	
8	Company Descriptive Entry Date	N	6	64	69	M	Receipt Date	Sysdate.
9	Effective Entry Date	N	6	70	75	M	When the funds were available for credit.	Sysdate.
10	Settlement Date	N	3	76	78	M	BLANK	N/A
11	Originator Status Code	N	1	79	79	M	Value = "1"	N/A
12	Originator DFI Identification	N	8	80	87	M	Value = 07200032	
13	Batch Number	N	7	88	94	M	Sequentially assigned to each batch in the file (0000001 – 9999999).	N/A

Entry Detail Record (6) Debit								One per CP Direct Deposit Disbursement	
1	Record Type Code	N	1	1	1	M	Value = "6"		
2	Transaction Code	N	2	2	3	M	Value = "22" if the credit is going a checking account. Value = "32" if the credit is going a saving account. Value = "23" for Pre-note to checking. Value = "33" for Pre-note to savings		
3	Receiving DFI Identification	N	8	4	11	M	Local Depository DFI Identification. The first 8 Digits of the receiving Bank's Routing Number.		
4	Check Digit	N	1	12	12	M	The 9 th Digit of the receiving Bank's Routing Number.		
5	DFI Account Number	A/N	17	13	29	M	The receiving account number.; no blanks; dashes/hyphens are allowed.		
6	Amount	N	10	30	39	M	\$\$\$\$\$\$\$.99 – amount of this entry. This is the amount that is the non-custodial parent has paid. (2 digit decimal implied, leading 0's required). 0 for Pre note record.		
7	Identification Number	A/N	15	40	54	M	State of MI OCS		

8	Receiving Company Name	A/N	22	55	76	M	1ST 22 CHARACTERS OF CONCATENATED CP'S LAST NAME, FIRST NAME AND MIDDLE NAME	
9	Discretionary Data	A/N	2	77	78	M	Left justified; BLANK filled	
10	Addenda Record Indicator	N	1	79	79	M	Value = "0"	
11	Trace Number	N	15	80	94	M	Format = check number	

CHECK CONFIRMATION (DISBURSEMENT CONFIRMATION) FILE

DISBURSEMENT CONFIRMATION FILE HEADER RECORD

ID	Field Description	Data Type	Max Field Size	Start	End	Valid Range	Mandatory or Optional	Comments
	File Header Record	A/N	100	1	100		M	This Record Occurs Once for Each File.
1	Record Type	N	2	1	2		M	VALUE = '01'. Right justified, zero filled.
2	File Name	A/N	25	3	27		M	Value = 'DISBURSEMENT CONFIRMATION'
3	File Date	N	8	28	35		M	Format = 'CCYYMMDD'
4	File Time	N	6	36	41		M	Format = 'HHMMSS'
5	Check Date	N	8	42	49		M	Check print date. Format = 'CCYYMMDD'
6	Mail Date	N	8	50	57		M	Date check delivered to Post Office Format = 'CCYYMMDD'
7	Filler	A/N	1	58	58		M	Blank
8	Sequence Number	N	4	59	62		M	Four-byte sequence number.
9	Filler	A/N	38	63	100		M	Blank

Disbursement Confirmation File Detail Record

ID	Field Description	Data Type	Max Field Size	Start	End	Valid Range	Mandatory or Optional	Comments
	Disbursement Confirmation File Detail Record	A/N	100	1	100		M	There is one record for each disbursement.
1	Record Type	N	2	1	2		M	VALUE = '02'. Right justified, zero filled.
2	Recipient Type	N	1	3	3		M	Values: '1' = Custodial Parent (CP) '2' = Other State Child Support '3' = Other Party
3	Member ID	N	8	4	11		M	The Custodial Parent's Member ID will exist in this field IF the Recipient Type is equal to '1'; ELSE set the Custodial Parent's Member ID to "blank". Right justified, space filled.

ID	Field Description	Data Type	Max Field Size	Start	End	Valid Range	Mandatory or Optional	Comments
4	FIPS Code	N	7	12	18		M	The FIPS Code will exist in this field IF the Recipient Type is equal to '2'; ELSE set the FIPS Code to "blank". Right justified, space filled.
5	Other Party ID	N	9	19	27		M	The Other Party ID will exist in this field IF the Recipient Type is equal to '3'; ELSE set the Other Party ID to "blank". Right justified, space filled.
6	Check Number	A/N	10	28	37		M	Format = 'NNNNNNNNNN' Left justified and blank filled
7	Filler	A/N	1	38	38		M	Filled with blanks
7	Check Amount	N	11	39	49		M	Format = 'NNNNNNNN.NN', implied decimal, e.g. '0001147300' = \$11473.00. Right justified, zero filled.
8	Recipient Name	A/N	40	50	89		M	This will be the 'payee' name for all Recipient Types. Left justified and space filled.
9	Filler	A/N	11	90	100		M	Filled with blanks

Disbursement Confirmation File Trailer Record

ID	Field Description	Data Type	Max Field Size	Start	End	Valid Range	Mandatory or Optional	Comments
	File Total Information Record	A/N	100	1	100		M	This Record Occurs Once for Each File.
1	Record Type	N	2	1	2		M	VALUE = '03'. Right justified, zero filled.
2	Check Count	N	6	3	8		M	Count of type '2' records. Right justify. Zero filled.
3	Check Total	N	11	9	19		M	Sum of all check amounts from type '2' records. Right justify. Zero filled. 2 implied decimal positions
4	Filler	A/N	81	20	100		M	Filled with blanks

POSITIVE PAY FILE RECORD

POSITIVE PAY DETAIL RECORD

ID	Field Description	Data Type	Max Field Size	Start	End	Valid Range	Mandatory or Optional	Comments
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ID	Field Description	Data Type	Max Field Size	Start	End	Valid Range	Mandatory or Optional	Comments
	Detail Record	A/N	57	1	57		M	Positive Pay Detail Record
1	Bank Number (Bank Code)	A/N	3	1	3		M	Right Justified, zero filled.
2	Bank Account Number	A/N	10	4	13		M	Right justified, zero filled.
3	Check Status	A/N	1	14	14		M	Value: 'V' = Void, otherwise this is blank.
4	Check Number	N	10	15	24		M	Right justified, zero filled.
5	Filler	A/N	1	25	25		M	Left justified, space filled.
6	Amount Disbursed	N	10	26	35		M	Right justified, zero filled, implied decimal.
7	Filler	A/N	1	36	36		M	Left justified, space filled.
8	Issue or Cancel Date	N	6	37	42		M	Format = 'MMDDYY'
9	Filler	A/N	1	43	43		M	Left justified, space filled.
10	Recipient ID	A/N	9	44	52		M	This is currently (MICSES v. 2.2) the Recipient ID. Left justified, space filled.
11	Filler	A/N	5	53	57		M	Left justified, space filled.

CLEARED CHECK FILE

ID	Field Description	Data Type	Max Field Size	Start	End	Valid Range	Mandatory or Optional	Comments
	Detail Record	A/N	83	1	83		M	Clear Check Detail Record

ID	Field Description	Data Type	Max Field Size	Start	End	Valid Range	Mandatory or Optional	Comments
1	Bank Number	A/N	3	1	3		M	Right justified, zero filled.
2	Bank Account Number	A/N	10	4	13		M	Right justified, zero filled.
3	Check Number	N	10	14	23		M	Right justified, zero filled.
4	Filler	A/N	1	24	24		M	Left justified, space filled.
5	Tape Date (Date Issued)	N	6	25	30		M	Format = 'MMDDYY'
6	Paid Date (Date Paid)	N	6	31	36		M	Format = 'MMDDYY'
7	Sequence Number	N	12	37	48		M	Right justified, zero filled.
9	Amount Paid	N	10	49	58		M	Right justified, zero filled, implied decimal.
10	Filler	A/N	1	59	59		M	Left justified, space filled.
11	Additional Data	A/N	15	60	74		M	Left justified, space filled. This field is something that we send to the Bank in our Positive Pay File they turn around and send the same data back to us. Currently we are sending the check recipient ID.
12	Blank Filler	A/N	1	75	75		M	
13	Record Code	A/N	1	76	76		M	P = Paid Check not Issued This could occur when the bank has a valid check, but no record of the check from their positive pay file. This is still considered an exception by the bank. Might want to process this as an exception on our side. Bank will send these records to the State outside this file. Could get these records first day as an 'P' then tomorrow once it is approved, we would see it as an 'R' item. R = Reconciled (bank had positive pay offset and bank honors check) T = Total record line item; with 9 in the serial number field, total amount in the amount field and total count 9 characters in the sequence number field.
14	Filler	A/N	4	77	80		M	Reserved for future use

COUPON FILE (OBLIGOR NCP COUPON)

Header Record

ID	Field Description	Data Type	Max Field Size	Start	End	Valid Range	Mandatory or Optional	Comments
	File Header Record	A/N	600	1	600		M	This Record Occurs Once for Each File. Obligor Coupon File Information.
1	Record Type	A/N	2	1	2		M	Value = '01'. Right justified, zero filled.
2	Filler	A/N	4	3	6		M	Filled with blanks
3	File Transmit Date	N	8	7	14	>=Today	M	Format = 'CCYYMMDD'
4	File Transmit Time	N	6	15	20		M	Format = 'HHMMSS' (24 hour format, i.e. Military Time)
5	Filler	A/N	580	21	600		M	Filled with blanks

OBLIGOR (NCP) DOCKET/COUNTY RECORD

ID	Field Description	Data Type	Max Field Size	Start	End	Valid Range	Mandatory or Optional	Comments
	Obligor (NCP) Docket/County Record	A/N	600	1	600		M	This Record Occurs Once for Each Unique Docket Number/FIPS Code Combination.
1	Record Type	A/N	2	1	2		M	Value = '02'. Right justified, zero filled.
2	Filler	N	4	3	6		M	Value = '0000'. Right justified, zero filled.
3	Obligor Member ID	N	8	7	14		M	Right justified, zero filled.
4	Filler	A/N	1	15	15		M	Value = ' ' (blank)
5	Obligor Social Security Number	N	9	16	24		M	Right justified, blank filled and no dashes. Note: If the SSN does not exist, fill field with blanks, e.g. ' '.
6	Obligor First Name	A/N	20	25	44		M	Left justified and blank filled
7	Obligor Middle Initial	A/N	1	45	45		M	Left justified and blank filled
8	Obligor Last Name	A/N	20	46	65		M	Left justified and blank filled
9	Obligor Address 1	A/N	25	66	90		M	Left justified and blank filled
10	Obligor Address 2	A/N	25	91	115		O	Left justified and blank filled
10	Obligor Address 3	A/N	25	116	140		O	Left justified and blank filled
11	Obligor City	A/N	20	141	160		M	Left justified and blank filled
12	Obligor State	A	2	161	162		M	Left justified and blank filled
13	Obligor Country	A	60	163	222		M	Left justified and blank filled
14	Obligor ZIP+4	N	9	223	231		M	Left justified and blank filled
15	FIPS code	N	5	232	236		M	Value = 'NNNNN'. Right justified, zero filled
16	Docket Number	A/N	12	237	248		M	<p>MIcSES v. 2.3, Format = 'CCYYNNNNNNAA', no dashes, right justified and blank filled.</p> <p>Dockets Table; column name = ID_DOCKET (10) + Dockets Table; column name = CD_COURT_TYPE_CASE (2).</p> <p>ID_DOCKET = 'CCYYNNNNNN' + CD_COURT_TYPE_CASE = 'AA' = 'CCYYNNNNNNAA'</p> <p>or</p> <p>ID_DOCKET = '2002123456' + CD_COURT_TYPE_CASE = 'DM' = '2002123456DM'</p> <p>Make sure the CD_COURT_TYPE_CASE field is "upper-case", e.g. 'DM' not 'dm'.</p>
17	Total Arrears Amount (for the Docket/FIPS combination)	N	10	249	258		M	Format = 'NNNNNNNN.NN', implied decimal, e.g. '0000102939' = \$1029.39. Right justified, zero filled. This will be an accumulation of all the arrears amounts for Each Unique Docket Number/FIPS Code Combination
18	Total Obligation Amount Due (for the Docket/FIPS combination)	N	10	259	268		M	Format = 'NNNNNNNN.NN', implied decimal, e.g. '0001147300' = \$11473.00. Right justified, zero filled. This will be an accumulation of all eligible periodic amounts and ordered-on-arrears amounts in all obligations due for Each Unique Docket Number/FIPS Code Combination, expressed as a monthly figure.
19	Filler	A/N	1	269	269		M	Filled with blanks
20	Number of Obligor (NCP) Coupons to Print	N	2	270	271		M	Right justified, zero filled, e.g. '05' Currently, this field should be '05'

<u>ID</u>	<u>Field Description</u>	<u>Data Type</u>	<u>Max Field Size</u>	<u>Start</u>	<u>End</u>	<u>Valid Range</u>	<u>Mandatory or Optional</u>	<u>Comments</u>
21	Coupon Amount to Print	N	10	272	281		M	Format = 'NNNNNNNN.NN', implied decimal, e.g. '0001147300' = \$11473.00. Right justified, zero filled. This is the amount that must be printed on the number of coupons specified in field 18 ("Number of Obligor...")
22	Filler	N	10	282	291		M	Filled with blanks
23	Text Message Line	A/N	100	292	391		O	Left justified, blank filled.
24	Text Message Line	A/N	100	392	491		O	Left justified, blank filled.
25	Text Message Line	A/N	100	492	591		O	Left justified, blank filled.
26	Filler	A/N	9	592	600		M	Filled with blanks

OBLIGOR (NCP) COUPON FILE TRAILER RECORD

ID	Field Description	Data Type	Max Field Size	Start	End	Valid Range	Mandatory or Optional	Comments
	File Total Information Record.	A/N	600	1	600		M	This Record Occurs Once for Each File. File Total Information.
1	Record Type	A/N	2	1	2		M	Value = '03'
2	File Total Number of Obligor Docket/County Recs	N	6	3	8		M	Right justified, zero filled, e.g. '000348' This will be an accumulation of all the Record Type '02's within the file.
3	Filler	A/N	6	9	14		M	Filled with blanks
4	File Total Arrears Amount	N	14	15	28		M	Format = 'NNNNNNNNNN.NN', implied decimal, e.g. '00000005102939' = \$51029.39. Right justified, zero filled. With respect to the whole file, this will be an accumulation of all the arrears amounts from every '02' record's "Total Arrears Amount" field.
5	File Total Obligation Amount Due	N	11	29	39		M	Format = 'NNNNNNNNNN.NN', implied decimal, e.g. '00002147300' = \$21473.00. Right justified, zero filled. With respect to the whole file, this will be an accumulation of all the obligation amounts due from every '02' record's "Total Obligation Amount Due" field.
6	Filler	A/N	561	40	600		M	Filled with blanks

7. Treasury Department Requirements

- **Deposit of State Funds and Collateral Requirements**

1836 (Rev. 7-98) IS, Formerly M-1200
TREASURY DOCUMENTATION

Subject
 Deposits of State Funds and Collateral Requirements

For
 All Depositories of State Funds

Also See
 Act 105, PA of 1855,
 as amended
 (MCLA 21.141 - 21.147)

<i>Identification</i>	BT-10001 Bulletin
<i>Effective</i>	4-1-2002
Page 1 of 7	
<i>Replaces</i>	BT-10001 (2-1-1999)

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* * *

GENERAL INFORMATION

Mailing address:

Michigan Department of Treasury
 P.O. Box 15128
 Lansing, MI 48901

Telephone numbers to call:

<u>Subject</u>	<u>Phone Contact</u>
Demand Deposits	(517) 373-3146
Time Deposits	(517) 373-8161
Collateral and Pledge of Securities	(517) 373-8161
Bank Administration Institute (BAI) Files	(517) 335-3128

Approving Signature

Subject
Deposits of State Funds and Collateral Requirements

Identification BT-10001
Bulletin

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DEMAND DEPOSITS OF STATE FUNDS

Upon the request of the state agency, the State Treasurer (or designee) will designate financial institutions as depositories of state funds as needed. Requests should be submitted to Administrator, Receipts Processing Division (RPD), at (517) 373-3146. A "Depository Agreement" will be completed. Compensating balances and collateral requirements will be established and the account will be in the name of:

State Treasurer, State of Michigan
P.O. Box 15128
Lansing, MI 48901

Only one main office demand account will be established at any financial institution regardless of the number of branch offices.

Collateral is required for demand accounts. Refer to appropriate sections dealing with collateral and security requirements.

RPD centrally provides the depositing agencies magnetically encoded deposit tickets obtained from a vendor that meets the requirements specified by the State Treasurer.

When a deposit is made, the depository will keep one copy of the deposit ticket and may validate a copy for the depositor. Exceptions to this depository process must be approved by the RPD Administrator.

Deposits must be accepted as made by the depository with a "Subject to Audit" provision. Error corrections will be made to the declared amount, and a debit or credit adjustment will be prepared and sent with a complete description to:

Michigan Department of Treasury
Receipts Processing Division
Revenue Accounting Section
P.O. Box 15128
Lansing, MI 48901

A complete description for deposit adjustments and returned items will include the eight-digit deposit ticket number displayed as the left-most number on the MICR line printed on the bottom of the deposit ticket.

The depository must redeposit (one time only) all nonsufficient funds (NSF) checks. The depository will forward to RPD (at the above address) all returned items and deposit adjustments on the date the account is credited or charged. **The depository will not forward the items to the depositor.**

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Debit, credit and NSF adjustments are recorded centrally to the State's accounting system for State agencies by RPD. Most State Treasury demand account services are paid through compensating balances. The depository will not directly charge service fees to the State Treasurer's demand accounts. Service fees will only be charged according to prior written agreement with RPD.

The depository is to provide the following to Treasury:

- A monthly account analysis statement if the depository has the capability to produce this statement. (It should be sent to RPD at the above address.)
- Regular bank statements displaying the sequential deposit ticket number for deposits. (It should be sent to RPD at the above address.)
- An electronic BAI file that includes the sequential deposit ticket number for each deposit if the depository has the capability to produce this file. (It should be sent to Cash Reconciliation Section, Finance and Accounting Division.) The depository should contact Cash Reconciliation at (517) 335-3128 to implement the file transfer process or send a request to:

Michigan Department of Treasury
Finance and Accounting Division
Cash Reconciliation Section
P.O. Box 15128
Lansing, MI 48901

TIME DEPOSITS OF STATE FUNDS

The "Depository Agreement" between the State Treasurer (or designee) and the financial institution setting forth the conditions for a depository relationship must be on file in the State Treasurer's office prior to the deposit of state funds and pledge of collateral.

The financial institution will direct requests for time deposits to Assistant to the Administrator, Short-Term Fixed Income Division, at (517) 373-8161 and furnish the following information:

- Amount of deposit desired
- Copy of latest Call Report
- Proposed securities to be pledged as collateral.

Collateral is required for each time deposit account. Refer to appropriate sections dealing with collateral and security requirements.

Provided the financial institution meets the legal requirements and agreement is reached regarding the amount, term and rate of interest, Treasury will wire transfer the funds on the agreed date.

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The financial institution will then issue a certificate of deposit payable to the State Treasurer, State of Michigan, in accordance with the agreed terms, and mail to the Michigan Department of Treasury at the address given in "Pledge of Securities" section below.

COLLATERAL REQUIREMENTS AND SECURITIES ACCEPTABLE TO THE STATE TREASURER AS COLLATERAL

All financial institutions must pledge collateral to secure the deposit of state funds.

The amount of collateral that is required for demand accounts is generally two times the compensating balance amount kept on deposit at the financial institution. Some situations, such as repeatedly failing to transfer timely to the State's concentration account, may result in higher collateral requirements. Some banking service contracts may require less collateral.

Collateral equal to the amount of the deposit is required for all time deposits.

FDIC, FSLIC or NCUA coverage of up to \$100,000 will be considered as collateral.

Securities acceptable to the State Treasurer as collateral are:

1. Obligations of the United States (bonds, notes, bills).
2. Obligations which are guaranteed fully as to principal and interest by the United States except for those requiring partial payments of principal such as GNMA's. (See page 7 *Reference Guide to U.S. Government and Agency Securities and Other Money Market Instruments*.)
3. General obligations of the State of Michigan.
4. Unlimited Tax General Obligation Bonds of any political subdivision of any state which are payable directly from the levying of general ad valorem taxes without limitation as to rate or amount.

PLEDGE OF SECURITIES

Financial institutions must submit a list of proposed securities for prior approval before pledging to:

Assistant to the Administrator
Michigan Department of Treasury
Bureau of Investments
Short-Term Fixed Income Division
P.O. Box 15128
Lansing, MI 48901
(517) 373-8161

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This list should contain the name, amount, interest rate, maturity date and the cusip number of the security.

When the collateral has been approved by the State Treasurer (or designee) and the safekeeping custodian agreed upon, the financial institution shall instruct the custodian to furnish the State Treasurer with original safekeeping receipts or advices assigning the collateral. (The ownership of the custodian shall be independent from the ownership of the financial institution.) Securities shall be held by the custodian in the name of:

State Treasurer, State of Michigan
A/C: Name of Depository
P.O. Box 15128
Lansing, MI 48901

The custodian shall send original safekeeping receipts or advices to the Assistant to the Administrator, Short-Term Fixed Income Division, at the address on page 4.

The State Treasurer will complete a "Schedule of Pledged Securities" in duplicate, obtain approval from the Attorney General, and send to the financial institution for signature by an officer. The signed original shall be returned promptly to the attention of the Assistant to the Administrator, Short-Term Fixed Income Division, at the address on page 4.

SUBSTITUTION OF SECURITIES

The financial institution must have prior approval of the State Treasurer (or designee) for all substitutions (call (517) 373-8161).

RELEASE OF SECURITIES

The financial institution shall request approval of the State Treasurer (or designee) for the release of a security without replacement (call (517) 373-8161).

CONSTITUTIONAL AND STATUTORY REQUIREMENTS

Michigan Constitution 1963, Article IX, Sec. 20:

"No state money shall be deposited in banks, savings and loans associations, or credit unions, other than those organized under the law of this state or federal law. No state money shall be deposited in any bank, savings and loan association, or credit union, in excess of 50 percent of the net worth of the bank, savings and loan association, or credit union. Any bank, savings and loan association, or credit union, receiving deposits of state money shall show the amount of state money so deposited as a separate item in all published statements."

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Michigan Compiled Laws 21.143, Section 3(1):

"A financial institution shall not be a depository of surplus funds of the state unless the financial institution complies with this act. The state treasurer shall require of a financial institution, before it is made a depository of surplus funds of the state, good and ample security as approved by the state treasurer and the attorney general for the safekeeping and reimbursement of the surplus funds and the payment of the rate of return as the state treasurer, in the treasurer's discretion, considers best for the interest of the state."

Reference Guide to U.S. Government And Agency Securities And Other Money Market Instruments					
Name of Security	Description	Int. Pymt Schedule	Form	Guaranteed By	Acceptable Securities
T-Bills		At Maturity	BE	U.S. Gov.	Yes
T-Notes		At Maturity	BE,B,R	U.S. Gov.	Yes
T-Bonds		Semi-Annual	BE,B,R	U.S. Gov.	Yes
Export-Import Bank of US		Semi-Annual	B,R	U.S. Gov.	Yes
Farmers Home Adm'n.(FHA)		Annual	B,R	U.S. Gov.	Yes
Student Loan Marketing Assn (SLMA-Sallie Mae)	Debent	Semi-Annual	B,R	U.S. Gov.	Yes
	Fl. RL Note	Monthly	B,R	U.S. Gov.	No-monthly payments
General Services Adm'n.		Semi-Annual	R	U.S. Gov.	Yes
Small Business Adm'n.		Semi-Annual	R	U.S. Gov.	Yes
US Maritime Adm'n.		Semi-Annual	R	U.S. Gov.	Yes
Washington Metro Area Transit Authority		Semi-Annual	B,R,B,R	U.S. Gov.	Yes
Fed. Home Loan Banks (FHLB)		Semi-Annual	BE	FHLB	No
Fed Nat'l Mtg Assn (Fannie Mae-FNMA)		Semi-Annual	BE	FNMA	No
Gov Nat'l Mtg Assn (Ginnie Mae-GNMA)		Monthly	R	U.S. Gov.	No-Partial Payments
Fed Home Loan Mtg Corp (Freddie Mac)		Monthly	R	FHLM Corp.	No
Collateralized Mtg. Oblig (CMO-Freddie Mac)			BE	FHLM Corp.	No
Fed Farm Credit Banks (FFCB)	6 & 9 mos	At Maturity	BE	FFCB	No
Fed Farm Credit Banks (FFCB)	Term Issue	Semi-Annual		FFCB	No
Tennessee Valley Authority		Semi-Annual	B,R	TVA	No
US Postal Service		Semi-Annual	B,R	US Postal Svc	No
Certificates of Deposit		At Maturity	B	Issuing Bank	No
Commercial Paper		At Maturity	B	Issuing Corp.	No
Bankers Acceptances		Disc. Basis	B	Accept Bank	No
Fed Housing Assn (FHA)		Semi-Annual	R	U.S. Gov.	No-liquidity problem
Housing Urban Dev Corp NI (HUD)		Semi-Annual	BE	U.S. Gov.	Yes
Private Export Funding (PEFCO) (part of Export-Import Bank of US)		Semi-Annual	BE	U.S. Gov.	Yes

End

- **Bank Selection – In-State**

- ✓ The bank must have a branch or principal office located in Michigan.
- ✓ State funds on deposit must not exceed 50% of the net worth of the bank.

APPENDIX C

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STATE DEPOSIT LIMIT
CONSTITUTION OF MICHIGAN OF 1963
ARTICLE IX, FINANCE AND TAXATION

MCL Const.9.20

§ 20 Deposit of state money in certain financial institutions; requirements.

Sec. 20. No state money shall be deposited in banks, savings and loans associations, or credit unions, other than those organized under the law of this state or federal law. No state money shall be deposited in any bank, savings and loan association, or credit union, in excess of 50 percent of the net worth of the bank, savings and loan association, or credit union. Any bank, savings and loan association, or credit union, receiving deposits of state money shall show the amount of state money so deposited as a separate item in all published statements.

History: Const. 1963, Art. IX, §20, Eff. Jan. 1, 1964;--Am. H.J.R. GG, approved Nov. 7, 1978, Eff. Dec. 23, 1978.

Former Constitution: See Const. 1908, Art. X, §15.

APPENDIX A

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PRINCIPAL OR BRANCH OFFICE
ACT NO. 35
PUBLIC ACTS OF 1997
STATUTORY JOINT ACCOUNT ACT (EXCERPT)

Act 53 of 1978

487.714 Additional definitions.

Sec. 4. (a) "Financial institution" means a state or nationally chartered bank or a state or federally chartered savings and loan association, savings bank, or credit union whose deposits are insured by an agency of the United States government and which maintains a principal office or branch office located in this state under the laws of this state or the United States.

(b) "Person" means an individual, corporation, partnership, association, governmental entity, or any other legal entity.

History: 1978, Act 53, Imd. Eff. Mar. 9, 1978 ;--Am. 1997, Act 35, Imd. Eff. June 30, 1997 .

9. CURRENT STATE EQUIPMENT INVENTORY

The current State equipment listing is for informational purposes only. This represents a partial list of equipment used within the MISDU. None of the equipment will be available to any of the responding vendors in establishing and transitioning the MISDU.

MISDU Fixed Asset Inventory	
Name	Description
48-port 10/100 Fast Ethernet Module (WS-X6248-RJ-48)	48-port 10/100 Fast Ethernet Module (WS-X6248-RJ-48)
48-port 10/100 Fast Ethernet Module (WS-X6248-RJ-48)	48-port 10/100 Fast Ethernet Module (WS-X6248-RJ-48)
48-port 10/100 Fast Ethernet Module (WS-X6248-RJ-48)	48-port 10/100 Fast Ethernet Module (WS-X6248-RJ-48)
48-port 10/100 Fast Ethernet Module (WS-X6248-RJ-48)	48-port 10/100 Fast Ethernet Module (WS-X6248-RJ-48)
48-port 10/100 Fast Ethernet Module (WS-X6248-RJ-48)	48-port 10/100 Fast Ethernet Module (WS-X6248-RJ-48)
48-port 10/100 Fast Ethernet Module (WS-X6248-RJ-48)	48-port 10/100 Fast Ethernet Module (WS-X6248-RJ-48)
48-port 10/100 Fast Ethernet Module (WS-X6248-RJ-48)	48-port 10/100 Fast Ethernet Module (WS-X6248-RJ-48)
MSD-EIC1	ALLIANCE
MSD-EIC2	ALLIANCE
APC Matrix UPS for Cisco Switch	APC Matrix UPS for Cisco Switch
APC UPS (RACKMOUNT)	APC UPS (RACKMOUNT)
BLACKBOX V.34 MODEM	BLACKBOX V.34 MODEM
CANON 6221	CANON 6221
CANON 6545	CANON 6545
CANON 6551	CANON 6551
CANON 6551	CANON 6551
CANON FAX	CANON FAX 9000L
CANON FAX	CANON FAX 9000L
CANON FAX	CANON FAX 9000L
CISCO 3640 ROUTER	CISCO 3640 ROUTER
CISCO 3640 ROUTER	CISCO 3640 ROUTER
CISCO SWITCH CHASIS	CISCO SWITCH CHASIS
CLUSTER ARRAY	COMPAQ CLUSTERED DRIVE ARRAY
COMPAQ DRIVE ARRAY	COMPAQ DRIVE ARRAY
COMPAQ TAPE ARRAY	COMPAQ TAPE ARRAY
COMPAQ TAPE ARRAY	COMPAQ TAPE ARRAY
COMPAQ TAPE ARRAY	COMPAQ TAPE ARRAY
COMPAQ UPS	COMPAQ UPS
DP 500 1	DP 500 SCANNER 575RHC
DP 500 2	DP 500 SCANNER 575RHC
DP 500 3	DP 500 SCANNER 575RHC
NT-124	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-125	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-126	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-127	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-128	Gateway 450Mhz, 64Mb RAM, 512Kb Cache

STATUS 1	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
APC 1	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-45	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-46	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-47	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-48	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-49	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-50	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-51	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-52	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-53	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-54	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-55	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-56	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-57	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-58	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-59	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-60	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-61	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-62	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-63	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-64	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-65	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-66	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-67	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-68	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-69	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-70	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-71	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-72	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-73	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-74	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-75	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-76	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-77	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-78	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
KLEIN 4	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
KLEIN 5	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-242	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-244	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-243	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-241	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-240	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-245	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-237	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-246	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-238	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-235	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-239	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
NT-236	Gateway 450Mhz, 64Mb RAM, 512Kb Cache
STAGER 1	Gateway 450Mhz,96Mb RAM, 512Kb Cache, SCSI 2940 Controller
ICR 1	Gateway 450Mhz,96Mb RAM, 512Kb Cache, SCSI 2940 Controller
MARKSNS 1	Gateway 450Mhz,96Mb RAM, 512Kb Cache, SCSI 2940 Controller

KLEIN 1	Gateway 450Mhz,96Mb RAM, 512Kb Cache, SCSI 2940 Controller
ICR 2	Gateway 450Mhz,96Mb RAM, 512Kb Cache, SCSI 2940 Controller
Track-3	Gateway 450Mhz,96Mb RAM, 512Kb Cache, SCSI 2940 Controller
KLEIN 2	Gateway 450Mhz,96Mb RAM, 512Kb Cache, SCSI 2940 Controller
KLEIN 3	Gateway 450Mhz,96Mb RAM, 512Kb Cache, SCSI 2940 Controller
Track-2	Gateway 450Mhz,96Mb RAM, 512Kb Cache, SCSI 2940 Controller
Track-1	Gateway 450Mhz,96Mb RAM, 512Kb Cache, SCSI 2940 Controller
CAR 1	Gateway 450Mhz,96Mb RAM, 512Kb Cache, SCSI 2940 Controller
EXPORT 1	Gateway 450Mhz,96Mb RAM, 512Kb Cache, SCSI 2940 Controller
AC 5000N 89	HP LASERJET 5000N
SR 8000N-95	HP LASERJET 8000N
MR 8100N 87	HP LASERJET 8100N
QA 8100N 90 5SI	HP LASERJET 8100N
CSW 8100N 97	HP LASERJET 8100N
THD 8100N 88	HP LASERJET 8100N
HR 8100N 85	HP LASERJET 8100N
SUS 8100N 31	HP LASERJET 8100N
RE 8100N 86 5SI	HP LASERJET 8100N
LAF 8000 91	HP LASERJET 8100N
SCR 8100N 94	HP LASERJET 8100N
CS 8100N 92	HP LASERJET 8100N
DEF 8100N 98	HP LASERJET 8100N
DEW 8100N 84	HP LASERJET 8100N
DER 8100N 96	HP LASERJET 8100N
LAR 8100N 93	HP LASERJET 8100N
ICS 1	HP VECTRA VL I8 PIII 450
TRACK 1	HP VECTRA VL I8 PIII 451
ICS 2	HP VECTRA VL I8 PIII 452
TRACK 2	HP VECTRA VL I8 PIII 453
ICS 3	HP VECTRA VL I8 PIII 454
TRACK 3	HP VECTRA VL I8 PIII 455
KLEIN 1	KLEINDIENST SCANNER SC35H
KLEIN 2	KLEINDIENST SCANNER SC35H
KLEIN 3	KLEINDIENST SCANNER SC35H
KLEIN 5	KLEINDIENST SCANNER SC35H
KLEIN 4	KLEINDIENST SCANNER SC35H
JUKEBOX	M104
MICR ENCODER	MICR ENCODER
PRINT SERVER	PROLIANT
MISDU INTRANET	PROLIANT
REMEDY	PROLIANT
NCR FS3	PROLIANT
MSD-VS3	PROLIANT
IMGKLEIN FS3	PROLIANT
NCR FS1	PROLIANT
NCR FS2	PROLIANT
DBFS PRI	PROLIANT
IMGKLEIN FS2	PROLIANT
IMGKLEIN FS1	PROLIANT
ACCTLOOK FS	PROLIANT
DBFS SEC	PROLIANT
MSD-DB2	PROLIANT
ACCORD FS	PROLIANT

MICFS_RAS	PROLIANT
MSD-DB1	PROLIANT
ADMIN_FS	PROLIANT
MSD-EX1	PROLIANT
MSD-ST1	PROLIANT
MSD-VS2	PROLIANT
MSD-VS4	PROLIANT
MSD-VS1	PROLIANT
MSD-VS5	PROLIANT
MICFS_FTP	PROLIANT
CITRIX_FS	PROLIANT
DIRON_DBFS	PROLIANT
MTS_SERVER	PROLIANT
ACCTLKUP_1	PROLIANT
DIRON_ARCHIVE	Proliant 5500
SHREDMASTER 6120S	SHREDMASTER 6120S
Supervisor Engine I (WS-X6K-SUP1A-2GE)	Supervisor Engine I (WS-X6K-SUP1A-2GE)
Supervisor Engine I (WS-X6K-SUP1A-2GE)	Supervisor Engine I (WS-X6K-SUP1A-2GE)
ULTRA 2000	ULTRA 2000
V700 COLOR MONITOR 17"	V700 COLOR MONITOR 17"
V75 Color Monitor 17" TC095/NH	V75 Color Monitor 17" TC095/NH
V75 Color Monitor 17" TC095/NH	V75 Color Monitor 17" TC095/NH
V75 Color Monitor 17" TC095/NH	V75 Color Monitor 17" TC095/NH
V75 Color Monitor 17" TC095/NH	V75 Color Monitor 17" TC095/NH
Equipment Verified But Not Found On Inventory List	
	Gateway 450Mhz,96Mb RAM, 512Kb Cache, SCSI 2940 Controller
	Gateway 450Mhz,96Mb RAM, 512Kb Cache, SCSI 2940 Controller
	Gateway 450Mhz,96Mb RAM, 512Kb Cache, SCSI 2940 Controller
	Gateway 450Mhz,96Mb RAM, 512Kb Cache, SCSI 2940 Controller

10. FEDERAL AND STATE POLICY REQUIREMENTS

Federal Requirements may be found at Internet Sites:

- **Office of Child Support Enforcement**
www.acf.dhhs.gov/programs/cse

Some specific reference documents include:

- ✓ AT-97-13 Collection and Distribution of Support Payments
- ✓ DCL-02-06 SDU Payment Processing and Physical Security

- **Internal Revenue Service**
Publication 1075 (Rev. 6-2000)
Tax Information Security Guidelines for Federal, State, and Local Agencies
www.irs.gov/formspubs
- **Fed-Law**
www.thecre.com/fedlaw

State Requirements may be found at Internet Sites:

- **Information Standards and Telecommunications**
www.michigan.gov/dmb
- **Michigan Courts**
Friend of the Court and Child Support
www.courts.michigan.gov
- **Michigan Legislation**
Michigan Compiled Laws (Child Support) 400.231, 400.236, 552.501, 552.601
www.michiganlegislature.org

- **Michigan Executive Directive No. 2004-3**

Pursuant to Governor's Executive Directive 2004-03, the Department of Management and Budget may require that any vendor or subcontractor providing call or contact center services to the State of Michigan disclose to inbound callers the location from which the call or contact center services are being provided. This could apply to any vendor partner that provides e-transaction customer services support on debit cards or other such electronic financial transactions, if not provided through the customer services center within the MiSDU to be located in Lansing, Michigan. Bidders are to identify in their response the location of their call center for e-disbursement card customer services.

**11. MICSES POTENTIAL ENHANCEMENTS AND DATES –
VENDOR MUST MAP TO STATE MICSES DESIGN DECISIONS UPON**

- (a) Multiple Daily Receipt File Transmissions.
Implementation Date: Undefined
- (b) Customer Services Efficient Screen(s).
Implementation Date: Undefined
- (c) MiCSES plans for interface changes and need for vendor user acceptance testing.
Implementation Date: Undefined
- (d) Receipt of Check Number from MISDU.
Implementation Date: Undefined
- (e) MiCSES Suppression of Social Security Number on the Check Stubs.
Implementation Date: Undefined
- (f) MiCSES Accepts File of Notes from MISDU Vendor Customer Services Tracking Software and Updates MiCSES Case Notes.
Implementation Date: Undefined
- (g) MiCSES Accepts Either IV-D or Docket Identifier from MISDU so that MISDU Will Transmit What is Provided by Interstate Rather than Interpret and Convert.
Implementation Date: Undefined
- (h) IVR Strategy Changes - Direct Interface to MiCSES Shared Procedures.
Implementation Date: Undefined
- (i) Changes in Suspense Adjustment and Release Responsibilities to Shift Some Suspense Roles from the MISDU to the FOC's.
Implementation Date: Undefined
- (j) MISDU Receipt of QDRO/EDRO, Lottery and Other Payments Currently the Responsibility of the FOC's.
Implementation Date: Undefined
- (k) Potential Role Changes in MiCSES to Allow FOC's to Monitor, Identify and Request MISDU Resolution of UNID (Unidentified), UIRE (Unidentifiable) and UNDF (Unidentified Interstate) transactions in MiCSES.
Implementation Date: Undefined
- (l) Additional processes for escheats correspondence-currently being developed.
Implementation Date: Undefined
- (m) Expand third party role (OTHP) in MiCSES for MISDU to allow refund of payments not intended for MISDU through MiCSES.
Implementation Date: Undefined
- (n) Implement a regional approach to customer services.
Implementation Date: Undefined
- (o) MiCSES updates to the MISDU web page with daily receipt information.
Implementation Date: Undefined
- (p) Issuance of employer coupons or listings by MiCSES.
Implementation Date: Undefined
- (q) Provides for the generation of standard MiCSES bonus reports at the request of employer intending to grant an employee bonus.
Implementation Date: Undefined
- (r) Electronic card disbursement.
Implementation Date: Undefined
- (s) Enhancement to allow continuing recovery monies on vendor make-wholes to be disbursed to correct vendor beyond contract period.
Implementation Date: Undefined

- (t) Accept and process into MiCSES liens, levies, lottery and other gambling proceeds, QDRO/EDRO, and other receipt types.
Implementation Date: Undefined
- (u) Develop a regional strategy for customer services leveraging a southwest Michigan and other county initiatives to provide more seamless customer services.
Implementation Date: Undefined
- (v) Potential development of a point of sale approach to child support payment leveraging the services of established retailers and their electronic systems.
Implementation Date: Undefined
- (w) Refine the methods for cost recovery interstate payments on MiCSES to more effectively account for partial payment retention by the corresponding state and provide proper credit to the obligor.
Implementation Date: Undefined

• If not defined at the time of contract award, the resultant enhancements to the vendor systems, implementation timelines, testing participation and staffing levels will be negotiated between the State and the vendor. Any such enhancement activities will be reimbursable on a time and materials basis applying the skill sets and corresponding rates identified in the vendor's response to the ITB.

12. MICSES SUSPENSE REQUEST ACTIONS

Hold Type	Description	System Condition	Initiate	Proactive Work	MISDU Action (See Business Rules - p.4)	Auto Release	FOC, Sisy, Client Employer Action	Business Rules
MADP	Admin Hold - Payer Not active.		FOC		Backout or Adjustment Upon FOC Request	Auto release when duration ends.	FOC Submits Adjust Form for Backout or Adjustment, i.e. error	3,4,7,8
MCPJ	CP Incarcerated	Allows FOC Time to Determine Release, or Replacement Custodian	FOC		Backout or Adjustment Upon FOC Request	Auto release when duration ends-1 month	FOC Submits Adjust Form for Backout or Adjustment, i.e. error	3,4,7,8
MDPP	Designated Pre-Payment	Allow prepay child support.	FOC		Backout or Adjustment Upon FOC Request	Auto release as new charges occur.	FOC Submits Adjust Form for Backout or Adjustment, i.e. error	3,4,7,8
MJUP	Judicial Hold Payer	DISABLED 03/25/03	FOC		NA	NA	Disabled 03/25/03	NA
MREF	Manual Refund	Used by MISDU during backout and reapplying receipts-interim.	FOC, Client, Employer	MISDU	Backout, Adjustment, Refund - Upon FOC Request		FOC Submits Adjust Form, i.e. error Client/Employer Phones MISDU CS	2,3,4,7,8
SCBA	CP Bad Address	CP addresses in AHIS end dated	Client	SS or MISDU Locate	Update, Automatic Release	Good address without end date.	Phones MISDU CS FOC Can Update Address	2,3,4,7,8
SCDE	CP Deceased	CP date of death entered in DEMO by FOC	FOC		Backout Upon FOC Request	Clear Date of Death Releases Hold to CP	FOC Enters Date of Death. For backout/repost, submits adjust Form	2,3,7,8
SCLO	Payment Received, Case Closed.	All member's cases closed	MICSES		Auto Refund	Refund to payer next overnight batch.	NA	NA
SCPR	CP Recoupment	Receipt type of CP Recoupment is posted	FOC, MISDU		Apply, Backout, Refund Manually Distribute to Recovery Accounts.		Enters/MICSES, pushes/MISDU Payment posted at FOC, FOC sends request to MISDU	2,3,7,8
SDOL	Less than a Dollar	Disbursement is less than a dollar.	MICSES		NA	Auto disburse when > \$1.00	None	NA
SDSH	All cases have hold	All NCP cases have distribution hold.	FOC	FOC	Backout, Refund Upon FOC Request	Remove One hold release, charges accrue	FOC Corrects Case Condition & Submits Adjust Form	2,3,7,8
SFBA	FIPS Bad Address, Inter-state.	Address in FIPS table incomplete	MISDU, FOC	FOC	Refers to FOC Upon FOC Request	Good address entered.	FOC corrects obligation FIPS FIPS entries corrected through Help Desk	2,3,7,8
SFEX	FTO Payment-Cert Arrears, Other arrears exist.	FTO payment- then certified arrears, obligations exist w/arrears	FOC	FOC	Backout, Refund Upon FOC Request	Auto refund to payer, 14 day ... off until end of December	FOC Verifies If Certified Arrears FOC Submits Adjust Form	2,3,6,7,8
SFPD	FTO payment rec'd, all balances = or < 0.	arrears = or < zero	MICSES		NA	Auto refund next overnight batch.	Automated MICSES Function No MISDU Actions	NA
SFUT	Future Payment, TANF	All obligation balances, in all cases = or < 0. One or more obligation exists with periodic charge and end date > system date			NA - Inactive		NA - Inactive	NA
SIVE	Active IV-E	INACTIVE 03/25/03 IV-D Case type = IV-E Foster Care	MICSES		NA	IV-E Interface File Run Monthly		NA

Hold Type	Description	System Condition	Originate	Proactive	MISDU Action	Auto Release	FOC, SIU, Client, Employer/Action	Business Rules
SIWI	IWN payment, no active IWN on any case	No active IWN's exist for a payer.	MISDU	FOC	Contact FOC, if known Post, Backout, Refund	Active IWN entered by FOC.	FOC Sets-up IWN	2,3,4,7,8
SJFO	Joint IRS Offset	Joint FTO receipt type with money to be distributed to non-TANF arrears.	FOC		Refund, Backout, Release Upon FOC Request	Auto release after 6 months.	FOC Establishes Authorization FOC Submits Adjust Form	2,3,4,6,7,8
SNAO	No active obligations. All end dated.	All obligations balances < or = 0. All obligations have end dates that = or < system date.	FOC	FOC	Post, Refund, Backout Upon FOC Request	Release when active obligation loaded by FOC.	FOC Sets-Up Obligation FOC Submits Adjust Form for MISDU Posting Correction	2,3,7,8
SNBA	NCP Bad Address	All NCP addresses in AHIS end dated.	MISDU or FOC		Update Address	Valid address entered.	Phones MISDU CS or Inputs Change to MICSES	2,3,7,8
SNEX	Non-TANF excess	All obligation balances, in all cases = or < 0. One or more obligation exists with periodic charge and end date > system date	FOC		Refund, Backout Upon FOC Request	Release as REXS is run weekly. Releases to new charges. (RHLD)	FOC Submits Adjust Form for Emergency Conditions Only. All Others Automatically Released by MICSES.	2,3,7,8
SNSF	History of NSF Checks	History of NSF indicator is "Y" Allows MISDU to verify funds	MISDU		Release	Release after 10 day hold.	MISDU can accelerate by release of check after payment clears	2,3,7,8
SOBA	Other Party Bad Address	Address in other party table incomplete	FOC	FOC	Refund, Backout Upon FOC Request	Good address entered.	Enters to MICSES	2,3,7,8
SSFO	STO payment. All amounts due paid in full.	Periodic charge balance for the month = 0. Arrears = 0.	MISDU		Backout for Correction.	Refund to Payer Overnight	Phones MISDU CS FOC Submits Adjust Form	2,3,7,8
SSFI	Special Instruction	FOC Posts	FOC		NA		MISDU Backout	3,4,7,8
SSRE	FIA Refund	Receipt type 5 is posted or type 6 is posted to closed case.	MICSES	FOC	Post, Refund, Backout Upon FOC Request		FOC Backout, Refund, Release FOC Determines Refund/Disburse & Submits Adjust Form	2,3,7,8
SOSR	Other State Returns Entered for Responding Intrstt Case	MICSES Posts as Return From Other State, Requires Manual Corr	FOC, MISDSU	FOC	Backout, Repost Upon FOC Request		FOC Backout, Refund to Other State, Release	3,4,7,8
SSTE	STO payment greater than certified arrears, other exist.	Payment > certified arrears, other arrears > 0.	FOC		Refund, Backout Refers to FOC	Release After 14 days Off Until End of Dec.	FOC Obtains Authorization & Submits Adjust Form	2,3,7,8
SSTH	Disbursement stopped, not reissued.	Void due to bad address.	FOC, MISDU		Release, Backout Upon FOC Request	Update Address in AHIS	FOC Corrects Case Condition & Submits Adjust Form	2,3,7,8
SVOI	Disbursement stopped, not reissued.	Void due to bad address.	FOC, MISDU		Release, Backout Upon FOC Request	Update Address in AHIS	FOC Corrects Case Condition & Submits Adjust Form	2,3,7,8
SVOL	Obligor payment received, no cases with court order.	Active SORD record does not exist	MISDU	MISDU	Contact FOC	FOC Sets-up Order	FOC Corrects/Submits Adj. Form	2,3,7,8
SWEL	Welfare hold	Incorrect or missing information in MHIS.	FOC		Backout, repost Upon FOC Request	FOC Corrects MHIS Record	Phones MISDU CS FOC Corrects MHIS Record & Submits Adjust Form	2,3,7,8
UFTO	Unidentified Tax Offset	Payment cannot be matched to a case or member.	MISDU	MISDU	Contact FOC Identify, Repost, Refund	Identification	FOC Research/Submit Adj. Form	1,2,3,6,7,8

14. CUSTOMER SERVICES FORMS

Address or IVR PIN Change Form



This form is to be used for obtaining a new, temporary Personal Identification Number (PIN) for access to child support case information through the Interactive Voice Response (IVR) telephone system, or it may be used to notify the MISDU of a change of address. Check the appropriate box, complete and return to the address noted on the form.

Address Change IVR PIN Change

Your Name (Please Print):

Last First Middle

Phone Numbers:

Home Phone Work Phone Other Phone

Current Address:

Number/Street/Apt# City State/Zip Country (if not US)

New Address: (Complete this line only if a change of address is being requested.)

Number/Street/Apt# City State/Zip Country (if not US)

Social Security Number:

Case ID or Court Case (Docket) #:

Number County

Attachments Required: (Check the appropriate box.)

- I hereby request the issuance of a temporary PIN. This temporary PIN will be the last four digits of my social security number and will be available within approximately five business days. I may then use that PIN, but also I understand that I must create a different PIN at the time I use this temporary PIN. I should not provide the PIN to any unauthorized person.
- I hereby request a change of address for mailing and identification of my residence.

Sign Here:

DATE:

Mail this Form to:
MISDU
Attn: PIN Maintenance
PO Box 30354
Lansing, MI 48909 - 7854



Direct Deposit Authorization Form

New Change Cancel

(Check One Box Above
and Complete the Balance of the Form in its Entirety)

Your Name (Please Print):

Last First Middle

Phone Numbers:

Home Phone Work Phone Other Phone

Current Address:

Number/Street/Apt/# City State/Zip Country (if not US)

Social Security Number:

Case ID or Court Case (Docket) #:
(Identify One Case Number, but Multiple Cases May be
Paid in a Single Deposit.)

Number County

Bank Name:

Bank Account Number:

Bank Routing Number:

Checking
Savings

For a CHECKING account:
Write VOID on an unused
check and attach here

For a SAVINGS account:
Contact your bank.
Obtain written verification
of your account and
routing numbers from
your bank. Attach that
verification to this form.

John and Mary Jones 123 Main Street Anytown, MI 48888	1234
Pay to:	\$
VOID	
Anytown Bank Anytown, MI 48888	DOLLARS
For:	Do Not Complete Shaded Area
⑆072412345⑆ ⑆0012300456⑆ ⑆1234⑆	

Routing Number (9 digits)	Account Number (up to 17 digits)
------------------------------	-------------------------------------

I authorize the State of Michigan to deposit all support-related payments due me into the designated financial institution and account, and, if necessary, to initiate correcting entries, in case duplicates or other error transactions occur. I understand that the deposits will be made electronically, under the rules of the National Automated Clearing House Association (NACHA), and the State of Michigan. This authorization will remain in effect until cancelled by me with written notification to the state, or cancelled by the financial institution or the State of Michigan, at which time they will notify me by mail at the most current address they have on file for me.

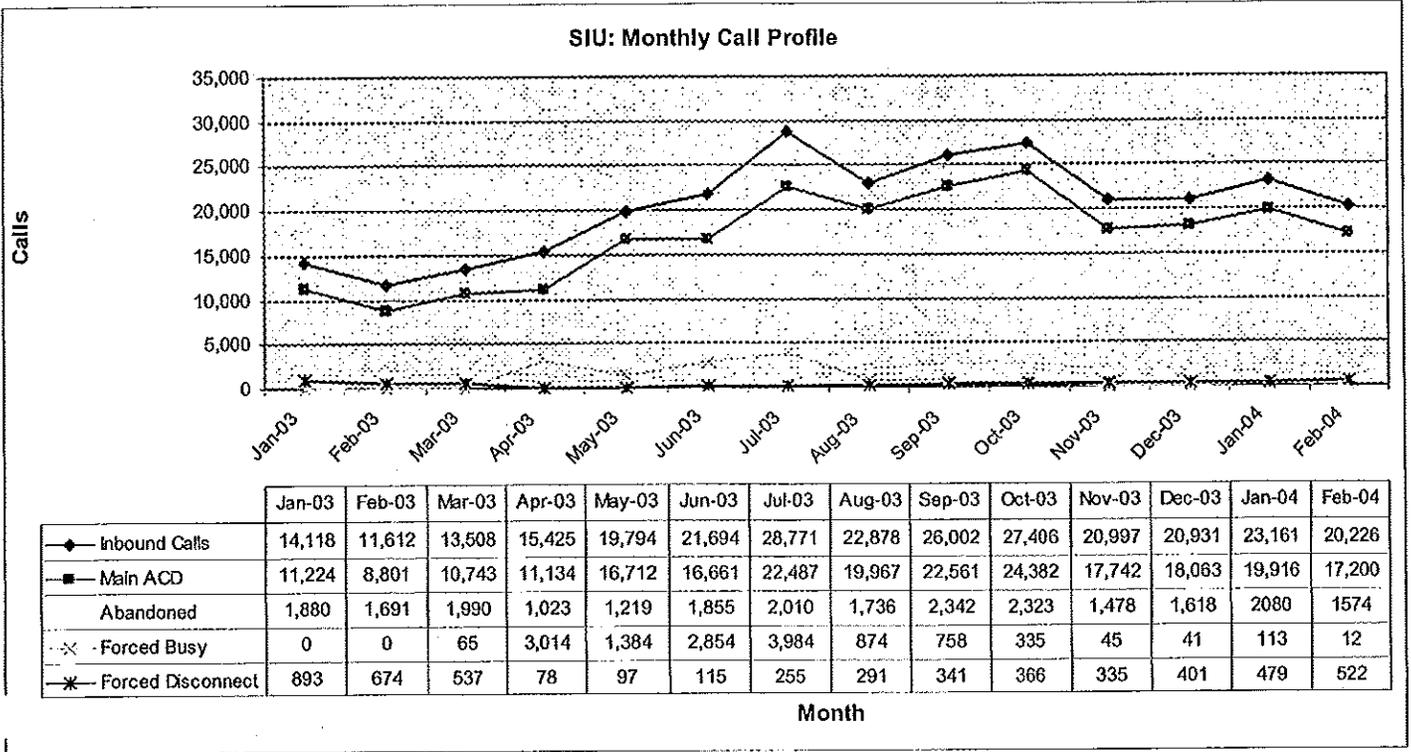
Sign Here:

DATE:

Revised FIA
03/03/03

Mail this Form to:
MISDU
Attn: Direct Deposit
PO Box 30364
Lansing, MI 48909 - 7854

15. SPECIAL INITIATIVES UNIT METRICS



16. CONSOLIDATED: SPECIAL INITIATIVES UNIT (SIU) AND CENTRAL FUNCTIONS UNIT (CFU) METRICS

OCS Monthly Unit Report		Report Month: 02/2004		
Unit: Centralized Operations	Activity	Status <small>Note as Red (R), Green (G), Yellow (Y)</small>	Process Measure	Milestones/Additional Info
	1. Correspondence		<ul style="list-style-type: none"> ◆ 84.5(80%) of requests completed within 2 business weeks ◆ 97(#) of requests completed 	<ul style="list-style-type: none"> ◆ in addition, there were 55 Governor's letters handled by SIU 2004 totals: 81) ◆ 2004 totals for CFU: 130/155 completed within 2 business weeks (83.9%)
	2. Customer Call		<ul style="list-style-type: none"> ◆ 17,200(#) of calls SIU ◆ 1,151(#) of calls CFU 	<ul style="list-style-type: none"> ◆ 2004 totals (SIU): 37,116 ◆ 2004 totals (CFU): 2,404
	3. Lien & Levy		<ul style="list-style-type: none"> ◆ 126.4%(5%) increase in annual liens filed ◆ 15.2%(5%) increase in annual collections ◆ 1,680(#) of liens filed ◆ \$1,121,409.73 actual collections 	<ul style="list-style-type: none"> ◆ FY 03 totals: 1,366 liens filed, \$2,106,661.31 in collections ◆ FY 04 totals: 3,093 liens filed, \$2,426,087.37 in collections
	4. Tax intercept		<ul style="list-style-type: none"> ◆ 49(#) of calls 	<ul style="list-style-type: none"> ◆ 2004 totals: 162 calls
	5. 1201s		<ul style="list-style-type: none"> ◆ 84.8%(85%) 1201s processed within 20 business days of being logged into the CFU 	<ul style="list-style-type: none"> ◆ 2004 totals: 1,166/1,257 completed within 20 business days (92.8%)

17. MICSES SUPPORTABLE DESKTOP CONFIGURATIONS:

A. MICSES MINIMUM HARDWARE ACCESS AND INTERFACE REQUIREMENTS

The vendor must assess and provide its staff with desktops, operating system and software adequate to support the vendor's other internal software and production requirements as well as meet MiCSES interface requirements to operate effectively. RFP performance standards for timeliness and to assure ability to support full-load conditions must be accomplished throughout the life of the contract resulting from this RFP. Functional interface and utilization requirements include MiCSES access and State email using Groupwise, at a minimum for full customer services, research and resolution, suspense, EFT/EDI certification and payment posting functions.

**MICSES IDENTIFIED DESKTOPS – ALL HARDWARE MUST BE NEW
AND MINIMALLY COMPLY WITH MICSES STANDARDS:**

Dell GX1

- P2 / 400 MHz Processor
- 128 MB memory (Upgrade to 256 MB to meet XP Professional Hardware Requirements)
- 6GB Hard Drive
- CD-ROM
- 3.5" Floppy

Dell GX150

- P3 / 930 MHz Processor
- 256 MB memory
- 18 GB Hard Drive
- CD-ROM
- 3.5" Floppy

Dell GX240

- P4 / 2.0 GHz Processor
- 256 MB memory
- 20 GB Hard Drive
- CD-ROM
- 3.5" Floppy

Dell GX110

- P3 / 666 MHz Processor
- 128 MB memory
- 7 GB Hard Drive
- CD-ROM
- 3.5" Floppy

Dell GX240

- P4 / 1.5 GHz Processor
- 256 MB memory
- 20 GB Hard Drive
- CD-ROM
- 3.5" Floppy

Dell GX240, or greater

- P4 / 2.2 GHz Processor, or greater
- 512 MB memory
- 20 GB Hard Drive, or greater
- Read / Write CD-ROM
- 3.5" Floppy

Dell GX110

- P3 / 666 MHz Processor
- 128 MB memory
- 7 GB Hard Drive
- CD-ROM
- 3.5" Floppy CD-ROM

B. MICSES USER DESKTOP SOFTWARE TEMPLATE CONFIGURATION

The information in this section pertains to the configuration of hardware and software used by MiCSES end-users in the county FOC and PA offices as well as Support Specialists. The section lists the baseline image that is formally supported and certified for the operation of the MiCSES application. There are two supported options for user desktop configurations: Windows NT and Windows XP. Only these two options (with the appropriate versioning and patch levels) are considered to be MiCSES-certified.

1. **Operating System:** Windows NT w/Services Pack 4 (Certified for J-Initiator 1.1.7.27 – 1.3.1.13)
 - ⌘ **Workstation Baseline Image: (FIA Standard NT)**
 - Novell Client for Windows 4.00.5000
 - Internet Explorer 5.5
 - Acrobat Reader 4.0
 - Norton Anti-Virus 5.02.00
 - Timbuktu Pro 3.2
 - Snagit 5.1.1 (Screen Print software)
 - Groupwise 5.5 (E-mail)
 - Microsoft "Office 97 Professional" which includes:
 - Microsoft Word
 - Microsoft Excel
 - Microsoft Powerpoint
 - Microsoft Access
 - ⌘ **MiCSES Additional FOC Desktop Software NT: (not all software supported by MiCSES)**
 - Central Paternity Registry – CPR
 - MSES 1.0 (Michigan Medical Support Enforcement System – MSES)
 - Guideline Version 16.3 (Child Support Formula)
 - Citrix ICA Client 6.01.963 (CSESDW – Data Warehouse)
 - CIMS – Clinet Information Management System
 - MI-Support – CSS Intranet Documents
 - J-initiator 1.3.1.13 (MiCSES)
 - J-initiator 1.1.7.27 (Mi-CSES Gen 2.x, can be installed concurrent with 1.3.1.13)
 - G-link 32.6.1.7 (VAX Terminal Emulator CSES 1.5.1)

2. **Operating System: Windows NT w/Services Pack 4 (Certified for J-Initiator 1.1.7.27 – 1.3.1.13)**

⊖ **Workstation Baseline Image: (FIA Standard XP)**

- Novell Client for Windows 4.9.000
- Internet Explorer 6.0
- Acrobat Reader 5.0
- Norton Anti-Virus Corporate Edition, Version: 7.6.0.0000
- Timbuku Pro, Version: 5.0 (remote control with Help Desk)
- Snagit 6.0 (Screen Print Utility)
- Groupwise 6.0 (E-mail)
- Microsoft Visio Viewer 2002, can view Visio 5.0, 2000, & 2002 documents
- Microsoft Office XP Professional, Version 10, Services Pack 1. Office includes:
 - Word
 - Excel
 - Powerpoint
 - Access
 - Outlook

⊖ **MiCSES Additional FOC Desktop Software XP:
(not all software supported by MiCSES)**

- Central Paternity Registry – CPR
- MSES 1.0 (Michigan Medical Support Enforcement System – MSES)
- Guideline Version 16.3 (Child Support Formula)
- Citrix ICA Client 6.01.963 (CSESDW – Data Warehouse)
- CIMS – Client Information Management System
- MI-Support – CSS Intranet Documents
- J-initiator 1.3.1.13 (MiCSES)
- Adobe PDF Functionality (MiCSES)
- Adobe AutoPrint 3.5.2
- G-link 32. (VAX Terminal Emulator CSES 1.5.1) – only needed until VAX decommissioning is complete

18. MISDU DISASTER RECOVERY (CONTINUATION OF BUSINESS) SYSTEM

The vendor will identify disaster recovery precautions and processes in use, or proposed, regarding critical components of the system that are vulnerable and essential to daily operations. The plan should provide remote diagnostics on hardware and software to facilitate identification and resolution of problems. A Continuation of Business Plan should consider necessary infrastructure (e.g. backup generators, redundant communication lines, fault tolerant servers, etc.), software, or manual procedures to ensure continuation of operations in the event of short-term processing interruptions.

The disaster recovery plan should include a methodology for business resumption at the original MiSDU facility or an alternate processing facility after a "hard disaster" situation has been declared, processing has been relocated to the "hot site", and the disaster situation has been resolved.

Propose disaster recovery precautions and processes as follows:

- Soft disaster (file corruption/restoration using file saves, or other event recoverable on-site within 24 hours). Required as part of response. A "soft" disaster situation should include a problem escalation process that identifies the time frames for when a "soft" disaster turns into a "hard disaster"
- Continuation of business (processing center or main processing unit disabled for up to 72 hours). Required as part of response.
- Hard disaster (processing center or main processing unit unable to resume operations for at least 72 hours/requires alternate site). If not currently part of established processes, identifies optional costs in cost model.

A full analysis and plan for comprehensive business continuity and disaster recovery planning should be submitted to OCS/MiSDU Management no later than 45 days after the signing of the contract. These documents should contain the description of all strategies,

standards, procedures, schedules, and resources required to complete the recovery process and must be approved by OCS/MiSDU Management. These documents are considered to be part of the deliverables for the contract.

In the event of a local disaster, the MiSDU needs to address many issues. Items below are to be considered and addressed in the response to the ITB/RFP:

1. State staff shall be relocated according to the OCS disaster recovery plan, at State's expense and discretion.
2. All vendor and subcontractor services will be included in the relocation plan. A requirement exists for separate plans from the vendor awarded the contract and for each of the subcontractors. These plans must adhere to the standards set forth in this ITB and State requirements.
3. Disaster provisions will be initiated within 24 hours that a disaster is declared by OCS management, SDU management, or the appropriate authorities. A matrix of MiSDU functions that will be regained is required to be submitted. It shall contain information on which functions will be up and running 24 hours, 48 hours, 72 hours, and 96 hours after a disaster is declared.
4. Email and voice/fax communication between Tier 2 (or similar research unit) and the counties needs to be maintained. The check print and coupon vendors also need to receive their routine files so that the continuation of business is seamless.
5. Timely re-establishment of the MiSDU at its host site must begin within the 24 hour period from when a disaster has occurred and been declared.

14. A "hard" disaster will be deemed any interruption in the functions of the MiSDU anticipated to take at least 72 hours to resolve (subject to OCS management, MiSDU management, or proper authority discretion).
15. Daily backup files will be stored onsite in fire safe facilities to help aid in the recovery of data if necessary.
16. Uninterruptible power supplies (UPS) will be utilized to avoid "soft" and other types of disasters.
17. Business interruption insurance is required to cover costs associated with disaster recovery. The required amount of the policy is estimated to be \$10,000,000.00. The Family Independence Agency/State of Michigan will be the certificate holder.
18. Every odd ending year, process testing at the designated back-up site is required. A full test must be performed to the satisfaction of the State of Michigan's SDU Director.
19. Backup and Recovery procedures should include plans to test the recovery of files on a periodic basis (e.g. 6 months) to ensure that the backup tapes are readable and recoverable.
20. Every even ending year, the contact and communication chain will be verified to the satisfaction of the State of Michigan's SDU Director.

6. All necessary equipment for production and customer services needs to be provided for at the hot-site in the event of a disaster.
7. EFT/EDI transactions must also continue unabated.
8. The hot-site will successfully gain connection to the State of Michigan systems, including connectivity to MiCSES IVR's, MiCSES, and vendor tools necessary to support customer services, MiSDU research, and any other necessary services. Connectivity to State infrastructure to include data exchange gateway and email. Connection of the "hot-site" to all necessary incoming/outgoing entities (coupon & check print vendors, gateway, banking vendor, MiCSES, etc.) will need to occur.
9. Relocation of the vendor's accounting operations will occur as necessary.
10. Relocation of Employer Outreach will occur as necessary.
11. The MiSDU will be required to deposit checks during a disaster as it would on any normal processing day.
12. A "soft" disaster will be deemed any situation, in which communication, data/software, or units of equipment are lost, but can quickly be restored or replaced. This situation should take no more than 24 hours to remedy.
13. A continuation of business plan will be deemed necessary in the event that any single instance causes all or part of the MiSDU operation to be rendered non-operational for any reason for longer than 24 hours, but less than 72 hours. The part of the operation must either be relocated within the MiSDU, to the "hot-site", or be resumed within a 24-hour period at its normal location (subject to OCS management, MiSDU management, or proper authority discretion).

19. COMPREHENSIVE RIGHT TO AUDIT REQUIREMENTS

The Family Independence Agency reserves the right for State and Federal agencies or their authorized representatives to perform financial, performance, or information systems audits, as deemed necessary. The vendor will be given sufficient advance notice that an audit will be performed. The vendor shall maintain books, records, documents and electronic records or media that support the services provided and fees earned in accordance with section I-J of this RFP. These records are subject to examination by the appropriate State, Federal, or FIA representatives. The vendor agrees to make available, upon reasonable notice, during normal business hours, any of the books, records, documents, or electronic records for inspection, audit, or reproduction by the appropriate State or Federal agency or its authorized representative. For information systems audits, the vendor agrees to make available documentation supporting the implementation, configuration, security, and maintenance of commercial or proprietary information systems the vendor uses in conducting business related to the services provided. The vendor will provide any reasonable assistance requested by the auditing party or their designee in conducting any such audit, including installing and operating audit software. The general contractor will be required to include this clause in all subcontracts.

