

STATE OF UTAH



SOLICITATION NO. TS9062

ORS DOCUMENT GENERATION SYSTEM

RESPONSES ARE DUE PRIOR TO:

Jul 22, 2009 3:00:00 PM MDT

RESPONSES MAY BE SUBMITTED ELECTRONICALLY TO:

www.bidsync.com

RESPONSES MAY BE MAILED OR DELIVERED TO:

State of Utah
Division of Purchasing
3150 State Office Building, Capitol Hill
Salt Lake City, Utah 84114-1061

Bid TS9062 ORS DOCUMENT GENERATION SYSTEM

Bid Number	TS9062
Bid Title	ORS DOCUMENT GENERATION SYSTEM
Bid Start Date	Jun 25, 2009 5:43:08 PM MDT
Bid End Date	Jul 22, 2009 3:00:00 PM MDT
Question & Answer End Date	Jul 15, 2009 1:30:00 PM MDT
Bid Contact	Tracey Stevens Purchasing Agent State of Utah Tstevens@utah.gov
Contract Duration	See Specifications
Contract Renewal	See Specifications
Prices Good for	See Specifications
Bid Comments	All QUESTIONS concerning this solicitation MUST be submitted via the BIDSYNC electronic system. PLEASE SUBMIT QUESTIONS EARLY TO ALLOW FOR MAXIMUM TIME TO REVIEW ANSWERS. ----- SUPPLIERS ARE ENCOURAGED TO SUBMIT RESPONSES BEFORE THE STATED END DATE TO ALLOW FOR UNFORESEEN CIRCUMSTANCES RELATED TO SUBMISSION PROCESS. LATE RESPONSES CANNOT BE ACCEPTED. If you have trouble submitting your response or attaching documents in the BIDSYNC site, please contact Vendor Customer Support at (801) 765-9245.

Item Response Form

Item	TS9062-1-01 - PRICING TO BE SUBMITTED PER SPECIFICATION
Quantity	1 contract
Prices are not requested for this item.	
Delivery Location	State of Utah <u>See Specifications for Details</u> * * UT * Qty 1
Description	n/a



State of Utah Request for Proposal

Legal Company Name (include d/b/a if applicable) 	Federal Tax Identification Number 	State of Utah Sales Tax ID Number 	
Ordering Address 	City 	State 	Zip Code
Remittance Address (if different from ordering address)	City 	State 	Zip Code
Type: ☐ Corporation ☐ Partnership ☐ Proprietorship ☐ Government	Company Contact Person 		
Telephone Number (include area code) 	Fax Number (include area code) 		
Company's Internet Web Address 	Email Address 		
Discount Terms (for bid purposes, bid discounts less than 30 days will not be considered)	Days Required for Delivery After Receipt of Order (see attached for any required minimums)		
The undersigned certifies that the goods or services offered are produced, mined, grown, manufactured, or performed in Utah. Yes ☐ No ☐ . If no, enter where produced, etc. 			
Offeror's Authorized Representative's Signature 	Date 		
Type or Print Name 	Position or Title 		

REQUEST FOR PROPOSAL - INSTRUCTIONS AND GENERAL PROVISIONS

1. SUBMITTING THE PROPOSAL: (a) The Utah Division of Purchasing and General Services (DIVISION) prefers that proposals be submitted electronically. Electronic proposals may be submitted through a secure mailbox at BidSync (formerly RFP Depot, LLC) (www.bidsync.com) until the date and time as indicated in this document. It is the sole responsibility of the supplier to ensure their proposal reaches BidSync before the closing date and time. There is no cost to the supplier to submit Utah's electronic proposals via BidSync. (b) Electronic proposals may require the uploading of electronic attachments. The submission of attachments containing embedded documents is prohibited. All documents should be attached as separate files. (c) If the supplier chooses to submit the proposal directly to the DIVISION in writing: The proposal must be signed in ink, sealed, and delivered to the Division of Purchasing, 3150 State Office Building, Capitol Hill, Salt Lake City, UT 84114-1061 by the "Due Date and Time." The "Solicitation Number" and "Due Date" must appear on the outside of the envelope. All prices and notations must be in ink or typewritten. Each item must be priced separately. Unit price shall be shown and a total price shall be entered for each item offered. Errors may be crossed out and corrections printed in ink or typewritten adjacent and must be initialed in ink by person signing offer. Unit price will govern, if there is an error in the extension. Written offers will be considered only if it is submitted on the forms provided by the DIVISION. (d) Proposals, modifications, or corrections received after the closing time on the "Due Date" will be considered late and handled in accordance with the Utah Procurement Rules, section R33-3-209. (e) Facsimile transmission of proposals to DIVISION will not be considered.

2. PROPOSAL PREPARATION: (a) Delivery time of products and services is critical and must be adhered to as specified. (b) Wherever in this document an item is defined by using a trade name of a manufacturer and/or model number, it is intended that the words, "or equivalent" apply. "Or equivalent" means any other brand that is equal in use, quality, economy and performance to the brand listed as determined by the DIVISION. If the supplier lists a trade name and/or catalog number in the offer, the DIVISION will assume the item meets the specifications unless the offer clearly states it is an alternate, and describes specifically how it differs from the item specified. All offers must include complete manufacturer's descriptive literature if quoting an equivalent product. All products are to be of new, unused condition, unless otherwise requested in this solicitation. (c) Incomplete proposals may be rejected. (d) Where applicable, all proposals must include complete manufacturer's descriptive literature. (e) By submitting the proposal the offeror certifies that all of the information provided is accurate, that they are willing and able to furnish the item(s) specified, and that prices offered are correct. (f) This proposal may not be withdrawn for a period of 60 days from the due date.

3. FREIGHT COST: (a) Where "Freight Cost" is listed as a separate line item, suppliers are to provide product line item pricing FOB Origin Less Freight. On the line item for "Freight Cost" suppliers are to indicate the total freight cost FOB Destination Freight Prepaid, and complete the "Freight Information" document. The DIVISION will analyze freight charges separately from the item cost and determine how the shipment will be routed (either by the supplier, or by the State's carrier). (b) Where there is not a line item for "Freight Cost", suppliers are to provide line item pricing FOB Destination Freight Prepaid. Unless otherwise indicated on the contract/purchase order, shipping terms will be FOB Destination Freight Prepaid.

4. SOLICITATION AMENDMENTS: All changes to this solicitation will be made through written addendum only. Answers to questions submitted through RFP Depot shall be considered addenda to the solicitation documents. Bidders are cautioned not to consider verbal modifications.

5. PROTECTED INFORMATION: Suppliers are required to mark any specific information contained in their offer which they are claiming as protected and not to be disclosed to the public or used for purposes other than the evaluation of the offer. Each request for non-disclosure must be made by completing the "Confidentiality Claim Form" located at:

<http://www.purchasing.utah.gov/contract/documents/confidentialityclaimform.doc> with a specific justification explaining why the information is to be protected. Pricing and service elements of any proposal will not be considered proprietary. All material becomes the property of the DIVISION and may be returned only at the DIVISION's option.

6. BEST AND FINAL OFFERS: Discussions may be conducted with offerors who submit proposals determined to be reasonably susceptible of being selected for award for the purpose of assuring full understanding of, and responsiveness to, solicitation requirements. Prior to award, these offerors may be asked to submit best and final offers. In conducting discussions, there shall be no disclosure of any information derived from proposals submitted by a competing offeror.

7. SAMPLES: Samples of item(s) specified in this offer, brochures, etc., when required by the DIVISION, must be furnished free of expense to the DIVISION. Any item not destroyed by tests may, upon request made at the time the sample is furnished, be returned at the offeror's expense.

8. AWARD OF CONTRACT: (a) The contract will be awarded with reasonable promptness, by written notice, to the responsible offeror whose proposal is determined to be the most advantageous to the DIVISION, taking into consideration price and evaluation factors set forth in the RFP. No other factors or criteria will be used in the evaluation. The contract file shall contain the basis on which the award is made. Refer to Utah Code Annotated 65-56-408. (b) The DIVISION may accept any item or group of items, or overall best offer. The DIVISION can reject any or all proposals, and it can waive any informality, or technicality in any proposal received, if the DIVISION believes it would serve the best interests of the DIVISION. (c) Before, or after, the award of a contract the DIVISION has the right to inspect the offeror's premises and all business records to determine the offeror's ability to meet contract requirements. (d) The DIVISION will open proposals publicly, identifying only the names of the offerors. During the evaluation process, proposals will be seen only by authorized DIVISION staff and those selected by DIVISION to evaluate the proposals. Following the award decision, all proposals become public information except for protected information (see number 5 above). A register of proposals and contract awards are posted at <http://purchasing.utah.gov/vendor/bidtab.html>. (e) Estimated quantities are for bidding purposes only, and not to be interpreted as a guarantee to purchase any amount. (f) Utah has a reciprocal preference law which will be applied against offerors offering products or services produced in states which discriminate against Utah products. For details see Section 63G-6-404 and 63G-6-405, Utah Code Annotated. (g) Multiple contracts may be awarded if the DIVISION determines it would be in its best interest.

9. DIVISION APPROVAL: Contracts written with the State of Utah, as a result of this proposal, will not be legally binding without the written approval of the Director of the DIVISION.

10. DEBARMENT: The CONTRACTOR certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction (contract) by any governmental department or agency. If the CONTRACTOR cannot certify this statement, attach a written explanation for review by the DIVISION.

11. ENERGY CONSERVATION AND RECYCLED PRODUCTS: The contractor is encouraged to offer Energy Star certified products or products that meet FEMP (Federal Energy Management Program) standards for energy consumption. The State of Utah also encourages contractors to offer products that are produced with recycled materials, where appropriate, unless otherwise requested in this solicitation.

12. GOVERNING LAWS AND REGULATIONS: All State purchases are subject to the Utah Procurement Code, Title 63, Chapter 56 Utah Code Annotated 1953, as amended, and the Procurement Rules as adopted by the Utah State Procurement Policy Board (Utah Administrative Code Section R33). These are available on the Internet at www.purchasing.utah.gov.

13. SALES TAX ID NUMBER: Utah Code Annotated (UCA) 59-12-106 requires anyone filing a bid with the state for the sale of tangible personal property or any other taxable transaction under UCA 59-12-103(1) to include their Utah sales tax license number with their bid. For information regarding a Utah sales tax license see the Utah State Tax Commission's website at www.tax.utah.gov/sales. The Tax Commission is located at 210 North 1950 West, Salt Lake City, UT 84134, and can be reached by phone at (801) 297-2200.

(Revision 22 October 2008 - RFP Instructions)

REQUEST FOR PROPOSAL Document Generation

Utah Department of Technology Services - Utah Department of Human Services Office of Recovery Services Solicitation # **TS9062**

1 General RFP Information

1.1 Definitions: This section contains definitions for the terminologies which are found throughout this document, including appropriate abbreviations.

1.1.1 ASF (Application Support Facility): ASF is an IBM mainframe computer product used in conjunction with ORSIS for the generation, storage and retrieval of documents.

1.1.2 ATD (Application Type Description): An ATD is the elements, including text elements and system parameters, which are put together as a form/template to define and create a document.

1.1.3 Batch Trigger: In certain ORSIS programs, when particular actions are identified or updates have been made by the worker or the system, the program will create a Document Generation request to generate a specific document without worker intervention. The request will include any basic information (usually at least a case number and a participant ID) which is needed to perform all necessary gathering for the document.

1.1.4 Case Type: The case types used in ORSIS are:

CHFR - CHECK FRAUD

DSPD- DIV OF SRVCS FOR PEOPLE WTH DISABILITIES

FSTR - FOSTER CARE

HCLM - HEALTH CLAIM

INVS- INVESTIGATIONS

IVDS - IV-D CHILD SUPPORT

LIEN - LIENS

MAOS - MEDICAL ASSISTANCE ONLY SPENDDOWN

MDRP - MEDICAL EXPENSES PARENT RESPONSIBLE

MEDL - MEDICAID LIEN

MEDR - MEDICAID REIMBURSEMENT

NHCS - NURSING HOME CHILD SUPPORT

NIVD - NON IV-D SUPPORT

NRHM - NURSING HOME

OPMT - OVERPAYMENT

PRBT - PROBATE

REST - RESTITUTION

SSIC - SUPPLEMENTAL SECURITY INCOME

TORT - TORT

TPLF - TPL FILE MAINTENANCE

USDC - UTAH STATE DEVELOPMENTAL CENTER

USHC - STATE HOSPITAL

VETS - VETERANS ADMINISTRATION

YCOR - DIVISION OF JUVENILE JUSTICE SERVICES (DJJS)

1.1.5 Change Request: This is a request for a change in functionality which is outside of the scope of the project and may require additional time or cost to implement.

1.1.6 Contract Manager: This is a person who is authorized by the agency to manage or administer the RFP process.

1.1.7 Contractor: A contractor is a successful offeror who enters into a binding contract.

1.1.8 Custodial Parent: See 1.1.28, Obligee.

1.1.9 Desirable: The terms "may," "can," "should," "preferably," or "prefers" identify a desirable or discretionary item or factor (as opposed to "mandatory").

- 1.1.10 Determination:** This is an endorsement by the ORS Evaluation Team, including finding of facts to support a decision, which becomes part of the procurement file to which it pertains.
- 1.1.11 Document:** A letter, a memo, a notice, etc. to be sent to a client, which is created when data has been entered--either by ORSIS or a worker--into a form/template in the vendor's proposed Document Generation solution.
- 1.1.12 Document Administrator:** This is the individual in ORS who creates forms/templates and converts Word documents into forms/templates, specifies parameters which are either gathered or worker-entered, identifies global text parameters, identifies default and other distribution channels, etc.
- 1.1.13 Document Cabinet:** This is the location where completed documents are stored in ASF.
- 1.1.14 DTS:** This is the State of Utah's Department of Technology Services.
- 1.1.15 Evaluation Team Recommendation:** This is a written recommendation--which includes all written determinations resulting from the evaluation of proposals, based on pre-determined criteria--which is prepared by the ORS Evaluation Team for submission to State Purchasing.
- 1.1.16 Field:** This is a unit of information (also referred to as parameter) which can be gathered, or entered by a worker, and then merged into a form/template.
- **Conditionally Protected Field:** This parameter value, under certain circumstances, can be modified by the worker who is creating the document. An example of this would be when data is unavailable and cannot be gathered for a form/template but the field is required in the document. A field which is normally a protected field will be changed to be unprotected so the worker can manually enter data into the parameter.
 - **Displayed Field:** This is a parameter for which a value will appear in a document.
 - **Optional Field:** This is a parameter which can either have, or not have, a value. The document can be generated either way, with or without the value being included in the document.
 - **Protected Field:** This is a parameter for which the value cannot be modified by the worker who is creating the document.
 - **Required Field:** This is a parameter which must have a value in order for the document to be processed.
 - **Suppressed Field:** This is a parameter for which a value is not needed in the document but it is used for behind-the-scenes processing. The parameter will not appear in the document but is available in the background for use as needed.
 - **Unprotected Field:** This is a parameter value which can be changed by a worker as needed.
- 1.1.17 Form Driver:** This is a program which presents a set of forms, one at a time, for the worker to complete.
- 1.1.18 Form/Template:** This is an electronically-generated base structure of various documents which contains parts of the various documents (text elements), including static text and parameters (fields), which will be populated with data from either ORSIS or data entered by a worker. After data has been entered from ORSIS or a worker entry, the result is a document, such as a legal document, a letter, a memo, a notice, etc.
- 1.1.19 Form/Template ID:** This is a four-character form identifier for a document which is to be generated in Document Generation. It is the ID which is entered by the worker into ORSIS and passed to Document Generation so that Document Generation knows which ATD the worker wants to generate.
- 1.1.20 GIL (General Information Library):** The GIL is the location where forms/templates and form/template elements--menus, parameters, and text elements--are stored in ASF.
- 1.1.21 GUI:** Graphical User Interface
- 1.1.22 IV-D:** This is Title IV, Section D of the Social Security Act. Child Support Services are administered under IV-D.
- 1.1.23 LCDS:** Line Conditioned Data Stream is a special formatting application for Xerox printers.

- 1.1.24 LDAP:** This is an acronym for *Lightweight Directory Access Protocol*, a set of protocols for accessing information directories. LDAP is based on the standards contained within the X.500 standard, but is significantly simpler, and unlike X.500, LDAP supports TCP/IP, which is necessary for any type of Internet access. Because it is a simpler version of X.500, LDAP is sometimes called *X.500-lite*.
- Although not yet widely implemented, LDAP should eventually make it possible for almost any application running on virtually any computer platform to obtain directory information, such as E-Mail addresses and public keys. Because LDAP is an open protocol, applications are not affected by the type of server which hosts the directory.*
- 1.1.25 Legacy or Legacy Application:** This is an application in which a company or organization has already invested considerable time and money.*
- 1.1.26 Mandatory:** The terms “must,” “shall,” “will,” or “is required” identify a mandatory item or factor, as opposed to “desirable.”
- 1.1.27 Non-custodial Parent:** This is the parent who does not have legal custody of a child.
- 1.1.28 Obligee:** This is a person (or entity) which may be an individual or a third party to whom a debt is owed or on behalf of whom a debt is assigned. An obligee may also be referred to as a “custodial parent.”
- 1.1.29 Obligor:** An obligor is a person (or entity) who owes money on a debt. An obligor may also be known as a “non-custodial parent” or “non-parent obligor.”
- 1.1.30 Offeror:** This is any person, corporation, partnership, or joint venture which chooses to submit a proposal.
- 1.1.31 ORSIS:** The Office of Recovery Services Information System (ORSIS) is the Office of Recovery Service’s mainframe-based case and financial management system. Its features include case referrals; medical claims referral/research; Locate and Interstate processing; Electronic Funds Transfer; reception, allocation and distribution of payments; Intercept/Recoupment processing (including Federal Tax, State Tax, Unemployment Compensation and benefit recoupments); credit bureau reporting; multi-state and in-state Financial Institution Data Matching (FIDM); Document Generation (which facilitates automated generation of over 600 different documents); Process Service tracking; Report Generation (which includes reports generated by COBOL, QMF and Microsoft Access); System User Help (which allows users to access screen and field-level assistance), and Internal System Security.
- 1.1.32 Parameter:** This is an element (i.e., field) in a form/template which allows for the insertion of variable data, including default values, data from ORSIS tables, and/or data entered by the worker. Some parameters may be used in more than one place in the same form/template.
- 1.1.33 Post-processing:** When a document is sent to print, data from the creation of that document is sent to an ORSIS program which processes the information and updates the ORSIS environment in the following areas: Alerts, Attorney General Form(s), Docket, Driver’s License Suspension Status, Events & Event Notes, Overpayment Notice of Agency Action Form, Payment Instruction, Process Service, and Withholding Form.
- 1.1.34 Preferred:** This is the first choice for use in an ORS system.
- 1.1.35 Primary:** This is the main resource used in any given category.
- 1.1.36 Redact:** To redact is to edit, or prepare for publishing. Frequently, a redacted document, such as a memo or E-Mail message, has simply had personal (or possibly actionable) information deleted or blacked out; thus, “redacted” is often used to describe documents from which sensitive information has been expunged.
- 1.1.37 Responsible Offeror:** A responsible offeror is one who submits a responsive proposal and who has furnished the required data to prove that its financial resources, production or service facilities, personnel, service reputation and experience are adequate to make satisfactory delivery of the services or items of tangible personal property described in the proposal.
- 1.1.38 RFP (Request for Proposal):** A Request for Proposal (RFP) is all documents, including those attached or incorporated by reference, which are used for soliciting proposals.

- 1.1.39 TEAM:** TEAM is an ORS application which collects ORS employee information regarding hirings, terminations, extended leaves, or position changes and routes work lists to appropriate staff. Based upon the event, the work lists include actions which must be taken, such as giving access to or taking access from specific systems; making sure a telephone with voice mail is available or disconnected; preparing the work area; providing a computer; providing building access, etc. TEAM is a custom developed Microsoft Access application.
- 1.1.40 Text Element:** A Text Element is a part of a form/template which includes text, parameters, and formatting for a document. These elements are added to an ATD which, when executed, generates a form or letter. For example, a letter may have three different text elements: the address block, the body, and the signature block. When these elements are put together in an ATD, upon generation of the form, the entire letter will be created.
- 1.1.41 Turnkey:** This is a system or software package which has been built, installed, or supplied by the manufacturer complete and ready to operate.
- 1.1.42 User:** This is any ORS employee who is involved in the administration or use of the proposed Document Generation solution.
- 1.1.43 Worker:** This is an ORS employee who uses the proposed solution to generate a document.

*Definition from www.webopedia.com

1.2 Purpose and Background of Request for Proposal (RFP)

- 1.2.1 Purpose:** The Office of Recovery Services (ORS) is seeking responses from vendors regarding products, services, and costs proposed to replace and maintain the Document Generation component of the Office of Recovery Services Information System (ORSIS) with an easier-to-use, more graphically-based application which will be supported throughout the lifetime of the system. The Document Generation component currently uses the IBM product, Application Support Facility (ASF).

The Document Generation component of ORSIS--in conjunction with the Document Writing feature of Application Support Facility, Version 3.2--supports the processing of forms, letters and other documents which will hereafter be referred to simply as "documents." The current version of Document Generation relies on Application Support Facility, V3.2; DisplayWrite370; and COBOL programs within ORSIS for the gathering of data from ORSIS tables and the generation, storage and retrieval of documents.

This RFP requires the platform for this new system to be Web-based and to interface with the mainframe ORSIS application. We encourage any and all vendors who want to submit a proposal to do so. Vendors should realistically estimate the time and cost to complete this project.

- 1.2.2 Background Information:** ORS helps to ensure that parents are financially responsible for their children by providing Child Support Services and support for Children in Care. Through the efforts of the ORS Bureau of Medical Collections, ORS also works to help ensure that public funds are used appropriately. ORSIS also helps support Department of Workforce Services (DWS) Public Assistance Overpayment (PAO) cases. The ORSIS environment automates most of the case and financial management processes for the Office of Recovery Services and Public Assistance Overpayments.

Utah has over 70,000 IV-D Child Support cases, 4,500 Children in Care cases, and 28,000 Medicaid collection cases. ORS serves a total of over 102,000 children. For additional information regarding ORS go to <http://www.ors.utah.gov/index.html>.

ORS collected over **\$211.4 million** in FY2008. Child support collections totaled **\$180.6 million**. Of that amount, **\$158.9 million** was distributed to children and families; **\$15.4 million** was distributed to reimburse State and Federal governments for Temporary Assistance for Needy Families (TANF); and **\$6.3 million** was distributed to the Department of Human Services on behalf of children in the State's care. Over **\$28.7 million** was collected on behalf of the Department of Health. Social Security and State Hospital Adult

collections totaled **\$2.1 million**. Another **\$3.6 million** in fees was collected. The State's share of collections totaled over **\$5.4 million** and was returned to the General Fund. ORS verified insurance coverage on 266,543 Medical Recipients, helping to avoid over **\$147.7 million** in medical costs.

1.2.3 Business Problems

1.2.3.1 Software Longevity: Document Generation currently relies upon IBM's ASF to perform much of the Document Generation function. IBM provides very limited support for this soft-ware. The State of Utah wishes to replace ASF with software which will be supported throughout the lifetime of ORSIS.

1.2.3.2 Functionality Shortfalls:

- A. ASF controls the workers' access to Document Generation and the ability to create documents and store and print from storage through the UPL (User Profile Library). As a maintenance task, there is a duplicate effort in keeping these records synchronized across test and production regions for all new and terminating workers.
- B. ASF menus are data panels which group the ATDs (forms/templates) which are called up through the menu screen, but the menu data is not viewable or maintainable at the form/template level. For example, for any given form/template, the worker cannot see on which menus the form/template appears. As a result, except through a QMF query, there is currently no way to review or maintain menu placement for a single form/template.
- C. Parameters are embedded in the text element as variable names, which can be viewed on-line in DisplayWrite when the controls are turned on. However, there is no way to print the entire text element or an entire form/template with variable names displayed, to use either as a reference or as documentation.
- D. ASF limits the number of parameters to 360 per text element and form/template and the number of text elements to 99 per form/template. These limitations cause undesirable limitations on the design of large forms. In some cases, large forms now have to be generated in pieces rather than from one form record.
- E. ASF limits the output capabilities of the document to IPDS print. Special printer hardware is required to print the document and other workarounds are needed to print the document on high-speed printers. The product does not support PDF output or the ability to create an E-Mail attachment document or to fax a document without additional customization, software, and possibly, hardware upgrades.
- F. Special formatting such as the support of bar code fonts, tables, and images is not possible with this product. Headers/footers can be created, but no data fields can be used within the headers/footers to gather variable information.
- G. ASF limits a worker's ability to generate documents. The worker can only generate documents which are authorized for that worker. However, any worker can view a completed, stored document--even if that worker is not authorized to do so. A worker may also type over values in Document Generation fields, but no audit trail of these changes is available.
- H. Reporting capabilities are limited to QMF queries. No reports are available in the Document Generation system.
- I. Prior to the time that a document is printed, functionality within ASF takes out blank address lines and spaces. However, this does not always work correctly and leaves inappropriate blanks, spaces, commas, etc. in the documents. This creates an unprofessional appearing document which is then sent to clients.
- J. If a worker makes an error in the selection of paragraphs, free-form text or worker-entered variables, ASF requires the worker to restart the document instead of correcting the error.
- K. Because of time constraints in previous development, workers have to enter some variables which are available in ORSIS because these variables are not included in the programs which gather variables for the documents.

- L. The present system does not give workers the ability to begin generating a document and then pause and complete the document later. After the worker has started to generate a document, he/she must complete the document at that time or restart the entire process.
- M. When a letter is being generated, the variables are not presented to the worker in a logical sequence. For example a name associated with other variables may be presented to the worker as first name, another variable, middle name, another variable, last name. The first, middle and last name might not be displayed as a group, or even concurrent variables.
- N. The current Document Generation system has only a limited ability to place data in tables and format the data correctly, especially if the table spans two or more pages.
- O. The current system has limited ability to calculate dollar amounts.
- P. If the current system is generating a set of documents which will be sent together, even though some of the variables in each document are common to all of the documents, it does not fill in variables in every document when the first document is populated. The variables in each document are filled in separately, independent of the other documents in the set.
- Q. When creating a particular document, the current system has limited ability to bring copied text into the new document and maintain the existing formatting for that particular document.
- R. When creating a document, the current system has no way to compare what has been changed in the document with what was there before the document was changed.
- S. The current system requires a separate form/template, one for batch processing and one for on-line processing, even though it is the same form/template which is being used for the document which is being processed by both processing methods.
- T. The current system does not include a review capability so that a manager can review documents which are generated by a new worker and/or documents which should be reviewed before they are sent to clients.
- U. The current system does not allow for an image of the worker's signature to be placed upon the document as it is being generated.
- V. The current system does not allow a worker to open multiple sessions. The worker can only be logged into one Document Generation session at any given time.
- W. The current system does not have user help functionality.

1.2.3.3 Worker Facility: ASF is a 3270-based, character-only system. Entries are field-oriented. Graphical functionality does not exist. Because ASF contains no What-You-See-Is-What-You-Get (WYSIWYG) support, the system is somewhat difficult to use and a worker cannot see what the complete document actually looks like until it is composed and ready to be printed. At this point if an error exists in the document, the worker has to start over in the process rather than being able to correct the error.

ASF does not support multiple, full-function Document Generation sessions. If the system abends or the worker attempts to open a second session, a "user already logged on" error may result. When a worker's mainframe session is interrupted, the system does not automatically log off the worker from ASF.

While ASF does include a screen-level Help function, there is no Help for either the document or the parameter level. Document-level Help would be useful to workers who need help composing the correct text for their documents. Help at the parameter level would be especially useful so that workers could view guidelines and tips for composing a document correctly and determine what kind of value to enter in each field.

After a document is composed, ASF constructs the composed text elements and presents the Variable Parameter Prompting (VP&P) panels--consisting of parameters and their values--for the worker's verification. When a required parameter is not gathered, instead of displaying the VP&P panels in the order the parameters appear in the document, ASF first displays the panel which contains the ungathered parameter.

Thus, when all parameters gather correctly, the worker sees the VP&P panels in one, two, three panel order. But, for example, when the required parameter which is displayed in panel two cannot gather a value from ORSIS, the worker sees the VP&P panels in two, three, one panel order. Because workers expect to see the parameter fields in the logical order in which they occur in the document, when the panels are out-of-sequence, it is confusing to workers as to whether or not a document is completed and ready for processing.

Many parameters gathered from ORSIS have multiple occurrences--the same parameter may be used in iterations in the same document such as for multiple cases, multiple children, multiple time periods, and/or multiple amounts. When the form/template contains numerous, optional parameters which might not be used in the document, ASF does not provide a means of skipping the optional, unused parameters. The worker is forced to go through panel after panel of optional parameter names in order to complete the document. Providing a way for the worker to easily skip optional, unused parameters would save time in generating the document.

ASF does not appear to support the ability to start a document, print/file it in interim storage, and then retrieve it at a later date for final print/store and post-processing (event, alert, process service, docket, etc.) This means the worker cannot start the document before the day of the client's scheduled appointment and then make any needed revisions during the appointment. It is an inconvenience for the client when, as a result of a discussion with the client, the document needs to be revised after, instead of during, the appointment.

1.2.3.4 Maintenance Facility: Currently, maintaining and creating document forms/templates is a long and non-intuitive process. For example, there is no facility to perform a global text search and replace. Fields, variables, required text, optional text and form/template control information must be entered by a trained administrator on screens that are not user friendly. The training for this document administration can be quite involved. We are seeking information for a new Document Generation system which will minimize these complex and often arduous maintenance/administration tasks.

1.2.3.5 Self-sufficiency: Currently, Document Generation products run on an IBM main-frame computer. Much of the system's programming and product support/upgrade work--including tasks such as file reorganizations, upgrading to new software releases, etc.--must be accomplished outside of the confines of ORSIS by the Utah Department of Technology Services, Division of Enterprise Technology (DET). The new Document Generation system should provide for as much of the support as possible to be handled by the Document Administrator and the ORSIS Operations Team (DTS) rather than by DET.

1.2.3.6 Functional Enhancements: New features and procedures--such as allowing the worker to generate, print and store draft iterations of a document before final processing--need to be added to the system. These new functions cannot be easily added within the current Document Generation environment.

1.2.3.7 Disaster Recovery Improvements: The current system provides no means for synchronizing back-up data with the ORSIS database in the event of a disaster, e.g., ORSIS data needs to be restored from back-up data because an errant program has corrupted data integrity. Also, the ASF documents are not well-integrated with the ORSIS DB2 database, thus, either side of the interface may sometimes lose track of a given document because of system crashes and outages.

1.2.3.8 Performance: Including those triggered from batch processing, approximately 75,000 documents are generated per month. Business delays have occurred when document printing is suspended due to a printer device failure. This is of particular concern when the client is waiting to review and sign the document or must (because of State or Federal laws) receive a document within a given time period.

1.2.3.9 Cost Minimization: The new Document Generation system should minimize operational and maintenance costs. Costs of running the current Document Generation sys-

tem include maintenance dollars for ASF, DisplayWrite, DTS Support, DASD storage and computer cycles.

1.2.4 Current Technical Environment

1.2.4.1 Network Data, State Wide Area Network (WAN): SONET Ring, 155 Mbps

- **Ogden Regional Center (ORC):** 40 Megabit Ethernet services are provided by Qwest with back-up microwave T1 circuits which eventually will be upgraded to at least DS3.
- **Layton:** Point-to-Point T1 circuit to DS3 at Ogden Regional Center
- **Salt Lake HK Building and State Office Building:** Gigabit Ethernet between the State Office Building and the ORS HK Building
- **State Office Building and Richfield Data Center:** The connection between the State Office Building and the Richfield Data Center runs on Qwest Geomax service. The backbone is OC48. Richfield and the State Office Building hand off on either end with Gig Ethernet. Only a portion of the OC48 is allocated for ORS use. There is a back-up OC3 connection on the microwave between the Calvin Rampton Building and the Richfield Data Center. The Calvin Rampton Building is also connected to the existing SONET ring with dual protection back to the State Office Building.
- **Provo:** The 40 Megabit Ethernet service is provided by Qwest with back-up microwave T1 circuits, which eventually will be upgraded to at least DS3.
- **Richfield:** Wireless connection to Public Safety Dispatch
- **Saint George:** The ADSL circuit to the router r15-36129 is located at 197 East Tabernacle Street. The ADSL line runs at 192 Mbps upstream and 816 Mbps downstream between 377 East Riverside Drive and 197 East Tabernacle Street. From there, the router connects to a T1 line running at 1.5 Mbps over to Dixie College. Dixie College has LSS Ethernet service from Qwest running at 40 Mbps which connects to both the Richfield Data Center and the State Office Building Data Center.

1.2.4.2 State Local Area Network (LAN)

- Ogden Regional Center LAN: 40 Mbps full-duplex
- Layton ORS Office LAN: 100 Mbps full-duplex
- State Office Building (Capitol) LAN: 100 Mbps full-duplex
- ORS HK Building LAN: 100 Mbps full-duplex
- Provo Regional Center LAN: 40 Mbps full-duplex
- Richfield ORS Office LAN: 100 Mbps full-duplex
- Richfield Data Center LAN: 100 Mbps full-duplex
- Saint George ORS Office LAN: 100 Mbps full-duplex

1.2.4.3 Computing

- Supported servers: Windows 2003 Server (preferred), IBM Z/OS, Netware SUSE Linux
- Databases: IBM DB2 (preferred), MS SQL 2005
- Programming Languages: COBOL, Invision 4.3, Java (primary), JavaScript, JSP, Visual Basic 6 and Visual Studio 2005 (C# and Microsoft.NET)
- Desktop Computers:
 - § Dell 270
 - ◆ Pentium 4.2.4 GHz
 - ◆ 512 MB RAM
 - ◆ Windows XP Professional SP2
 - § Dell 280
 - ◆ Pentium 4.2.8 GHz
 - ◆ 512 MB RAM
 - ◆ Windows XP Professional SP2
 - § Dell 620

- ♦ Pentium 4.2.8-3.0 GHz
- ♦ 512 MB-2.0 GB RAM
- ♦ Windows XP Professional SP2
- § Dell 745
 - ♦ Intel Core Duo 1.8 GHz
 - ♦ 1 GB RAM
 - ♦ Windows XP Professional SP2
- § HP DC7800
 - ♦ Core 2 Duo E6550 processor
 - ♦ 1 GB RAM
 - ♦ Windows XP Professional SP2
- Laptop Computers:
 - § Dell Latitude 810
 - ♦ Pentium M 2.13 MHz
 - ♦ 512 MB RAM
 - ♦ Windows XP Professional SP2
 - § Dell 820
 - ♦ Intel Core Duo 2.2 GHz
 - ♦ 1 GB RAM
 - ♦ Windows XP Professional SP2
 - § Dell Inspiron 5100
 - ♦ Pentium 4.2.66 GHz
 - ♦ 512 MB RAM
 - ♦ Windows XP Professional SP2
 - § HP Compaq nx9420
 - ♦ Intel Core2 Duo Processor T7500 8510p
 - ♦ 1.5 GIG RAM
 - ♦ Windows XP Professional SP2
 - § HP Compaq 8710w
 - ♦ Intel Core2 Duo Processor T7100 (1.8-GHz, 800-MHZ, 2MB L2 Cache)
 - ♦ 1GIG RAM
 - ♦ Windows XP Professional SP2
 - § HP Compaq 8510p
 - ♦ Intel Core2 Duo Processor T7100 8510p
 - ♦ 1GIG RAM
 - ♦ Windows XP Professional SP2

1.2.4.4 Printers

- Local Area Network printers are Lexmark printers which print in postscript or PCL. The Lexmark printers used in this environment are: Optra 3455, T622, T632 and T642.
- The printer used for batch printing is a Xerox Docuprint 2000, 135 Micr. The output is LCDS from the mainframe and it can also support postscript and PDF.
- The desktop printers are: Dell Laser 1700, HP LaserJet 1300, HP LaserJet 1320, HP LaserJet P2015D, HP LaserJet P2055dn

1.2.4.5 Back-up Server Software

- State Office Building: Veritas Backup Exec
- Richfield Data Center: Veritas Backup Exec

1.2.4.6 Imaging Environment

- The IBM Content Management software can accept TIFF images or PDF documents.
- See Attachment C for Content Management Configuration.

1.2.4.7 E-Mail: The State's E-Mail is GroupWise, Version 8. It runs on a Novell server which supports SMTP, IMAP and POP 3.

1.2.4.8 Fax Server: The State fax server is a Windows 2003 server which runs Esker Fax software.

1.2.5 Document Generation Process - Overview of Current System

There are three methods by which Document Generation may be initiated. The first is worker-initiated documents. The second is when a worker is working in ORSIS and the system prompts the worker to create a document. The third method occurs--without worker intervention--from a batch program which processes form triggers which were added throughout the day by ORSIS updates or by nightly batch jobs which run as part of the ORSIS nightly batch processing.

1.2.5.1 Requests - Batch-initiated

Except that there is no worker intervention in batch processing, this processing occurs in a manner similar to Worker-initiated Requests. Except for the ORSIS CICS screens, most of the same ORSIS programs which interface to ASF from the ORSIS on-line system can be used in batch mode. Document Generation (through the interface programs and the request type of the document to be generated) is able to determine whether a request came from the on-line system or from a batch program.

In the current system, batch documents are triggered throughout the day, or from batch processes which run at night in ORSIS. When the triggering criteria are met, ORSIS populates values for prerequisite parameters which will be used to gather other parameters which could not initially be gathered from the database to a table which will be used to create the document in Document Generation.

When the request is from a batch program, Document Generation does not allow ORSIS screens to be displayed, nor does it allow for worker entry. Again, it is the ORSIS programs, not ASF, which make this determination. For a successful batch document, all information necessary to generate the document must: be passed to Document Generation, be gathered directly from the ORSIS database, have a pre-assigned default value, or be marked as an optional parameter.

In on-line mode, error messages display on the worker's ORSIS screen when Document Generation errors occur. In batch mode, there is no place for these errors to display, so there is no immediate notification of errors. Instead, a special alert ("DGDIN," "DGDMS," "DGDRV" or "DGDWH") is written and serves as to alert workers regarding Document Generation errors.

The majority of batch documents print to an assigned printer at the DTS print facility. The remaining documents print to a specific default printer, based on either a printer definition in the ATD of the document which is generated or the location of the worker who is responsible for the ORSIS case with which the document is associated. The batch printing is accomplished using the batch print functionality provided by DW/3270, Version 2.

The batch documents which are printed at DTS are set up to print through a Bell & Howell software product called Transformer. Document Generation functions in the way described above except that the batch print stream is sent to the Transformer product rather than directly to a printer. Transformer adds additional formatting such as intelligent marks and bar code fonts to aid in the sorting and mailing of the document. The document is then printed on a high-speed Xerox printer at the DTS print facility.

1.2.5.2 Requests - Worker-initiated or ORSIS-prompted

1. While viewing an ORSIS screen, the worker requests that a document be generated. In some instances, ORSIS automatically requests the document, or documents, based on a database change which the worker just completed or a form driver which generates a specific series of documents all at one time.
2. ORSIS passes control to ASF, possibly supplying some initial data, e.g., a Case Number.
3. ASF requests some general information (called ATD parameters) from ORSIS, e.g., the worker's default printer ID. This all happens "behind the scenes" without worker

awareness of the process which is occurring. The worker may override the default printer on an ASF screen.

4. ORSIS returns the ATD information to ASF and, for most documents, ASF presents the worker with one or more screens. These screens aid the worker in composing a document, which is divided into sections called "text elements." Some text elements are required for a document and some are optional. For example, if the document is being generated for a particular ORSIS case type, say "IVDS," then the worker may wish to include a section which deals specifically with IVDS cases. For a non-IVDS case, the worker may wish to exclude the IVDS section, or to include a different section in its place. At this point, the ASF screens which are presented ask the worker to choose which optional sections should be included in the document.
5. After choosing all the desired text elements, the worker presses the PF "Compose" key. The worker then presses the Enter key if he/she has selected a form/template which does not allow for any worker text selections. Either the Compose or the Enter selection informs ASF that the document is now ready to be generated. ASF assembles a list of all the sections, required and optional, which will be included in this particular document.

In most of these text elements, data input fields called "parameters" have been defined by the Document Administrator. Each parameter has a distinct name. Some of these parameters are identified as "gatherable," which means that the information to populate these fields should come from the ORSIS database or be derived through ORSIS programs. From the composed text elements, ASF compiles a list of all the "gatherable" parameters and passes that list back to ORSIS.

6. Using the list from ASF, ORSIS queries the ORSIS database to populate as many of the requested parameters as possible. Sometimes there are multiple pieces of data which might properly fill the requested parameter, but ORSIS programs have no way of determining which data should be chosen.

This may occur when there is no rule that can determine to which of many addresses to send a document or in cases where a worker needs to select a child from a list of the obligor's children. On these occasions, ORSIS programs present a standard ORSIS screen to the worker (usually in read-only mode, but occasionally in update mode) and the worker chooses the most appropriate data. In other cases, ORSIS programs present a standard ORSIS screen to the worker who then updates data and commits new data to be gathered from the screen.

Multiple screens may be presented to the worker during the course of data gathering, e.g., an employment screen to choose the appropriate employer; an address screen to choose the best mailing address, etc. After ORSIS has gathered all of the data, it returns control to ASF with all the parameter values populated, or marked as "ungatherable" if the information cannot be determined by ORSIS.

7. ASF presents the worker with a series of ASF screens which ask for the parameters which were not gathered and/or must be filled in manually by the worker. Some of these parameters are optional and some are required. Every parameter falls into one of the following categories:

Gatherable and Updatable: The data is first gathered from ORSIS, but then the worker has the option of overriding the gathered data.

Gatherable and Non-updatable: The data is gathered from ORSIS, after which time the worker may NOT change the gathered data. However, an exception is made if the data could not be gathered from ORSIS. Then the parameter will become updatable.

Gatherable, Non-updatable and Protected: The data is gathered from ORSIS, after which time the worker may NOT change the gathered data. Even if the data could not be gathered from ORSIS, the worker is not allowed to update the parameter.

Gatherable, Non-updatable and Suppressed: The data is gathered from ORSIS, but the parameter does not appear on the Variable Parameter and Prompting Screen, thus, the worker does NOT have the option to change the information. Even if data could not be gathered from ORSIS, the worker cannot update the parameter.

Non-gatherable and Required: The data is NOT gathered from ORSIS and the worker MUST enter the data manually.

Non-gatherable and Optional: The data is NOT gathered from ORSIS and the worker can leave the parameter blank.

There are also parameters which have a default value assigned to them, for example, an interest rate which changes yearly. This default value allows the value to be used in many forms/templates but it only has to be maintained or updated in one place.

After the worker completes all of the input screens, he/she can view or print the document. While viewing the document, the worker may print the document at any time. The worker may also cancel the document any time during this process. The worker then exits ASF. ASF passes control back to ORSIS with the completed document's ID and a success/failure indicator.

8. ORSIS interprets the success/failure indicator which was given by ASF. If Document Generation is successful, the appropriate ORSIS database tables are updated--using ORSIS functionality which is called Post-Processing--to indicate a completed document. ORSIS tables which may be updated include:
 - A. Process Service: If the document is one which requires process service, ORSIS programs add an entry to the ORSIS Process Service table.
 - B. Docket: If the document is one which requires that a Docket row or rows be written for a future court action, that processing is completed.
 - C. Alerts: If an alert needs to be written to indicate that the worker must take some future action, the alert rows are created at this point. Also, any alerts which are no longer needed--because of the document's creation--will be deleted from ORSIS.
 - D. Events & Event Note: Events and applicable event notes, noting that the document was created, are written for historical purposes.
 - E. Create Payment Instruction: When a NLLS or NLLC document is generated, a row is added to the Payment Instruction Table.
 - F. Withholding Form Post-processing: When an auto-withholding packet is generated, the Notice to Withhold Detail record is updated as applicable.
 - G. Overpayment NAA Form Post-processing: The time management completion date is updated with the current date when an Overpayment NAA is created.
 - H. Attorney General Form Post-processing: The Attorney General System (AGR) post-processing (R8X30) is called when an AG referral document is generated successfully.
 - I. Driver's License Suspension Status: This maintains the Driver's License Suspension Status value in the ORSIS Participant Table.

If Document Generation is unsuccessful, then the error message which is returned from ASF is displayed on the screen from which Document Generation was initiated. If multiple documents were triggered, an alert (DGDMS, DGDRV, DGDIN, or DGDWH) is written with the error message included in a note attached to the alert. In this situation the worker is notified through ORSIS and must regenerate the document.

9. After completing all post-processing functions, ORSIS Document Generation programs return control to the original ORSIS screen from which the worker initiated Document Generation.
10. There are six ways in which the data for a document may be gathered:

- A. ORSIS passes information to ASF on the initial call, before the worker ever sees an ASF screen.
- B. ASF processes a behind-the-scenes ATD parameters request to ORSIS.
- C. ASF requests data from the ORSIS database and the gathering programs are able to gather the data directly.
- D. ASF requests data from the ORSIS database and the gathering programs display the appropriate ORSIS screens, from which the worker can either choose the appropriate data or update the screen with information regarding the appropriate data to be gathered.
- E. ASF uses a predefined default value for the field.
- F. The worker manually enters data on the ASF screens.

While all workers have the ability to generate documents in these six ways, they do not have the ability to change the underlying form/template definition or text. It should be noted that in instances 3 and 4, ASF simply passes the request for information back to ORSIS interface programs. It is the interface programs which make the decision either to gather the information directly from the database or to present the worker with an ORSIS screen in order that the data may be chosen.

11. Before the document screens are displayed and before it actually sends the document to a printer, the ASF system performs some formatting on the gathered/entered data and some security checking. This includes:
 - A. Remove inappropriate blank lines. If a line ends with a required carriage return <RCR> and all parameters within the line are blank, then the line is deleted from the document.
 - B. Remove unneeded commas. If a parameter is blank, and is followed by a comma, then the comma is removed.
 - C. Change session type TOVIEW for request type 01 (at session initiation). If the Request Type is 01 (no optional paragraphs allowed) and the worker is not allowed to update the text in a document, then change the DW/370 session from an edit session to a view session.

1.2.6 Current Document Generation Process

- 1.2.6.1:** Attachment C - DocGen Flow Desc.wpd (Document Generation flow narrative)
Attachment C - Visio-DOCGEN Flow Diagrams_1.pdf (flow charts)
- 1.2.6.2:** Attachment D - GWSL.doc (Child Support Obligation Worksheet sample form)
Attachment D - GWSL.pdf (Child Support Obligation Worksheet sample form)
Attachment D - GWSL.xls (GWSL parameters)
- 1.2.6.3:** Attachment E - INEB.doc (National Medical Support Notice sample form)
Attachment E - INEB.pdf (National Medical Support Notice sample form)
Attachment E - INEB.xls (INEB parameters)
- 1.2.6.4:** Attachment F - NACP.doc (Notice of Agency Action sample form)
Attachment F - NACP.pdf (Notice of Agency Action sample form)
Attachment F - NACP PARMS (PARTIAL).xls (NACP parameters)
- 1.2.6.5:** Attachment G - WNWO.doc (Notice to Withhold Income for Child Support sample form)
Attachment G - WNWO.pdf (Notice to Withhold Income for Child Support sample form)
Attachment G - WNWO.xls (WNWO parameters)
- 1.2.6.6:** Attachment H - Y60A.doc (Insurance Claim sample letter and form)
Attachment H - Y60A.pdf (Insurance Claim sample letter and form)
Attachment H - Y60A.xls (Y60A parameters)

For Attachments D through H, the Word sample form/letter is a blank form/letter and the pdf sample form/letter is a scanned version of a "completed" form/letter.

1.2.7 Inventory of Current Forms/Templates

See Attachment I - Inventory of Forms 05-27-2009.doc.

1.2.8 Document Generation Process – General Information

1. Document Generation may be initiated directly from ASF by a worker, rather than from ORSIS. When this occurs, ORSIS is not involved in any part of the generation--no data is gathered from the database, all parameters are worker entered, no events or alerts are written, and post-processing is not invoked.
2. ORSIS security does not limit any worker's use of Document Generation. Access to ASF and the ability to generate any given document is controlled by the User Profile Library (UPL), ASF's security feature.
3. Currently, it takes minimal time for a worker to generate a document. For example, a one-page letter takes approximately one minute to generate, whereas a twelve-page legal document may take up to five minutes to generate.
4. When new forms/templates are implemented, workers are notified on the ORSIS Main Menu screen. Other form/template information, including form/template status, Document Generation clarification and "how-tos," is sent to the workers through electronic mail or is available in a Microsoft Access database.
5. ORSIS report B8X50 is generated monthly and summarizes the types of documents, and number of each type, which were generated by each worker I.D within a team.
6. The current system provides few disaster recovery features. One of these pertains to the reprinting of documents. If, for some reason, batch documents were unable to be sent to a printer (or printers) overnight, a manual method is in place to reprint the files from the previous night(s).

Completed documents are stored in data sets which are controlled by the ASF DB2 database. Back-ups are performed so that if data becomes corrupted, the data may be restored to a given point prior to the corruption. However, there is no synchronization between document IDs which are stored in the ORSIS DB2 database and those in the ASF DB2 database. Therefore, document ID's may reside in the ASF DB2 database even though those IDs, because of data corruption, are not in the ORSIS DB2 database.

7. Currently, ASF provides two regions where document templates are stored--Test and Production. In each region, they are stored in the "General Information Library" (GIL). Changes, updates and/or additions to the document templates are made first in the Test GIL, then moved to Production when they are deemed stable. This movement from Test to Production occurs each night via a batch job stream. The Test and Production GIL are first copied to tape before the update occurs, thereby providing a back-up in case previous versions of the cabinets need to be restored.
8. Presently, only three to six of the most recent months of documents are kept on-line. Older documents are archived to tape to conserve DASD space. It takes several hours for the archiving program to complete one month's worth of documents (approximately 75,000 documents). Because of storage errors, the archive job must often be processed again.
9. The document retrieval process is manual and not at all timely. There is no indicator in ORSIS to reflect whether or not the document has been archived.
10. ORS has never successfully retrieved documents once they have been archived.

1.3 Issuing Office and RFP Reference Number: On behalf of ORS, the State of Utah Division of Purchasing is the issuing office for this document and all subsequent addenda relating to it. The reference number for the transaction is Solicitation #TS9062. This number must be referred to on all proposals, correspondence, and documentation relating to this RFP.

1.4 Submission and Review of Information

1.4.1 Questions: Questions must be submitted through BIDSYNC, <http://www.bidsync.com/>. Answers will also be given via the BIDSYNC site.

1.4.2 Submission Requirements: The preferred method for submission of your proposal is electronic submission through BIDSYNC, <http://www.bidsync.com/>. However, if you do choose to submit hard copies, one original of your **proposal must be received no later than 3 PM, Wednesday, July 22, 2009** at the State of Utah Division of Purchasing, 3150 State Office Building, Capitol Hill, P.O. Box 141061, Salt Lake City, Utah 84114-1061. **Proposals received after the deadline will be late and ineligible for consideration.**

1.5 Award: A contract may be established with the offeror whose proposal has been determined to be the "best value" for the State. There is no guarantee a contract will be awarded, or that any extensions will be awarded. The State reserves the right to cancel this solicitation at any time and not award a contract if it is in the best interest of the State.

1.5.1 Contract Term: The contract term will include the initial period required for the contractor to conduct any necessary start-up activities. All costs incurred by the contractor for the start-up period will be included in the Price Scheduling. The total Price Scheduling Bid which is quoted in the offeror's Price Schedule will be firm and binding. **Pricing must remain fixed for the entire term of the contract unless ORS initiates change requests for functionality which was not identified in this document or amendments to this document.**

1.5.2 Initial Contract Extension: The contract may be extended beyond the original contract period for up to four (4) additional extensions of one (1) year each at the State's discretion and by mutual agreement for optional consulting services, maintenance and/or upgrades.

1.5.3 Potential Contract Length: It is anticipated that after an RFP is issued, the result will be a single-award contract (awarded to one vendor). The contract resulting from this RFP may be awarded for a period of up to sixty (60) months for optional consulting services and maintenance and/or upgrades.

1.5.4 Types of Contracts: There will be one (1) contract from this RFP which includes design, development, testing, ORS application support; training for Agency trainers; training for DTS personnel and implementation of the replacement of the Document Generation system as well as maintenance; and professional services.

1.6 Standard Contract Terms and Conditions

1.6.1 Attachments: Any contract resulting from this RFP will include, but not be limited to, the State of Utah Modified Terms and Conditions, Attachment A, and the Department of Technology Services Standard Terms and Conditions, Attachment B. Also, see 6.1.4, Terms and Conditions.

1.6.2 Ownership Rights: Under this subpart, the State will have all ownership rights in software, or modifications thereof, and associated documentation which is designed, developed or installed with Federal financial participation.

1.7 Offeror's Presentation: A presentation by the offeror, to clarify the proposal, may be required at the sole discretion of the State. However, the State may award a contract based on the initial proposals which are received without discussion with the offeror. After submission of the proposals, if a presentation is required, it will be scheduled. Presentations will be made at the offeror's expense.

1.8 Proof of Concept: After the RFP evaluations are completed, the selected vendor may be notified of the intent to award a contract based upon the successful completion of a Proof of Concept. The Proof of Concept will be presented at the vendor's expense. If the vendor chooses not to provide a Proof of Concept, or is unable to successfully complete the Proof of Concept, the State may at its discretion eliminate that vendor and move to the next vendor, based upon the evaluation scoring. However, the State may award a contract based on the initial proposals and vendor demonstrations without a proof of concept. After submission of the proposals, if a Proof of Concept is required, it will be scheduled.

1.9 Protected Information: The Government Records Access and Management Act (GRAMA), Utah Code Ann., Subsection 63G-2-305, provides in part that:

...the following records are protected if properly classified by a government entity:

- (1) trade secrets as defined in Section 13-24-2 if the person submitting the trade secret has provided the governmental entity with the information specified in Section 63G-2-309 (Business Confidentiality Claims);
- (2) commercial information or non-individual financial information obtained from a person if:
 - (a) disclosure of the information could reasonably be expected to result in unfair competitive injury to the person submitting the information or would impair the ability of the governmental entity to obtain necessary information in the future;
 - (b) the person submitting the information has a greater interest in prohibiting access than the public in obtaining access; and
 - (c) the person submitting the information has provided the governmental entity with the information specified in Section 63G-2-309;

* * * * *

- (6) records, the disclosure of which would impair governmental procurement proceedings or give an unfair advantage to any person proposing to enter into a contract or agreement with a governmental entity, except that this Subsection (6) does not restrict the right of a person to see bids submitted to or by a governmental entity after bidding has closed;

GRAMA provides that trade secrets, commercial information or non-individual financial information may be protected by submitting a Claim of Business Confidentiality.

To protect information under a Claim of Business Confidentiality, the offeror must:

1. Provide a written Claim of Business Confidentiality *at the time the information (proposal) is provided to the state.*
2. Include a concise statement of reasons supporting the claim of business confidentiality (Subsection 63G-2-309(1)).
3. Submit an electronic "redacted" (excluding protected information) copy of your proposal response, which copy must clearly be marked "Redacted Version."

A Claim of Business Confidentiality may be appropriate for information such as client lists and non-public financial statements. Pricing and service elements may not be protected. An entire proposal may not be protected under a Claim of Business Confidentiality. The Claim of Business Confidentiality must be submitted with your proposal, on the form which may be accessed at:

<http://www.purchasing.utah.gov/main/Contractinfo/ConfidentialityClaimForm.doc>

To ensure that the information is protected, the Division of Purchasing asks the offeror to clearly identify--in the Executive Summary and in the body of the proposal--as "PROTECTED" any specific information for which an offeror claims business confidentiality protection.

All materials which are submitted become the property of the State of Utah. Materials may be evaluated by anyone designated by the State as part of the proposal evaluation committee. Materials submitted may be returned only at the State's option.

1.10 Bonding Requirements: This is not required for this solicitation.

1.11 Partnership Proposals: The proposal should be solution-based and creativity is encouraged. Partnerships among multiple providers are allowed. However, there must be a single point of contact and responsibility (Prime Contractor). All information which must be provided about the Prime Contractor, e.g., company name, address, profiles, financial statements, etc., must also be provided for each partner within your proposal.

1.12 ORS Hours of Operation: The Office of Recovery Services is open four days a week, Monday through Thursday, from 5:00 AM until 8:00 PM. Employees work four ten-hour shifts per week.

1.13 Overall Project Timeline

1.13.1 RFP Release by State Purchasing: June 25, 2009

1.13.2 Vendor Questions Due: July 15, 2009

1.13.3 RFP Responses Due from Vendors: July 22, 2009

- 1.13.4 RFP Evaluation Period: July 23, 2009 through August 12, 2009**
- 1.13.5 Vendors' Oral Presentations (if necessary): August 12-27, 2009 (Tuesdays, Wednesdays, and Thursdays only).**
- 1.13.6 Release Best and Final Offer: September 3, 2009**
- 1.13.7 Best and Final Offer Responses Due from Vendors: September 16, 2009**
- 1.13.8 Best and Final Review: September 17-24, 2009**
- 1.13.9 Proof of Concept: October 12-29, 2009**
- 1.13.10 Proof of Concept Review: November 2-5, 2009**
- 1.13.11 Contract Award and Approvals: November 9-26, 2009**
- 1.13.12 Required Work Completion Date: June 30, 2011**

Details of the specifics for each project milestone are provided elsewhere within this RFP.

2 Descriptive Responses - General

For each requirement within this section, provide a descriptive response which sufficiently answers the question. Descriptive responses will be evaluated based upon the response providing the best value for the State. Responses need to begin by referencing the requirement number (e.g., 2.1.1, 2.2.8.2, etc.)

2.1 Vendor Profile

- 2.1.1 Annual Revenue/Annual Report:** The State reserves the right to investigate and confirm the offeror's financial responsibility and listed qualifications. This may include financial statements, financial references and interviews with past buyers of services, consultants, employees and creditors.
- 2.1.2 Company Employees:** What is the number of employees in your company?
- 2.1.3 Company History Summary:** Provide a brief (two-page limit) summary of your company's history in the marketplace. Please identify in your response the length of time that your company has been providing the services which are referenced in this RFP.
- 2.1.4 Distinguishing Factors:** In relation to the requested products, please describe any features, services, or practices your company provides which set you apart from your competition.
- 2.1.5 Offeror's Staff Resources:** Please identify the number of people and the skill sets of personnel who would be involved in this proposed project.
- 2.1.6 Office Locations:** Where are your head office, sales, and customer service offices located?
- 2.1.7 Product Development Employees:** What is the number of employees engaged in product development for the proposed product?
- 2.1.8 Product Sales:** How long have you offered the current version of your proposed solution?
- 2.1.9 References:** Please provide a minimum of three references from customers who use the proposed system in the same or a similar environment to the one described in this RFP.
- 2.1.10 System Integrator:** Is your company the integrator of the proposed system? If not, who is?
- 2.1.11 Years in Business:** State the number of years your firm has been in business.

2.2 Project Management Requirements

- 2.2.1 Change Requests:** How are the customer's change requests managed?
- 2.2.2 Documented Processes:** What documented process is used to implement your proposed solutions? Describe the process.
- 2.2.3 Implementation Resources:** What implementation resources does your company provide?
- 2.2.4 Incorporation:** How is data within existing and legacy systems migrated and incorporated within your system?
- 2.2.5 Issue Resolution**
 - 2.2.5.1 Change Tracking:** How are issues and schedule changes tracked, communicated, and resolved?
 - 2.2.5.2 Escalation:** Discuss your issue escalation process and time frames.

2.2.6 Offeror's Expectations of ORS: What resources are expected from ORS?

2.2.7 Sample Implementation Plan: Provide a sample project implementation plan which includes a schedule and listing of major milestones. Based on your knowledge of our business requirements, estimate the total time required for project implementation.

2.2.8 Service Partners

2.2.8.1 Distribution of Labor: If the vendor is proposing to use other vendors to complete parts of this project, please clearly identify which part of the work each vendor will perform and which vendor will manage the overall project.

2.2.8.2 Integration Partners: What service integration partners are you planning on using during this project? See section 1.12.

2.2.8.3 Point of Contact: Describe how you will provide single point of contact for vendor and billing issues, especially if this is a partnership solution.

2.2.9 Successful Implementations

2.2.9.1 Access: Is it possible to access the proposed system to determine usability?

2.2.9.2 Number: What is the number of successful implementations of the proposed solution with which your organization has been involved?

2.2.9.3 Status: How many of those implementations are currently in service?

3 Descriptive Responses - Proposed Solution

For each requirement within this section, provide a descriptive response which sufficiently answers the question. Descriptive responses will be evaluated based upon the response which provides the best value for the State. Responses need to begin by referencing the requirement number (e.g., 3.1.1, 3.2.8.2, etc.)

3.1 Architecture

Describe the proposed solution. Include a diagram of the solution's architecture. Please include an explanation as to why this solution is most appropriate for ORS needs.

3.1.1 Application Server: Describe the supported application server platform.

3.1.2 Client: Describe the scripts, applets or programs that need to be downloaded to client if any.

3.1.3 Client Installation: What is required to install this product on the client (processor, hard drive space, memory, other software and hardware)?

3.1.4 Client Operating Systems: What client operating systems are supported?

3.1.5 Composition Scalability: Describe composition scalability in terms of pages per second, support for multiple CPUs, multiple servers, etc.

3.1.6 Concurrent Servers: Can concurrent servers be run to ensure 24x7 availability and load balancing?

3.1.7 Environments: Describe how your tool supports the use of multiple technical environments for software development (i.e. development, testing, staging, production)

3.1.8 Fail-over: How does your product provide functionality to support server fail-over?

3.1.9 Mean Time Between Failures: What are the Mean Time Between Failures (MTBF) characteristics of your application?

3.1.10 Network: Describe how the solution will be integrated from a network perspective; include detail on proposed network topology, firewalls, etc.

3.1.11 Operating Systems: What server operating systems are supported?

3.1.12 Performance: How is your product designed to ensure performance and accuracy?

3.1.13 Platforms: What platform(s) does the software reside on?

3.1.14 Processing Volume: What is your approach to supporting peak processing volume? For example, processing will vary from 1,000 to 1,500 documents per day to 4000 plus documents for month end. The total number of documents produced in a month is about 75,000.

3.1.15 Run Time: Describe the run time environment.

3.1.16 Scalability: Describe the system capacity and scalability including any limitations in either the batch or real-time interactive operations.

3.1.17 Security: Describe the encryption methods/algorithms/tools that will be used to protect confidential/sensitive data from unauthorized access.

3.1.18 Server: What are the minimum and recommended server requirements?

3.1.19 SOA: Describe your proposed system architecture in terms of SOA, use of open standards such as XML, etc.

3.1.20 Software: What software would we need to install?

3.1.21 Viruses: Describe how you detect/prevent viruses.

3.2 Integration

3.2.1 Additional Functionality: Describe additional functionality the proposed application will provide above and beyond the requirements which are identified.

3.2.2 Installation Comparisons: Compared to our requested need, describe your most similar application for government or corporate purposes and indicate whether or not it is possible to gain access to this system in order to determine usability.

3.2.3 Limitations: Describe any limitations which your product has in relationship to ORS requirements and describe what might be done to overcome those limitations.

3.2.4 System Prerequisites: List any system prerequisites for your proposed solution. Include hard-ware, software and/or other requirements. Although this RFP identifies the current Document Generation technical environment, the vendor should not be constrained by the current computers, printers, etc. in identifying the system prerequisites for the vendor's proposed solution.

3.3 Database

3.3.1 Administration: Please explain how your system is administered, such as back-up procedures; restoration procedures, and activity and volume reporting.

3.3.2 DB2: The preferred database for ORS is DB2. Please discuss the possibility of your solution using a DB2 database.

3.3.3 Justification: If the answer to 3.3.2 is that it should run locally, why?

3.3.4 Location: Can the required database be located on our database server or is it recommended that it run locally on the application server?

3.3.5 Platforms: What database platforms, including version numbers, are supported?

3.4 Installation, Maintenance and Customer Service

3.4.1 Customer Support

3.4.1.1 Call-in Response Time: What is the typical response time for call-in problem resolution?

3.4.1.2 Coverage Hours: What are your standard coverage hours? Are other options available? What would be the cost of other options?

3.4.1.3 Customer Service: Describe the customer-service level which your organization tries to achieve and how successful you are in achieving your desired level.

3.4.1.4 Dedicated Customer Support: How many people in your organization are assigned as dedicated customer support staff for this product?

3.4.1.5 E-Mail: Is E-Mail support available for Document Administrators?

3.4.1.6 Locations: Where is your help desk staff located?

3.4.1.7 Response Time: What is your guaranteed response time for Document Administrator support?

3.4.1.8 Telephone Support: Is a toll-free and/or local telephone number available for Document Administrators to use to get customer support?

3.4.1.9 Web Chat: Is Web Chat customer support available for Document Administrators?

3.4.2 Installation: How long does a typical installation of your solution require?

3.4.3 Maintenance Philosophy: Provide an overview of the maintenance philosophy which is associated with your proposed solution.

3.4.4 Required Resources: What kinds of resources are required from our Agency?

3.4.5 Software Updates: Describe your company's approach to providing software updates and other configuration management changes.

3.4.6 Support Services: Describe all present and future costs for all software, updates, licensing, maintenance, hardware (if appropriate), other services, etc. which are included in the proposed solution.

3.4.7 UI Customization: Describe the extent to which your system's user interface and features can be customized/configured.

3.5 Reporting Environment

Describe your application's reporting environment and the associated reporting philosophy.

- 3.5.1 Ad-Hoc Reporting:** Does your system provide “canned” and ad hoc reports which can be managed by Document Administrators without dependency on skilled developers?
- 3.5.2 Auditing:** Describe how your product supports auditing.
- 3.5.3 "Canned" and Ad Hoc Reports:** Describe the “canned” and ad hoc reports which are provided in your solution.
- 3.5.4 Developer Support:** When would there be a requirement for a skilled developer in order to produce reports?
- 3.5.5 History:** Explain how the proposed software supports the ability to capture and access a historical view of all documents which are sent to the client and by which distribution channel they were sent.
- 3.5.6 Monitoring:** Describe what types of business activity monitoring are available with your product. For example, monitor how many documents were created by each worker, how long it took to generate each document, etc.
- 3.5.7 Optimization:** Are there any analytical features available in your product which can be used to optimize the output stream?
- 3.5.8 Platform:** Describe the reporting tool platform and the report creation process.

3.6 Document Composition

- 3.6.1 Ad Hoc Documents:** Explain how your product supports ad hoc (free-form) document creation.
 - 3.6.1.1 Archiving:** If ad hoc document creation is supported, how do the ad hoc documents get archived?
 - 3.6.1.2 Document Origination:** Do all documents have to originate in the form/template library?
- 3.6.2 Barcodes:** Explain your product's capability for supporting the generation, positioning and printing of 2-dimensional and 3 of 9 barcodes (in place of intelligent marks, etc.) on forms and for returned mail processing.
- 3.6.3 Calculations/Summations:** Explain how your software supports the ability to define calculations/summations during the generation process, for example, a summary of support owed per child less payments.
- 3.6.4 Change Proliferation:** Explain how a Document Administrator could make a change only once and have the change automatically proliferate to the appropriate, related forms/templates.
- 3.6.5 Document Authoring:** Describe how your product supports authoring of documents, including creation and management of templates, data elements, etc.
- 3.6.6 Effective Dates**
 - 3.6.6.1 Association:** To what can a Document Administrator associate effective dates?
 - 3.6.6.2 Draft Status:** When the effective date occurs, what happens to documents which still have a draft status?
 - 3.6.6.3 Effective Date Support:** How does your software support effective dates?
- 3.6.7 Find and Replace:** Does your software provide “Find and Replace” functionality for the Document Administrator? If so, please describe this functionality.
- 3.6.8 Forced Pagination:** How does your software support forced pagination? For example, per the compliance requirement, the document can only be one page. However, with the addition of some variable content, the document is now two pages.
- 3.6.9 Graphical Interface:** Please describe your product's graphical user interface for defining the various behaviors of the composition engine (i.e., absolute and relative placement of objects, colors, white space, handling page breaks, table headers that may need to span pages, etc.)
- 3.6.10 Help Screens:** Does your software support the ability to customize “help” screens to display during the template generation process?
- 3.6.11 Limitation Factors:** Is there any limit on a document's physical size and the number of parameters and text elements the document can contain?

- 3.6.11.1 Largest:** What are the largest document size and the number of parameters and text elements which can be included in a document?
- 3.6.11.2 Smallest:** What is the smallest document size your product will accommodate?
- 3.6.12 Lock Feature:** Explain how your software supports the ability to “lock” all or sections of the template so it cannot be changed (i.e., margins, address block, compliance-required text).
- 3.6.13 Logic Test:** Explain how your software enables authors to test their logic and content version, such as “what-if” modeling, which is based on different business rules creating different output(s).
- 3.6.14 Multiple Authors:** If one Document Administrator is editing a document, are other Document Administrators prevented from editing the same document?
- 3.6.15 Page Numbering:** Explain how your software supports the ability to number or renumber pages in a document set after the documents have been merged together.
- 3.6.16 Print Preview:** Describe your software’s capability to allow a Document Administrator and/or worker a “what-you-see-is-what-you-get” print preview of a document--both at the document authoring level and at the document print-ready level.
- 3.6.17 Reprints:** Describe your approach to reprints of a document, such as for situations in which an obligor or obligee communicates that “I lost my statement” or “I need another copy,” etc.
- 3.6.18 Search:** Explain how your software enables Document Administrators to create, search, and manage things like content, images, and business rules, e.g., which forms/templates do we have that use “Paternity”?).
- 3.6.19 Security:** How does your software provide security-level access to control the creation, update, expiration, view and sign-off of each document element?
- 3.6.20 Sharing:** Explain how your software enables Document Administrators to share things like content, images and business rules across form/template types and documents.
- 3.6.21 Spelling Checking:** Does your product have the ability to configure the system to allow the Document Administrator/worker to initiate spelling checking, grammar checking and Flesch Score readability features?
- 3.6.22 Subset Pagination:** Explain how your software supports the ability to number a subset of pages in a document set which has been merged together.
- 3.6.23 User**
 - 3.6.23.1 Skill Sets:** What types of skill sets do the various Document Generation users need to have?
 - 3.6.23.2 User Type:** What type of user is typically involved in setting up the variable data components and the associated business rules?
- 3.6.24 Variable Content:** Explain how your software enables Document Administrators to specify variable content and associate business or gathering rules behind the variable content.
- 3.6.25 Variance by Channel:** Explain how the software supports the ability to allow content and/or style to be varied by channel. For example, a letter may contain fancy headers/footers and styling if it is to be printed on a color printer, whereas another version of the letter intended for plain text E-Mail may contain only the crucial body of text in simple style and format.
- 3.6.26 Version Control**
 - 3.6.26.1 Differences:** Will your product allow us to view differences between two versions of a document?
 - 3.6.26.2 History:** Will your product allow us to see the history of changes to a document?
 - 3.6.26.3 Version-control Support:** How does your product support version control?
 - 3.6.26.4 Versions:** Will your product allow us to retrieve earlier versions of a document?
- 3.6.27 Work in Process:** Explain how your software supports the ability to save “work in process” documents and relaunch the documents for editing and data gathering.

3.7 Design Environment

Does the system use a proprietary design environment or does it support commercial design tools, for example, Microsoft and Adobe?

- 3.7.1 Commercially Available Design Tools:** If the system uses commercially available design tools, enumerate each tool which is supported and the current support level. Also describe the functional extensions to each tool as required for fit-for-purpose applicability.
- 3.7.2 Design Data Handling:** Describe data handling within the design environment. Are data mapping, gathering, string processing and calculations supported within the design environment?
- 3.7.3 Interface:** Are Document Administrator/worker required to use a proprietary interface or a design tool such as Microsoft Word?
 - 3.7.3.1 Advantages/Disadvantages:** What are the advantages and/or disadvantages that exist within your interface approach?
 - 3.7.3.2 Interface Revisions:** If the software uses a proprietary interface or a product like Microsoft Word, what happens when, e.g., Microsoft revises its technology?
 - 3.7.3.2.1 Algorithms:** Do conversion algorithms need to be updated?
 - 3.7.3.2.2 Upgrade Efforts:** Describe the steps and level of effort associated with such upgrades.
- 3.7.4 Proprietary Design Environment:** If the design environment is proprietary, describe any limitations in terms of supported content types, importing of styling for existing designs, or any limitations in terms of document types which can be supported.
- 3.7.5 Tables:** Describe tabular and table handling capabilities, including support for complex table formatting, table continuation and table calculations.

3.8 Workflow

- 3.8.1 Document Types:** In what document types can the work be completed, edited, and approved, such as Word, PDF, etc.?
- 3.8.2 Follow-up**
 - 3.8.2.1 Notes:** Is your software able to support "notes" which can be attached to the follow-up reminder as a record of activity?
 - 3.8.2.2 Reminders:** Based on follow-up dates which may be managed in your software, explain how your software supports capability to provide active reminders to all people involved in the workflow.
- 3.8.3 Notification:** Describe how work is assigned to a Document Administrator/worker and how that Document Administrator/worker is notified of the work assignment.
- 3.8.4 Skill Set:** What skill set is required in order to make workflow changes or create new workflows?
- 3.8.5 Workflow Changes:** Describe how workflow changes are made and how new workflows are created.
- 3.8.6 Workflow Management:** Describe how your product facilitates workflow management.

3.9 Product Administration

- 3.9.1 Batch Management:** How does your product support batch job management, including job definition, job tracking and logging, and error reporting?
- 3.9.2 Document Management:** How does your product support document management, including defining categories of documents, data sources, variable data, Document Administrator/worker-permissions, and content approval work flows?
- 3.9.3 Output Management:** How does your product support output management--including device details for printing, E-Mail, archiving, formatting, fonts, trays, and finishing details (binding)--for barcodes, sorting, and packaging?
- 3.9.4 Roles:** Typically, which roles in an organization are involved in administering your system?
- 3.9.5 Skill Sets:** What skill sets are required?
- 3.9.6 Technical Proficiency:** What is the level of technical proficiency required for an application administration resource?
- 3.9.7 Tools:** What types of administrative tools are in place to support this product?
- 3.9.8 Training:** How much training is generally required in order to effectively administer the system?

3.10 Conversion

- 3.10.1 Approach:** What approach would you recommend for converting documents created in Word or ASF which contain variable data which is pulled from a DB2 database?
- 3.10.2 Conversion process:** Describe the typical form/template conversion process which exists for a first-time client.
- 3.10.3 Document Import:** What types of documents are imported easily and with which ones do you have difficulties?
- 3.10.4 Microsoft Word Documents:** Can Microsoft Word 2002 documents be imported into the system without the need for conversion or reformatting?
- 3.10.5 Microsoft Word Documents Conversion:** If Microsoft Word documents can be converted from Microsoft Word into the proposed solution, does the converted document retain the original style, font, formatting, etc.?

3.11 Release Management

- 3.11.1 Custom Changes:** Describe how installing future releases impacts customized changes.
- 3.11.2 Release Management Process:** Describe how your release management process works.
- 3.11.3 Releases:** Provide information on future releases, maintenance and break-fix work.

3.12 E-Mail

- 3.12.1 Formatting:** What type of E-Mail formatting options does your product support?
- 3.12.2 Integration:** How does your product integrate with E-Mail systems?
- 3.12.3 Undelivered E-Mail:** How does your system deal with undelivered E-Mail?

3.13 System Recovery

- 3.13.1 Back-up and Recovery:** Are there any special back-up or recovery considerations?
- 3.13.2 Disaster Recovery:** How does your application support disaster recovery, for example, with a copy of the system, or some other way?
- 3.13.3 Procedures:** What procedures are recommended in order to minimize recovery time?
- 3.13.4 Requirements:** Is anything other than database manager/utilities software required for back-up and recovery?
- 3.13.5 Sequence:** Are there any special recovery requirements, such as an order or sequence of recovery?
- 3.13.6 Special Processes:** Are there any special processes or utilities which must be executed and would make access to the system or the database unavailable for Document Administrator/worker?
- 3.13.7 Synchronization:** What mechanisms are available for synchronization between disaster recovery and production?
- 3.13.8 System Unavailability:** If the answer to 3.13.6 is yes, how long do these processes take and what can be done to minimize system unavailability?

3.14 Quality Assurance

- 3.14.1 Documentation:** What documentation/audit trail is developed during the software development process?
- 3.14.2 Load and Stress Testing:** What load and stress testing efforts are done to simulate the client production environment?
- 3.14.3 Regression Testing:** What regression testing is performed with your software application?
- 3.14.4 User Acceptance Testing:** What is your involvement during the User Acceptance Testing phase of implementation?

3.15 Training

- 3.15.1 Training Delivery:** At what point within the implementation process is training presented?
- 3.15.2 Training Types:** Describe the types of training you provide, such as, training: the trainer, worker, Document Administrator, and/or technical support staff).
- 3.15.3 Typical Training:** What kind of training do you typically provide?

- 3.16 Maximum Prints:** How many prints of a given document can a worker request?
- 3.17 Send Errors:** Please explain what happens if a document which is sent by either fax or E-Mail is not received by the client. For example, the telephone number is not correct or the fax report shows that the fax was undeliverable?
- 3.18 User Access Control:** Please describe in detail your proposed product's user access control system.
- 3.19 Document Recovery:** Please describe what happens to a document, or documents in a series, if for some reason the system shuts down during the creation of a document or documents.
- 3.20 Data Gathering:** Please explain how your product gathers the data (e.g., set up, ORSIS database access mapping, and executing, etc.)
- 3.21 Data Gathering - Document Administrator Setup:** Please explain how a Document Administrator can set up data gathering for existing parameters as well as new parameters.
- 3.22 Licensing:** For your proposed solution and any supporting products, please describe licensing requirements for workers and Document Administrators (e.g., cost per license, concurrent use versus per seat, maintenance, etc.)
- 3.23 Interface:** Describe how the proposed solution may interface with the existing ORSIS mainframe application for both document initiation and data gathering.
- 3.24 Middleware:** Identify any middleware that may be used to communicate between the proposed solution and the ORSIS application.
- 3.25 Batch Processing:** Please identify how batch processing is accomplished in the proposed solution.

4 Mandatory Responses

All requirements within this section are deemed mandatory. ORS and the State of Utah reserve the right to accept or reject your disagreement that any given requirement is considered mandatory. Failure to meet the mandatory requirements may eliminate your bid from further consideration. A checklist for the mandatory requirements is included in the Appendix. This checklist will be used by the evaluators and must be included with your response. Each requirement in Section 4 is a minimal requirement. For each requirement, describe how the proposed system meets the requirement. **Provide a descriptive response that sufficiently answers how each mandatory requirement is met. Responses need to begin by referencing the requirement number (e.g., 4.1.1, 4.2.19.3, etc.) Include the checklist for Mandatory Descriptive Requirements at the beginning of your Mandatory Descriptive Requirements responses.**

4.1 Business Requirements

Any changes to ORSIS which may be required in order to implement the vendor's proposed application will be developed and implemented by DTS/ORS staff.

- 4.1.1 Modified Turnkey:** The offeror must propose a modified turnkey implementation for the proposed solution. The State would like the vendor to train State staff to create documents and data gathering programs in the new application and have State staff complete between 10 to 25 percent of this type of work during the project. This should prepare State staff to take over the maintenance of the product after the project is complete.
- 4.1.2 Minimum Functionality:** The new Document Generation system must incorporate the requirements and processes which are within the current Document Generation system. This does not mean that the vendor's system is required to perform the functionality in the same manner, for example, present mainframe screens to workers so that they can select or add data to be gathered for Document Generation. It does mean that within the vendor's application there needs to be functionality to allow workers to select appropriate paragraphs, select data from a list of possible data, etc. All required functionality which is described in Section 4 of this RFP must be included.
- 4.1.3 Employee Access:** The application must allow users to access the proposed vendor application through a user ID and password.

- 4.1.4 Security Groups:** The application must allow different users different types of access. For example the Document Administrator must have the rights to create templates, workflows, etc. A worker must be able to generate documents and enter parameters, free-form text and distribution channels, etc., if appropriate. Some workers will be able to authorize documents to be sent out while other workers will not.
- 4.1.5 Alternate Worker Access:** The State supports LDAP. If the original worker is absent from work for an extended period of time, or if that worker has terminated his/her employment, the application must allow the Document Administrator--per a manager's request--to allow another worker to access the original worker's work queues and the documents which have been, or need to be, generated. If a worker's signature is required on the document, the signature of the alternate worker, who is now generating the documents, must be on the document instead of the signature of the original worker, who is now absent.
- 4.1.6 Document Generation - ORSIS Unavailability:** Whether or not ORSIS, Content Manager, and/or DB2 is available, the new Document Generation system must support the direct generation and processing of documents and letters. By accessing the new Document Generation system, the worker will be able to conduct business with a client when ORSIS is unavailable and automatic data gathering is limited or unavailable. If a document is generated during the time ORSIS, Content Manager, and/or DB2 is unavailable, the post-processing must occur when ORSIS, Content Manager, and/or DB2 is again available. In any case, document security must be maintained.
- 4.1.7 Document Generation Menu:** ORSIS must be able to: 1) send a form/template ID to the Document Generation system; 2) allow the worker to enter the desired document (Form ID) from an ORSIS screen and have the Document Generation system display the chosen document upon entry into Document Generation, or, 3) if no Form ID is chosen, or Document Generation is entered outside of ORSIS, the system must be able to display a series of menu screens which help the worker choose the desired document.
- These menu screens should have the functionality to take a worker into a more specific series of choices, such as an alphanumeric document list (L15A, INEB, QR09), case-type list (Child Support, Medical, Overpayments) or functional list (Locate, Review and Adjustment, Reconsideration). The system must also allow the worker to bypass menus and go immediately to the desired form. A "Favorites" section, which lists a given worker's most used menu items, could also be available for frequently used menu items.
- 4.1.8 Document Completion:** The worker must be able to cancel a document which has been designated as one for which a cancellation function is allowed. At any point during the generation of the document, the worker must be able to store a document as a draft. When a draft is stored, or cancellation occurs, no post-processing should be done. When the draft copy is finalized and printed, sent by fax or E-Mail, etc., post-processing must occur.
- If the worker has been prompted by ORSIS to generate a document and the document has been designated as a document that the worker must generate, the worker cannot cancel the creation of the document.
- The application must allow a worker to view the parameters and gathered values in the draft document before printing, sending by fax or E-Mail, or storing the document in Content Manager. When the parameter is defined as unprotected, workers must have the capability of overriding the gathered values. On the other hand, the worker must not be able to override the gathered values of a protected parameter. For any conditionally protected field (unless the field is suppressed), the worker must have the ability to input the data manually when the data is unavailable from ORSIS.
- 4.1.9 Performance Requirements:** In the current Document Generation system, it usually takes less than one second from the time the worker presses an "action key" on the key-

board to the time that the next screen is presented. For particularly data-intense forms/templates, this response time may increase slightly.

The new Document Generation system must maintain this rapid response time. For example, in a server-based system, the data transit time, the LAN traffic allowance, the server processing time, etc. must all be taken into account. However, the response time still needs to be between sub-second and two seconds.

4.1.10 User Support: There are approximately 550 Document Generation users and two administrators in the current system. As caseloads and staffing levels increase in the future, the new system must be capable of supporting any additional Document Generation users. The vendor must identify all costs associated with user increases, for example, additional licensing, etc.

4.1.11 User Desktop Hardware: The vendor must identify the desktop hardware which allows the users of the proposed application(s) to function at an acceptable as well as an optimal level. Vendor recommendations should not be constrained by the State's existing desktop hardware/software.

4.1.12 System Availability: The new Document Generation system needs to be stable and kept active for workers during the same hours as ORSIS activity. This usually includes 5:00 AM start-up to 8:00 PM shutdown six days a week. Between 8:00 PM and 5:00 AM, the ORSIS batch job stream runs. The proposed system needs to be available whenever ORSIS is available and/or for Document Generation batch processing.

4.1.13 System Maintenance: All maintenance to the Document Generation system hardware and software needs to be completed during the ORSIS maintenance window (Sundays, 6:00 AM to 12:00 Noon).

4.1.14 Printing Hardware/Software: The vendor must identify the LAN printing hardware and software which allows the users of the proposed system to function at an optimal level. Except for the batch printer at the DTS print facility, vendor recommendations should not be constrained by the State's existing LAN printing hardware/software. The proposed solution must support the batch printer at the DTS print facility and all Document Generation printing needs.

The new Document Generation product should provide all the necessary printer drivers so that, regardless of the physical printer which is selected, documents will look the same. This includes providing support for standard formats and fonts across the entire Document Generation system. The new system must support varying fonts such as "check box" formatting, small font sizes, superscripts, subscripts, foreign language characters, barcode fonts, etc.

In the current Document Generation system, different paper trays may be selected for each page of a document. This functionality must be retained in the new Document Generation system, or, a method must be provided which will allow for electronic forms/templates, such as letterhead or medical forms/templates, to be stored in the printer.

4.1.15 Color Printing: When needed, the proposed solution must support color printing and have the ability to route prints to a color printer.

4.1.16 Document Distribution Selection: In the current Document Generation system, at the beginning of the generation of a document, the worker's default printer ID is automatically gathered. However, the worker may change to a different printer ID if needed.

The new Document Generation system must provide a user-friendly method wherein the document distribution channel (local print, batch print, E-Mail, fax, etc.) can be changed at anytime during the generation of a document, or at the very least, at the conclusion of the generation, prior to sending the document through a particular distribution channel (local print, batch print, E-Mail, fax, etc.) If it is appropriate, the Document Generation system

must allow the Document Administrator, or worker, to specify that a document is to be sent through multiple distribution channels (local print, batch print, E-Mail, fax, etc.)

However, the Document Administrator should be able to set up certain parameters in forms/templates so that a document can be distributed only through designated channels (local print, batch print, E-Mail, fax, etc.) This should be controlled at the form/template level. However, in some cases, and for certain documents, the worker must be allowed to distribute documents through these designated channels (local print, batch print, E-Mail, fax, etc.) on an as-needed basis without affecting the general setup of the worker's printer selection.

When triggered from the ORSIS batch system, the system must be able to support these varied distribution channels (local print, batch print, E-Mail, fax, etc.) on a document-by-document basis. For example, one form/template may gather its printer ID from ORSIS--based on the office ID--while another may be defined in the Document Generation system. It is the intent of the State that, initially, most documents will print at the DTS print facility.

Additionally, when the distribution channel is defined in Document Generation, in order to prevent test documents from being distributed to a production device, there must be a means of maintaining different document distribution paths across the development, test and production regions.

4.1.17 Printing/Output Functionality: The proposed system must support enhanced document distribution by allowing: 1) the worker to vary the number of prints of a document; 2) the Document Administrator to define the number of prints at the form level; and 3) two-sided printing, on a form-by-form or page-by-page basis. It must also have the capability to recognize which pages need to be "front-facing" (i.e., cannot print on the "back" of another page).

For on-line processing, the new system must allow for multiple outputs such as printing, fax, E-Mail, document storage, etc. This could help decrease the time and cost of mailing a document.

The new system must allow for batch printing based on either a printer ID passed from ORSIS or a printer ID which is set up in the document. For batch printing, the new system must allow multiple outputs such as printing, fax or E-Mail, document storage, etc.

Generally, for on-line processing, the completed document should print at the requesting worker's default printer. However, functionality should also be available which would allow the Document Administrator (see 4.1.15) or, when appropriate, the worker to set the distribution channel(s) to: send the document to a central location for high-speed printing and mailing; fax the document to a specified fax number; and/or send the document via E-Mail to a specified E-Mail address. Regardless of the output option, the worker must have the capability to override his/her selection during the generation of the document. See also 4.1.71.

4.1.18 Document Storage: The proposed solution must have the ability to store completed documents for up to 12 months and send appropriate documents to ORS' IBM Content Manager. The vendor's application must be able to send Tiff COT 4 documents to ORS' IBM Content Manager for storage. If Content Manager is unavailable, the proposed solution must be able to temporarily store the documents until Content Manager becomes available and then send the documents to Content Manager.

4.1.19 Automatic Formatting: Minimally, the proposed solution should have enough intelligence to format text and graphics in the most presentable format. For example:

1. If a form/template has four lines for an address, but the worker enters only three lines of text, the extra blank line should be removed.
2. If extraneous commas remain because a certain field was not completed, the comma(s), and any accompanying extraneous spaces, should be removed.

3. Widow/Orphan checking should be performed so that stand-alone lines are not left at either the top or bottom of a page.
4. Sections of text which are not necessary, because certain options were not chosen, should be removed from the document without leaving blank sections or lines.
5. Any graphical elements should be situated in the document so that they are not split across pages. If necessary, text should wrap around the graphics.
6. Document formats need to contain the intelligence to produce documents on pre-printed paper forms, placing text and graphics correctly on each page.
7. It should be possible to insert bar codes, which will accommodate State Mail in processing documents through high-speed mail sorting and envelope stuffing equipment.
8. There must be functionality to change formatting so the document will fit on a specified number of pages. This may include the document being reduced in size or reformatted before processing. However, so that ORS will continue to receive the discounted postal rate for using a standard address font, the address blocks of letters should not be adjustable but should remain in a consistent location and size on the finished document.
9. Any text appearing in a document should be able to be converted to a barcode (for example, Data Matrix (2D) barcode). This barcode may be used in the address block to identify return mail processing or to scan for imaging and distribution in Content Manager and used instead of intelligent marks for document sorting and stuffing.
10. Along with other gathered data, the application must have the ability to create and include correctly formatted tables (for example, Microsoft tables or spreadsheets) in the document.

4.1.20 Batch and On-line Processing: The proposed solution must be able to process documents in both a batch mode (processed as a “batch” without any worker intervention) and an on-line mode (with worker involvement). Both batch and on-line processing must be able to occur simultaneously. Batch jobs in both Test and Production should be able to run simultaneously.

The generation of batch documents currently begins at 5:00 AM and is normally completed sometime in the morning. It is possible that Document Generation could be operational during the ORSIS batch processing. However, “DB2 911 page lock” concerns may prevent the proposed solution from being operational during the ORSIS batch window. The current 5:00 AM start time has been sufficient on normal run days but can be a problem when a large volume of documents is processed. During large run sessions, processing can take several hours to complete. Preference may be given to a system which can handle a larger volume of documents.

Batch processing requires no interaction by the worker. This means the proposed solution should be able to process batch document triggers and print and store documents without a need for the worker to view the document.

The on-line processing must be real-time and allow the worker to generate a document on request or when prompted by ORSIS to generate a document.

4.1.21 Forms/Templates: The new Document Generation system must have the functionality to define standard pieces of text (text elements) which might be included in numerous documents. Some optional selections, when chosen, may cause other selections to be automatically chosen as well. Each form/template will be composed of one to numerous text elements. A standard form/template must be able to accommodate both required and optional text elements. Optional text elements will not be included in the completed document unless they are selected by the worker or are automatically chosen based on other selections. For example, form ABCD may contain the following required and optional text elements:

Standard Heading	Required
ABCD Beginning Text	Required

Call for an Appointment	Optional
Report to Office on a Specific Day	Optional
Sign and Return Enclosure	Optional
ABCD Ending Text	Required
Standard Closing	Required
ABCD Enclosure	Optional

The required text elements will appear in the document. Related options will only require the worker to select the first option and then the other options related to this selection will automatically be included in the document. For example, if a letter is set up to go to either an obligor or an obligee and the worker decides to send the letter to the obligee, after the worker determines that the letter will go to the obligee and selects the first obligee option, all text related to the obligee will be selected automatically and included in the document.

In this example, the reusability of certain text is also illustrated. The text elements Standard Heading, Call for an Appointment, Report to Office on a Specific Day, Sign and Return Enclosure, and Standard Closing may be used in many different forms/templates to create many different documents. The other text elements: ABCD Beginning Text, ABCD Ending Text and ABCD Enclosure are probably used only in form/template ABCD.

As well as allowing a form/template to be created with optional paragraphs, the Document Administrator must be able to give the form/template a name, a security level, set required or available distribution channel(s) and define whether or not each set of predefined text is required or optional. The application must also allow a worker to view both optional and required text throughout the composition of a document.

The current Document Generation system can associate "hidden" parameters with the appropriate forms/templates. Although these parameters do not appear in the document, they are used for other functions.

The new Document Generation system must have the capability to: 1) add to a form/template both parameters which are included and used in the form and parameters which are not included in the form but are used in background processing; and 2) support both the reusability of standard text elements and the use of optional text elements in its forms/templates.

ASF limits the number of parameters per form/template to 360 and the number of text elements per form/template to 99. The proposed solution cannot have these limitations.

4.1.22 Form-level Security: In the current Document Generation system, all Document Generation security is maintained in ASF. This includes the authority to access the Document Generation System and security so that only authorized workers can generate certain documents. In general, the standard text on a form/template is protected so that a worker cannot change the text in the document.

The current Document Generation system does not limit the viewing and printing of documents which are stored in the document cabinet to authorized individuals, and there is no tracking of any changes which have been made to gathered parameters during the generation of a document. The proposed solution should limit document access and preferably track all changes.

Those who can view or print a stored document should be limited to the responsible agent, or another team member, as well as those in the management chain. There must be an audit trail for any documents which have had the gathered parameter values changed by the worker during the generation of a document. The proposed solution must be able to save the document to a short-term storage method and/or to ORS' IBM Content Manager.

In order to generate a document, the worker must meet similar security requirements as exist in ORSIS. For example the worker must be the responsible worker or a member of the responsible worker's team.

- 4.1.23 Environment Regions:** The proposed solution must be able to support testing and production regions. The ORSIS Development and Test process includes the following: 1) Development (DV), 2) System Integration Testing (SIT), 3) User Acceptance Testing (UAT), 4) Training, and 5) Production.

The Document Administrator creates and tests forms/templates and parameters in the Development region. When Development testing is completed, the form/template is migrated to the SIT region for testing and moves on from that point until the UAT testing is completed.

At that point, the form/template is migrated to the Production region. The migration from testing through the different regions must support the moving of individual pieces such as text, parameters, or forms and mass migrations. After the initial Document Generation system is installed, the Document Generation testing region must be able to interface with the ORSIS testing region without creating changes to ORSIS programs.

Note that the training region simulates the production environment. It is used to train workers on all aspects of the ORSIS environment.

- 4.1.24 System Documentation:** The proposed solution must be fully documented. The State staff who are responsible for maintenance must be able to make appropriate changes to the application by referring to the documentation. The documentation must be similar in detail to the documentation outlined in the "ORS Cookbook" and "ORS Web Development Standards." Upon request, these documents will be provided to a proposing vendor.

- 4.1.25 User Interfaces:** Prior to printing the document, without having to recreate the document upon discovering an error in the generated document, the worker must be able to return to the point of the error to make a correction. This is only true for items which the worker was able to enter into the document. In most cases, a worker must not be allowed to edit the standard text of the document.

Without having to cancel the document and start the generation process again, the proposed solution must provide for the ability to add a "text element," for example, an optional paragraph, to the document after initial selection of "text elements" has been composed. Any parameters included within these newly composed text elements would also need to be gathered.

The proposed solution must allow a worker to stay in a document which is being generated and also open a new ORSIS session where incorrectly gathered or missing data could be corrected or added. Upon return to the application where the document is being generated, the worker should be able to initiate an update of all parameter values which have been gathered for the document.

- 4.1.26 GUI:** The user interface should be a GUI which is as user-friendly as possible. For example:

- A. Menu bars should be provided wherever feasible.
- B. For any LAN-based solution, Point-and-Click and Drag-and-Drop functionality should be incorporated into the system.
- C. A "Preview" mode should be provided so that the worker can see what the printed document will actually look like. From this preview mode, the worker should be able to save the document as a draft, change the mix of selected text elements and refresh the parameter values, change the value of any unprotected parameter value, or store and print the document as a final document.
- D. A context-specific help system should be provided so that, should any additional information be required, the user can get on-line assistance for the vendor's application.
- E. The application must have functionality which will allow forms/templates to use drop-down lists which are populated with table values from ORSIS.
- F. If appropriate, workers must be able to select multiple items from a dropdown list.

- 4.1.27 Series Forms/Templates Definition:** The proposed solution must allow the Document Administrator to define a group of forms/templates which will be generated in a series

(such as Interstate forms and guideline worksheets). This would force a worker through a predefined set of forms/templates which must be generated together.

4.1.28 Series Document Generation: When a worker wishes to generate several documents which belong to a pre-defined series, the proposed solution must allow the worker to step through the forms/templates. Common data--Case Number, etc., should be used for each form/template in the series without the worker needing to regather the data. Based on requirements set up in ORSIS, ORSIS post-processing must be done for each document which is generated from the series.

4.1.29 Grouped Documents: The proposed application must allow a worker to add documents to a defined group of documents. For example, a worker may be generating a Notice of Agency Action. The notice requires at least one guideline worksheet. The guideline worksheet is used to determine and set the support amount for both parents and those amounts are referenced in the Notice of Agency Action document. The worksheet is generated prior to the time that the Notice of Agency Action is generated but both documents need to be printed and mailed together. The new system must give the worker the ability to locate the related guideline worksheet, which was previously generated, and attach it to the Notice of Agency Action for the joint printing and mailing.

4.1.30 Administrative Facilities: For document template creation, the proposed solution should have a fully functional word processing facility which includes entering text, font changes, bold, underline, word wrap, page breaks, keeping text blocks together, Widow/Orphan control, page numbering, spelling checking, etc. It should provide a user-friendly, simple manner for creating and revising forms/templates in order to expedite implementation of new forms/templates and to enable quick response to new business practices and legal requirements or necessary changes which are identified by workers.

There should be a forms/templates global text search capability. There should also be the ability to search for any text element, parameter, form/template, menu, and/or stored document through several different methods. The Document Administrator should be able to search by using a wild-card search anywhere in the name and return any elements which fit the search, such as modified date (last modified date, range between given dates, and before given date) and/or last modified by Document Administrator.

The Document Administrator must be able to classify forms/templates so that each document may be generated only by workers who are authorized for that document classification. Any particular worker may be linked to one or many classifications.

The Document Administrator must be able to assign priorities to a form/template, such as Cancel Allowed, maximum number of prints, etc. The Document Administrator must also be able to mark parameter values on any document as either "protected," "conditionally protected," or "unprotected." In general, each input field should have the following settable attributes:

Protected vs. Conditionally Protected vs. Unprotected
Optional vs. Required
Displayed vs. Suppressed
Gatherable vs. Non-Gatherable

The proposed solution must be able to define a set of parameters which are reusable in many documents. The proposed solution should also allow the Document Administrator to define parameter attributes such as description, length, optional or required, protected or unprotected, and gathered or worker entered.

The application must provide either a "where used" function or other reporting capabilities in which the Document Generation database can be queried and produce cross reference reports which list the following types of information:

- A. Text elements and parameters by form/template
- B. Text elements and form/template by parameter

- C. Form/template and parameters by text element
- D. Menus by form/template
- E. Documents which can be created by different security groups (groups of workers)
- F. Users in a security group
- G. Security groups by user
- H. Draft documents older than a certain date

The proposed solution should provide a means to view and maintain menu placement at the form/template level. This would allow the Document Administrator to quickly find all related menus for a given form/template because any given form/template may be listed on multiple menus.

Currently, there is functionality to change parameter attributes in ASF through a QMF query. This makes it possible to change the attributes of a parameter and put the change into effect everywhere the parameter is used, without requiring added changes to each text element and form/template which uses the parameter.

The proposed solution should also provide functionality to make these parameter changes without changing the other elements of the form/template and should provide a one-step method to change the attributes of multiple-occurring parameters, for example, all case numbers for a participant, all participant IDs, names and birthdates of children on a case, etc. It also should allow for local parameter overrides but have a means to track the parameters which have special attributes.

Currently, ASF provides a cumbersome means of printing forms/templates and text elements with the parameter names in place of their data values. The proposed solution must provide an efficient way to print a document which displays the parameter names in place of the variable text.

4.1.31 User Training: The proposed solution will require training for all workers and Document Administrators who use the new Document Generation system. The normal staff training process which ORS uses is for the vendor to train ORS trainers who in turn will train ORS staff.

The proposed solution must provide a Document Generation training manual, in an electronic format, which includes sections on Document Generation administration or creation of document templates as well as initiation, text composition, data gathering and entry, parameter editing, document previews, storage/retrieval, printing, and vendor files which will be used for ORS document post-processing. This manual will be used for initial training and in subsequent new employee orientations and as a reference.

ORS is moving into Web presentation of training. Preference may be given to a vendor who provides for Web-based training.

4.1.32 System Maintenance: As much as possible, the proposed solution should allow the Document Administrator to perform the Document Generation maintenance. This maintenance would include updates to forms/templates, archiving and retrieving of data, data security administration, data reorganizations, data defragmentation, product updates, and product maintenance.

It is understood that certain functions may still need to be performed by other personnel. For example, in a LAN-based solution, DASD configuration and LAN-based security may still need to remain in the hands of a LAN Administrator. However, during the design of the system, it should be kept in mind that the maintenance functions which cannot be performed by a Document Administrator must be kept at a minimum.

The proposed solution should provide a reporting ability which monitors the system's response times. This would allow the Document Administrator to plan for future requirements well in advance of any "response crisis" which might develop.

4.1.33 Disaster Recovery: In the event of a disaster/recovery situation, if ORSIS goes down, the pro-posed solution must be able to provide post-processing information to ORSIS for documents which were printed during the time in which ORSIS was unavailable.

Also, during everyday use, it is possible that ORSIS will go down during the time a document is being generated. In this case, there needs to be an automated way for the proposed solution to place the information in a location where ORSIS can access it or send the post-processing information regarding documents which were generated from the time ORSIS went down until it was back on-line.

The proposed solution must have a method for guaranteeing that once a document is generated, that information will be returned to ORSIS for post-processing.

4.1.34 Security: Currently, worker authorization for Document Generation is kept in two ASF regions in the User Profile Library (UPL) based on an assigned user ID. Because of the multiple regions, duplicate setup of a worker ID is required in each region. The proposed solution should provide a centralized location for security IDs and properties so that they need only to be updated in one place when changes are necessary. If a centralized location is not possible, the proposed solution must provide for all updates to security in one location to be automatically synchronized in all locations where security parameters are stored.

4.1.35 Generational Documents: The new Document Generation system must provide the capability for "generational" documents. A worker should be able to revise a document and save the revision without altering the original document.

The State has a number of documents which are generated and sent to clients. The client then has the opportunity to notify the State that information in the document is incorrect. In this case, if the State agrees with the client, the document is revised and again sent to the client. This process may go on through several iterations of the document. After the State and the client have agreed that the document is correct, then another document is created and both a representative of the State and the client sign the document.

One way to handle these documents is to store them in ORS' Content Manager and also save a copy in short-term storage in the vendor's application so that the document can be revised from the original and resent to the client as appropriate. In addition, whenever a worker submits a document for distribution, then the vendor's application should send the document to Content Manager. In cases where documents are resent to clients, the re-sent document must include the same security which was in the original document.

Every time a document is generated, it must be tracked separately by assigning each revision a unique Document ID. For example, if the first document were given the ID number 12345, then a changed document might be given the designation 12345-A, followed by 12345-B and 12345-C, etc. for each subsequent update of the document.

The proposed solution must provide separate post-processing for each generation of the document so that ORSIS can do the post-processing, such as updating Process Service records, NTW updates, and Events/Alerts, etc.

4.1.36 Help Functionality: The proposed solution must provide user "Help" on at least three levels: 1) field-specific, 2) procedure, and 3) format. For example:

- 1) In field-specific level, a worker should be able to click on any input field with his/her mouse and receive immediate display of a Help window which describes the field and gives some explanation as to what data or code should be entered in that field.
- 2) In procedure level, Help should assist workers regarding what steps need to be taken to generate a document, what is meant by "required vs. optional" elements, etc.
- 3) In format level, there should be Help at the document, text element, and parameter level with built-in intelligence to provide specific instructions which are based on the selections made up to the point of the Help request.

4.1.37 Spelling Checking: The proposed solution should provide a comprehensive spelling checking function. This function must have the ability to check the spelling of the standard text when the templates are created and the ability to check the spelling of parameter values which are entered by the worker.

On a document-by-document basis, the spelling checking function should provide the ability to have certain fields excluded from the spelling checking process, for example, Participant ID, Employment Number, etc. The proposed solution should allow words to be added to the spelling checking dictionary so that they will not appear as potentially misspelled words.

4.1.38 Current System Data Conversion: Within the current system, there are two separate areas which could be converted. They are completed documents and forms/templates. Completed documents which have been generated and stored in ASF will not be converted into the proposed solution.

For conversion of forms/templates, the following applies. More than 600 form/templates exist in the current Document Generation system. These forms/templates are stored in the ASF Document Cabinet (GIL). Form/template definitions determine how a document will appear to the worker on the screen and what text is composed, optional, etc.

Approximately 5000 text elements exist in the current system. The text elements include text, formatting controls, and parameter names.

Approximately 8500 parameters exist in the current system. They include parameter definitions such as protected versus unprotected, optional versus required, displayed versus suppressed, and field lengths and default values.

The proposed solution should provide a way to electronically convert forms/templates, parameters, text elements, menus and user records (i.e., ID, security, etc.) into the format required by the new software. In order to take advantage of features within the proposed solution which are not available in the current system, it is understood that this conversion may require some manual adjustment by the Document Administrator prior to going into production.

However, all the information which currently exists in the ASF forms/templates should convert to the new format. A ninety-seven percent (97%) conversion rate will be deemed successful. Any data which did not convert must be able to be manually completed by the Document Administrator within the allotted conversion time period. To achieve this 97% (or greater) conversion rate, a series of trial conversions will be conducted in the months preceding production changeover, during which the conversion programs will be refined and improved.

4.1.39 Post-processing: ORS' intent is to have the vendor write or pass all the forms/templates data to ORSIS for post-processing. The proposed solution must be able to provide post-processing information to ORSIS at the point where a document is completed and printed, sent by fax or E-Mail, etc. The proposed solution must be able to send information to ORSIS indicating that the document was successfully printed, sent by fax or E-Mail, etc., or, an error message must be passed back to ORSIS indicating that the document was not successfully printed, sent by fax or E-Mail, etc. Post-processing must not occur if a worker cancels the document or saves it as a draft prior to sending it to be printed, sent by fax or E-Mail, etc.

If the worker is in the new Document Generation system and an error occurs, the new Document Generation system must display an error message to the worker. If the worker initiates a document in ORSIS and an error occurs before control is passed to the new Document Generation system, then ORSIS must display the error to the worker. For batch documents, or when multiple documents are triggered, the appropriate information must be available to ORSIS so that the appropriate alert can be written.

4.1.40 Error Messages: The proposed solution must return user-friendly error messages so that the worker will know what further action needs to be taken. Error messages which are sent to Document Generation workers must be worded in a manner that the worker can easily understand the problem and determine what needs to be done to correct the problem.

4.1.41 Reporting: ORSIS currently produces a monthly report about Document Generation events. This report includes team totals and lists the number of documents generated for each worker, identified by form/template I.D.

The proposed solution must have the ability to generate similar reports so these reports can be used to assess the efficiency of the system, training needs, and also could identify inconsistencies between actual document counts and those recorded as events in ORSIS.

If a specific gathered parameter--like an address or a name not known to the case or participant--has been added, or the gathered values have changed during the generation of the document, the new Document Generation system must be able to generate reports which identify both the documents which have been changed and the worker(s) who created them. Another example of such reports would be to identify a situation in which a document is generated by someone not associated with the team to which the case is assigned.

4.1.42 Non-redundant Forms/Templates: The current Document Generation system makes a batch versus on-line determination on the ORSIS side of the interface and then, dependent on that determination, selects a form/template in ASF. This requires that both a batch and an on-line version of each form/template be maintained in ASF, which creates an extra workload for the Document Administrator. The proposed solution should allow the same form/template to be called for both batch and on-line jobs.

Integral logic within the new Document Generation system will determine when to create the document in batch or on-line (i.e., interactive) mode. This includes deciding which fields should be displayed, which data is required, and what actions will take place in the event of failure or when insufficient information is returned from document gathering. In this way, the need will be removed to maintain two copies of the same document, one on-line and one batch, as is done in the current system.

4.1.43 Foreign Language Support: The new Document Generation system should have the capability to support text in a foreign language. Based on an indicator passed from ORSIS to the new system, or a selection by the worker, the text in the document would appear in the appropriate language. This would occur only if the document is being requested in a language which exists in the application. If the text does not exist in a foreign language within the application, it can only be printed in English. At a minimum, the system should support English and Spanish.

4.1.44 Multiple-parameter Flexibility: A multiple-parameter set is a group of parameters which have the same gathering rules. For example, the parameters WERCHLDA through WERCHLDJ are a set of ten parameters which have the same gathering rules--to gather the names of all children on a particular ORSIS case.

In this example, a form/template containing these parameters could be set up to gather related data for a maximum of ten children. It is time consuming when only one or two children are related to the case but the worker has to page through a long list of blank "children's names" parameters.

Optimally, the proposed solution should have the ability to designate certain optional parameters for which, if a value is not gathered, the "empty" parameter values in the proposed solution will not display. Of course, if the worker needed to add additional data which wasn't gathered, the worker would need to be able to click on a variable field and have a previously hidden "empty" parameter appear in the document so the worker could enter the additional data.

There are also instances of multiple parameters which allow the worker to enter narration. In order to accomplish this in the current system, multiple 60-character length parameters are added to a form/template. The amount of text the worker can enter is limited by the number of parameters inserted in the document. If possible, the proposed solution should allow for this text to be inserted without any limitation on the length of the text, thus allowing the worker to type as much text as is needed in any given section of the form/template.

4.1.45 Graphics Functionality: The current system has limited graphics functionality. The new Document Generation system must allow for special graphics such as tables, text boxes, driver's license photos, photographs, mug shots, logos, signatures, calculating tables or spreadsheets, ORS bureau references, etc.

4.1.46 Change Integration: The system must allow the integration of new documents and changes from an electronic copy of the document into the Document Generation system without having to recreate the document through a word processor.

In any form/template or text in which the parameter is used, the Document Administrator must be able to change text elements from required to optional or optional to required and change parameter attributes in a single step.

There must be functionality to make permanent real-time changes or changes which are effective on a future date to the documents, text elements, parameters, menus, user access, etc.

The application should determine the possible locations of parameters and highlight these areas for the Document Administrator's consideration.

The application must allow the Document Administrator to copy selected items from the Test environment to the Production environment.

4.1.47 Back-up: The application must provide for back-up of forms/templates, parameters and completed documents.

4.1.48 Compatibility with PC Applications: The application must work alongside and perhaps interface with PC applications such as Word, WordPerfect, GroupWise, TEAM, etc.

4.1.49 Simplified Programming: The application must provide simplified programming for parameter value gathering which, as much as possible, would allow the Document Administrator to add gathering rules for parameters without involving a programmer.

For example, based on a key (like case number or participant ID) which would always be available in a form/template, the system could allow for the linking of a parameter to an ORSIS table and column.

4.1.50 Data Gathering from DB2: It is the intent of ORS to allow the successful vendor's application to access the ORSIS database to gather parameters, in the following manner:

1. For simple document parameter gathering, the vendor may access DB2 by initiating JDBC calls to the database.
2. For complex document parameter gathering, the vendor may access DB2 by initiating JDBC calls to stored procedures written by ORS.
3. The vendor's application must maintain a list of parameters which are associated with each form/template, and pass the parameters to ORSIS, as needed, for gathering.

4.1.51 Document Parameters: The proposed system must maintain all parameters which are required for the given document.

4.1.52 Parameter Information: Each parameter must identify whether it is gathered by a JDBC call to the database or it is gathered through a call to a stored procedure.

4.1.53 Redundant System: The proposed solution must be redundant in two sites. One site will be the production system and the second site will be a cold back-up. In the event that a failure occurs on the production system the back-up site can be rapidly activated to process the work.

- 4.1.54 Signature Image - ORS Employees:** The proposed solution must have the ability to display an image of a worker's signature on a document which the worker is generating. The signature must be a secure image of the employee's signature which can only be added to a document by the employee to whom the signature belongs. When the employee terminates ORS employment, the signature image must be deleted from the system. It will remain on the documents which were generated by the employee.
- 4.1.55 Signature Image - Clients:** In order to allow a client to sign a document and then have that document printed out with the client's signature, the proposed solution must have the ability to capture the signature of a client and apply it to an electronically-held document. The signature must be held in a secure encrypted format for a short period of time while waiting for all parties to sign the document. When the document is finalized the client's signature will be stored on the document but be deleted from the system.
- 4.1.56 Redaction:** The proposed system must allow a small group of workers--who have to send copies of previously created documents to people who are requesting those documents--to redact information in a document copy without altering the original document. This functionality needs to exist for previously created documents which are being printed or sent via either fax or E-Mail.
- 4.1.57 Worker-prepared Documents:** Some documents which are created by the worker without pre-defined, standard text--and/or--documents which allow worker updates or additions to the text or body of the document must be sent for approval before being printed or sent by fax or E-Mail. If these documents are approved and are printed or sent by fax or E-Mail, they must be stored in ORS' IBM Content manager.
- 4.1.58 Watermark:** Draft documents must have a "Draft" watermark placed on them during Document Generation. When the document is printed, sent by fax or E-Mail, etc. through a designated State method, the watermark should be removed. However, the proposed system must provide capability for a worker to print or send by fax or E-Mail a document with the watermark on the document.
- 4.1.59 Remote Printing Prevention:** ORS has a large number of telecommuters. The proposed solution must have functionality to prevent telecommuters from printing documents in their remote locations.
- 4.1.60 Workflow:** The proposed solution must allow for workflow definitions/processes for specified documents or groups of documents. Two examples of workflow are: 1) a workflow between the Document Administrator and the business representatives; 2) workflow between workers and presiding officers or managers for particular documents.
- The workflow between the Document Administrator and the business representatives must allow the Document Administrator to prepare a new document for production but have the appropriate business representative approve the document before the document can be moved to Production.
- The workflow between workers and presiding officers or managers for particular documents must allow the worker to prepare the document, but the presiding officer or manager must approve the document before it is sent to the client.
- 4.1.61 Mail Sorting:** The proposed solution must have the capability to identify and sort high-priority letters into a separate stack for more rapid mail processing.
- 4.1.62 Document Consolidation:** The proposed solution must have the ability to consolidate documents which are being sent to an individual and, where possible, send them in one envelope.
- 4.1.63 Document Versions:** When forms/templates are created and placed into the Production environment, the proposed solution must maintain the different versions of the generated documents. When forms/templates are changed due to changes in policy, laws, etc., the original documents must be stored for future reference.

4.1.64 Timing Out of Application: The proposed solution must have an extended timing out feature. Because workers will be in and out of the proposed solution during the day, the application must not require the worker to log back into the application within a short time frame. The application preferably would allow the time out feature to be set for up to about five hours before timing out would occur.

4.1.65 Conflict of Interest: ORSIS has the ability to determine whether or not a worker has declared a conflict of interest with participants and cases within the system. If there is a conflict of interest, then the worker is not allowed to see data associated with the participant(s) or cases with whom the declared conflict of interest is associated.

If the data is not passed to it from ORSIS, the proposed solution must have the ability to process a conflict-of-interest check through ORSIS. For some applications outside of ORSIS, we currently use a JDBC call to a stored procedure to perform this conflict-of-interest checking. It seems that the proposed solution could use this same process.

4.1.66 Data Protection: In the ORSIS application, some workers--because of their security class, are not able to access screens which contain protected data. The proposed solution must have this same data protection functionality.

4.1.67 Attachment of Documents: The proposed solution must provide capability for a worker to attach a document which has been created outside of the proposed solution, for example, a letter or a spreadsheet.

4.1.68 View Parameters with Text: The proposed solution must provide capability for the worker to view the text and gathered/worker-entered parameters together rather than have a list of parameters which will be gathered initially into the form/template. This will allow the worker to see the parameters in the context of the form/template and make any necessary changes, selections, or input and determine how this affects the document.

4.1.69 Template Development: The proposed system must allow the Document Administrator to start development of a new template from an existing template.

4.1.70 Invoking Document Generation: ORS envisions that a worker using ORSIS will determine whether or not he/she needs to create a document, or the worker may be prompted to generate a document. The worker, or ORSIS, will identify the document by ID, and the worker, by pressing a PF key, will invoke processing within ORSIS which will pass enough data to the vendor's application to begin the Document Generation process. ORSIS will then notify the worker that the data was sent to the vendor's proposed solution.

The vendor's application will create a work queue/document list, or something similar, within the application. The worker will open the vendor's Document Generation solution (log in if not already logged in) and be able to select the draft document which the worker needs to generate. Based upon the document which is being generated, the vendor's application will need to allow the worker to select text to include in the document, enter worker-selected parameters, gather required parameters from the ORSIS database and/or invoke stored procedures contained within ORSIS to gather additional data.

It is envisioned that a worker might go directly to the Document Generation system and start the Document Generation process. If the worker did this, the vendor's solution must allow the worker to select a form ID using menus or other user friendly means and then the worker would need to enter the minimum data which is required to begin the Document Generation process. The vendor must support this envisioned process and describe in detail how it will work or propose a detailed alternative which the vendor believes will be more effective.

4.1.71 Web Routing of Data Parameters/Values: ORS has at least two situations where a document needs to be generated and a file which identifies the parameters which were used to create the document needs to be sent to a third-party vendor. The proposed solution must have the ability to create this parameter file, which ORSIS then will pick up and route to the appropriate vendor.

Certain employers may choose to receive their ORS documents through a third-party process. For these employers, the proposed solution must be able to suppress the printing and pass the document information (all parameters and values) to ORSIS to be put into a special file format to be processed by the third party. The same data must also be written or passed to ORSIS to complete the post-processing. Even though the printing is suppressed the document must be preserved in Content Manager.

4.1.72 Encrypted E-Mail: Because some E-Mails may need to be encrypted when they are sent outside of the State's E-Mail network, the proposed application must be able to distribute those E-Mails through the existing State process which is in place to encrypt E-Mails which are leaving the State network.

4.1.73 Parameters: The vendor's proposed solution must support the following parameter gathering categories:

Gatherable and Updatable: The data is first gathered from ORSIS, but then the worker has the option of overriding the gathered data.

Gatherable and Non-updatable: The data is gathered from ORSIS, after which time the worker may NOT change the gathered data. However, an exception is made if the data could not be gathered from ORSIS. Then the parameter will become updatable.

Gatherable, Non-updatable and Protected: The data is gathered from ORSIS, after which time the worker may NOT change the gathered data. Even if the data could not be gathered from ORSIS, the worker is not allowed to update the parameter.

Gatherable, Non-updatable and Suppressed: The data is gathered from ORSIS, but the parameter does not appear on a Variable Parameter and Prompting Screen, thus, the worker does NOT have the option to change the information. Even if data could not be gathered from ORSIS, the worker cannot update the parameter.

Non-gatherable and Required: The data is NOT gathered from ORSIS and the worker MUST manually enter the data.

Non-gatherable and Optional: The data is NOT gathered from ORSIS and the worker can leave the parameter blank.

There are also parameters which have a default value assigned to them, for example, an interest rate which changes yearly. This default value allows the value to be used in many forms/templates but it only has to be maintained or updated in one place.

4.2 Business Preferences

The following items are not mandatory but are preferable. If they are available, they should be Included in the vendor's proposal.

4.2.1 Calculations: There is a process within ORSIS which is used specifically to gather data for some of the form/templates. This process gathers some data from the DB2 database, allows a worker to enter some additional information, and then the process does some simple calculations, such as figure out the number of days or months between two dates, then multiply an amount by that number. The data which was gathered, input by the worker, and the resulting calculation are placed into the documents. If the proposed application can complete this same process, ORS would no longer use ORSIS for this calculation. The proposed solution should allow functions to be performed on gathered data, such as performing calculations using a variable or combinations of variables.

4.2.2 Document Comparison: In order to identify differences in the documents, the proposed solution should provide capability for the Document Administrator to compare a new document form/template to a previous version.

4.2.3 Document View: The new system should provide the capability for the Document Administrator to view all parts of a document together, in its entirety, with parameter names appearing in place of gathered data. This would include all components such as letterhead, format, text, worker signatures, etc.

- 4.2.4 Multiple Sessions:** The proposed solution should allow a worker to open multiple simultaneous Document Generation sessions.
- 4.2.5 Parameter Override:** ORS would like the proposed solution to set global parameters with global attributes for form/templates but allow the Document Administrator to override the attributes for a given form/template. For example, in one of our interstate forms, we list a block of information for the mother, father, and caretaker. Each block must appear in the generated document because it is a Federal form for which the text must match exactly with the Federal form.

However, there might not be a caretaker on a case for which we are generating the document. Because of this, we have set the global "caretaker" parameters as optional. But we also use this same set of parameters in a form/template which includes a required letter to the caretaker. In this case, we will always need the caretaker's name, address, and other information which might not be gathered from ORSIS.

We cannot require these parameters in this form/template because the parameters are globally set to optional. This results in potential errors in the document if the worker does not enter the caretaker information in the form/template. If it is a small document with few parameters, errors are minimal, but in larger documents with many parameters, numerous errors can occur.

5 Installation

This section of the RFP deals with the services required for design, development, testing, training, installation and maintenance of the selected Document Generation solution. The overall cost for the Document Generation system will include the software costs, custom development costs, hardware costs, training costs, the installation services costs and maintenance costs.

Response to this Request for Proposal must include: 1) a high-level project plan, including the project duration and estimated number of man hours (Department and vendor hours); 2) a response to each requirement listed in this section of the document; 3) an itemized cost breakdown in the prescribed format (see Section 9), including any assumptions that impact the proposed cost.

- 5.1 Project completion:** The project will be considered complete when: 1) all items identified in the requirements matrix are completed and are working in accordance with the system design, and, 2) the ORS Project Manager agrees that the system meets the requirements of this RFP.
- 5.2 ORS Review and Acceptance of Final Product:** Within thirty days of notification from the offeror that the requirements have been met, the ORS Project Manager will review the requirements matrix, fail tests, and installation matrix to determine whether or not all tasks have been completed and will make a determination as to whether or not to accept the proposed solutions.
- 5.3 Product Management Coordination with Department:** ORS and the vendor plan a successful product implementation. However, to: 1) assist in successful implementation; 2) provide sufficient high-level oversight of the vendor's product for the ORS; and 3) ensure clear lines of responsibility and authority, the following shall occur.
- 5.3.1 ORS Project Manager:** ORS shall designate an ORS Project Manager, who will be responsible for coordination with the vendor for day-to-day activities under the contract. The ORS Project Manager's responsibilities shall include, but are not limited to, review of vendor-provided project status reports; review and acceptance of the proposed solution design; review and acceptance of vendor tasks and deliverables; resolution of system design or other project issues--required of the vendor on behalf of the Agency; and serving as the primary ORS contact with the contractor.
- 5.3.2 Contractor Project Manager:** The contractor is required to identify in its bid proposal one individual who will manage the project for the contractor and be responsible for all aspects of the contractor's performance in connection with all deliverables, on-site vendor personnel, and services which are provided as a result of this RFP.

- 5.3.3 Problem Resolution:** Any issue which cannot be resolved between contractor technicians and ORS or DTS staff will be escalated to the contractor's Project Manager and the ORS Project Manager.
- 5.3.4 Change Requests:** Any changes which are requested by either ORS or the contractor must be submitted to the ORS Project Manager, who will review and either approve or deny the request. In regard to the requested changes, the vendor may be asked for a time/cost estimate, including impact on the existing project development schedule.
- 5.3.5 Executive Management Review:** The purpose of an Executive Management Review meeting is to maintain project visibility at the executive level and to provide support for the project managers in keeping the project on track and to get issues resolved as rapidly as possible. There will be a meeting scheduled once a month for both the vendor and State executives and project managers who are responsible for the project to discuss the projects progress, accomplishments, timelines and issues.
- 5.4 ORS-provided Facilities:** ORS will provide workspace, network connections, telephones, and related services at the Agency's Salt Lake City, Utah facility for any contracted personnel who will be working on-site. ORS will not pay for any relocation, travel, per diem or other expenses incurred by contracted personnel.
- 5.5 Offeror's Commencement of Work.** Work must commence as soon as reasonably possible, without any unnecessary delay, following contract award.
- 5.6 ORS Project Team Resources.** ORS will identify a project team, consisting of representatives from ORS, DTS and contractor personnel.

6 Proposal - Preparation and Submission Instructions

- 6.1 Organization of Proposal:** In order to be deemed responsive to this RFP, the offeror must divide its proposal into the sections which are listed in this section. Offerors responding to this RFP must submit a proposal for all sections. Offerors may also submit additional information which is relevant to options available for the proposed solution but which were not identified in the RFP as either Descriptive or Mandatory.
- 6.1.1 RFP Form:** The State's RFP form will be completed and signed by a representative who is authorized to bind the offeror.
- 6.1.2 Executive Summary:** An executive summary will briefly describe the offeror's proposal. The summary should highlight major features of the proposal. It must indicate any requirements which cannot be met by the offeror. Members of the ORS Evaluation Team should be able to determine the essence of the proposal by reading the executive summary. Protected information (see section 1.10) should be identified in the Executive Summary section.
- 6.1.3 Detailed Response:** This section should constitute the major portion of the proposal and must contain, at minimum, the following information: 1) a complete narrative of the offeror's assessment of the software, hardware and work to be performed; 2) the offeror's ability and approach; 3) the resources necessary to fulfill the requirements; 4) the offeror's understanding of the desired overall performance expectations; 5) a clear description of any options or alternatives which are being proposed.; 6) a specific and descriptive point-by-point response, in the order listed, to each requirement in the RFP.
- Section 2, Descriptive Responses - General
Section 3, Descriptive Responses - Document Generation
Section 4, Mandatory Responses - Document Generation
Section 6.1.5, Cost Proposal
- 6.1.4 Terms and Conditions (T&C)**
- 6.1.4.1 Offeror's Response to the Proposed T&C:** The offeror's proposal must either:
(1) indicate vendor acceptance of the State and DTS T&C's exactly as presented in this RFP, or (2) if the vendor is proposing different terms and conditions, the

vendor proposal submitted in response to this RFP must specifically list word for word the vendor's proposed wording for the specific T&C change requested as the vendor would like them to read.

6.1.4.2 State's Option to Reject Proposals with Material T&C Deviations: If the offeror's proposed terms and conditions materially deviate from the State's proposed State and DTS contract terms and conditions, the State of Utah reserves the right to reject the vendor's proposal for this reason, and the contract award to the next highest scoring vendor's proposal.

6.1.4.3 Offeror's Right to Negotiate Changes to Proposed T&C: Minor deviations in contract terms and conditions proposed by vendors may be negotiated following issuance of the State's proposed contract award letter, which has been our practice in the past, and continues to be our practice. The State's Contracts Analysts have extensive experience negotiating contract terms and conditions (T&C's) with the legal and contract departments of multinational, national, and local firms who have contracted with the State in the past, and plan to continue to do so with future vendors unless the requested deviations are excessive or something that the State will just not agree to, in which case the previously described option to reject proposals with material T&C deviations may be exercised.

6.1.5 Cost Proposal: Cost will be evaluated independently from the technical proposal. The following detailed information must be included in your response.

6.1.5.1 Licensing and Pricing: Describe your company's licensing and pricing model. Your pricing model should include multiple options, if they are available.

6.1.5.2 Proposed Pricing: Please provide detailed, itemized proposed pricing, including pro-posed pricing for hardware, software, design, development, testing, training, installation, training and support and maintenance, as applicable. Please enumerate all costs in the appropriate format as illustrated in Section 9, Cost Proposal Forms.

6.1.6 References: Provide names and contact information for three (3) references concerning offeror's knowledge, skills, abilities, and experience in working on similar projects.

6.1.7 Financial Statement: The proposing business entity, or entities, must provide background information which describes the business entity/entities who are making the proposal. This shall include reference material which describes the size, financial condition, and current financial statements of each business entity. This information will be reviewed by the State to assure that the State will be entering into a business relationship with a financially viable, ongoing entity. Basic information (name, address, contact information, etc.) about the proposing business entities is normally provided on the State's standard RFP agency contract form. Statement of financial condition must be provided in one of two alternate ways:

- (1) For non-publicly traded businesses, the proposing firm(s) should provide the following:
 - a. Name of entity which will sign the contract, if any.
 - b. Most recent quarterly or annual balance sheet of the entity which will sign the contract, if any.
 - c. Most recent quarterly or annual Statement of Income of the entity which will sign the contract, if any.
 - d. Most recent quarterly or annual Statement of Changes in Financial Position of the entity which will sign the contract, if any.
 - e. Most recent annual audit report of the entity which will sign the contract, if any.
 - f. Most recent notes to financial statements previously described, for the entity which will sign the contract, if any.
 - g. Most recent summary of significant account policies for the financial statements previously described, for the entity which will sign the contract, if any.

- (2) For a publicly traded business for which financial information, including SEC filings, is readily available via the Internet, proposing firms may meet this requirement by clearly referencing their NYSE, ASE, NASDAQ, OTC, or other exchange common stock trading symbol, for the entity which will sign the contract, if any. Proposing firms which utilize option (2) need only reference their stock trading symbol(s), not including any of the information in (1) above.

This information will be used only to make a “go or no-go determination” as to whether or not the State should proceed further in the proposal evaluation process with the proposing vendor. If it is determined, based on generally accepted criteria, that the proposing entity’s financial viability is questionable, the proposal will be eliminated for further consideration and will not be scored. This option may be implemented if it is determined that the proposing business entity may not be an ongoing concern in the near future, as may be indicated in its audit reports, etc. If the State makes a determination that the firm’s financial viability is not a concern, the financial condition information still will not be used in the scoring of the proposals by the ORS Evaluation Team.

6.2 Preparation of Proposals: These are general guidelines concerning preparation of proposals, in addition to the specific descriptive and mandatory response requirements listed in sections 2, 3, 4 and 6.1.5.

6.2.1 Simple, Economical Proposals: Proposals should be prepared simply and economically, providing a straightforward, concise description of the capabilities of the offeror. Emphasis should be on completeness and clarity of content.

6.2.2 State's Non-liability for Vendor's Proposal Preparation Costs: The State is not liable for costs which are incurred by offerors prior to the issuance of any agreement or contract, nor will the State pay for any information which is solicited and/or obtained.

6.2.3 Deadline for Submission of Questions: All technical and general questions or requests for clarification, regarding any aspect of the proposal must be submitted through RFP Depot, <http://www.bidsync.com>. Answers will be given via the Bidsync site. The State will respond to vendors' questions and requests for clarifications up to July 15, 2009. The State will not respond to any questions or requests for clarifications which are received after July 15, 2009.

6.2.4 State's Right to Amend RFP: The State reserves the right to amend this RFP at any time prior to the due date. Any addenda containing revisions will be furnished to all prospective entities via posting of the addenda on the State Purchasing Web site.

6.2.6 Protected Information: See section 1.10.

6.3 Submission of Proposals

6.3.1 Proposal Format: In order to be considered for selection, the offeror must submit a response using the format which is specified in this RFP.

6.3.2 Receipt of Proposals: See section 1.4.

6.3.3 RFP Reference Number on Proposal Container: If your proposal is not sent electronically, either through E-Mail or Bidsync, the RFP reference number must appear on the envelope or box containing your proposal.

6.3.4 State's Right to Waive Irregularities in Proposals: The State reserves the right to waive any irregularity in any proposal received, or negotiate changes with the offeror, if it is in the State’s best interest to do so.

6.3.5 State's Right to Reject Proposals: The State reserves the right to reject any and all proposals which are received in response to this RFP.

7 Proposal Evaluation and Selection Procedures

7.1 Objective: The objective of the proposal evaluation and selection process is to select the offeror whose proposed solution and services have the highest degree of reliability and whose per-

formance can be expected to best meet the State's requirements at the lowest overall cost to the State.

- 7.2 Initial Evaluation:** Each proposal will be evaluated first against financial background. This information will be used for a "go or no-go" as to whether or not the State should proceed further in evaluating the proposal. Each proposal will also be evaluated against the descriptive and mandatory proposal requirements. Proposals which fail to comply with mandatory requirements may be rejected and may not receive further consideration.
- 7.3 Detailed Evaluation:** A detailed scoring evaluation will be conducted for those proposals which have passed the initial evaluation. The scoring evaluation will be accomplished in a consistent, uniform manner for all proposals. An ORS Evaluation Team will be established. Members of the team will score each proposal according to pre-established evaluation criteria and weights for relative importance. Scores from each team member will be combined into a composite score for each offer.
- 7.4 ORS Evaluation Team:** The ORS Evaluation Team will include at least five evaluators.
- 7.5 Document Generation Replacement Finalists:** Upon completion of the detailed scoring, the Source Selection Evaluation Team may choose up to five offerors, who meet all of the mandatory requirements and have the highest composite scores, to become finalists. Finalists will be required to make presentations. Finalists who fail to comply with presentation requirements will not be given further bid consideration.
- 7.6 Proof of Concept:** After the RFP evaluations are completed, the selected vendor may be notified of the intent to award a contract based upon the successful completion of a Proof of Concept. The Proof of Concept will be presented at the vendor's expense. If the vendor chooses not to provide a Proof of Concept, or is unable to successfully complete the Proof of Concept, the State may at its discretion eliminate that vendor and move to the next vendor, based upon the evaluation scoring. However, the State may award a contract based on the initial proposals and vendor demonstrations without a proof of concept. After submission of the proposals, if a Proof of Concept is required, it will be scheduled.
- 7.7 Evaluation Criteria:** The following criteria, with associated percentage weights, will be used in the detailed evaluation.
 - 7.7.1 Checklist:** A checklist is provided in the Appendix for the offeror's descriptive, mandatory and implementation responses.
 - 7.7.2 Cost Proposal (35%):** Cost shall be evaluated to determine reliability and completeness to ensure that all aspects of cost have been considered and that proposed costs are reflective of current market conditions. The offeror who has the lowest cost in relationship to these factors shall receive the highest cost proposal evaluation points. Points are awarded based on calculations by State Purchasing.
 - 7.7.3 Descriptive Responses – Sections 2 and 3 (15%):** The offeror who has the most complete and best responses will receive the most points. Items for which the offeror does not give a response will not be given any points. Responses which simply state that the product will meet the requirement without a description of how the requirement will be met will be given minimal points.
 - 7.7.4 Mandatory Descriptive Responses – Section 4 (30%):** The offeror must respond to each item in the Mandatory Descriptive Responses. The offeror who has the most complete and best responses will receive the most points. Items for which the offeror does not give a response will not be given any points. Responses which simply state that the product will meet the requirement without a description of how the requirement will be met will be given minimal points.
 - 7.7.5 Implementation (10%):** The offeror who has the most complete and best response will receive the most points. Items for which there is not a response will not be given any points. Responses which simply state that the product will meet the requirement without a description of how the requirement will be met will be given minimal points.

7.7.6 Demonstrated Experience (10%): The description and reference checks of previous work related to this proposed project and associated development tools will be evaluated. The offeror with the most experience and expertise in this type of project and tool set shall receive the highest score in this area. The offeror must specifically state who the individual(s) are who will be working on the project and describe the skills of each of these individuals.

7.7.7 Criteria Scoring: For all criteria, scoring will range from zero (non-responsive) to five (excellent). Raw scores will be multiplied by the relative weight to determine a score for each criterion.

7.8 Presentations: Offerors whose proposals are determined to be reasonably viable for selection for contract award (finalists) will be required to deliver a presentation to the ORS Evaluation Team. Presentations will be for the purpose of clarifying an understanding of requirements, technical background, previous experience with similar projects, and/or other aspects of the proposal. Proposals will not be accepted without presentations. Presentations will be made at the offeror's expense. After the presentations, scoring will be finalized using the above evaluation criteria.

7.9 Selection

7.9.1 Selected Offeror: The offeror achieving the highest overall score will be selected for contract award.

7.9.2 Unsuccessful Offerors: Unsuccessful offerors will be notified in writing.

8 Contract

8.1 Contract Award: The State of Utah's Division of Purchasing and General Services will award the contract.

8.2 Proposed Contract Terms and Conditions: Any contract resulting from this RFP will include the State's Modified Terms and Conditions, Attachment A of this RFP. Any contract resulting from this RFP will also include the Department of Technology Services (DTS) Contract Terms and Conditions (T&C's), Attachment B of this RFP.

8.3 Potential Contract: The standard State Division of Finance Form FI84, "State of Utah Contract," will be used as a contract document, with the following additions incorporated as part of the awarded contract, if any:

8.3.1 Attachment A: State of Utah Modified Terms and Conditions

8.3.2 Attachment B: Contract Pricing and Payment Schedule

8.3.3 Attachment C: Department of Technology Services (DTS) Standard Terms and Conditions

8.3.4 Attachment D: Vendor Proposal in Response to RFP, RFP Questions and Answers, RFP Addenda (if any), and this RFP

8.3.5 Attachment E: Vendor Terms and Conditions (if any)

8.4 Payment Schedule: Payments to the contractor shall be made within thirty (30) days of receipt of an accurate invoice by the State, and, the Project Manager's certification of acceptable completion of work, based upon receipt of a detailed invoice from the contractor. It should be noted that it is the intent of the State to make a payment to the contracted vendor at the successful completion of each of the identified milestones. For example, if there were six milestones--design, development, installation, testing, training and implementation--payment for the entire project would be made in six increments, a payment at the successful completion of each milestone.

8.5 Wages: The Contractor shall be responsible for all applicable company wages in accordance with Federal, State, and local laws and ordinances.

8.6 Invoicing: The Contractor shall submit invoices for payment authorization to:

ATTN: KEN MATHESON
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515 EAST 100 SOUTH
SALT LAKE CITY UT 84102

- 8.7 Payment of Invoices:** Payment of invoices will be sent via mail, or may be paid electronically at the discretion of the State. The State reserves the right to correct invoices. Each invoice must contain a unique invoice number and the correct customer account number, plus detail of work completed (e.g., time x rate). Each invoice submitted for payment must contain an accumulated to-date summary of billings on the contract, in addition to the normal information included for the billing cycle.
- 8.8 Non-assignment:** The Contractor shall not sublet, assign, or transfer any part of this contract with-out prior written approval from the Purchasing Agent and the Project Manager of the State of Utah Department of Human Services. The provision of monies due under this contract shall not be assign-able without prior written approval from the Purchasing Agent and the Project Manager of the State of Utah Department of Human Services.
- 8.9 Complete Contract:** This contract is intended by the parties as a final expression of their agreement and supersedes all prior communications, representations and agreement, oral and written, between the parties with respect to the subject matter contained herein. The parties also intend this contract to be a complete and exclusive statement of the terms of their agreement. This contract may not be modified or terminated orally, and no claimed modification, rescission, or waiver shall be binding on the State unless in writing and signed by a duly authorized representative of the State.

**COST PROPOSAL
TS9062
Document Generation System**

Bidder Name: _____

1. Provide a price bid for the hardware, software and installation which is listed in your proposal.
 - a. This price bid must also include the first year of maintenance and support fees.
 - b. This price bid must identify the percent (%) discount applied for hardware and software upgrades for the term of the contract.
 - c. Attach a detailed offer that specifies what is included with this bid.

Software licensing fee, system interfaces, included training, and installation with first year of maintenance included: \$ _____

2. Provide pricing for maintenance and support fees for the second through seventh year of product ownership.

Maintenance and Support Fees, Year 2	\$ _____
Maintenance and Support Fees, Year 3	\$ _____
Maintenance and Support Fees, Year 4	\$ _____
Maintenance and Support Fees, Year 5	\$ _____
Maintenance and Support Fees, Year 6	\$ _____
Maintenance and Support Fees, Year 7	\$ _____

3. Provide pricing (hourly rate and total costs) for professional services described in the Request for Proposal.

Design	\$ _____/hour	\$ _____
Development	\$ _____/hour	\$ _____
Installation	\$ _____/hour	\$ _____
Configuration	\$ _____/hour	\$ _____
Integration	\$ _____/hour	\$ _____
Testing	\$ _____/hour	\$ _____
Training	\$ _____/hour	\$ _____
Other (Please describe)	\$ _____/hour	\$ _____
Total Consulting Services Charges		\$ _____

4. List the estimated amount of time which will be needed to perform each of the consulting tasks.

Design	_____ days
Development	_____ days
Installation	_____ days
Configuration	_____ days
Integration	_____ days
Testing	_____ days
Training	_____ days
Other (Please describe)	_____ days

5. Provide a per person training cost for any training which is recommended for employees who will be responsible for the installation and operation of the products which are included in this offer. \$ _____

10 Reference Information Sample

Using the following reference format, provide three corporate customer references and two TTY customer references.

Corporate Customer References

Client Name _____
Contact Name and Title _____
Contact Address _____
Contact Telephone Number _____
Contact E-Mail Address _____

Client Name _____
Contact Name and Title _____
Contact Address _____
Contact Telephone Number _____
Contact E-Mail Address _____

Client Name _____
Contact Name and Title _____
Contact Address _____
Contact Telephone Number _____
Contact E-Mail Address _____

TTY Customer References

Client Name _____
Contact Name and Title _____
Contact Address _____
Contact Telephone Number _____
Contact E-Mail Address _____

Client Name _____
Contact Name and Title _____
Contact Address _____
Contact Telephone Number _____
Contact E-Mail Address _____

11 RFP Evaluation Scoresheet

**TS9062
ORS
Document Generation
RFP EVALUATION SCORESHEET**

Offeror Name _____

Evaluator _____

Date _____

Scoring will be assigned as follows:

0 = No response, no experience, not qualified

1 = Inadequate, fails to meet needs

2 = Fair, partially responsive

3 = Acceptable, meets minimum requirements

4 = Above average, exceeds minimum in some areas

5 = Extensive experience, excellent quality

Item	Percent of Score	Score (0-5)	Weight	Points Possible
Descriptive Responses – See Sections 2, and 3 for details	15		3.0	15
Mandatory Responses – See Sections 4 and 6.1.5 for details	30		6.0	30
Implementation Services	10		2.0	10
Demonstrated Experience	10		2.0	10
Cost Proposal – To be completed by the Division of Purchasing	35		7.0	35
TOTAL SCORE	100		20.0	100

12 Descriptive/Mandatory Response Checklist			
Section	Title	Yes	No
2	Descriptive Responses - General		
2.1	Vendor Profile		
2.1.1	Annual Revenue/Annual Report		
2.1.2	Company Employees		
2.1.3	Company History Summary		
2.1.4	Distinguishing Factors		
2.1.5	Offeror's Staff Resources		
2.1.6	Office Locations		
2.1.7	Product Development Employees		
2.1.8	Product Sales		
2.1.9	References		
2.1.10	System Integrator		
2.1.11	Years in Business		
2.2	Project Management Requirements		
2.2.1	Change Requests		
2.2.2	Documented Processes		
2.2.3	Implementation Resources		
2.2.4	Incorporation		
2.2.5	Issue Resolution		
2.2.5.1	Change Tracking		
2.2.5.2	Escalation		
2.2.6	Offeror's Expectations of ORS		
2.2.7	Sample Implementation Plan		
2.2.8	Service Partners		
2.2.8.1	Distribution of Labor		
2.2.8.2	Integration Partners		
2.2.8.3	Point of Contact		
2.2.9	Successful Implementations		
2.2.9.1	Access		
2.2.9.2	Number		
2.2.9.3	Status		
3	Descriptive Responses - Proposed Solution		
3.1	Architecture		
3.1.1	Application Server		
3.1.2	Client		
3.1.3	Client Installation		
3.1.4	Client Operating Systems		
3.1.5	Composition Scalability		
3.1.6	Concurrent Servers		
3.1.7	Environments		
3.1.8	Fail-over		
3.1.9	Mean Time Between Failures		
3.1.10	Network		
3.1.11	Operating Systems		
3.1.12	Performance		

12 Descriptive/Mandatory Response Checklist			
Section	Title	Yes	No
3.1.13	Platforms		
3.1.14	Processing Volume		
3.1.15	Run Time		
3.1.16	Scalability		
3.1.17	Security		
3.1.18	Server		
3.1.19	SOA		
3.1.20	Software		
3.1.21	Viruses		
3.2	Integration		
3.2.1	Additional Functionality		
3.2.2	Installation Comparisons		
3.2.3	Limitations		
3.2.4	System Prerequisites		
3.3	Database		
3.3.1	Administration		
3.3.2	DB2		
3.3.3	Justification		
3.3.4	Location		
3.3.5	Platforms		
3.4	Installation, Maintenance and Customer Service		
3.4.1	Customer Support		
3.4.1.1	Call-in Response Time		
3.4.1.2	Coverage Hours		
3.4.1.3	Customer Service		
3.4.1.4	Dedicated Customer Support		
3.4.1.5	E-Mail		
3.1.4.6	Locations		
3.1.4.7	Response Time		
3.1.4.8	Telephone Support		
3.4.1.9	Web Chat		
3.4.2	Installation		
3.4.3	Maintenance Philosophy		
3.4.4	Required Resources		
3.4.5	Software Updates		
3.4.6	Support Services		
3.4.7	UI Customization		
3.5	Reporting Environment		
3.5.1	Ad Hoc Reporting		
3.5.2	Auditing		
3.5.3	"Canned" and Ad Hoc Reports		
3.5.4	Developer Support		
3.5.5	History		
3.5.6	Monitoring		
3.5.7	Optimization		

12 Descriptive/Mandatory Response Checklist			
Section	Title	Yes	No
3.5.8	Platform		
3.6	Document Composition		
3.6.1	Ad Hoc Documents		
3.6.1.1	Archiving		
3.6.1.2	Document Origination		
3.6.2	Barcodes		
3.6.3	Calculations/Summations		
3.6.4	Change Proliferation		
3.6.5	Document Authoring		
3.6.6	Effective Dates		
3.6.6.1	Association		
3.6.6.2	Draft Status		
3.6.6.3	Effective Date Support		
3.6.7	Find and Replace		
3.6.8	Forced Pagination		
3.6.9	Graphical Interface		
3.6.10	Help Screens		
3.6.11	Limitation Factors		
3.6.11.1	Largest		
3.6.11.2	Smallest		
3.6.12	Lock Feature		
3.6.13	Logic Test		
3.6.14	Multiple Authors		
3.6.15	Page Numbering		
3.6.16	Print Preview		
3.6.17	Reprints		
3.6.18	Search		
3.6.19	Security		
3.6.20	Sharing		
3.6.21	Spelling Checking		
3.6.22	Subset Pagination		
3.6.23	User		
3.6.23.1	Skill Sets		
3.6.23.2	User Type		
3.6.24	Variable Content		
3.6.25	Variance by Channel		
3.6.26	Version Control		
3.6.26.1	Differences		
3.6.26.2	History		
3.6.26.3	Version-control Support		
3.6.26.4	Versions		
3.6.27	Work in Process		
3.7	Design Environment		
3.7.1	Commercially Available Design Tools		
3.7.2	Design Data Handling		

12 Descriptive/Mandatory Response Checklist			
Section	Title	Yes	No
3.7.3	Interface		
3.7.3.1	Advantages/Disadvantages		
3.7.3.2	Interface Revisions		
3.7.3.2.1	Algorithms		
3.7.3.2.2	Upgrade Efforts		
3.7.4	Proprietary Design Environment		
3.7.5	Tables		
3.8	Workflow		
3.8.1	Document Types		
3.8.2	Follow-up		
3.8.2.1	Notes		
3.8.2.2	Reminders		
3.8.3	Notification		
3.8.4	Skill Set		
3.8.5	Workflow Changes		
3.8.6	Workflow Management		
3.9	Product Administration		
3.9.1	Batch Management		
3.9.2	Document Management		
3.9.3	Output Management		
3.9.4	Roles		
3.9.5	Skill Sets		
3.9.6	Technical Proficiency		
3.9.7	Tools		
3.9.8	Training		
3.10	Conversion		
3.10.1	Approach		
3.10.2	Conversion Process		
3.10.3	Document Import		
3.10.4	Microsoft Word Documents		
3.10.5	Microsoft Word Documents Conversion		
3.11	Release Management		
3.11.1	Custom Changes		
3.11.2	Release Management Process		
3.11.3	Releases		
3.12	E-Mail		
3.12.1	Formatting		
3.12.2	Integration		
3.12.3	Undelivered E-Mail		
3.13	System Recovery		
3.13.1	Back-up and Recovery		
3.13.2	Disaster Recovery		
3.13.3	Procedures		
3.13.4	Requirements		
3.13.5	Sequence		

12 Descriptive/Mandatory Response Checklist			
Section	Title	Yes	No
3.13.6	Special Processes		
3.13.7	Synchronization		
3.13.8	System Unavailability		
3.14	Quality Assurance		
3.14.1	Documentation		
3.14.2	Load and Stress Testing		
3.14.3	Regression Testing		
3.14.4	User Acceptance Testing		
3.15	Training		
3.15.1	Training Delivery		
3.15.2	Training Types		
3.15.3	Typical Training		
3.16	Maximum Prints		
3.17	Send Errors		
3.18	User Access Control		
3.19	Document Recovery		
3.20	Data Gathering		
3.21	Data Gathering - Document Administrator Setup		
3.22	Licensing		
3.23	Interface		
3.24	Middleware		
3.25	Batch Processing		
4	Mandatory Responses		
4.1	Business Requirements		
4.1.1	Modified Turnkey		
4.1.2	Minimum Functionality		
4.1.3	Employee Access		
4.1.4	Security Groups		
4.1.5	Alternative Worker Access		
4.1.6	Document Generation - ORSIS Unavailability		
4.1.7	Document Generation Menu		
4.1.8	Document Completion		
4.1.9	Performance Requirements		
4.1.10	User Support		
4.1.11	User Desktop Hardware		
4.1.12	System Availability		
4.1.13	System Maintenance		
4.1.14	Printing Hardware/Software		
4.1.15	Color Printing		
4.1.16	Document Distribution Selection		
4.1.17	Printing/Output Functionality		
4.1.18	Document Storage		
4.1.19	Automatic Formatting		
4.1.20	Batch and On-line Processing		
4.1.21	Forms/Templates		

12 Descriptive/Mandatory Response Checklist			
Section	Title	Yes	No
4.1.22	Form-level Security		
4.1.23	Environment Regions		
4.1.24	System Documentation		
4.1.45	User Interfaces		
4.1.26	GUI		
4.1.27	Series Forms/Templates Definition		
4.1.28	Series Document Generation		
4.1.29	Grouped Documents		
4.1.30	Administrative Facilities		
4.1.31	User Training		
4.1.32	System Maintenance		
4.1.33	Disaster Recovery		
4.1.34	Security		
4.1.35	Generational Documents		
4.1.36	Help Functionality		
4.1.37	Spelling Checking		
4.1.38	Current System Data Conversion		
4.1.39	Post-processing		
4.1.40	Error Messages		
4.1.41	Reporting		
4.1.42	Non-redundant Forms/Templates		
4.1.43	Foreign Language Support		
4.1.44	Multiple-parameter Flexibility		
4.1.45	Graphics Functionality		
4.1.46	Change Integration		
4.1.47	Back-up		
4.1.48	Compatibility with PC Applications		
4.1.49	Simplified Programming		
4.1.50	Data Gathering from DB2		
4.1.51	Document Parameters		
4.1.52	Parameter Information		
4.1.53	Redundant System		
4.1.54	Signature Image - ORS Employees		
4.1.55	Signature Image - Clients		
4.1.56	Redaction		
4.1.57	Worker-prepared Documents		
4.1.58	Watermark		
4.1.59	Remote Printing Prevention		
4.1.60	Workflow		
4.1.61	Mail Sorting		
4.1.62	Document Consolidation		
4.1.63	Document Versions		
4.1.64	Timing Out of Application		
4.1.65	Conflict of Interest		
4.1.66	Data Protection		

12 Descriptive/Mandatory Response Checklist			
Section	Title	Yes	No
4.1.67	Attachment of Documents		
4.1.68	View Parameters with Text		
4.1.69	Template Development		
4.1.70	Invoking Document Generation		
4.1.71	Web Routing of Data Parameters/Values		
4.1.72	Encrypted E-Mail		
4.1.73	Parameters		
4.2	Business Preferences		
4.2.1	Calculations		
4.2.2	Document Comparison		
4.2.3	Document View		
4.2.4	Multiple Sessions		
4.2.5	Parameter Override		

ATTACHMENT A: MODIFIED STATE OF UTAH TERMS AND CONDITIONS**(Note: Changes have been made to State T&C # 26)**

1. **AUTHORITY:** Provisions of this contract are pursuant to the authority set forth in 63G-6, Utah Code Annotated, 1953, as amended, Utah State Procurement Rules (Utah Administrative Code Section R33), and related statutes which permit the State to purchase certain specified services, and other approved purchases for the State.
2. **CONTRACT JURISDICTION, CHOICE OF LAW, AND VENUE:** The provisions of this contract shall be governed by the laws of the State of Utah. The parties will submit to the jurisdiction of the courts of the State of Utah for any dispute arising out of this Contract or the breach thereof. Venue shall be in Salt Lake City, in the Third Judicial District Court for Salt Lake County.
3. **LAWS AND REGULATIONS:** The Contractor and any and all supplies, services, equipment, and construction furnished under this contract will comply fully with all applicable Federal and State laws and regulations.
4. **RECORDS ADMINISTRATION:** The Contractor shall maintain, or supervise the maintenance of all records necessary to properly account for the payments made to the Contractor for costs authorized by this contract. These records shall be retained by the Contractor for at least four years after the contract terminates, or until all audits initiated within the four years, have been completed, whichever is later. The Contractor agrees to allow State and Federal auditors, and State Agency Staff, access to all the records to this contract, for audit and inspection, and monitoring of services. Such access will be during normal business hours, or by appointment.
5. **CERTIFY REGISTRATION AND USE OF EMPLOYMENT "STATUS VERIFICATION SYSTEM":** The Status Verification System, also referred to as "E-verify", only applies to contracts issued through a Request for Proposal process, and to sole sources that are included within a Request for Proposal. It does not apply to Invitation to Bids nor to the Multi-Step Process.

5.1 Status Verification System

1. Each offeror and each person signing on behalf of any offeror certifies as to its own entity, under penalty of perjury, that the named Contractor has registered and is participating in the Status Verification System to verify the work eligibility status of the contractor's new employees that are employed in the State of Utah in accordance with UCA Section 63G-11-103.
2. The Contractor shall require that the following provision be placed in each subcontract at every tier: "The subcontractor shall certify to the main (prime or general) contractor by affidavit that the subcontractor has verified through the Status Verification System the employment status of each new employee of the respective subcontractor, all in accordance with Section 63G-11-103 and to comply with all applicable employee status verification laws. Such affidavit must be provided prior to the notice to proceed for the subcontractor to perform the work."
3. The State will not consider a proposal for award, nor will it make any award where there has not been compliance with this Section.
4. Manually or electronically signing the Proposal is deemed the Contractor's certification of compliance with all provisions of this employment status verification certification required by all applicable status verification laws including UCA Section 63G-11-103.

5.2 Indemnity Clause for Status Verification System

1. Contractor (includes, but is not limited to any Contractor, Design Professional, Designer or Consultant) shall protect, indemnify and hold harmless, the State and its officers, employees, agents, representatives and anyone that the State may be liable for, against any claim, damages or liability arising out of or resulting from violations of the above Status Verification System Section whether violated by employees, agents, or contractors of the following: (a) Contractor; (b) Subcontractor at any tier; and/or (c) any entity or person for whom the Contractor or Subcontractor may be liable.
2. Notwithstanding Section 1. above, Design Professionals or Designers under direct contract with the State shall only be required to indemnify the State for a liability claim that arises out of the design professional's services, unless the liability claim arises from the Design Professional's negligent act, wrongful act, error or omission, or other liability imposed by law except that the design professional shall be required to indemnify the State in regard to subcontractors or subconsultants at any tier that are under the direct or indirect control or responsibility of the Design Professional, and includes all independent contractors, agents, employees or anyone else for whom the Design Professional may be liable at any tier.
6. **CONFLICT OF INTEREST:** Contractor represents that none of its officers or employees are officers or employees of the State of Utah, unless disclosure has been made in accordance with 67-16-8, Utah Code Annotated, 1953, as amended.
7. **CONTRACTOR, AN INDEPENDENT CONTRACTOR:** The Contractor shall be an independent contractor, and as such, shall have no authorization, express or implied, to bind the State to any agreements, settlements, liability, or understanding whatsoever, and agrees not to perform any acts as agent for the State, except as herein expressly set forth. Compensation stated herein shall be the total amount payable to the Contractor by the State. The Contractor shall be responsible for the payment of all income tax and social security amounts due as a result of payments received from the State for these contract services. Persons employed by the State and acting under the direction of the State shall not be deemed to be employees or agents of the Contractor.
8. **INDEMNITY CLAUSE:** The Contractor agrees to indemnify, save harmless, and release the State of Utah, and all its officers, agents, volunteers, and employees from and against any and all loss, damages, injury, liability, suits, and proceedings arising out of the performance of this contract which are caused in whole or in part by the acts or negligence of the Contractor's officers, agents, volunteers, or employees, but not for claims arising from the State's sole negligence.
9. **EMPLOYMENT PRACTICES CLAUSE:** The Contractor agrees to abide by the provisions of Title VI and VII of the Civil Rights Act of 1964 (42USC 2000e) which prohibits discrimination against any employee or applicant for employment or any applicant or recipient of services, on the basis of race, religion, color, or national origin; and further agrees to abide by Executive Order No. 11246, as amended, which prohibits discrimination on the basis of sex; 45 CFR 90 which prohibits discrimination on the basis of age; and Section 504 of the Rehabilitation Act of 1973, or the Americans with Disabilities Act of 1990 which prohibits discrimination on the basis of disabilities. Also, the Contractor agrees to abide by Utah's Executive Order, dated March 17, 1993, which prohibits sexual harassment in the work place.
10. **SEPARABILITY CLAUSE:** A declaration by any court, or any other binding legal source, that any provision of this contract is illegal and void shall not affect the legality and enforceability of any other provision of this contract, unless the provisions are mutually dependent.

- 11.
12. **RENEGOTIATION OR MODIFICATIONS:** This contract may be amended, modified, or supplemented only by written amendment to the contract, executed by authorized persons of the parties hereto, and attached to the original signed copy of the contract. Automatic renewals will not apply to this contract.
13. **DEBARMENT:** The Contractor certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction (contract), by any governmental department or agency. If the Contractor cannot certify this statement, attach a written explanation for review by the State. The Contractor must notify the State Director of Purchasing within 30 days if debarred by any governmental entity during the Contract period.
13. **TERMINATION:** Unless otherwise stated in the Special Terms and Conditions, this contract may be terminated, with cause by either party, in advance of the specified termination date, upon written notice being given by the other party. The party in violation will be given ten (10) working days after notification to correct and cease the violations, after which the contract may be terminated for cause. This contract may be terminated without cause, in advance of the specified expiration date, by either party, upon sixty (60) days prior written notice being given the other party. On termination of this contract, all accounts and payments will be processed according to the financial arrangements set forth herein for approved services rendered to date of termination.
14. **NONAPPROPRIATION OF FUNDS:** The Contractor acknowledges that the State cannot contract for the payment of funds not yet appropriated by the Utah State Legislature. If funding to the State is reduced due to an order by the Legislature or the Governor, or is required by State law, or if federal funding (when applicable) is not provided, the State may terminate this contract or proportionately reduce the services and purchase obligations and the amount due from the State upon 30 days written notice. In the case that funds are not appropriated or are reduced, the State will reimburse Contractor for products delivered or services performed through the date of cancellation or reduction, and the State will not be liable for any future commitments, penalties, or liquidated damages.
15. **SALES TAX EXEMPTION:** The State of Utah's sales and use tax exemption number is 11736850-010-STC. The tangible personal property or services being purchased are being paid from State funds and used in the exercise of that entity's essential functions. If the items being purchased are construction materials, they will be converted into real property by employees of this government entity, unless otherwise stated in the contract.
16. **WARRANTY:** The Contractor agrees to warrant and assume responsibility for all products (including hardware, firmware, and/or software products) that it licenses, contracts, or sells to the State of Utah under this contract for a period of one year, unless otherwise specified and mutually agreed upon elsewhere in this contract. The Contractor (seller) acknowledges that all warranties granted to the buyer by the Uniform Commercial Code of the State of Utah apply to this contract. Product liability disclaimers and/or warranty disclaimers from the seller are not applicable to this contract unless otherwise specified and mutually agreed upon elsewhere in this contract. In general, the Contractor warrants that: (1) the product will do what the salesperson said it would do, (2) the product will live up to all specific claims that the manufacturer makes in their advertisements, (3) the product will be suitable for the ordinary purposes for which such product is used, (4) the product will be suitable for any special purposes that the State has relied on the Contractor's skill or judgment to consider when it advised the State about the product, (5) the product has been properly designed and manufactured, and (6) the product is free of significant defects or unusual problems about which the State has not been warned. Remedies available to the State include the following: The Contractor will repair or replace (at no charge to the State) the product whose nonconformance is discovered and made known to the Contractor in writing. If the repaired and/or replaced product proves to be inadequate, or fails of its essential purpose, the Contractor will refund the full amount of any payments that have been made. Nothing in this warranty will be construed to limit any rights or remedies the State of Utah may otherwise have under this contract.
17. **PUBLIC INFORMATION:** Contractor agrees that the contract, related Sales Orders, and Invoices will be public documents, and may be available for distribution. Contractor gives the State express permission to make copies of the contract, related Sales Orders, and Invoices in accordance with the State of Utah Government Records Access and Management Act (GRAMA). Except for sections identified in writing and expressly approved by the State Division of Purchasing, Contractor also agrees that the Contractor's response to the solicitation will be a public document, and copies may be given to the public under GRAMA laws. The permission to make copies as noted will take precedence over any statements of confidentiality, proprietary information, copyright information, or similar notation.
18. **DELIVERY:** Unless otherwise specified in this contract, all deliveries will be F.O.B. destination with all transportation and handling charges paid by the Contractor. Responsibility and liability for loss or damage will remain with Contractor until final inspection and acceptance when responsibility will pass to the State except as to latent defects, fraud and Contractor's warranty obligations.
19. **ORDERING AND INVOICING:** All orders will be shipped promptly in accordance with the delivery schedule. The Contractor will promptly submit invoices (within 30 days of shipment or delivery of services) to the State. The State contract number and/or the agency purchase order number shall be listed on all invoices, freight tickets, and correspondence relating to the contract order. The prices paid by the State will be those prices listed in the contract. The State has the right to adjust or return any invoice reflecting incorrect pricing.
20. **PAYMENT:** Payments are normally made within 30 days following the date the order is delivered or the date a correct invoice is received, whichever is later. All payments to the Contractor will be remitted by mail unless paid by the State of Utah's Purchasing Card (major credit card).
21. **PATENTS, COPYRIGHTS, ETC.:** The Contractor will release, indemnify and hold the State, its officers, agents and employees harmless from liability of any kind or nature, including the Contractor's use of any copyrighted or un-copyrighted composition, secret process, patented or un-patented invention, article or appliance furnished or used in the performance of this contract.
22. **ASSIGNMENT/SUBCONTRACT:** Contractor will not assign, sell, transfer, subcontract or sublet rights, or delegate responsibilities under this contract, in whole or in part, without the prior written approval of the State.

23. **DEFAULT AND REMEDIES:** Any of the following events will constitute cause for the State to declare Contractor in default of the contract: 1. Nonperformance of contractual requirements; 2. A material breach of any term or condition of this contract. The State will issue a written notice of default providing a ten (10) day period in which Contractor will have an opportunity to cure. Time allowed for cure will not diminish or eliminate Contractor's liability for damages. If the default remains, after Contractor has been provided the opportunity to cure, the State may do one or more of the following: 1. Exercise any remedy provided by law; 2. Terminate this contract and any related contracts or portions thereof; 3. Impose liquidated damages, if liquidated damages are listed in the contract; 4. Suspend Contractor from receiving future solicitations.
24. **FORCE MAJEURE:** Neither party to this contract will be held responsible for delay or default caused by fire, riot, acts of God and/or war which is beyond that party's reasonable control. The State may terminate this contract after determining such delay or default will reasonably prevent successful performance of the contract.
25. **PROCUREMENT ETHICS:** The Contractor understands that a person who is interested in any way in the sale of any supplies, services, construction, or insurance to the State of Utah is violating the law if the person gives or offers to give any compensation, gratuity, contribution, loan or reward, or any promise thereof to any person acting as a procurement officer on behalf of the State, or who in any official capacity participates in the procurement of such supplies, services, construction, or insurance, whether it is given for their own use or for the use or benefit of any other person or organization (63G-6-1002, Utah Code Annotated, 1953, as amended).
26. **CONFLICT OF TERMS:** Contractor Terms and Conditions that apply must be in writing and attached to the contract. No other Terms and Conditions will apply to this contract including terms listed or referenced on a Contractor's website, terms listed in a Contractor quotation/sales order, etc. In the event of any conflict in the contract terms and conditions, the order of precedence shall be: 1. Attachment A: Modified State of Utah Terms and Conditions; 2. State of Utah Contract Signature Page(s); 3. Department of Technology Services Terms and Conditions; 4. Contractors Proposal in Response to the RFP, and the RFP. 5. Contractor Terms and Conditions (if any) such as Software License Agreements, Professional Services Agreements, Technical Support Agreements).
27. **ENTIRE AGREEMENT:** This Agreement, including all Attachments, and documents incorporated hereunder, and the related State Solicitation constitutes the entire agreement between the parties with respect to the subject matter, and supersedes any and all other prior and contemporaneous agreements and understandings between the parties, whether oral or written. The terms of this Agreement shall supersede any additional or conflicting terms or provisions that may be set forth or printed on the Contractor's work plans, cost estimate forms, receiving tickets, invoices, or any other related standard forms or documents of the Contractor that may subsequently be used to implement, record, or invoice services hereunder from time to time, even if such standard forms or documents have been signed or initialed by a representative of the State. The parties agree that the terms of this Agreement shall prevail in any dispute between the terms of this Agreement and the terms printed on any such standard forms or documents, and such standard forms or documents shall not be considered written amendments of this Agreement.

(Revision date: 4 June 2009 as modified June 10 2009)

ATTACHMENT "C" TO CONTRACT
UTAH DEPARTMENT OF TECHNOLOGY SERVICES (DTS)
DEPARTMENT TERMS AND CONDITIONS

1. **NOTICE:** Wherever under this contract one party is required to give formal notice to the other, such notice shall be deemed given upon delivery, if delivered by hand (in which case a signed receipt shall be obtained), or three days after date sent if sent by registered or certified mail, return receipt requested. Formal Notices to the Contractor and to the State shall be addressed as follows:

Contractor:

Contact Person and Contractor Address as
Indicated on Signed FI-84 State of Utah
Contract (Cover) Page of this Contract

State of Utah:

Contracts Manager
Department of Technology Services
1 State Office Building, 6th Floor
Salt Lake City, Utah 84114

2. **WAIVER:** The waiver by either party of any provision, term, covenant or condition of this Contract shall not be deemed to be a waiver of any other provision, term, covenant or condition of this Contract nor any subsequent breach of the same or any other provision, term, covenant or condition of this Contract.
3. **REDUCTION OF FUNDS:** (N/A to Open-Ended Contracts): The maximum amount authorized by this contract shall be reduced or contract terminated if required by Federal/State law, regulation, or action or there is significant under utilization of funds, provided the Contractor shall be reimbursed for all services performed in accordance with this contract prior to date of reduction or termination. If funds are reduced, there will be a comparable reduction in amount of services to be given by the Contractor. The Department will give the Contractor thirty (30) days notice of reduction.
4. **SUSPENSION OF WORK:** Should circumstances arise which would cause the State the need to suspend the work, but not terminate the contract, this will be done by written NOTICE, which meets the NOTICE requirements of this contract. The work may be reinstated upon advance written NOTICE from the State, to recommence as mutually agreed between the parties. The State understands any such suspension of the work may affect both the time of performance and price to complete the work when reinstated.
5. **WORKERS' COMPENSATION:** The Contractor shall take out, furnish proof, and maintain during the life of this contract workers' compensation insurance for all its employees employed at the site of the project in Utah, and in the event any work is subcontracted, the Contractor agrees to require any of its Subcontractors to similarly provide and furnish proof of workers' compensation insurance for all the latter's employees employed on any site of the project in Utah.
6. **CONFLICT OF INTEREST WITH STATE EMPLOYEES:** In addition to the provisions of State T&C Clause 6, the Contractor certifies, through the execution of the contract, that no person in the State's employment, directly or through subcontract, will receive any private financial interest, direct or indirect, in the contract. The CONTRACTOR will not hire or subcontract with any person having such conflicting interest.
7. **THIRD PARTY CLAIMS INDEMNIFICATION:** Contractor agrees to indemnify the State against third party claims for infringement for materials created and furnished by Contractor, for claims for death, bodily injury, or tangible property damage.
8. **INVOICES:** Each invoice must contain a unique invoice number and a customer account number, detail of work completed (e.g. time x rate) on the contract. The State reserves the right to correct invoices not in accordance with this Contract.

9. **PAYMENT BY THE STATE / INTEREST ON LATE PAYMENTS:** Payments to the Contractor shall generally be made within thirty (30) days of receipt by the State of an accurate invoice and receipt in Finance of the responsible State Project Manager's certification of acceptable completion of work, presuming receipt by the State of a correct, detailed invoice from the Contractor. Utah's Prompt Payment Act, UCA §15-6-2 requires payment within 60 days after receipt of the invoice covering the delivered items or services. If the State's payment is more than 60 days late, interest shall accrue and be charged on payments overdue starting on the 61st day that the State's payment may be overdue, until paid, unless this is a disputed payment. UCA §15-6-3 allows late payment interest at 2% above the rate paid by the IRS on refund claims.

The State's payment of invoices shall be sent via mail, or may be paid electronically at the discretion of the State.

10. **EMPLOYMENT PRACTICES OF CONTRACTOR:** In addition to Employment Practices Clause requirements stated in State T&C Clause 9, the following equal opportunity provisions may apply to this contract, if federally funded with Workforce Investment Act funds. If so, the State will so state on the front signature page of this contract, and the Contractor agrees to abide by the provisions of:
- a. Section 188 of the Workforce Investment Act of 1998 (WIA) (29 USC 2938), which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against discrimination to beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title I-financially assisted program or activity; and
 - b. Title IX of the Education Amendments of 1972 (20 USC 1681 et seq.), as amended, which prohibits discrimination on the basis of sex in education programs.
11. **COPYRIGHT:** The contractor agrees that any and all Deliverables prepared for the Department, to the extent to which it is eligible under copyright law in any country, shall be deemed a work made for hire, such that all rights, title and interest in the work and Deliverables reside with the Department. The Department reserves a royalty-free, nonexclusive, and irrevocable license to reproduce, publish, or otherwise use and to authorize others to use for Federal or State Government purposes, such software, modifications and documentation. To the extent any work or Deliverable is deemed not to be, for any reason whatsoever, work made for hire, Contractor agrees to assign and hereby assigns all right title and interest, including but not limited to copyright patent, trademark and trade secret, to such work and Deliverables, and all extensions and renewals thereof, to Department. Contractor further agrees to provide all assistance reasonably requested by Department in the establishment, preservation, and enforcement of its rights in such work and Deliverables, without any additional compensation to Contractor. Contractor agrees to and hereby, to the extent permissible, waives all legal and equitable rights relating to the work and Deliverables, including without limitation any and all rights of identification of authorship and any and all rights of approval, restriction or limitation on use or subsequent modifications.
12. **LIABILITY INSURANCE:** The Contractor agrees to provide and to maintain during the performance of the contract, at its sole expense, a policy of liability insurance. The limits of the policy shall be no less than \$500,000.00 for each occurrence and \$1,000,000.00 aggregate. The Contractor further agrees to provide the Contracts Manager for the Department of Technology Services with proof of adequate insurance coverage, in accordance with the NOTICE provisions of this contract.

It shall be the responsibility of the Contractor to require any of their Subcontractor(s) to secure the same insurance coverage as prescribed herein for the Contractor. Evidence of the subcontractor's insurance coverage shall also be provided to the Contracts Manager for the Department of Technology Services, also in compliance with the NOTICE provisions of this contract.

13. **CITING DEPARTMENT IN ADVERTISING / PUBLICITY:** The Contractor agrees to give credit to the Department of Technology Services (DTS) for funding in all written and verbal advertising or discussion of this program such as brochures, flyers, informational materials, talk shows, etc. All formal advertising or public information programs will be coordinated with the DTS Public Information Officer. Any publicity given to the project or services provided herein shall identify the Department of Technology Services as sponsoring agency and shall not be released without prior written approval by the DTS Project Manager.
14. **STATE AGENCY WEB SITE BRANDING:** The Contractor agrees to allow the Department of Technology Services to utilize its DTS logo, or a newer version if replaced in the future, on websites produced under terms of this contract. Contractor further agrees to allow state agencies that DTS is ultimately providing consulting services for, such as UDOT, Health, Tax Commission, etc. to also utilize their own Department web site branding and logo, if requested by that state agency.
15. **DRUG-FREE WORKPLACE:** The Contractor understands that the Department provides a drug-free workplace in accordance with all federal and state laws and regulations. The Contractor agrees to abide by the Department's drug-free workplace policies while on State of Utah premises and the Department of Technology Services will provide the Contractor with a copy of these written "drug-free workplace policies".
16. **OVERPAYMENT / UNDERPAYMENT AUDIT EXCEPTIONS / ADJUSTMENTS / DISALLOWANCES:** The Contractor agrees that if during or subsequent to the contract performance, a CPA audit, or a State agency audit determines that payments were incorrectly reported or paid, the Department may adjust the payments. In contracts, which include a cost reimbursement budget, Contractor expenditures to be eligible for reimbursement must be adequately documented. The Contractor will, upon written request, immediately refund any overpayments determined by audit and for which payment has been made to the contractor, to the Department. The Contractor further agrees that the Department shall have the right to withhold any or all-subsequent payments under this or other contracts that the Contractor may have with the State until recoupment of overpayment is made. The Department agrees to promptly notify the Contractor in the event any underpayments on this contract are discovered.
17. **OWNERSHIP, PROTECTION, AND USE OF STATE OF UTAH, STATE OF UTAH CLIENT, OR STATE OF UTAH EMPLOYEE RECORDS:** Except for confidential medical records held by direct care providers, the State shall own exclusive title to all information gathered, reports developed, and conclusions reached in performance of this Contract. The Contractor may not use, except in meeting its obligations under this contract, information gathered, reports developed, or conclusions reached in performance of this Contract without the express written consent of the State. The improper use or disclosure by any party of any information concerning a State of Utah client, or a State of Utah employee for any purpose not directly connected with the administration of the Department, or the Contractor's responsibilities with respect to services purchased under this agreement, is prohibited except on written consent of the state agency employee, state agency client, their attorney, or their responsible parent or guardian. The Contractor will be required to sign a Confidential Information Certification form in situations where they will be given access to confidential computerized records. The Contractor agrees to maintain the confidentiality of records it holds as agent for the State as required by GRAMA, or other applicable federal or state law. The State of Utah shall own and retain unlimited rights to use, disclose, or duplicate all information and data (copyrighted or otherwise) developed, derived, documented, stored, or furnished by the Contractor under the Contract. The Contractor, and any subcontractors under its control, expressly agrees not to use confidential client, or confidential federal, state, or local government data furnished for purposes of contract performance, without prior written permission from the Project Manager for the Department of Technology Services, and appropriate officials of the State Agency.

18. **OWNERSHIP, PROTECTION, AND USE OF CONFIDENTIAL FEDERAL, STATE, OR LOCAL GOVERNMENT INTERNAL BUSINESS PROCESSES AND PROCEDURES:** The improper use or disclosure by any party of protected internal Federal or State business processes, policies, procedures, or practices is prohibited. Confidential federal or state business processes, policies, procedures, or practices shall not be divulged by the Contractor, Contractor's employees, or their Subcontractors, unless prior written consent has been obtained in advance from the Project Manager for the Department of Technology Services.
19. **OWNERSHIP, PROTECTION, AND RETURN OF DOCUMENTS AND DATA UPON CONTRACT TERMINATION OR COMPLETION:** All documents and data pertaining to work required by this contract will be the property of the STATE and must be delivered to the STATE within 10 working days after termination or completion of the contract, regardless of the reason for contract termination, and without restriction or limitation to their future use. Any State data that may be returned under provisions of this clause must either be in the format as originally provided, or in a format that is readily usable by the State or that can be formatted in a way that it can be used. Costs for all of these described items will be considered as included in the basic contract compensation of the work described.
20. **CODE OF CONDUCT:** The Contractor agrees to follow and enforce the Department of Technology Services Code of Conduct. If Contractor is working at facilities controlled by other State agencies, Contractor agrees to follow and enforce the Code of Conduct of these other State Agencies when Contractor is providing services at these facilities under provisions of this contract. The Contractor will assure that each employee or volunteer under Contractor's supervision receives a copy of such Code of Conduct, and a signed statement to this effect must be in each Contractor or Subcontractor employee's/volunteer's file and is subject to inspection and review by the Department monitors. Department of Technology Services agrees to provide Contractor with a copy of any applicable codes of conduct. If a Contractor or Subcontractor is working at any state agency which has a Code of Conduct applicable to this Contract, the Department of Technology Services Project Manager will provide Contractor with a copy in advance of Contractor's on-site contract services performance.
21. **TERMINATION UPON DEFAULT:** In the event this contract is terminated as a result of a default by the Contractor, the Department may procure or otherwise obtain, upon such terms and conditions as the Department deems appropriate, services similar to those terminated, and Contractor shall be liable to the Department for any and all damages arising there from, including, but not limited to, attorneys' fees and excess costs incurred by the Department in obtaining similar services..
22. **CONTRACTOR'S RESPONSIBILITIES / QUALITY OF WORK:** The Department will enter into contractual agreement with the Contractor only. The Contractor shall be responsible for all services as required by the RFP/bid. Contractor warrants that all services shall be performed in a professional and workmanlike manner consistent with best industry practice and in accordance with the Statement of Work.
23. **PAYMENT WITHHOLDING:** The Contractor agrees that the adequate reporting, record keeping, and compliance requirements specified in this contract are a material element of performance and that if, in the opinion of the Department, the Contractor's record keeping practices, compliance, and/or reporting to the Department are not conducted in a timely and satisfactory manner, the Department may withhold part or all payments under this or any other contract until such deficiencies have been remedied. This includes, but is not limited to, Contractors failure to timely provide to the Department of Technology Services Contracts Manager the Contractor's proof of adequate insurance coverage, or Contractor's failure to provide timely invoicing, and/or other requirements described elsewhere within this contract. In the event of the payment(s) being withheld, the Department agrees to provide ten (10) day advance NOTICE to the Contractor of the deficiencies that must be corrected in order to bring about the

release of withheld payment. Contractor shall have ten (10) days thereafter to correct the cited reporting or record keeping practice deficiencies.

24. CONTRACTOR ACCESS TO SECURE STATE FACILITIES / CRIMINAL

CONVICTION INFORMATION / FORMER FELONS: The Contractor shall provide (at its own expense) the Department with sufficient personal information about its agents or employees, and the agents and employees of its subcontractors (if any) who will enter upon secure premises controlled, held, leased, or occupied by the State during the course of performing this contract so as to facilitate a criminal record check, at state expense, on such personnel by the Department. "Sufficient personal information" about its agents or employees, and the agents and employees of its subcontractors (if any) means for the Contractor to provide to the State Project Manager, in advance of any on-site work, a list of the full names of the designated employees, including their social security number, driver license number and state of issuance, and their birth date. Thereafter, on their first site visit, each contractor employee expected to work on-site shall be fingerprinted by the State, and the State is authorized to conduct a federal criminal background check based upon those fingerprints and personal information provided. Contractor, in executing any duty or exercising any right under this contract, shall not cause or permit any of its agents or employees, and the agents and employees of its subcontractors (if any) who have been convicted of a felony and certain misdemeanors to enter upon any premises controlled, held, leased, or occupied by the Department. A felony and misdemeanor are defined by the jurisdiction of the State of Utah, regardless of where the conviction occurred.

(June 8, 2009 version)

DOCUMENT	PARAMETER	ACCESS_PATH
GWSL09HSJ1H 056805516815584	WERGDLNCRT	R8XGL
GWSL09HSJ1H 056805516815584	WERGDLNCTY	R8XGL
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GWSL09HSJ1H 056805516815584	WERGDPLNM	
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GWSL09HSJ1H 056805516815584	WERGDLNIDF	

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GWSL09HSJ1H 056805516815584	WERSCLSS	R8XS3
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GWSL09HSJ1H 056805516815584	DXBPDPNAME	
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GWSL09HSJ1H 056805516815584	DXBAUTHOR	
GWSL09HSJ1H 056805516815584	DXBCLASS	
GWSL09HSJ1H 056805516815584	DXBACCESS	
GWSL09HSJ1H 056805516815584	DXBOWNER	
GWSL09HSJ1H 056805516815584	DXBDCAFORM	

PARAMETER	DESCRIPTION
Guideline Court	Name.....:
Guideline County	Name.....:
PLTF First Name..:	
PLTF Middle Name.:	
PLTF Last Name...:	
1st DFDT 1st Name:	
1st DFDT Mdl Name:	
1st DFDT Lst Name:	
2nd DFDT 1st Name:	
2nd DFDT Mdl Name:	
2nd DFDT Lst Name:	
(value	
Obligation Table-	07/94 to 12/07...:
Obligation Table -	01/08 or Later...:
Number of Children on Worksheet....:	
Mother's Gross	Monthly Income...:
Father's Gross	Monthly Income...:
Alimony Previously Ordered to be	Paid by Mother...:
Alimony Previously Ordered to be	Paid by Father...:
CS Prev'ly Ordered to be Paid, Moth:	
CS Prev'ly Ordered to be Paid, Fath:	
Line 12 of Mothers Present Hm Wkst.:	
Line 12 of Fathers Present Hm Wkst.:	
Mother's Adjusted	Gross Income....:
Father's Adjusted	Gross Income....:
Total Adjusted	Monthly Gross Income.....:
Base Combined	Support Oblgtn...:
Moth % Total Adjst Mnth Gross Incm.:	
Fath % Total Adjst Mnth Gross Incm.:	
Mother Share Base	Support Oblgtn...:
Father Share Base	Support Oblgtn...:
Child Support Base Award, Mother...:	
Child Support Base Award, Father...:	
Mother is Obligor:	
Father is Obligor:	
Both Parents Obgr:	
Supt Award Same as Guideline Amount:	
Supt Award Varies	Guideline Amount:
I value	
Supt Awrd Deviated Father's Amount.:	
Supt Awrd Deviated Mother's Amount.:	
Supt Awrd Deviated Property Stlmnt.:	
Supt Awrd Deviated Excess Debts Mar:	
Supt Awrd Deviated Absence Need CP.:	
Support Award	Deviated, Other.:
SUPPORT AWARD	DEVIATED, OTHER REASON:
A value	
ATTORNEY BAR NO..:	
WS Reason and WS	From and To Date:
Fath's Partic Id.:	

Moth's Partic Id.:
ORS Case Number...:
DXBZSTATUS
DXBZOWNER
DXBZDATE
DXBZVBEG
DXBZVEND
GUIDELINE TYPE....:
DXBEXIT 2
Security Class...:
 *PRESS <ENTER> TO
PDP-NAME.....:
VIEW SESSION:
DOCUMENT AUTHOR...:
DOCUMENT CLASS...:
ACCESS CODES FOR DISOSS/370.....:
DOCUMENT OWNER...:
STORING FORMAT...: 1 = RFT, 2 = FFT

PARAMETER_VALUE

ANDERSON COUNTY COURTHOUSE
ANDERSON
TATE OF UTA

X
CUSTOMER
DIRECTORY
CRENSHAW
EDC-TO
WILLIAM
CRENSHAW
(

5
26000
45000
0
10
25
10
354.11
0
25500
75
52180
1050
25
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354.11
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0
159.47

X

X
I

210

X

A
995566
GGG 01/01/2009 TO 04/15/2009
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80100657
C000001179

ORS3MAST

X
WERDXBEXIT2
20
VIEW DOCUMENT; <PF11> TO BYPASS*
R811,1
N
HSJ1H
ORSDEF
10
ORXXX
2

DOCUMENT	PARAMETER	ACCESS_PATH
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INEB01SYSTEM497707513341226	WERS301EST	R8XAE
INEB01SYSTEM497707513341226	WERS301EZP	R8XAE
INEB01SYSTEM497707513341226	WERS301EIN	R8XEP
INEB01SYSTEM497707513341226	WER007	R8XDT
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INEB01SYSTEM497707513341226	WERS301C	R8XNN
INEB01SYSTEM497707513341226	WERS301A	R8XNN
INEB01SYSTEM497707513341226	WERCORADD2	R8XAT
INEB01SYSTEM497707513341226	WERS301SSN	R8XNN
INEB01SYSTEM497707513341226	WERCORADD3	R8XAT
INEB01SYSTEM497707513341226	WERS301COF	R8XA5
INEB01SYSTEM497707513341226	WERCORCITY	R8XAT
INEB01SYSTEM497707513341226	WERCORST	R8XAT
INEB01SYSTEM497707513341226	WERCORZIP	R8XAT
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INEB01SYSTEM497707513341226	WERTEAMTEL	R8XAT
INEB01SYSTEM497707513341226	WERS301A2	R8XA5
INEB01SYSTEM497707513341226	WERTMCRFAX	R8XAT
INEB01SYSTEM497707513341226	WERS301A3	R8XA5
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INEB01SYSTEM497707513341226	WERS301ST	R8XA5
INEB01SYSTEM497707513341226	WERS301ZP	R8XA5
INEB01SYSTEM497707513341226	WERIMOCSSAA	R8XOI
INEB01SYSTEM497707513341226	WERIMOCTAA	R8XOI
INEB01SYSTEM497707513341226	WERIMODTAA	R8XOI
INEB01SYSTEM497707513341226	WERIMONBAA	R8XOI
INEB01SYSTEM497707513341226	WERIMOCSSAB	
INEB01SYSTEM497707513341226	WERIMOCTAB	
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PARAMETER_DESCRIPTION

SEL'D PARTIC EMPL NAME.....:
 Team Number.....:
 Worker ID for Responsible Case Worker...:
 Sel'd Partic Empl Addr Line 1.....:
 Sel'd Partic Empl Addr Line 2.....:
 Sel'd Partic Empl Addr Line 3.....:
 Sel'd Partic Empl City.....:
 Sel'd Partic Empl State.....:
 Sel'd Partic Empl Zip.....:
 SELECTED OTHER PARTICIPANT'S EMP EIN NUMBER.....:
 Current Date.....:
 Correspondence Address Line 1.:
 Sel'd Partic Last Name.....:
 Sel'd Partic First Name.....:
 Correspondence Address Line 2.:
 Sel'd Partic SSN.:
 Correspondence Address Line 3.:
 SELECTED PARTIC ADD C/O FIELD...:
 Correspondence City.....:
 Correspondence State.....:
 Correspondence Zip Code.....:
 Sel'd Partic Addr Line 1.....:
 Phone number for a team.....:
 Sel'd Partic Addr Line 2.....:
 Team Corporation Fax #.....:
 Sel'd Partic Addr Line 3.....:
 Sel'd Partic City:
 Sel'd Partic State.....:
 Sel'd Partic Zip.:
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1ST UNIQUE OBGE ADDRESS STATE...:
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LST NAME 1ST CHLD OF 1ST OBGE-INS.:
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2ND UNIQUE OBGE ADDRESS STATE...:
2ND UNIQUE OBGE ADDRESS ZIP.....:
1ST NAME 1ST CHLD OF 2ND OBGE-INS.:
MDL NAME 1ST CHLD OF 2ND OBGE-INS.:
LST NAME 1ST CHLD OF 2ND OBGE-INS.:
DOB 1ST CHLD OF 2ND OBGE, INSR.:
SSN OF 1ST CHILD OF 2ND OBGE-INS.:
1ST NAME 2ND CHLD OF 2ND OBGE-INS.:
MDL NAME 2ND CHLD OF 2ND OBGE-INS.:
LST NAME 2ND CHLD OF 2ND OBGE-INS.:
DOB 2ND CHLD OF 2ND OBGE, INSR.:
SSN OF 2ND CHILD OF 2ND OBGE-INS.:
1ST NAME 3RD CHLD OF 2ND OBGE-INS.:
MDL NAME 3RD CHLD OF 2ND OBGE-INS.:
LST NAME 3RD CHLD OF 2ND OBGE-INS.:
DOB 3RD CHLD OF 2ND OBGE, INSR.:
SSN OF 3RD CHILD OF 2ND OBGE-INS.:
1ST NAME 4TH CHLD OF 2ND OBGE-INS.:
MDL NAME 4TH CHLD OF 2ND OBGE-INS.:
LST NAME 4TH CHLD OF 2ND OBGE-INS.:
DOB 4TH CHLD OF 2ND OBGE, INSR.:
SSN OF 4TH CHILD OF 2ND OBGE-INS.:
1ST NAME 5TH CHLD OF 2ND OBGE-INS.:
MDL NAME 5TH CHLD OF 2ND OBGE-INS.:

LST NAME 5TH CHLD OF 2ND OBGE-INS.:
DOB 5TH CHLD OF 2ND OBGE, INSR.:
SSN OF 5TH CHILD OF 2ND OBGE-INS.:
1ST NAME 6TH CHLD OF 2ND OBGE-INS.:
MDL NAME 6TH CHLD OF 2ND OBGE-INS.:
LST NAME 6TH CHLD OF 2ND OBGE-INS.:
DOB 6TH CHLD OF 2ND OBGE, INSR.:
SSN OF 6TH CHILD OF 2ND OBGE-INS.:
1ST NAME 7TH CHLD OF 2ND OBGE-INS.:
MDL NAME 7TH CHLD OF 2ND OBGE-INS.:
LST NAME 7TH CHLD OF 2ND OBGE-INS.:
DOB 7TH CHLD OF 2ND OBGE, INSR.:
SSN OF 7TH CHILD OF 2ND OBGE-INS.:
1ST NAME 8TH CHLD OF 2ND OBGE-INS.:
MDL NAME 8TH CHLD OF 2ND OBGE-INS.:
LST NAME 8TH CHLD OF 2ND OBGE-INS.:
DOB 8TH CHLD OF 2ND OBGE, INSR.:
SSN OF 8TH CHILD OF 2ND OBGE-INS.:
3RD UNIQUE CASE/ OBGE LAST NAME.:
3RD UNIQUE CASE/ OBGE FIRST NAME.:
3RD UNIQUE CASE/ OBGE MIDDLE NAME.:
3RD OBGE PROTECTED ADD C/O FIELD...:
3RD UNIQUE OBGE ADDRESS LINE 1...:
3RD UNIQUE OBGE ADDRESS LINE 2...:
3RD UNIQUE OBGE ADDRESS LINE 3...:
3RD UNIQUE OBGE ADDRESS CITY....:
3RD UNIQUE OBGE ADDRESS STATE...:
3RD UNIQUE OBGE ADDRESS ZIP.....:
1ST NAME 1ST CHLD OF 3RD OBGE-INS.:
MDL NAME 1ST CHLD OF 3RD OBGE-INS.:
LST NAME 1ST CHLD OF 3RD OBGE-INS.:
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SSN OF 8TH CHILD OF 3RD OBGE-INS.:
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4TH UNIQUE CASE/ OBGE FIRST NAME...:
4TH UNIQUE CASE/ OBGE MIDDLE NAME...:
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4TH UNIQUE OBGE ADDRESS LINE 1...:
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4TH UNIQUE OBGE ADDRESS LINE 3...:
4TH UNIQUE OBGE ADDRESS CITY.....:
4TH UNIQUE OBGE ADDRESS STATE...:
4TH UNIQUE OBGE ADDRESS ZIP.....:
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MDL NAME 1ST CHLD OF 4TH OBGE-INS.:
LST NAME 1ST CHLD OF 4TH OBGE-INS.:
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SSN OF 1ST CHILD OF 4TH OBGE-INS.:
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DOB 8TH CHLD OF 4TH OBGE, INSR.:
SSN OF 8TH CHILD OF 4TH OBGE-INS.:
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5TH UNIQUE CASE/ OBGE FIRST NAME.:
5TH UNIQUE CASE/ OBGE MIDDLE NAME:
5TH OBGE PROTECTED ADD C/O FIELD...:
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5TH UNIQUE OBGE ADDRESS LINE 2.:
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SSN OF 1ST CHILD OF 5TH OBGE-INS.:
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MDL NAME 8TH CHLD OF 5TH OBGE-INS.:
LST NAME 8TH CHLD OF 5TH OBGE-INS.:
DOB 8TH CHLD OF 5TH OBGE, INSR.:
SSN OF 8TH CHILD OF 5TH OBGE-INS.:
ORS Case Number.:
Document ID #....:
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1st Case Number Multiple Cases.:
2nd Case Number Multiple Cases.:
3rd Case Number Multiple Cases.:
4th Case Number Multiple Cases.:
5th Case Number Multiple Cases.:
Sel'd Partic Middle Name.....:
MEDICAL MAX %.....:
Participant Mr/Ms:
Responsible Worker First Name.....:
Responsible Worker Middle Name.....:
Responsible Worker Last Name.....:
Resp Wkr Phone...:
Responsible Worker Phone Extension.:
Team Toll Free In-State Phone.:
SELECTED PARTIC ADD HIERARCHY...:
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DOCUMENT OWNER...:
STORING FORMAT...: 1 = RFT, 2 = FFT
DXBZSTATUS
DXBZOWNER
DXBZDATE
DXBZVBEG
DXBZVEND

PARAMETER_VALUE

RC WILLEY HOME FURNISHING

22

ORTTH

ATTN PAYROLL DEPT

2301 S 300 W

SALT LAKE CITY

UT

84115-2516

8.70242E+11

8-Apr-09

PO BOX 45033

SHAUNA

ALLEN

590-07-1395

SALT LAKE CITY

UT

84145-0033

2271 TESTING STREET #24

(801)536-8500

(801)536-5555

SALT LAKE CITY

UT

84111

C000006381

3RD DCRT SCOTT MATHESON COURTHOUSE

12/1/2004

1203041554

C000006381

OFFICE OF RECOVERY SERVICES

9/24/2007

SHAUNA
ALANIA
MOM

APT 14
999 NEW ADDRESS WAY

HERE
UT
84123
ALICIE
CHLD
SHAUNA
12/3/2003
530-07-1396

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C000006381
4.97708E+14
90071395
C000006381

DAD
50
MR.
TERRI
T
HRECHKOSY
(801)536-8930

1-800-662-8525
MAIL12R
WERDXBEXIT2
20
VIEW DOCUMENT; <PF11> TO BYPASS*
R811,1
N
ORXXX
LETTER
10
ORXXX
2

ORS3MAST

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PARAMETER DESCRIPTION

Name of Initiating State/Country...:
 ORS Case Number...:
 Alleged Father First Name.....:
 Alleged Father Middle Name.....:
 Alleged Father Last Name.....:
 MOTHER FIRST NAME:
 MOTHER MDL NAME...:
 MOTHER LAST NAME...:
 First Name Selectd Child on Case...:
 Middle Name Selctd Child on Case...:
 Last Name Selected Child on Case...:
 First Name Selectd Child On Case...:
 Middle Name Selctd Child on Case...:
 Last Name Selected Child on Case...:
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 Middle Name Selctd Child on Case...:
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 First Name of 9th Child on Case...:
 Middle Name of 9th Child on Case...:
 Last Name of 9th Child on Case...:

First Name of 10th Child on Case...:
Middle Name 10th Child on Case...:
Last Name of 10th Child on Case...:
Applicant Name First.....:
Applicant Name Middle.....:
Applicant Name Last.....:
DOB OF SELECTED CHILD ON CASE...:
DOB OF SELECTED CHILD ON CASE...:
DOB OF SELECTED CHILD ON CASE...:
DOB OF SELECTED CHILD ON CASE...:
DOB OF SELECTED CHILD ON CASE...:
Father's Monthly Child Supt Amt...:
Mother's Monthly Child Supt Amt...:
Signed On Worker First Name.....:
Signed On Worker Middle Name.....:
Signed on Worker Last Name.....:
AUTHORIZING PO...:
Correspondence Address Line 1.:
Correspondence Address Line 2.:
Correspondence Address Line 3.:
Correspondence City.....:
Correspondence State.....:
Correspondence Zip Code.....:
Authorizing PO Telephone No.....:
Presiding Officer Phone Extension.:
Team Toll Free In-State Phone...:
Team Toll Free O-O-S Phone.....:
Payment Address Line 1.....:
Payment Address Line 2.....:
Payment Address Line 3.....:
Payment Address City.....:
Payment Address State.....:
Payment Address Zip.....:
SIGNED ON WORKER'S TEAM.....:
Worker ID for Signed on Worker:
Document ID #.....:
Mother's (HLCI)...:
MOTHER ADD LINE 1:
MOTHER ADD LINE 2:
MOTHER ADDR CITY.:
MOTHER ADDR STATE:
MOTHER ADDR ZIP...:
Current Date.....:
Moth/Chld Date of GT Appointment...:
Moth/Chld Time GT Appointment.....:
Moth/Chld Test Lab Address Line 1.:
Moth/Chld Test Lab Address Line 2.:
Moth/Chld Test Lab Address Line 3.:
Moth/Chld Test Lab Address City.....:
Moth/Chld Test Lab Address State...:
Moth/Chld Test Lab Address Zip Code:

ORS.....:
SIGNED ON WORKER TELEPHONE NUMBER:
Signed on Worker Phone Extension.:
SIGNED ON TEAM OFFICE FAX NUM..:
SIGNED ON WORKER EMAIL ADDRESS...:
Alleged Father's Address Line 1.:
Alleged Father's Address Line 2.:
ALLEGED FATHER ADDRESS - CITY.:
ALLEGED FATHER ADDRESS STATE...:
ALLEGED FATHER'S ZIP.....:
Conference Date/ Contact By Date:
Conference Time include a.m./ p.m.:
Test lab address line 1.....:
Test lab address line 2.....:
Test lab address line 3.....:
Test lab address City.....:
Test lab address State.....:
Test lab address Zip.....:
Father's Attorney First Name.....:
Father's Attorney Middle Name.....:
Father's Attorney Last Name.....:
Fath Attorney's Address line 1.:
Fath Attorney's Address line 2.:
Fath Attorney's City.....:
Fath Attorney's State.....:
Fath Attorney's Zip.....:
FATHER FIRST NAME:
FATHER MDL NAME.:
FATHER LAST NAME.:
Name of county in which team is located.....:
UCA: 78B-12-201 - 78B-12-219 78B-12 -301 & 78B-12-302
Father HLCL.....:
FIPS Code of the Initiating state:
DXBEXIT 2
Security Class...:
*PRESS <ENTER> TO
PDP-NAME.....:
VIEW SESSION:
DOCUMENT AUTHOR...:
DOCUMENT CLASS...:
ACCESS CODES FOR DISOSS/370.....:
DOCUMENT OWNER...:
STORING FORMAT...: 1 = RFT, 2 = FFT
DXBZSTATUS
DXBZOWNER
DXBZDATE
DXBZVBEG
DXBZVEND

PARAMETER_VALUE

C000001863
JOSEPHXXXXXX
MIDDLEXXXXXX
GRANTXXXXXXXXXXXXX
MOMXXXXXXXXXX
KATHYXXXXXXXX
SMILEYXXXXXXXXXXXXX
MARGIE02XXXX
CHILD2XXXXXX
GLSPLITXXXXXXXXXXXXX
TERRY09XXXXX
CHILD9XXXXXX
GLSPLITXXXXXXXXXXXXX
CAROLYN
XXXXXX
GLSPLITXXXXXXXXXXXXX
LINDAXXXXXX
XXXXXXXXXXXXX
GLSPLITXXXXXXXXXXXXX
FELICIA
JOY
SMITH
CODY
Rick
O'SMILEY
; BILLY01XXXXX
CHILD1XXXXXX
GLSPLITXXXXXXXXXXXXX
; MARGIE02XXXX
CHILD2XXXXXX
GLSPLITXXXXXXXXXXXXX
; ANNABELLXXXX
XXXXXX
GLSPLITXXXXXXXXXXXXX
; MIKEY04XXXXX
CHILD4XXXXXX
GLSPLITXXXXXXXXXXXXX
; CHILD21XXXXX
XXXXXXXXXXXXX
GLSPLITXXXXXXXXXXXXX
; JOEY05XXXXXX
CHILD5XXXXXX
GLSPLITXXXXXXXXXXXXX
; BRUCEXXXXXX
SAMXXX
GLSPLITXXXXXXXXXXXXX
; DEREKXXXXXXXX
MIDDXXXXXXXX
GLISPLITXXXXXXXXXXXXX

; CHILD20XXXXXX
XXXXXX
GLSPLITXXXXXXXXXX
MOMXXXXXXXXXX
KATHYXXXXXXXX
SMILEYXXXXXXXXXX
10/10/1982
2/22/1994
2/5/1991
2/1/1993
5/4/2003
560
23
JULIE

MORTENSEN
Sue Smith
515 E 100 S

SLC
UT
84102-4211
801-299-9999

1-800-662-8525
1-800-662-8525
PO BOX 45011
suite 1

SLC
UT
84145
35
ORJB2
3.23001E+14
90054846
1415 E MARTIN LUTHER KING
SUITE 12398439 FLOOR 99999
SALT LAKE CITYXXXXXX
UT
84145
17-Feb-09
10/1/2009
2:00
515 s 40 W

Salt Lake City
UT
84145

Office of Recovery Services
(801)536-0320

(801)536-7777

6535 CLAMATIS WAYXXXXXXXXXX
APARTMENT 3XXXXXXXXXXXXXXXXXX
WEST JORDANXXXXXXXXXX
UT
84084-0000
5/20/2008
10:00 AM
1525 WEST 820 SOUTH

PROVO
UT
84165
Ned

Smith
1200 N 200 S

Salt Lake City
ut
84444
JOSEPHXXXXXX
MIDDLEXXXXXX
GRANTXXXXXXXXXXXXXX
SALT LAKE
78B-12-201 through 78B-12-219, 78B-12-301 and 78B-12-302
80054846
4900000
WERDXBEXIT2
20
VIEW DOCUMENT; <PF11> TO BYPASS*
R811,1
N
orjb2
letter
10
ORXXX
2

ORS3MAST

DOCUMENT	PARAMETER	ACCESS_PATH	PARAMETER_DESCRIPTION
WNWO35ORJB2 904134517585166	WERZPARENZ		(value
WNWO35ORJB2 904134517585166	WERIWORGX	R8XWH	ORIGINAL W/HOLDING NOTICE? (X).....:
WNWO35ORJB2 904134517585166	WERIWAMDX	R8XWH	AMENDED W/HOLDING NOTICE? (X).....:
WNWO35ORJB2 904134517585166	WER007	R8XDT	Current Date.....:
WNWO35ORJB2 904134517585166	WERTEAMCTY	R8XAT	Name of county in which team is located.....:
WNWO35ORJB2 904134517585166	WERNTWNM	R8XAW	Employer NTW Name:
WNWO35ORJB2 904134517585166	WER004A	R8XPA	Obligor 1st Name.:
WNWO35ORJB2 904134517585166	WER004B	R8XPA	Obligor Middle Name.....:
WNWO35ORJB2 904134517585166	WER004C	R8XPA	Obligor Last Name:
WNWO35ORJB2 904134517585166	WERZE		E VALUE
WNWO35ORJB2 904134517585166	WERNTWA1	R8XAW	Empl NTW Addr 1..:
WNWO35ORJB2 904134517585166	WER063	R8XPA	Social Security Number.....:
WNWO35ORJB2 904134517585166	WERNTWA2	R8XAW	Empl NTW Addr 2..:
WNWO35ORJB2 904134517585166	WERNTWA3	R8XAW	Empl NTW Addr 3..:
WNWO35ORJB2 904134517585166	WERNTWCY	R8XAW	Empl NTW City.....:
WNWO35ORJB2 904134517585166	WERNTWST	R8XAW	Empl NTW State...:
WNWO35ORJB2 904134517585166	WERNTWZP	R8XAW	Empl NTW Zip Code:
WNWO35ORJB2 904134517585166	WER005A	R8XMC	1st Case Number Multiple Cases.:
WNWO35ORJB2 904134517585166	WER005B		2nd Case Number Multiple Cases.:
WNWO35ORJB2 904134517585166	WER005C		3rd Case Number Multiple Cases.:
WNWO35ORJB2 904134517585166	WER005D		4th Case Number Multiple Cases.:
WNWO35ORJB2 904134517585166	WER005E		5th Case Number Multiple Cases.:
WNWO35ORJB2 904134517585166	WER005F		6th Case Number Multiple Cases.:
WNWO35ORJB2 904134517585166	WER005G		7th Case Number Multiple Cases.:
WNWO35ORJB2 904134517585166	WER005H		8th Case Number Multiple Cases.:
WNWO35ORJB2 904134517585166	WER005I		9th Case Number Multiple Cases.:
WNWO35ORJB2 904134517585166	WER005J		10th Case Number Multiple Cases.:
WNWO35ORJB2 904134517585166	WER005K		11th Case Number Multiple Cases.:
WNWO35ORJB2 904134517585166	WER005L		12th Case Number Multiple Cases.:
WNWO35ORJB2 904134517585166	WER033H	R8XER	THIRD PARTY ID OF THE EMPLOYER
WNWO35ORJB2 904134517585166	WER005M		13th Case Number Multiple Cases.:
WNWO35ORJB2 904134517585166	WER005N		14th Case Number Multiple Cases.:
WNWO35ORJB2 904134517585166	WER005O		15th Case Number Multiple Cases.:
WNWO35ORJB2 904134517585166	WER006DFA	R8X5N	1ST UNIQUE CASE/ OBGE FIRST NAME.:
WNWO35ORJB2 904134517585166	WER006DMA	R8X5N	1ST UNIQUE CASE/ OBGE MIDDLE NAME:
WNWO35ORJB2 904134517585166	WER006DLA	R8X5N	1ST UNIQUE CASE/ OBGE LAST NAME..:
WNWO35ORJB2 904134517585166	WER006DFB		2ND UNIQUE CASE/ OBGE FIRST NAME.:
WNWO35ORJB2 904134517585166	WER006DMB		2ND UNIQUE CASE/ OBGE MIDDLE NAME:
WNWO35ORJB2 904134517585166	WER006DLB		2ND UNIQUE CASE/ OBGE LAST NAME..:
WNWO35ORJB2 904134517585166	WER006DFC		3RD UNIQUE CASE/ OBGE FIRST NAME.:
WNWO35ORJB2 904134517585166	WER006DMC		3RD UNIQUE CASE/ OBGE MIDDLE NAME:
WNWO35ORJB2 904134517585166	WER006DLC		3RD UNIQUE CASE/ OBGE LAST NAME..:
WNWO35ORJB2 904134517585166	WER006DFD		4TH UNIQUE CASE/ OBGE FIRST NAME.:
WNWO35ORJB2 904134517585166	WER006DMD		4TH UNIQUE CASE/ OBGE MIDDLE NAME:
WNWO35ORJB2 904134517585166	WER006DLD		4TH UNIQUE CASE/ OBGE LAST NAME..:

WER006DFE	
WER006DME	
WER006DLE	
WER006DFF	
WER006DMF	
WER006DLF	
WER006DFG	
WER006DMG	
WER006DLG	
WER006DFH	
WER006DMH	
WER006DLH	
WER006DFI	
WER006DMI	
WER006DLI	
WER006DFJ	
WER006DMJ	
WER006DLJ	
WER006DFK	
WER006DMK	
WER006DLK	
WER006DFL	
WER006DML	
WER006DLL	
WER006DFM	
WER006DMM	
WER006DLM	
WER006DFN	
WER006DMN	
WER006DLN	
WER006DFO	
WER006DMO	
WER006DLO	
WERZ\$	
WERIWCURS	R8XWH
WERIWPDS	R8XWH
WERAR12GRY	
WERAR12GRN	
WERIWCURM	R8XWH
WERIWPDM	R8XWH
WERIWOTHWF	R8XWH
WER\$DESC2	
WERIWMNTH	R8XWH
WERIWWKLY	R8XWH
WERIWBWK	R8XWH
WERIWSEMI	R8XWH

5TH UNIQUE CASE/ OBGE FIRST NAME.:
5TH UNIQUE CASE/ OBGE MIDDLE NAME.:
5TH UNIQUE CASE/ OBGE LAST NAME.:
6TH UNIQUE CASE/ OBGE FIRST NAME.:
6TH UNIQUE CASE/ OBGE MIDDLE NAME.:
6TH UNIQUE CASE/ OBGE LAST NAME.:
7TH UNIQUE CASE/ OBGE FIRST NAME.:
7TH UNIQUE CASE/ OBGE MIDDLE NAME.:
7TH UNIQUE CASE/ OBGE LAST NAME.:
8TH UNIQUE CASE/ OBGE FIRST NAME.:
8TH UNIQUE CASE/ OBGE MIDDLE NAME.:
8TH UNIQUE CASE/ OBGE LAST NAME.:
9TH UNIQUE CASE/ OBGE FIRST NAME.:
9TH UNIQUE CASE/ OBGE MIDDLE NAME.:
9TH UNIQUE CASE/ OBGE LAST NAME.:
10TH UNIQUE CASE/ OBGE FIRST NAME.:
10TH UNIQUE CASE/ OBGE MIDDLE NAME.:
10TH UNIQUE CASE/ OBGE LAST NAME.:
11TH UNIQUE CASE/ OBGE FIRST NAME.:
11TH UNIQUE CASE/ OBGE MIDDLE NAME.:
11TH UNIQUE CASE/ OBGE LAST NAME.:
12TH UNIQUE CASE/ OBGE FIRST NAME.:
12TH UNIQUE CASE/ OBGE MIDDLE NAME.:
12TH UNIQUE CASE/ OBGE LAST NAME.:
13TH UNIQUE CASE/ OBGE FIRST NAME.:
13TH UNIQUE CASE/ OBGE MIDDLE NAME.:
13TH UNIQUE CASE/ OBGE LAST NAME.:
14TH UNIQUE CASE/ OBGE FIRST NAME.:
14TH UNIQUE CASE/ OBGE MIDDLE NAME.:
14TH UNIQUE CASE/ OBGE LAST NAME.:
15TH UNIQUE CASE/ OBGE FIRST NAME.:
15TH UNIQUE CASE/ OBGE MIDDLE NAME.:
15TH UNIQUE CASE/ OBGE LAST NAME.:
\$ VALUE
IW CURR SUPT AMT.:
IW PAST DUE SUPPORT AMOUNT.:
Is Arrears Greater Than 12 Wks..Yes?
Is Arrears Greater Than 12 Wks...No?
IW MED SUPT AMT.:
IW PAST DUE MED SUPPORT AMOUNT.:
IW FEE AMOUNT....:
Other Amount Due Description #2.:
IW MONTHLY AMOUNT:
IW WEEKLY AMOUNT.:
IW BI-WEEKLY AMT.:
IW SEMI-MONTHLY AMOUNT.....:

WNWO35ORJB2 904134517585166	WERZSP		p value
WNWO35ORJB2 904134517585166	WERUCA62WF		UCA Title 62 62A-11-406(4)....:
WNWO35ORJB2 904134517585166	WERUCA78AF		UCA Title 78 Amt 78A-2-216.....:
WNWO35ORJB2 904134517585166	WERIWPRCNT	R8XWH	IW MAX PERCENTAGE:
WNWO35ORJB2 904134517585166	WERACNTTP		Accounting Contact Telephone Number:
WNWO35ORJB2 904134517585166	WERSONWKRA	R8XCD	Signed On Worker First Name.....:
WNWO35ORJB2 904134517585166	WERSONWKR B	R8XCD	Signed On Worker Middle Name.....:
WNWO35ORJB2 904134517585166	WERSONWKRC	R8XCD	Signed on Worker Last Name.....:
WNWO35ORJB2 904134517585166	DXBZSTATUS		DXBZSTATUS
WNWO35ORJB2 904134517585166	DXBZOWNER		DXBZOWNER
WNWO35ORJB2 904134517585166	DXBZDATE		DXBZDATE
WNWO35ORJB2 904134517585166	DXBZVBEG		DXBZVBEG
WNWO35ORJB2 904134517585166	DXBZVEND		DXBZVEND
WNWO35ORJB2 904134517585166	WERCHDM DFA	R8X3N	1ST UNIQUE CASE/ CHILD FIRST NAME:
WNWO35ORJB2 904134517585166	WERCHDM DBA	R8X3N	1ST UNIQUE CASE/ CHILD DOB.....:
WNWO35ORJB2 904134517585166	WERCHDM DF B		2ND UNIQUE CASE/ CHILD FIRST NAME:
WNWO35ORJB2 904134517585166	WERCHDM DB B		2ND UNIQUE CASE/ CHILD DOB.....:
WNWO35ORJB2 904134517585166	WERCHDM DF C		3RD UNIQUE CASE/ CHILD FIRST NAME:
WNWO35ORJB2 904134517585166	WERCHDM DB C		3RD UNIQUE CASE/ CHILD DOB.....:
WNWO35ORJB2 904134517585166	WERCHDM DF D		4TH UNIQUE CASE/ CHILD FIRST NAME:
WNWO35ORJB2 904134517585166	WERCHDM DB D		4TH UNIQUE CASE/ CHILD DOB.....:
WNWO35ORJB2 904134517585166	WERCHDM DF E		5TH UNIQUE CASE/ CHILD FIRST NAME:
WNWO35ORJB2 904134517585166	WERCHDM DB E		5TH UNIQUE CASE/ CHILD DOB.....:
WNWO35ORJB2 904134517585166	WERCHDM DF F		6TH UNIQUE CASE/ CHILD FIRST NAME:
WNWO35ORJB2 904134517585166	WERCHDM DB F		6TH UNIQUE CASE/ CHILD DOB.....:
WNWO35ORJB2 904134517585166	WERCHDM DF G		7TH UNIQUE CASE/ CHILD FIRST NAME:
WNWO35ORJB2 904134517585166	WERCHDM DB G		7TH UNIQUE CASE/ CHILD DOB.....:
WNWO35ORJB2 904134517585166	WERCHDM DF H		8TH UNIQUE CASE/ CHILD FIRST NAME:
WNWO35ORJB2 904134517585166	WERCHDM DB H		8TH UNIQUE CASE/ CHILD DOB.....:
WNWO35ORJB2 904134517585166	WERCHDM DF I		9TH UNIQUE CASE/ CHILD FIRST NAME:
WNWO35ORJB2 904134517585166	WERCHDM DB I		9TH UNIQUE CASE/ CHILD DOB.....:
WNWO35ORJB2 904134517585166	WERCHDM DF J		10TH UNIQUE CASE/ CHILD FIRST NAME:
WNWO35ORJB2 904134517585166	WERCHDM DB J		10TH UNIQUE CASE/ CHILD DOB.....:
WNWO35ORJB2 904134517585166	WERCHDM DF K		11TH UNIQUE CASE/ CHILD FIRST NAME:
WNWO35ORJB2 904134517585166	WERCHDM DB K		11TH UNIQUE CASE/ CHILD DOB.....:
WNWO35ORJB2 904134517585166	WERCHDM DF L		12TH UNIQUE CASE/ CHILD FIRST NAME:
WNWO35ORJB2 904134517585166	WERCHDM DB L		12TH UNIQUE CASE/ CHILD DOB.....:
WNWO35ORJB2 904134517585166	WERCHDM DF M		13TH UNIQUE CASE/ CHILD FIRST NAME:
WNWO35ORJB2 904134517585166	WERCHDM DB M		13TH UNIQUE CASE/ CHILD DOB.....:
WNWO35ORJB2 904134517585166	WERCHDM DF N		14TH UNIQUE CASE/ CHILD FIRST NAME:
WNWO35ORJB2 904134517585166	WERCHDM DB N		14TH UNIQUE CASE/ CHILD DOB.....:
WNWO35ORJB2 904134517585166	WERCHDM DF O		15TH UNIQUE CASE/ CHILD FIRST NAME:
WNWO35ORJB2 904134517585166	WERCHDM DB O		15TH UNIQUE CASE/ CHILD DOB.....:
WNWO35ORJB2 904134517585166	WERCHDM DF P		16TH UNIQUE CASE/ CHILD FIRST NAME:
WNWO35ORJB2 904134517585166	WERCHDM DB P		16TH UNIQUE CASE/ CHILD DOB.....:
WNWO35ORJB2 904134517585166	WERCHDM DF Q		17TH UNIQUE CASE/ CHILD FIRST NAME:

WNWO35ORJB2 904134517585166	WERCHDMDBQ		17TH UNIQUE CASE/ CHILD DOB.....:
WNWO35ORJB2 904134517585166	WERCHDMDFR		18TH UNIQUE CASE/ CHILD FIRST NAME:
WNWO35ORJB2 904134517585166	WERCHDMDBR		18TH UNIQUE CASE/ CHILD DOB.....:
WNWO35ORJB2 904134517585166	WERCHDMDFS		19TH UNIQUE CASE/ CHILD FIRST NAME:
WNWO35ORJB2 904134517585166	WERCHDMDBS		19TH UNIQUE CASE/ CHILD DOB.....:
WNWO35ORJB2 904134517585166	WERCHDMDFT		20TH UNIQUE CASE/ CHILD FIRST NAME:
WNWO35ORJB2 904134517585166	WERCHDMDBT		20TH UNIQUE CASE/ CHILD DOB.....:
WNWO35ORJB2 904134517585166	WERCHDMDFU		21ST UNIQUE CASE/ CHILD FIRST NAME:
WNWO35ORJB2 904134517585166	WERCHDMDBU		21ST UNIQUE CASE/ CHILD DOB.....:
WNWO35ORJB2 904134517585166	WERCHDMDFV		22ND UNIQUE CASE/ CHILD FIRST NAME:
WNWO35ORJB2 904134517585166	WERCHDMDBV		22ND UNIQUE CASE/ CHILD DOB.....:
WNWO35ORJB2 904134517585166	WERCHDMDFW		23RD UNIQUE CASE/ CHILD FIRST NAME:
WNWO35ORJB2 904134517585166	WERCHDMDBW		23RD UNIQUE CASE/ CHILD DOB.....:
WNWO35ORJB2 904134517585166	WERCHDMDFX		24TH UNIQUE CASE/ CHILD FIRST NAME:
WNWO35ORJB2 904134517585166	WERCHDMDBX		24TH UNIQUE CASE/ CHILD DOB.....:
WNWO35ORJB2 904134517585166	WERCHDMDFY		25TH UNIQUE CASE/ CHILD FIRST NAME:
WNWO35ORJB2 904134517585166	WERCHDMDBY		25TH UNIQUE CASE/ CHILD DOB.....:
WNWO35ORJB2 904134517585166	WERCHDMDFZ		26TH UNIQUE CASE/ CHILD FIRST NAME:
WNWO35ORJB2 904134517585166	WERCHDMDBZ		26TH UNIQUE CASE/ CHILD DOB.....:
WNWO35ORJB2 904134517585166	WERCORADD1	R8XAT	Correspondence Address Line 1.:
WNWO35ORJB2 904134517585166	WERCORADD2	R8XAT	Correspondence Address Line 2.:
WNWO35ORJB2 904134517585166	WERZSB		b value
WNWO35ORJB2 904134517585166	WERTSONWTEL	R8XCD	SIGNED ON WORKER TELEPHONE NUMBER:
WNWO35ORJB2 904134517585166	WERCORADD3	R8XAT	Correspondence Address Line 3.:
WNWO35ORJB2 904134517585166	WERTSONEXTW		Signed on Worker Phone Extension.:
WNWO35ORJB2 904134517585166	WERCORCITY	R8XAT	Correspondence City.....:
WNWO35ORJB2 904134517585166	WERCORST	R8XAT	Correspondence State.....:
WNWO35ORJB2 904134517585166	WERCORZIP	R8XAT	Correspondence Zip Code.....:
WNWO35ORJB2 904134517585166	WERTSTMCRFX	R8XST	SIGNED ON TEAM OFFICE FAX NUM...:
WNWO35ORJB2 904134517585166	WER136	R8XXC	Certified Mail...:
WNWO35ORJB2 904134517585166	WER004	R8XP4	OBLIGOR HLCL.....:
WNWO35ORJB2 904134517585166	WERTSONTM	R8XCD	SIGNED ON WORKER'S TEAM.....:
WNWO35ORJB2 904134517585166	WERTDOCID	R8XS1	Document ID #.....:
WNWO35ORJB2 904134517585166	WERTSONWKR	R8XCD	Worker ID for Signed on Worker:
WNWO35ORJB2 904134517585166	WERTUCA62W		UCA - Income Withholding.....:
WNWO35ORJB2 904134517585166	WERTORS		ORS.....:
WNWO35ORJB2 904134517585166	WER100A	R8XE1	Team Toll Free In-State Phone...:
WNWO35ORJB2 904134517585166	WERTNETADSO		SIGNED ON WORKER EMAIL ADDRESS...:
WNWO35ORJB2 904134517585166	WER031	R8XA4	Obligor Street Address...:
WNWO35ORJB2 904134517585166	WER031A2	R8XA4	Obligor Address Line 2.....:
WNWO35ORJB2 904134517585166	WER031A	R8XA4	Obligor City.....:
WNWO35ORJB2 904134517585166	WER031B	R8XA4	Obligor State...:
WNWO35ORJB2 904134517585166	WER031C	R8XA4	Obligor Zip Code.....:
WNWO35ORJB2 904134517585166	WERTOBRMRMS	R8XPA	OBLIGOR MR./MS...:
WNWO35ORJB2 904134517585166	WER049		AMOUNT OF CHILD SUPPORT WITHHELD PER MONTH.....:
WNWO35ORJB2 904134517585166	WERTPRCNT		% NOT EXCEEDING FEDERAL CCPA LIMIT.....:

[illegible]

WER081	
WER081A	
WERC SARST	R8XFA
WERPAYADD1	R8XAT
WERPAYADD2	R8XAT
WERPAYADD3	R8XAT
WERPAYCITY	R8XAT
WERPAYST	R8XAT
WERPAYZIP	R8XAT
WER005	R8XC1
WERUSC SSD	
WERUSC SSC	
WERUCA63NA	
WERUCA63NB	
WEROBREFQ	R8XER
WEROBRENXT	R8XER
WEROBRELST	R8XER
WERNTWEIN	R8XAW
WEROBREDT	R8XER
DXBEXIT2	
WERSCLSS	R8XS3
DXBPTXT01	
DXBPDNAME	
WERVIEW	
DXBAUTHOR	
DXBCLASS	
DXBACCESS	
DXBOWNER	
DXBDCAFORM	

OTHER REASON FOR WITHHOLDING #1.:
Other Reason for withholding.#2.:
Total Liability Selected Cases.:
Payment Address Line 1.....:
Payment Address Line 2.....:
Payment Address Line 3.....:
Payment Address City.....:
Payment Address State.....:
Payment Address Zip.....:
ORS Case Number.:
USC - 466(a)13....:
USC - 42 U.S.C. 666(a)(13).....:
UCA Title 63G - 63G-4-201(3).....:
UCA Title 63G - 63G-4-201(3)(b):.
OBLIGOR PAY FREQ.:
OBGR NEXT PAY DT.:
OBGR LAST PAY DT.:
THIRD PARTY ID OF NTW EMPLOYER.....:
OBLIGOR HIRE DATE:
DXBEXIT 2
Security Class.:
*PRESS <ENTER> TO
PDP-NAME.....:
VIEW SESSION:
DOCUMENT AUTHOR.:
DOCUMENT CLASS.:
ACCESS CODES FOR DISOSS/370.....:
DOCUMENT OWNER.:
STORING FORMAT....: 1 = RFT, 2 = FFT

PARAMETER_VALUE

(
X
-
27-May-09
WEBER
KAIBAB INDUSTRIESXABCDEFCHIJKLMNOPQ
JOSEPHXXXXXX
MIDDLEXXXXXX
GRANTXXXXXXXXXXXXX
E
% UNISERVICEXXXXXXXXXXXXXX
204-03-1520
PO BOX 84XXXXXXXXXXXXXXXXXX
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CODY
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BILLY01XXXXX
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MARGIE02XXXX
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MERRY08XXXXX
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KATY12XXXXXX
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KELLI13XXXXX
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JADENXXXXXXX
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Office of Recovery Services
1-877-547-1808

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Ins Co/Benefit Manager Name.....:
Team Number.....:
Worker ID for Responsible Case Worker...:
Ins Co/Benefit Mgr Corp Addr Line 1:
Ins Co/Benefit Mgr Corp Addr Line 2:
Ins Co/Benefit Mgr Corp Addr Line 3:
Ins Co/Benefit Mgr Corp City.....:
Ins Co/Benefit Mgr Corp State.....:
Ins Co/Benefit Mgr Corp Zip Code...:
COVERED PARTIC FIRST NAME.....:
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COVERED PARTIC LAST NAME.....:
POLICYHOLDER FIRST NAME.....:
POLICYHOLDER MIDDLE NAME.....:
POLICYHOLDER LAST NAME.....:
Insured ID Number:
Group Number.....:
Responsible Worker First Name.....:
Responsible Worker Middle Name.....:
Responsible Worker Last Name.....:
ORS.....:
Resp Wkr Phone...:
Responsible Worker Phone Extension.:
Team Toll Free In-State Phone...:
Team Corporation Fax #.....:
Resp Wkr Email Address.....:
ORS Case Number...:
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STORING FORMAT...: 1 = RFT, 2 = FFT
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DARLING

Office of Recovery Services

(801)536-8938

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JDARLING@UTAH.GOV

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Document Summary

5/27/2009

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms Triggers	Avg # Pg	Avg Vol	User Note
AI04	Applicant Initial Contact	ORSIS - Ready	Support, CSS	IVDS	XEFT	2	9736	Online optional letter.
B01A	Attorney Notification Ltr	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR		1	94	Online precomposed letter.
B01T	Bankruptcy Trustee Notification Ltr	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR		1	92	Online optional letter.
B05A	Attorney Notification Letter	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR		1	17	Online precomposed letter.
B05T	Bankruptcy Trustee Notification Letter	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR		1	21	Online optionalL Letter.
B07T	Ch 7/11 Bankruptcy Trustee Notification	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR		1	1	Online optional letter.
C01A	Payment Reminder	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR		1	5081	Online optional letter.
C01C	Delinquent in Payments	ORSIS - Ready	Children in Care, CIC	FSTR YCOR		1	201	Online precomposed letter.
C05A	Settlement Offer - Arrears	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR		1	167	Online optional letter.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms Triggers	Avg # Pg	Avg Vol	User Note
C05B	Stlmnt Offer - Arrears Ongoing	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR		1	40	Online optional letter.
C05C	Non-IV-A Arrearage Settlement To Obge	ORSIS - Ready	Support, CSS	IVDS		1	151	Online optional agreement.
C05E	Settlement Offer, Change in Care Obgr	ORSIS - Ready	Children in Care, CIC Community	DSPD FSTR NHCS USDC USHC YCOR		2	13	Online optional letter and subform of OSCS & OSPT.
C05L	Attorney Stipulation Cover Letter	Subform only	Children in Care, CIC Community	DSPD FSTR NHCS USDC USHC YCOR				This is a subform of OSCS & OSPT only.
C10A	Demand/Legal Action	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR		1	5200	Online precomposed letter.
C15A	Crim Refrl Notc & Stmt of Undrstndng/Wvr	ORSIS - Ready	Support, CSS	IVDS		3	33	Online precomposed letter.
C30A	Payment Schedule Notice to Obgr	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	URRI	4	3374	Online optional letter.
C35B	Non-AFDC Pay Plntff Directly	ORSIS - Ready	Support, CSS	IVDS		1	3370	Online precomposed letter.
C40A	Notice of Reassessment	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR		1	750	Online precomposed letter.
C50A	Send Assignment of Collection	ORSIS - Ready	Support, CSS	IVDS		1	0	Online optional letter.
C70A	Notc to IV-A Obge: Req Amt Past-Due Supt	ORSIS - Ready	Support, CSS	IVDS		2	99	Online precomposed letter.
C70B	Notc Non-IV-A Appl: Incomplete Stmt	ORSIS - Ready	Support, CSS	IVDS		1	99	Online optional letter.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms	Triggers	Avg #	Pg	Avg Vol	User Note
C80A	Notc of CS Oblgtn: Physical Custody Chng	ORSIS - Ready	Support, CSS	IVDS	URAC		4	5		Online optional letter.
C85A	Physical Custody Change Courtesy Letter	ORSIS - Ready	Support, CSS	IVDS			1	16		Online optional letter.
C95A	Notice of Proof of Payments	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR			1	712		Online optional letter.
CC10	Online Account Registration Letter	ORSIS - Ready	Children in Care, CIC Medical, BMC Overpayments, BIC Community Support, CSS		ARA		1	7001		Online precomposed letter and daily batch. Letter triggered when user registers for an online account on the ORS web site. This will trigger on OBGE, OBRP, OBRS, ALGP, ALGS, APAR, RECP, or OTHR participants on any active case.
CFIN	Post-Order Financial Statement	ORSIS - Ready	Support, CSS	IVDS			1	359		Online precomposed notice and subform of NADL.
CFIS	Financial Information Sheet	Subform only	Community	DSPD NHCS USDC USHC						This is a subform of H01A only.
CPIO	Financial Statement for Order Establish	Subform only	Support, CSS	IVDS						Subform of NACA, NACE, NACP, NAGE, NAGT, NAPE, & NAMA.
CRVU	Financial Statement For Review/Adjustment	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR			3	401		Online precomposed form & subform of the NACM, NAME, OM01, OM02, OM03, OM04, OM14, OR01, OR02, OR03, & OR04 packets.
D04A	NOTICE OF DISQUALIFICAITON	ORSIS - Ready	Overpayments, BIC	OPMT			1	24		Online precomposed letter.
E01A	ANNUAL NOTICE OF PAST-DUE CHILD SUPPORT	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	URAA	B4X39 R4X04	12	192		Online optional letter. Online version generated through Doc Gen/Batch is Cobol. Volume for online only.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms	Triggers	Avg # Pg	Avg Vol	User Note
E01M	Notice of Intent to Initiate Enf Action	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR			2	12023	Online optional letter.
E05M	Notice of Intent to Execute on Assets	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR			1	598	Online optional letter. This form replaces E55A.
E07A	MEDICAID DEMAND/LEGAL ACTION	ORSIS - Ready	Medical, BMC	HCLM TORT			1	6	Online precomposed letter. Form prints at DTS.
E09A	LETTER FROM ATTORNEY GENERAL	ORSIS - Ready	Medical, BMC	HCLM TORT			1	0	Online precomposed letter. Generate on AG Letterhead.
E09B	LETTER FROM AG, FOLLOW-UP	ORSIS - Ready	Medical, BMC	HCLM TORT			2	0	Online precomposed letter.
E09C	Contact Tort Agent AG Threat	ORSIS - Ready	Medical, BMC	HCLM TORT			1	0	Online precomposed letter. Generate on AG Letterhead.
E10M	Enforcement Warning Letter	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	C2X05		1	8260	Online precomposed letter and daily batch. This form will replace E60A.
E11A	RECIPIENT NONCOOPERATION	ORSIS - Ready	Medical, BMC	HCLM TORT TPLF			1	17	Online precomposed letter.
E11B	RECIPIENT NONCOOPERATION FOLLOW-UP	ORSIS - Ready	Medical, BMC	HCLM TORT TPLF			1	2	Online precomposed letter.
E13A	NOTICE OF INTENT TO GARNISH	ORSIS - Ready	Children in Care, CIC	FSTR YCOR			1	0	Online optional form.
E35A	Request for Apportionment Review	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR			1	23	Online precomposed letter.
E90A	Cnfrmtn Voluntary Cstdy Chng Ltr & Form	ORSIS - Ready	Support, CSS	IVDS			4	737	Online optional letter.
E90B	Cnfrmtn Phy Cstdy Chng Ltr & Form	ORSIS - Ready	Support, CSS	IVDS			3	186	Online optional letter.
E90C	SR Cnfrmtn Phy Cstdy Chng Ltr & Form	ORSIS - Ready	Support, CSS	IVDS			3	77	Online optional letter.
EAJ1	Cover Ltr for Abstracting Jdgmt/Non-Adm	ORSIS - Ready	Overpayments, BIC	OPMT			1	0	Online precomposed letter.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms Triggers	Avg # Pg	Avg Vol	User Note
EAJR	Abstract for Judgment Renewal/Non-Admn	ORSIS - Ready	Overpayments, BIC	OPMT		1	0	Online precomposed form.
EAR1	Cvr Ltr for Abstract to Another Court	ORSIS - Ready	Overpayments, BIC	OPMT		1	0	Online precomposed letter.
ECJR	Complaint for Judgment Renewal	ORSIS - Ready	Overpayments, BIC	OPMT	ESJR	4	5	Online precomposed form.
EDJC	Default Judgmt/Complaint Judgmt Renewal	ORSIS - Ready	Overpayments, BIC	OPMT	EJDC	3	0	Online precomposed form.
EDLD	Cover Sheet Driver License Order to DLD	Subform only	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	EDLD			This is a subform of ORDL & ORLS only.
EDU1	IV-E Stipend Reimbursement Letter	ORSIS - Ready	Community	NIVD		2	2	Online precomposed letter.
EDU2	Notice of Past Due Payment	ORSIS - Ready	Community	OPMT		1	2	Online precomposed letter.
EGC1	Cover Letter to Employer	Subform only	Overpayments, BIC	OPMT				This is a subform of EGPA only.
EGC2	Cover Letter to Sheriff	ORSIS - Ready	Overpayments, BIC	OPMT		1	103	Online precomposed letter.
EGCW	Continuous Writ of Garnishment	Subform only	Overpayments, BIC	OPMT				This is a subform of EGPA only.
EGEX	Ex Parte to Release Garn Funds	ORSIS - Ready	Overpayments, BIC	OPMT		3	0	Online precomposed form.
EGHR	Request for Hearing (Garn)	Subform only	Overpayments, BIC	OPMT				This is a subform of EGPA only.
EGIG	Instructions to Garnishee	Subform only	Overpayments, BIC	OPMT				This is a subform of EGPA only.
EGIT	Interrogatories to Garnishee	Subform only	Overpayments, BIC	OPMT				This is a subform of EGPA only.
EGNE	Notice of Garnishment and Exemptions	Subform only	Overpayments, BIC	OPMT				This is a subform of EGPA only.
EGPA	PAO Application for Garnishment	ORSIS - Ready	Overpayments, BIC	OPMT	EGAF EGC1 EGCW EGHR EGIG EGIT EGNE EGVM	22	401	Online precomposed form.
EGR1	Garnishment Reduction Letter	ORSIS - Ready	Overpayments, BIC	OPMT		1	111	Online precomposed letter.
EGR2	Garnishment Non-Compliance Letter	ORSIS - Ready	Overpayments, BIC	OPMT		1	18	Online optional letter.
EGRL	Release of Garnishment	ORSIS - Ready	Overpayments, BIC	OPMT		4	268	Online precomposed form.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms Triggers	Avg # Pg	Avg Vol	User Note
EGVM	Verified Memo of Costs for Continuing Garn	Subform only	Overpayments, BIC	OPMT				This is a subform of EGPA only.
EJDC	Default Certificate	Subform only	Overpayments, BIC	OPMT				This is a subform of the EDJC only.
ESJR	Summons for Judgment Renewal	Subform only	Overpayments, BIC	OPMT				This is a subform of the ECJR packet only.
FREE	Freeform Letter	ORSIS - Ready	Children in Care, CIC Medical, BMC	CHFR DSPD		1	834	Online optional free form letter. Generate from ORSIS; store/edit from doc cab. Note: No ORSIS event will be written.
			Community Support, CSS	FSTR HCLM IVDS NHCS TORT TPLF USDC USHC YCOR				
GD01	Guidelines Table 7-1-94 to 12-31-07	Subform only	Children in Care, CIC Support, CSS	FSTR IVDS YCOR				Subform of OM50 packet only.
GDLN	Generate Guideline Wrksht	ORSIS - Ready	Children in Care, CIC Community	DSPD FSTR				Auto driver. Code will prompt the worker to create a packet which includes the guideline documents GWSL, GWSP, GWJT, GWMO, GWFA, GWID.
			Support, CSS	IVDS NHCS USDC USHC YCOR				
GVIA	Worksheet Income Verification Affidavit	ORSIS - Ready	Children in Care, CIC Community	DSPD FSTR		1	4259	Online precomposed form and subform of NACA, NACE, NACM, NACP, NACS, NAGE, NAGT, NAME, NAPE, OCCA, OCCE, OCCM, OCME, OCPE, OCPT, ODCS, ODPC, OPCM, OPCS, OPPC, ORCA, OSCA, OSCE, OSCM, OSCI, OSME, OSPA, OSPE, OSPT, & OTCS.
			Support, CSS	IVDS NHCS USDC				
				USHC YCOR				

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms Triggers	Avg # Pg	Avg Vol	User Note
GWFA	Father's Present Home Wrksht	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR		1	211	Online optional form.
GWFR	IVR Father's Present Home Wrksht	Subform only	Children in Care, CIC Support, CSS	FSTR IVDS YCOR				This is a subform of the OM50 packet only.
GWID	Insurance/Day Care Worksheet	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR		1	0	Online optional form.
GWJT	Joint Custody Guideline Wrksht	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR		1	63	Online optional form.
GWMO	Mother's Present Home Wrksht	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR		1	44	Online optional form.
GWMR	IVR Mother's Present Home Wrksht	Subform only	Children in Care, CIC Support, CSS	FSTR IVDS YCOR				Subform of OM50 packet only.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms Triggers	Avg # Pg	Avg Vol	User Note
GWSL	Sole Custody Guideline Wrksht	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR		1	14027	Online optional form.
GWSP	Split Custody Guideline Wrksht	ORSIS - Ready	Support, CSS	IVDS		1	57	Online optional form.
GWSR	IVR Sole Custody Guideline Wrksht	Subform only	Children in Care, CIC Support, CSS	FSTR IVDS YCOR				This is a subform of the OM50 packet only.
H01A	INITIAL CONTACT LETTER	ORSIS - Ready	Community	DSPD NHCS USDC USHC	CFIS	4	66	Online optional letter.
H02A	Courtesy Letter	ORSIS - Ready	Community	DSPD NHCS USDC USHC		2	105	Online optional letter.
H15A	STATUS INQUIRY	ORSIS - Ready	Community	USHC		1	0	Online optional letter.
H45A	DELINQUENCY NOTICE LETTER	ORSIS - Ready	Community	USHC		1	1	Online optional letter.
H50A	F.R.A.A. FIRST REQUEST	ORSIS - Ready	Community	USHC	SHAI	4	66	Online optional letter.
H52A	PATIENT RESPONSIBILITY LTR	ORSIS - Ready	Community	USHC	HVPA	3	6	Online optional letter.
HVPA	Voluntary Payment Agreement	ORSIS - Ready	Community	USHC		1	1	Online optional form and subform of H52A.
I01A	National Medical Support Notice Cover Letter	Subform only	Children in Care, CIC Support, CSS	FSTR IVDS YCOR				This is a subform for INEA only.
I01B	National Medical Support Notice Cover Letter	Subform only	Children in Care, CIC Support, CSS	FSTR IVDS YCOR				This is a subform of INEB only.
I02A	National Medical Support Notice Reminder	ORSIS - Ready	Support, CSS	IVDS		2	931	Online precomposed letter.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms Triggers	Avg # Pg	Avg Vol	User Note
I05A	Insurance Warning Letter	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR		1	5093	Online optional letter.
I11A	Insurance Notification: N-AFDC	ORSIS - Ready	Support, CSS	IVDS	C1X16	3	15144	Online precomposed letter and daily batch from C1X16.
I11B	IVR Insurance Coverage Letter	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	IVR	3		Online precomposed letter and on request batch from IVR
I12A	Insurance Notification: EUA	ORSIS - Ready	Support, CSS	IVDS	C1X16	2	954	Online precomposed letter and daily batch from C1X16.
I14A	Insr Notification to CP - Military	ORSIS - Ready	Support, CSS	IVDS	B2X51	2	466	Online precomposed letter and daily batch from B2X51.
I14B	Insurance Notification - Military	ORSIS - Ready	Medical, BMC	TPLF	B2X51	1	52	Online precomposed letter and daily batch from B2X51.
I14C	Insurance Notification - Military	ORSIS - Ready	Children in Care, CIC	FSTR YCOR	B2X51	1	6	Online precomposed letter and daily batch from B2X51.
I40A	Insr Premium Credit Notc to Obge	ORSIS - Ready	Support, CSS	IVDS		1	2796	Online optional letter.
I50A	Insr Premium Credit Notc to Obgr	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR		1	3094	Online optional letter.
I55A	Insurance Credit Notification-Interstate	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR		2	42	Online optional letter.
I65A	Failure to Enroll	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR		2	2243	Online optional letter.
INAN	NMSN Answer to the National Medical Support Notice	Subform only	Children in Care, CIC Support, CSS	FSTR IVDS YCOR				This is a subform of the INEA & INEB.
INAR	NMSN Plan Administrator Response	Subform only	Children in Care, CIC Support, CSS	FSTR IVDS YCOR				This is a subform of the INEA & INEB only.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms	Triggers	Avg #	Pg	Avg Vol	User Note
INEA	National Medical Support Notice*	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	I01A INAN INAR INER URRM		15		2774	Online optional form. Use this packet when batch INEB errors
INEB	National Medical Support Notice*	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	I01B INAN INAR INER URRM	B2X51	20		51911	Precomposed daily batch ONLY duplex form. Triggered from B2X51only. Use INEA for DGDIN errors.
INER	NMSN Employer Response	Subform only	Children in Care, CIC Support, CSS	FSTR IVDS YCOR						This is a subform of the INEA & INEB only.
INZA	Notice to Terminate: Insurance	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR			1		2855	Online precomposed form..
L01A	Applicant/Recipient Information Request	ORSIS - Ready	Support, CSS	IVDS			2		8679	Online optional letter.
L01C	Other Parent Information Request	ORSIS - Ready	Children in Care, CIC Community	DSPD FSTR NHCS USDC USHC YCOR			2		14	Online precomposed letter.
L02A	Non-Custodial Parent Info Request	ORSIS - Ready	Support, CSS	IVDS			2		37	Online precomposed letter.
L14A	Employer Verification of Hours Available	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC			2		777	Online precomposed letter.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms Triggers	Avg # Pg	Avg Vol	User Note
L15A	Employer Request*	ORSIS - Ready	Children in Care, CIC Medical, BMC	DSPD FSTR	B1X10 B1X19	1	58586	Online precomposed letter and daily batch. Auto trigger from screens 207 & 301; Daily batch from 110B, 119B, & 251B.
			Overpayments, BIC Community Support, CSS	HCLM IVDS NHCS TORT USDC USHC YCOR	B2X51 R2X07 R3X01			
L15C	Employer Second Request	ORSIS - Ready	Children in Care, CIC	FSTR YCOR		1	9	Online precomposed letter.
L15D	Employer Request/OPMT	ORSIS - Ready	Overpayments, BIC	CHFR OPMT	B1X10	2	2013	Online precomposed letter and daily batch triggered from B1X10 for OPMT case types.
L15E	Employer 2nd Request/OPMT	ORSIS - Ready	Overpayments, BIC	CHFR OPMT		2	217	Online precomposed letter.
L16A	Alien Status & Deportation Info Request	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR		2	102	Online optional letter.
L17A	Employer HAFB Request	ORSIS - Ready	Children in Care, CIC	FSTR YCOR		1	1	Online precomposed letter.
L20A	School Request	ORSIS - Ready	Children in Care, CIC Medical, BMC Community Support, CSS	DSPD FSTR HCLM IVDS NHCS TORT USDC USHC YCOR		2	27	Online precomposed letter.
L25A	Prison, Jail, Hosp. Info Request	ORSIS - Ready	Children in Care, CIC Medical, BMC Community Support, CSS	DSPD FSTR HCLM IVDS NHCS USDC USHC YCOR		2	1194	Online optional letter.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms	Triggers	Avg # Pg	Avg Vol	User Note
L30A	Relative Info Request	ORSIS - Ready	Children in Care, CIC Medical, BMC Community Support, CSS	DSPD FSTR HCLM IVDS MEDR NHCS TORT USDC USHC YCOR			1	535	Online precomposed letter.
L35B	US Dept of Defense (Military) Request	ORSIS - Ready	Children in Care, CIC	FSTR YCOR			1	0	Online precomposed letter.
L40A	Loan Info Request	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR YCOR			3	1947	Online optional letter.
L55A	P. O. Request for Addr Change	ORSIS - Ready	Children in Care, CIC Medical, BMC Community Support, CSS	CHFR DSPD FSTR HCLM IVDS NHCS TORT TPLF USDC USHC YCOR	R2X04 R3X01		1	40301	Online precomposed letter. Auto trigger from screens 204 & 301, worker generated.
L55B	PO Request for Addr Info	ORSIS - Ready	Overpayments, BIC	OPMT			1	369	Online optional letter.
L60A	Adult Prob/Parole Info Request	ORSIS - Ready	Children in Care, CIC Medical, BMC Community Support, CSS	DSPD FSTR HCLM IVDS MEDR NHCS TORT USDC USHC YCOR			1	111	Online optional letter.
L60B	Department of Corrections	ORSIS - Ready	Children in Care, CIC	FSTR YCOR			1	1	Online optional letter.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms Triggers	Avg # Pg	Avg Vol	User Note
L65A	State Income Tax Info Request	ORSIS - Ready	Children in Care, CIC Medical, BMC Community Support, CSS	DSPD FSTR HCLM IVDS MEDR NHCS PRBT TORT USDC USHC YCOR		1	450	Online precomposed letter.
L70A	Return of FPLS Information	ORSIS - Ready	Support, CSS	IVDS		1	1	Online precomposed letter.
LAFE	AFFIDAVIT FOR SUBPEONA TO EMPL FOR INS INFO	Subform only	Medical, BMC	HCLM TPLF				This is a subform of LSME only.
LAFF	Affidavit for Subpoena	Subform only	Children in Care, CIC Medical, BMC Community Support, CSS	DSPD FSTR HCLM IVDS MEDR NHCS NRHM PRBT TORT TPLF USDC USHC YCOR				This is a subform of LSDT only.
LAFI only.	AFFIDAVIT FOR SUBPEONA TO INS CO FOR INS INFO		Subform only	Medical, BMC TPLF				HCLM This is a subform of LSMI

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms Triggers	Avg # Pg	Avg Vol	User Note
LSDT	Subpoena Duces Tecum	ORSIS - Ready	Children in Care, CIC Medical, BMC Community Support, CSS	DSPD FSTR HCLM IVDS MEDR NHCS NRHM PRBT TORT TPLF USDC USHC YCOR	LAFF	3	102	Online optional form.
LSME	Subpoena Ins Info, Send to Empl	ORSIS - Ready	Medical, BMC	HCLM TPLF	LAFE	2	0	Online precomposed form.
LSMI	Subpoena Ins Info, Send to Ins Co	ORSIS - Ready	Medical, BMC	HCLM TPLF	LAFI	2	5	Online pecomposed form.
M01A	PROVIDER OVERPAYMENT NOTICE	ORSIS - Ready	Medical, BMC	MEDR		2	0	Online precomposed letter.
M01B	PROVIDER OVP NOTICE 2ND REQUEST	ORSIS - Ready	Medical, BMC	MEDR		2	0	Online precomposed letter.
M03A	INSURANCE CO. CLAIMS LETTER	Subform only	Medical, BMC	HCLM	Y60A			This is a subform of Y60A only.
M05A	PROV CREDIT BAL 1ST LTR	ORSIS - Ready	Medical, BMC	MEDR		1	40	Online precomposed letter. CONTAINS CERT# BUT NO PS RECORD CREATED
M05B	PROV CREDIT BAL 2ND REQ	ORSIS - Ready	Medical, BMC	MEDR		1	40	Online precomposed letter. CONTAINS CERT# BUT DOES NOT CREATE PS RECORD
M05C	PROV CREDIT BAL 3RD REQ	ORSIS - Ready	Medical, BMC	MEDR		1	12	Online precomposed letter. CONTAINS CERT# BUT DOES NOT CREATE PS RECORD
M05D	PROV CREDIT BAL AG LTR	ORSIS - Ready	Medical, BMC	MEDR		1	0	Online precomposed letter. CONTAINS CERT # BUT NO PS RECORD CREATED. GENERATE ON AG LETTERHEAD
M07A	REQ FOR ADMISSIONS SHEET/DIAG	ORSIS - Ready	Medical, BMC	TORT		1	2921	Online optional letter.
M09A	CLAIMS PROCESSOR - MED BEN ACT	ORSIS - Ready	Medical, BMC	HCLM		2	678	Online precomposed letter.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms Triggers	Avg # Pg	Avg Vol	User Note
M10A	VEHICLE ACCIDENT LETTER	ORSIS - Ready	Medical, BMC	TORT		1	4	Online precomposed letter.
M13A	RECIPIENT INSURANCE LETTER	ORSIS - Ready	Medical, BMC	HCLM		1	109	Online precomposed letter.
M15A	MEDICAID TORT LETTER	ORSIS - Ready	Medical, BMC	TORT	MINQ	3	1845	Online precomposed letter. Prints at DTS upon worker
M15B	MEDICAID TORT LETTER - 2ND REQ	ORSIS - Ready	Medical, BMC	TORT	MINQ	3	129	Online precomposed letter. Sent to print at DTS upon worker commit.
M16A	Prior Authorization Denial Letter	ORSIS - Ready	Medical, BMC	HCLM		1	285	Online precomposed letter.
M20A	NO-FAULT REIMB. NOTICE	ORSIS - Ready	Medical, BMC	TORT		1	8	Online precomposed letter.
M25A	PROPERTY OWNERS QUESTIONNAIRE	ORSIS - Ready	Medical, BMC	TORT	MINQ	3	23	Online precomposed letter.
M30A	Claim Status Request	ORSIS - Ready	Medical, BMC	HCLM	B4X08	1	1014	Online precomposed letter ONLY. Monthly batch document supressed. Job will still run the first of the month and the workers will get DGDMS for generated triggers.
M33A	MSU DECREE LETTER	ORSIS - Ready	Medical, BMC	TPLF		1	0	Online precomposed letter.
M35A	ESTATE RECEIPT AND RELEASE	ORSIS - Ready	Medical, BMC	PRBT		1	0	Online precomposed form.
M36A	CONTACT HEIRS FOR PAYMENT*	ORSIS - Ready	Medical, BMC	PRBT		3	228	Online precomposed letter.
M36B	ADDITIONAL ESTATE RECOVERY EXPENSES	ORSIS - Ready	Medical, BMC	PRBT		1	37	Online precomposed letter.
M37A	GIFTED PROPERTY	ORSIS - Ready	Medical, BMC	PRBT		2	0	Online precomposed letter.
M40A	CONSERVATORSHIP REIMB CLAIM	ORSIS - Ready	Medical, BMC	PRBT		2	0	Online precomposed form.
M45B	PROBATE REIMB CLAIM - AFTER 79	ORSIS - Ready	Medical, BMC	PRBT		3	58	Online optional form.
M47A	RECIPIENT OVP NOTICE	ORSIS - Ready	Medical, BMC	HCLM		1	77	Online precomposed letter.
M50A	GENERAL RELEASE	ORSIS - Ready	Medical, BMC	TORT		2	14	Online precomposed form.
M51A	TORT Receipt of Notice of Decision*	ORSIS - Ready	Medical, BMC	TORT	M52A M55B	1	2607	Online optional letter.
M51B	Subsequent Receipt of Notice & Decision	ORSIS - Ready	Medical, BMC	TORT	M52A M55B	8	0	Online precomposed letter.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms	Triggers	Avg # Pg	Avg Vol	User Note
M51C	TORT Revocation of Consent	ORSIS - Ready	Medical, BMC	TORT			1	0	Online optional letter.
M52A	Collection Agreement	ORSIS - Ready	Medical, BMC	TORT			5	43	Online precomposed letter and subform of M51A & M51B.
M52B	Follow Up Collection Agreement	ORSIS - Ready	Medical, BMC	TORT			1	0	Online precomposed letter.
M55B	Notice of Claim*	ORSIS - Ready	Medical, BMC	TORT			1	3791	Online optional letter and subform of M51A & M51B.
M60A	NOTICE OF STATUTORY LIEN*	ORSIS - Ready	Medical, BMC	PRBT			2	156	Online optional letter.
M60B	NOTICE OF STATUTORY LIEN - REL	ORSIS - Ready	Medical, BMC	PRBT			2	71	Online optional letter.
M61A	Notice of Statutory Lien on Trust	ORSIS - Ready	Medical, BMC	PRBT			2	70	Online optional letter.
M61B	Release of Statutory Lien on Trust	ORSIS - Ready	Medical, BMC	PRBT			2	32	Online precomposed letter.
M62A	Consensual Lien Follow Up Letter	ORSIS - Ready	Medical, BMC	PRBT			1	28	Online precomposed letter.
M63A	Probate Demand Letter	ORSIS - Ready	Medical, BMC	PRBT			1		Online precomposed letter.
M64A	Probate Lien Modification Letter	ORSIS - Ready	Medical, BMC	PRBT			1		Online precomposed letter.
M65A	RELEASE OF CLAIM	ORSIS - Ready	Medical, BMC	PRBT			1	76	Online precomposed form.
M66A	DEMAND FOR PROVIDER RFND - TPL	ORSIS - Ready	Medical, BMC	HCLM			1	511	Online precomposed letter.
M67A	PROBATE CLERIC LET - REQ INFO	ORSIS - Ready	Medical, BMC	PRBT			1	0	Online precomposed letter.
M67B	REQ FOR STAT OF PROBATE ACTION	ORSIS - Ready	Medical, BMC	PRBT			1	0	Online precomposed letter.
M67C	ESTATES FILED FOR PROBATE	ORSIS - Ready	Medical, BMC	PRBT			1	0	Online precomposed letter.
M68A	REQUEST FOR POLICE REPORT	ORSIS - Ready	Medical, BMC	TORT			1	284	Online optional letter.
M69A	REQUEST FOR EOB	ORSIS - Ready	Medical, BMC	HCLM			1	61	Online precomposed letter.
M70A	MEDICAL LIAB. NOT. - ALTERCAT	ORSIS - Ready	Medical, BMC	TORT			1	0	Online precomposed letter.
M74A	REQ INFO MEDICAID - 3RD REQ	ORSIS - Ready	Medical, BMC	TORT			1	0	Online precomposed letter.
M75A	SANCTION TO WITHHOLD MED CARD	ORSIS - Ready	Medical, BMC	TORT			1	0	Online optional memo.
M80A	MEDCO Non Subrogation Letter	ORSIS - Ready	Medical, BMC	HCLM			2	4	Online precomposed letter.
M90A	Probate Medical Expenses Cover Letter	ORSIS - Ready	Medical, BMC	PRBT			1		Online optional letter.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms	Triggers	Avg #	Pg	Avg Vol	User Note
M91A	Probate Reduced Settlement Letter	ORSIS - Ready	Medical, BMC	PRBT			1			Online optional letter. Worker generated print stream will be sent to DTS to print through Transformer
M92A	Probate Statement of Lien Amount	ORSIS - Ready	Medical, BMC	PRBT			1			Online optional letter. Worker generated print stream will be sent to DTS to print through Transformer
M93A	Probate Surviving Spouse Letter	ORSIS - Ready	Medical, BMC	PRBT			1			Online precomposed letter. Worker generated print stream will be sent to DTS to print through Transformer
MEMO	Blank Document	ORSIS - Ready	Children in Care, CIC Medical, BMC Overpayments, BIC Support, CSS				1	1040		Online optional letter. This form was never made ORSIS ready but can be created in Doc Gen. No post processing for
MINQ	Injury Questionnaire	Subform only	Medical, BMC	TORT						Subform of M15A, M15B, & M25A only.
MNAA	Mail Certificate for NAA	ORSIS - Ready	Overpayments, BIC	OPMT			3	1		Online optional form and subform of NROP.
MRPA	TORT Payer Repayment Agreement	ORSIS - Ready	Medical, BMC	TORT			2	0		Online precomposed form.
N01A	OBLIGEE NOTICE OF ADJ PROCEEDING	ORSIS - Ready	Support, CSS	IVDS			1	19		Online precomposed letter.
N01B	Obge Notc Adjudicative Proceeding: NMSN	ORSIS - Ready	Support, CSS	IVDS			1	0		Online precomposed letter.
N01C	Obgr Notice Adj Proceeding: Obge NMSN	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR			1	1		Online precomposed letter.
N01D	CP's Notice of Adjudicative Proceeding	ORSIS - Ready	Support, CSS	IVDS			1	0		Online precomposed letter.
N02A	Obligee Notice of Reconsideration	ORSIS - Ready	Support, CSS	IVDS			1	1		Online precomposed letter and subform of ORRE.
N02B	Obligor Notice of Reconsideration	ORSIS - Ready	Support, CSS	IVDS			1	0		Online precomposed letter and a subform of ORRE.
N02C	Non-Requesting Parent Notice of Recon	ORSIS - Ready	Children in Care, CIC	FSTR YCOR			1	0		Online precomposed letter.
N02D	Requesting Parent Notice of Recon	ORSIS - Ready	Children in Care, CIC	FSTR YCOR			1	0		Online precomposed letter.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms Triggers	Avg # Pg	Avg Vol	User Note
N03A	Notice of Administrative Hearing Request	ORSIS - Ready	Support, CSS	IVDS		2	8	Online optional letter.
N04A	ORS/CSS Motion Amend Admin Hearing Ord	ORSIS - Ready	Support, CSS	IVDS		1	4	Online precomposed letter.
N04C	ORS/CIC Motion Amend Admin Hearing Ord	ORSIS - Ready	Children in Care, CIC Community	DSPD FSTR NHCS USDC USHC YCOR	N06C	2	0	Online optional letter.
N05A	ORS/CSS Req Recons of Admin Hearing Ord	ORSIS - Ready	Support, CSS	IVDS		1	1	Online precomposed letter.
N05C	Request for Reconsideration of OAH Order	ORSIS - Ready	Children in Care, CIC Community	DSPD FSTR NHCS USDC USHC YCOR	N06C	2	0	Online optional letter.
N06A	Ntfctn Req Recons/Mot Amd Admin Hrng Ord	ORSIS - Ready	Support, CSS	IVDS		1	0	Online optional letter.
N06C	Obgr Ntfctn of Req for Recon of OAH Ord	Subform only	Children in Care, CIC Community	DSPD FSTR NHCS USDC USHC YCOR				This is a subform of N04C & N05C only.
N10A	Notc Req Rel Info Non-Req Pty: Add Known	ORSIS - Ready	Support, CSS	IVDS	N11A N11B	8	11	Online optional letter.
N10C	Notc Req Rel of Info to Caseworker	ORSIS - Ready	Children in Care, CIC	FSTR YCOR		3	0	Online precomposed form.
N11A	Notc Req Rel Info Non-Req Pty Cover Ltr	Subform only	Support, CSS	IVDS				This is a subform of the N10A packet only.
N11B	Notc Req Rel Info to Req Pty Cover Ltr	Subform only	Support, CSS	IVDS				This is a subform of the N10A packet only.
N11D	Denial of Safeguarding	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR		1	152	Online optional letter.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms	Triggers	Avg #	Pg	Avg Vol	User Note
N12A	Release Location Information	ORSIS - Ready	Support, CSS	IVDS			1	14		Online optional letter.
N15A	Applicant Non-Cooperation Notice	ORSIS - Ready	Support, CSS	IVDS	URRN	R2X64	4	4231		Online optional letter. Auto trigger from screen 264, worker generated.
N15C	Non-IV-A Non-Cooperation Notice	ORSIS - Ready	Support, CSS	IVDS			2	2136		Online optional letter.
N16A	NONCOOPERATION REVIEW DETERMINATION	ORSIS - Ready	Support, CSS	IVDS	URRN		3	0		Online optional letter.
N20A	COPY OF NAA TO OBLIGEE, GUIDELINE	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR			1	14		Online precomposed letter and subform in NACE, NAME, NATA packets.
N20C	Copy of NAA To Mother/Father Attorney	Subform only	Support, CSS	IVDS						This is a subform of NACA, NACE, NACM, NACP, NAGE, NAGT, NAME, & NAPE only.
N20D	Courtesy Copy of NAA to SPSR	Subform only	Support, CSS	IVDS						This is a subform of NACA, NACM, NACP, NAGE, NAGT, & NAPE only. This will replace the N20A in NACA, NACM,
N24A	Courtesy Copy NAA DL Suspension	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR			1	7		Online optional letter and subform of NADL.
N25A	Cover Letter DL Suspension Order	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR			2	0		Online optional letter and subform of the ORDL.
N26A	Cover Letter DL Rescind-Reinstate Order	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR			2	0		Online optional letter and subform of ORLS.
N50A	Cover Letter to Jail for Lien Levy	Subform only	Children in Care, CIC Support, CSS	FSTR IVDS YCOR						This is an optional subform of NLLI only.
N60A	Notice to Obligor of Lien-Levy	Subform only	Children in Care, CIC Support, CSS	FSTR IVDS YCOR						This document is a subform in the NLLS & NLLC packet only.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms Triggers	Avg # Pg	Avg Vol	User Note
N60I	Notc to Obgr of Lien-Levy, Lump Sum Pymt	Subform only	Children in Care, CIC Support, CSS	FSTR IVDS YCOR				This is a subform of NLLI only.
NAAL	NAA: OPMT ADDITIONAL LIABILITY*	ORSIS - Ready	Overpayments, BIC	OPMT	MNAA UHAL	4	0	Online optional notice/letter.
NACA	NAA: CHILD SUPPORT*	ORSIS - Ready	Support, CSS	IVDS	CPIO GVIA N20C N20D P20X P20Y QR45 UHRS	13	4512	Online optional form.
NACE	Notice of Agency Action - One Parent*	ORSIS - Ready	Support, CSS	IVDS	CPIO GVIA N20A N20C P20X P20Y QR45 UHRS	12	406	Online optional form.
NACM	NAA: MODIFY CHILD SUPPORT - TWO PARENTS*	ORSIS - Ready	Support, CSS	IVDS	CRVU GVIA N20C N20D QR45 UHRS	12	886	Online optional form.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms Triggers	Avg # Pg	Avg Vol	User Note
NACP	NAA: PATERNITY AND CS - TWO PARENTS*	ORSIS - Ready	Support, CSS	IVDS	CPIO GVIA N20C N20D P10A P10B P10X P10Y P20X P20Y QR45 UHRP URGT	17	2602	Online optional form.
NACS	NAA: CHILD/MEDICAL SUPPORT*	ORSIS - Ready	Children in Care, CIC Community	DSPD FSTR NHCS USDC USHC YCOR	GVIA ON0A	7	2400	Online optional form.
NADL	NAA Intent to Suspend Driver License*	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	CFIN N24A URDL	11	19	Online optional form. Do not generate on case with multiple CIC cases until ORSIS ER3461 is implemented. The order info will not gather correctly until that time.
NADM	Dismissal of: Notice of Agency Action*	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS OPMT USDC USHC YCOR		3	884	Online optional form.
NADS	DISMISSAL OF NAA OVERPAYMENT DETERMINATION*	ORSIS - Ready	Overpayments, BIC	OPMT		1	156	Online optional notice/letter.
NAE3	NAA: 30 DAY Agency Error Overpayment*	ORSIS - Ready	Overpayments, BIC	OPMT	UHOP	4	106	Online precomposed
NAE9	NAA: 90 Day Agency Error (FS) Overpayment*	ORSIS - Ready	Overpayments, BIC	OPMT	UHOP	4	1015	Online precomposed

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms Triggers	Avg # Pg	Avg Vol	User Note
NAFW	NAA: FAILURE TO WITHHOLD OR REMIT*	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR	UHRW	7	48	Online optional form.
NAGE	NAA: Ptny & CS - 1 Parent, GT Completed*	ORSIS - Ready	Support, CSS	IVDS	CPIO GVIA N20C N20D P20X P20Y QR45 UHRP	12	8	Online optional form.
NAGT	NAA: PTNY & CS - GT COMPLETED, 2 PARENTS*		ORSIS - Ready	Support, CSS	GVIA N20C N20D P20X P20Y QR45 UHRP	IVDS	CPIO	13 301 Online optional form.
NAHT	NAA: Non-IV-D Placement Programs*	ORSIS - Ready	Community	DSPD NHCS USDC USHC		6	53	Online optional form.
NAMA	NAA: Amend Order*	ORSIS - Ready	Children in Care, CIC Community Support, CSS	FSTR IVDS USHC YCOR	CPIO UHRS	9	56	Online optional form.
NAME	NAA: Modified Child Support - One Parent*	ORSIS - Ready	Support, CSS	IVDS	CRVU GIVA N20A N20C QR45 UHRS	10	81	Online optional form.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms Triggers	Avg # Pg	Avg Vol	User Note
NAMS	Notice of Agency Action: Amend Order*	ORSIS - Ready	Children in Care, CIC Community	DSPD FSTR NHCS USDC USHC YCOR		4	5	Online optional form.
NAPE	NAA: Paternity - One Parent*	ORSIS - Ready	Support, CSS	IVDS	CPIO GVIA N20C N20D P10A P10B P10X P10Y P20X P20Y QR45 UHRP URGT	16	105	Online optional form.
NAPT	NAA: Paternity & Child Support*	ORSIS - Ready	Children in Care, CIC Community	DSPD FSTR NHCS USDC USHC YCOR	ON0A	8	20	Online optional form.
NARE	NAA Dtrmntn of Retained IV-E CS Oblgtn*	ORSIS - Ready	Children in Care, CIC Community	DSPD FSTR NHCS USDC USHC YCOR		5	78	Online optional form.
NARS	NAA: RETAINED SUPPORT*	ORSIS - Ready	Support, CSS	OPMT	UHSR	6	96	Online optional form.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms Triggers	Avg # Pg	Avg Vol	User Note
NATA	NAA: Set Aside Order*	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR	N20A UHRS	5	44	Online optional form.
NATC	Notice of Agency Action: Set Aside Order*	ORSIS - Ready	Children in Care, CIC Community	DSPD FSTR NHCS USDC USHC YCOR		3	5	Online optional form.
NATS	NAA: FS Trafficking*	ORSIS - Ready	Overpayments, BIC	OPMT	R54B UHOP	6	0	Online optional notice/letter.
NCPF	NAA: Child Care Provider Fraud*	ORSIS - Ready	Overpayments, BIC	OPMT	UHOP	4	6	Online precomposed
NCPN	NAA: Child Care Provider Non-Fault*	ORSIS - Ready	Overpayments, BIC	OPMT	UHOP	4	1	Online precomposed
NDCP	Notice of Disqual: Child Care Provider*	ORSIS - Ready	Overpayments, BIC	OPMT	UHOP	3	0	Online precomposed
NEC1	Notice of Emancipated Child	ORSIS - Ready	Community	NIVD	XRWA	6	16	Online optional letter.
NEC2	Final Notice of Last Emancipated Child	ORSIS - Ready	Community	NIVD		2	0	Online optional letter.
NFSF	NAA: Fault Food Stamp Overpayment*	ORSIS - Ready	Overpayments, BIC	OPMT	MNAA R54A UHOP	6	480	Online optional "letter".
NFSN	NAA: Non-Fault Food Stamp Overpayment*	ORSIS - Ready	Overpayments, BIC	OPMT	MNAA UHOP	6	789	Online optional notice/letter.
NLLC	Notice of Lien-Levy, Checking	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	N60A URAL	7	465	Online precomposed form.
NLLF	Notice of Part Release Funds, Financial Inst	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	XLEV	3	29	Online optional form.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms Triggers	Avg # Pg	Avg Vol	User Note
NLLI	Notice of Lien-Levy	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	N50A N60I URAL	7	4051	Online optional form.
NLLO	Notc Full Rel Lien-Levy, Other than FI	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	XLEV	3	80	Online optional form.
NLLP	Notc Partial Rel Funds, Other than FI	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	XLEV	3	7	Online optional form.
NLLR	Notc Full Rel Lien-Levy, Financial Inst	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	XLEV	3	1030	Online optional form.
NLLS	Notice of Lien-Levy, Savings	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	N60A URAL	7	979	Online precomposed form.
NOPF	NAA: Overpayment Fault*	ORSIS - Ready	Overpayments, BIC	OPMT	R54A UHOP	6	214	Online optional notice/letter.
NOPN	NAA: Overpayment Non-Fault*	ORSIS - Ready	Overpayments, BIC	OPMT	MNAA UHOP	4	756	Online optional notice/letter.
NROP	NAA OP Judgment Renewal*	ORSIS - Ready	Overpayments, BIC	OPMT	MNAA UHOP	6	29	Online precomposed form.
NS59	Notice of Team 59 Services	ORSIS - Ready	Community	NIVD	XRWB	3	0	Online precomposed letter.
NXCO	NAA: Determination of CO & Recon of Arrs*	ORSIS - Ready	Support, CSS	IVDS	QN01 URRC	10	1	Online optional form.
NXSA	NAA: Set Aside Dtrmntn Co & Recon Arrs*	ORSIS - Ready	Support, CSS	IVDS		3	0	Online optional form.
OAAO	AMENDED ABSTRACT: OVERPAYMENT	ORSIS - Ready	Overpayments, BIC	OPMT		1	0	Online precomposed form.
OAAS	AMENDED ABSTRACT: CHILD SUP	ORSIS - Ready	Children in Care, CIC	FSTR YCOR	OAIS	3	0	Online optional form and subform of OPCS.
OACO	Corrected Abstract of Award OPMT	ORSIS - Ready	Overpayments, BIC	OPMT		1	0	Online precomposed form.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms Triggers	Avg # Pg	Avg Vol	User Note
OACS	ABSTRACT: CHILD SUPPORT	ORSIS - Ready	Children in Care, CIC Community	DSPD FSTR NHCS USDC USHC YCOR	OAIS	3	0	Online optional form and subform of ODCS, OPCS, &
OAFM	Order: Amended Abstract of Award: Failure to Withhold	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR		1	0	Online precomposed form.
OAFW	Abstract of award: FTW or Remit	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR		1	0	Online optional form and a subform of ODFW, OPFW, OSFW
OAIS	Judgment Information Stmt - CIC	ORSIS - Ready	Children in Care, CIC Community	DSPD FSTR NHCS USDC USHC YCOR		2	0	Online optional form and subform of OAAS, OACS, ODCS, OPCS, & OSCS
OAOP	ABSTRACT: OVERPAYMENT	ORSIS - Ready	Overpayments, BIC	OPMT	OPJS	1	2141	Online optional form.
OARH	D&O: Adj Proceeding for Release of Info	ORSIS - Ready	Support, CSS	IVDS	ON17	4	37	Online optional letter.
OCCA	ORDER: CHILD SUPPORT - TWO PARENTS	ORSIS - Ready	Support, CSS	IVDS	GIVA ON01 XMIL	8	2457	Online optional form.
OCCE	ORDER: CHILD SUPPORT - ONE PARENT	ORSIS - Ready	Support, CSS	IVDS	GVIA ON01 XMIL	7	298	Online optional form.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms Triggers	Avg # Pg	Avg Vol	User Note
OCCM	Order: Modified CS - Two Parents	ORSIS - Ready	Support, CSS	IVDS	GVIA ON01 XMIL	8	691	Online optional form.
OCDO	DECISION & ORDER: CS/Lien-Levy	ORSIS - Ready	Children in Care, CIC	FSTR IVDS YCOR	ON01 ON10	8	132	Online optional form.
OCME	Order: Modified CS - One Parent	ORSIS - Ready	Support, CSS	IVDS	GVIA ON01 XMIL	7	77	Online optional form.
OCPE	ORDER: PATERNITY & CS - ONE PARENT	ORSIS - Ready	Support, CSS	IVDS	GIVA ON01 XMIL	8	56	Online optional form.
OCPT	ORDER: PATERNITY & CS - TWO PARENTS	ORSIS - Ready	Support, CSS	IVDS	GVIA ON01 XMIL	8	1363	Online optional form.
ODAE	Default: AE Overpayment	ORSIS - Ready	Overpayments, BIC	OPMT	ON1D	3	698	Online precomposed form.
ODCS	JUDGE/ORD/DFLT: CHILD SUPPORT	ORSIS - Ready	Children in Care, CIC Community	DSPD FSTR NHCS USDC USHC YCOR	GIVA ON1C XMIL	6	993	Online optional form.
ODDA	ORDER DENY MOT TO SET ASIDE	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	ON01	3	23	Online optional form. Recommended for BCSS use only
ODFW	Order: Default, FTW and/or Remit	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR	OAFW ON03	5	10	Online optional form.
ODND	Order of Nondisclosure	ORSIS - Ready	Support, CSS	IVDS		2	44	Online optional form.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms	Triggers	Avg #	Pg	Avg Vol	User Note
ODOP	JUDGE/ORD/DFLT: OVERPAYMENT	ORSIS - Ready	Overpayments, BIC	OPMT	OAOP ON1A OPJS		3		1512	Online optional form. Verify Arrs Calc at screen 810 prior to commit.
ODPC	Order: Ptny & Child Support, One Parent	ORSIS - Ready	Children in Care, CIC Community	DSPD FSTR NHCS USDC USHC YCOR	GVIA ON1C XMIL		7		8	Online optional form.
ODRS	JUDGE/ORD/DFLT: RETAINED SUP	ORSIS - Ready	Support, CSS	OPMT	ON01		3		80	Online optional form. Verify Arrs Calc at screen 810 prior to commit.
OGLN	Order: Granting probable cause	ORSIS - Ready	Support, CSS	IVDS			1		0	Online precomposed form.
OGTE	Order: Genetic Test Exclusion	ORSIS - Ready	Support, CSS	IVDS			3		202	Online optional form.
OHA1	Attorney Cover Letter	Subform only	Children in Care, CIC	FSTR YCOR						This is a subform of OHPC only.
OHC1	Order to Participate Cover Letter	Subform only	Children in Care, CIC	FSTR YCOR						This is a subform of OHPC only.
OHPA	Order to Part in a Prelim Conf	ORSIS - Ready	Support, CSS	OPMT			4		119	Online optional form.
OHPC	ORDER: PART IN AN AGENCY CONF	ORSIS - Ready	Children in Care, CIC	FSTR YCOR	OHA1 OHC1		3		323	Online optional form.
OM01	Ord Mod: Req Info CS Requestor 3 Yr Rvw*	ORSIS - Ready	Support, CSS	IVDS	CRVU	B3X01	5		4817	Online precomposed form and daily batch. 404 Screen Triggers form when revision code PRG3, batch generates form overnight through 301B.
OM02	Ord Mod: Req Info CS Non-Req 3 Yr Rvw*	ORSIS - Ready	Support, CSS	IVDS	CRVU	B3X01	5		3841	Online precomposed form and daily batch. 404 Screen Triggers form when revision code RRG3, batch generates form overnight through 301B.
OM03	Ord Mod: Req Info CS Requestor <3 Yr Rvw*	ORSIS - Ready	Support, CSS	IVDS	CRVU	B3X01	5		3023	Online precomposed form and daily batch. 404 screen triggers form when revision code PRL3, batch generates form overnight through 301B.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms	Triggers	Avg #	Pg	Avg Vol	User Note
OM04	Ord Mod: Req Info CS Non-Req <3 Yr Rvw*	ORSIS - Ready	Support, CSS	IVDS	CRVU	B3X01	5	519		Online precomposed form and daily batch. 404 screen triggers form when revision code RRL3, batch generates form overnight through 301B.
OM06	Cover Letter to Affidavit of Dec'd Income*	Subform only	Support, CSS	IVDS						This is a subform of the XADI packet only.
OM07	Review Termination Notice*	ORSIS - Ready	Children in Care, CIC Support, CSS	IVDS			1	2595		Online optional letter.
OM09	Ord Mod: Req Info Med Only Rvw - Req*	ORSIS - Ready	Support, CSS	IVDS		B3X01	3	9		Online precomposed form and daily batch. 404 Screen Triggers form when revision code PRMO, batch generates form overnight through 301B.
OM10	Ord Mod: Req Info Med Only Rvw - Non-Req*	ORSIS - Ready	Support, CSS	IVDS		B3X01	3	330		Online precomposed form and daily batch. 404 Screen Triggers form when revision code RRMO, batch generates form overnight through 301B.
OM14	CSS Req for Stip - Party Incarcerated*	ORSIS - Ready	Support, CSS	IVDS	CRVU		4	240		Online precomposed letter.
OM15	Ord Mod: Review Request/Mod Denied*	ORSIS - Ready	Support, CSS	IVDS		R4X04	1	1370		Online optional letter. Auto trigger from screen 404 when revision code PRNQ or RRNQ, worker generated.
OM16	Ord Mod: Rvw Complete, Yes Adj, Yes Med*	ORSIS - Ready	Support, CSS	IVDS		R4X04	4	56		Online optional letter. Auto from screen 404 when revision code RCCM (judicial order), worker generated.
OM20	Ord Mod: Rvw Complete, Yes Adj, No Med*	ORSIS - Ready	Support, CSS	IVDS		R4X04	4	1819		Online optional letter. Auto trigger from screen 404 when revision code RCAO (judicial), worker generated.
OM24	Ord Mod: Rvw Complete, Medical Only*	ORSIS - Ready	Support, CSS	IVDS		R4X04	4	213		Online optional letter. Auto from screen 404 when revision code RCMO, worker generated.
OM25	Ord Mod: Rvw Complete, No Adjustment*	ORSIS - Ready	Support, CSS	IVDS		R4X04	1	3209		Online precomposed letter and daily batch. 404 Screen Triggers form when revision code RCNM, batch generates form overnight. 2 Letters will

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms	Triggers	Avg #	Pg	Avg Vol	User Note
OM30	Ord Mod: Review Challenge, Yes Change*	ORSIS - Ready	Support, CSS	IVDS		R4X04	2	181		Online optional letter. Auto from screen 404 when revision code added or changed to RCIY, worker generated.
OM35	Ord Mod: Review Challenge, No Change*	ORSIS - Ready	Support, CSS	IVDS		R4X04	1	7		Online optional letter. Auto from screen 404 when revision code added or changed to RCIN, worker generated.
OM50	Review and Adjustment Information Packet*	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS	GD01 GWFR	IVR	14			Online precomposed letter and on request batch through IVR trigger. Duplexed.
				YCOR	GWMR OMRV					
OM53	FIRST TIME - RIGHT TO REVIEW (FATHER)*	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS		B3X00 R4X04	2	4067		Online precomposed letter and monthly batch. The document type of this letter is NOTC instead of RVMD like other Mod Forms. This is so a DGDMS alert will be created. RVMD would require a subfunction worker to send the DGDRV. OM53/OM54 are replacing
				YCOR						
OM54	FIRST TIME - RIGHT TO REVIEW (MOTHER)*	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS		B3X00 R4X04	2	13679		Online precomposed letter and monthly batch. The document type of this letter is NOTC instead of RVMD like other Mod Forms. This is so a DGDMS alert will be created. RVMD would require a subfunction worker to send the DGDRV. OM53/OM54 are replacing
				YCOR						
OM56	Ord Mod: CEJ Not Utah Req Mod Othr State*	ORSIS - Ready	Support, CSS	IVDS		R3X24	1	133		Online precomposed letter. Auto Trigger from 324 screen, worker generated when CEJ is entered as not Utah.
OMAA	Order: Amend Administrative Order	ORSIS - Ready	Support, CSS	IVDS	ON01 ON05		5	43		Online optional form.
OMAC	Order: Amend Administrative Order	ORSIS - Ready	Children in Care, CIC Community	DSPD FSTR NHCS USDC USHC YCOR	ON3A		7	3		Online optional form.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms Triggers	Avg # Pg	Avg Vol	User Note
OMDA	Motion Dism Docketed Abstract	ORSIS - Ready	Overpayments, BIC	OPMT	OODA	4	41	Online precomposed form.
OMDM	D&O: Adjudicative Proceeding: Obge NMSN	ORSIS - Ready	Support, CSS	IVDS		3	1	Online optional form.
OMDO	D&O NMSN/Payment/Info Rel/DL	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	ON15	5	42	Online optional form.
OMPT	D & O Based on Genetic Test Results/Recons	ORSIS - Ready	Support, CSS	IVDS	ON01	5	20	Online optional form.
OMRV	Request for Review and Adjustment	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR		2		Online precomposed form.
ON01	Courtesy Copy of Admin Order	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS OPMT USDC USHC YCOR		2	325	Online optional letter and subform of OCCA, OCCE, OCCM, OCDO*, OCME, OCPE, OCPT, ODDA*, ODRS**, OMAA, OMPT, OPCM, OPRS**, ORCA, OROA, ORRD, ORRG, OSCA, OSCE, OSCM, OSME, OSPA, OSPE, OTCA, &
ON02	Courtesy Copy of Admin Order	Subform only	Children in Care, CIC Community	DSPD FSTR USDC USHC YCOR				This is a subform on OPPC & OPCS only.
ON03	Courtesy Copy of Admin Order - Obligor, Failure to Withhold		Subform only Community Support, CSS	Children in Care, CIC FSTR IVDS NHCS USDC USHC YCOR				DSPD This is a subform of ODFW, OPFW, & OSFW only.
ON04	Stipulation Cover Letter	ORSIS - Ready	Support, CSS	IVDS		1	59	Online optional letter and subform of OSCA, OSCE, OSCM, OSME, OSPA & OSPE.
ON05	Amended Admin Order Cover Letter	Subform only	Support, CSS	IVDS				This form is a subform only in the OMAA packet.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms	Triggers	Avg #	Pg	Avg Vol	User Note
ON0A	NAA Cover Letter	Subform only	Children in Care, CIC Community	DSPD FSTR NHCS USDC USHC YCOR						This is a subform of NACO, NACS, NAPO, & NAPT only.
ON10	Decision and Order Cover Letter	Subform only	Children in Care, CIC Support, CSS	FSTR IVDS YCOR						This document is a subform of OCDO. It does not exist in any other form.
ON13	D&O Cover Letter: Non-cooperation	Subform only	Support, CSS	IVDS						This is a subform of ONDO only.
ON15	D&O Cover Letter: NTE/Pymt/Info Rel/DL	Subform only	Children in Care, CIC Support, CSS	FSTR IVDS YCOR						This is a subform of OMDO & OPAO only.
ON17	Decision and Order Cover Letter	Subform only	Support, CSS	IVDS						This is a subform of OARH packet only.
ON1A	NOT. OF ADMIN ORDER OP	Subform only	Overpayments, BIC	OPMT						This document is a subform in ODCK, ODOP, & OPOP only.
ON1C	NOT OF ADMIN ORDER (D&P) CS/HT	ORSIS - Ready	Children in Care, CIC Community	DSPD FSTR NHCS USDC USHC YCOR			1		3	Online optional letter & subform of ODCS & ODPC.
ON1D	Cover Letter: AE Default/Part	Subform only	Overpayments, BIC	OPMT						This form is a subform of ODAE & OPAE only. This is not a standalone form.
ON1E	Div Adjudication Order Letter	ORSIS - Ready	Overpayments, BIC	OPMT			1		4	Online precomposed letter.
ON1G	Div Adjudication AE Order Letter	ORSIS - Ready	Overpayments, BIC	OPMT			1		2	Online precomposed letter.
ON3A	NOTICE OF AMENDED ORDER	ORSIS - Ready	Children in Care, CIC Community	DSPD FSTR USDC USHC YCOR			1		0	Online optional letter and subform of OMAC, OPCS &
ON3B	Cover Letter for Amended Order	Subform only	Overpayments, BIC	OPMT						Subform of UHMA only.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms	Triggers	Avg #	Pg	Avg Vol	User Note
ON3C	Dismissal Cover Letter	Subform only	Overpayments, BIC	OPMT						This is a subform of the UHDO only.
ONDO	D&O: Adjudicative Proceeding Non-Coop	ORSIS - Ready	Support, CSS	IVDS	ON13		2		15	Online optional form.
OODA	Order Dism Docketed Abstract	Subform only	Overpayments, BIC	OPMT						This is a subform of the OMDA only.
OPAJ	(OP) AMENDMENT TO RECORDED JUDGMT	ORSIS - Ready	Overpayments, BIC	OPMT			1		27	Online precomposed form.
OPAO	D&O: Adj Procd: Oblgtn Phy Cstdy Chng	ORSIS - Ready	Support, CSS	IVDS	ON15		8		0	Online optional form.
OPCM	ORDER: P/R, MODIFIED CS	ORSIS - Ready	Support, CSS	IVDS	GVIA ON01		12		0	Online optional form.
OPCS	JUDGE/ORD/PART: CHILD SUPPORT	ORSIS - Ready	Children in Care, CIC Community	DSPD FSTR NHCS USDC USHC YCOR	GVIA OAAS ON02 ON3A		6		645	Online optional form.
OPFW	Part/Recon/Hear: FTW or Remit	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR	OAFW ON03		5		3	Online optional form.
OPJS	(OP) Judgment Information Stmt	ORSIS - Ready	Overpayments, BIC	OPMT			1		15	Online precomposed form and subform of OAOP.
OPPC	Order: Ptny & Child Support, Two Parent	ORSIS - Ready	Children in Care, CIC Community	DSPD FSTR NHCS USDC USHC YCOR	GVIA ON02 ON3A		6		8	Online optional form.
OPRS	JUDGMT/ORDR/PARTICIPATION: RETAINED SUPT	ORSIS - Ready	Support, CSS	OPMT	ON01		3		61	Online optional form.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms	Triggers	Avg #	Pg	Avg Vol	User Note
OR01	Ord Mod: Req Info CS Requestor 3 Yr Rvw	ORSIS - Ready	Children in Care, CIC Community	DSPD FSTR NHCS USDC USHC YCOR	CRVU	B3X01	5	4		Online precomposed letter and daily batch. 404 Screen Triggers form when revision code PRG3, batch generates form overnight through 301B.
OR02	Ord Mod: Req Info CS Non-Req 3 Yr Rvw	ORSIS - Ready	Children in Care, CIC Community	DSPD FSTR NHCS USDC USHC YCOR	CRVU	B3X01	5	0		Online precomposed letter and daily batch. 404 Screen Triggers form when revision code RRG3, batch generates form overnight through 301B.
OR03	Ord Mod: Req Info CS Requestor <3 Yr Rvw	ORSIS - Ready	Children in Care, CIC Community	DSPD FSTR NHCS USDC USHC YCOR	CRVU	B3X01	5	54		Online precomposed letter and daily batch. 404 Screen Triggers form when revision code PRL3, batch generates form overnight through 301B.
OR04	Ord Mod: Req Info CS Non-Req <3 Yr Rvw	ORSIS - Ready	Children in Care, CIC Community	DSPD FSTR NHCS USDC USHC YCOR	CRVU	B3X01	5	0		Online precomposed letter and daily batch. 404 Screen Triggers form when revision code RRL3, batch generates form overnight through 301B.
OR05	Review Termination Notice	ORSIS - Ready	Children in Care, CIC Community	DSPD FSTR NHCS USDC USHC YCOR			1	66		Online optional letter.
OR09	Ord Mod: Req Info Med Only Rvw - Req	ORSIS - Ready	Children in Care, CIC	FSTR YCOR		B3X01	2	0		Online precomposed letter and daily batch. 404 Screen Triggers form when revision code PRMO, batch generates form overnight through 301B.
OR10	Ord Mod: Req Info Med Only Rvw - Non-Req	ORSIS - Ready	Children in Care, CIC	FSTR YCOR		B3X01	2	0		Online precomposed letter and daily batch. 404 Screen Triggers form when revision code RRMO, batch generates form overnight through 301B.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms	Triggers	Avg #	Pg	Avg Vol	User Note
OR15	Ord Mod: Review Request/Mod Denied	ORSIS - Ready	Children in Care, CIC Community	DSPD FSTR		R4X04	1	164		Online optional letter. Auto trigger from screen 404 when revision code PRNQ or RRNQ, worker generated.
				NHCS USDC USHC YCOR						
OR25	Review Complete, No Adjustment	ORSIS - Ready	Children in Care, CIC Community	DSPD FSTR		R4X04	1	38		Online optional letter and daily batch. 404 Screen Triggers form when revision code RCNM, batch generates form overnight through 301B.
				NHCS USDC USHC YCOR						
ORCA	Order: Reconsideration CS	ORSIS - Ready	Support, CSS	IVDS	GVIA ON01		6	25		Online optional form.
ORCR	Order: Reconsideration CS	ORSIS - Ready	Support, CSS	IVDS			5	2		Online optional form.
ORDC	Order: RAA Reconsideration Denied	ORSIS - Ready	Children in Care, CIC	FSTR YCOR			3	0		Online optional form.
ORDL	Order to Suspend Driver License	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	EDLD N25A URDO		7			Online optional form.
ORDN	Order: RAA Reconsideration Denied	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR			1	6		Online optional form.
ORDR	Ord Denying Respondent's Req for Recon	ORSIS - Ready	Overpayments, BIC	OPMT			2	0		Online precomposed form.
ORDS	Ord Denying Motion to Set Aside Dflt	ORSIS - Ready	Overpayments, BIC	OPMT			2	0		Online precomposed form.
ORGR	Ord Granting Respondent's Req for Recons	ORSIS - Ready	Overpayments, BIC	OPMT			2	0		Online precomposed form.
ORGS	Order Setting Aside Default	ORSIS - Ready	Overpayments, BIC	OPMT			2	0		Online precomposed form.
ORIA	Order Recons of NMSN/Payment/Info Rel/DL	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR			1	1		Online optional form.
ORIB	Ord: Obge Ord Based Recon: NMSN/Non-Coop	ORSIS - Ready	Support, CSS	IVDS			2	0		Online optional form.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms Triggers	Avg # Pg	Avg Vol	User Note
ORLS	Order to Rescind DL Suspension	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	EDLD N26A	6	0	Online optional form.
OROA	Order: Reconsideration, Order Affirmed	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR	ON01	4	3	Online optional form.
ORPA	J & O: Recon: Oblgtn Physical Cstdy Chng	ORSIS - Ready	Support, CSS	IVDS		2	0	Online optional form.
ORRC	Order: RAA Reconsideration Granted	ORSIS - Ready	Children in Care, CIC	FSTR YCOR		2	0	Online optional form.
ORRD	Order: Req for Reconsideration Denied	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR	ON01	10	36	Online optional form.
ORRE	Order: RAA Reconsideration Granted	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	N02A N02B	6	7	Online optional form.
ORRG	Order: Req for Reconsideration Granted	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR	ON01	5	70	Online optional form.
OSAA	Stipulation & Order: Amend Admin Order	ORSIS - Ready	Support, CSS	IVDS		5	4	Online optional form.
OSAE	Stipulation: AE Overpayment	ORSIS - Ready	Overpayments, BIC	OPMT	X51A	3	391	Online precomposed form.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms Triggers	Avg # Pg	Avg Vol	User Note
OSAS	Stip & Order: Amend Administrative Order	ORSIS - Ready	Children in Care, CIC Community	DSPD FSTR NHCS USDC USHC YCOR		4	3	Online optional form.
OSCA	STIPULATION & ORDER: CS - TWO PARENTS	ORSIS - Ready	Support, CSS	IVDS	GVIA ON01 ON04	9	311	Online optional form.
OSCE	Order: Stipulation CS - One Parent	ORSIS - Ready	Support, CSS	IVDS	GVIA ON01 ON04	6	22	Online optional form.
OSCM	Stip & Order: Modified CS - Two Parents	ORSIS - Ready	Support, CSS	IVDS	GVIA ON01 ON04	9	58	Online optional form.
OSCS	Stip & Ord: Child Support - Two Parent	ORSIS - Ready	Children in Care, CIC Community	DSPD FSTR NHCS USDC USHC YCOR	C05E C05L GVIA OACS OAIS	7	1383	Online optional form.
OSFW	Stipulation: FTW or Remit	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR	OAFW ON03	3	0	Online optional form.
OSME	Stip & Order: Modified CS - One Parent	ORSIS - Ready	Support, CSS	IVDS	GVIA ON01 ON04	8	4	Online optional form.
OSOP	JUDGE/ORD/STIP: OVERPAYMENT	ORSIS - Ready	Overpayments, BIC	OPMT	OAOP OPJS X51A	3	694	Online optional form.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms Triggers	Avg # Pg	Avg Vol	User Note
OSPA	STIP & ORDER: PTNY & CS - TWO PARENTS	ORSIS - Ready	Support, CSS	IVDS	GVIA ON01 ON04	10	369	Online optional form.
OSPE	ORD: STIP & PATERNITY - ONE PARENT	ORSIS - Ready	Support, CSS	IVDS	GVIA ON01 ON04	8	7	Online optional form.
OSPT	Stip & Ord: Ptny & Child Supt, Two Parent	ORSIS - Ready	Children in Care, CIC Community	DSPD FSTR NHCS USDC USHC YCOR	C05E C05L GVIA	7	8	Online optional form.
OSRS	STIP/JUDGMT/ORD: Retained Support	ORSIS - Ready	Support, CSS	OPMT	R50A X51B	3	30	Online optional form.
OTCA	Order: Set Aside Administrative Order	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR	ON01	4	61	Online optional form.
OTCS	ORDER: TEMPORARY CHILD SUPPORT	ORSIS - Ready	Support, CSS	IVDS	GIVA ON01	9	0	Online optional form.
OXCO	Order: Dtrmntn of CO & Recon of Arrs	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	QN02 QUCO	9	0	Online optional form.
OXRO	Ord: Recon Dtrmntn of CO & Recon of Arrs	ORSIS - Ready	Support, CSS	IVDS		9	0	Online optional form.
OXSA	Ord: Set Aside Dtrmntn CO & Recon Arrs	ORSIS - Ready	Support, CSS	IVDS		7	0	Online optional form.
P02Y	Pat: Initial Contact	ORSIS - Ready	Support, CSS	IVDS		1	14	Online precomposed letter.
P03X	Paternity: Appointment Letter, Mother	ORSIS - Ready	Support, CSS	IVDS	R7X08	2	617	Online optional letter. Auto fr screen 708 with appt type PATR or UNKF, worker

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms	Triggers	Avg #	Pg	Avg Vol	User Note
P04X	Pat: Appoint. Ltr Obge Willing Fat	ORSIS - Ready	Support, CSS	IVDS		R7X08	1	1		Online precomposed letter. Auto fr screen 708 with appt type PATR, worker generated.
P05Y	Pat: Acknldg. Letter, Willing	ORSIS - Ready	Support, CSS	IVDS		R7X08	1	1		Online precomposed letter. Auto fr screen 708 with appt type PTAF or VLAA, worker
P06X	Pat: Short Contact Letter	ORSIS - Ready	Support, CSS	IVDS			1	28		Online precomposed letter.
P07X	Ptny: Appt Ltr to Moth, Sign Ptny Stip	ORSIS - Ready	Support, CSS	IVDS			1	0		Online optional letter.
P10A	GT Appt, Notice Moth (Presumptive Fath)	ORSIS - Ready	Support, CSS	IVDS			2	38		Online optional letter and subform of NACP & NAPE.
P10B	GT Appt, Notice to Presumptive Father	ORSIS - Ready	Support, CSS	IVDS			2	71		Online optional letter and a subform of NACP & NAPE.
P10C	GT Appointment: Moth(w/Adjudicated Fath)	ORSIS - Ready	Support, CSS	IVDS			2	76		Online optional letter.
P10D	GT Appointment: Adjudicate Father	ORSIS - Ready	Support, CSS	IVDS			2	66		Online optional letter.
P10F	Paternity: GT Appointment, ALGF & Child	ORSIS - Ready	Support, CSS	IVDS			2	21		Online optional letter.
P10K	Ptny: GT Appt, Mother - Declarant Father	ORSIS - Ready	Support, CSS	IVDS			2	212		Online optional letter.
P10L	Ptny: GT Appointment, Declarant Father	ORSIS - Ready	Support, CSS	IVDS			2	189		Online optional letter.
P10M	PTNY: GT Appt, Mother - ALGF Has Child	ORSIS - Ready	Support, CSS	IVDS			2	20		Online optional letter.
P10S	GT Appt, Notice to SR or Legal Guardian	ORSIS - Ready	Support, CSS	IVDS			2	99		Online optional letter.
P10X	Paternity: GT Appt, Mother - ALGF	ORSIS - Ready	Support, CSS	IVDS		R7X08	2	1921		Online optional letter and subform of NACP & NAPE. Auto fr screen 708, worker generated with type GTBT
P10Y	Paternity: GT Appointment, ALGF	ORSIS - Ready	Support, CSS	IVDS		R7X08	2	2441		Online optional letter and subform of NACP & NAPE. Auto fr screen 708, worker generated with appt type GTAF.
P15A	Genetic Test Appointment Ltr to Agency	ORSIS - Ready	Children in Care, CIC	FSTR YCOR			2	30		Online precomposed letter.
P15F	Genetic Test Appointment Ltr to Father	ORSIS - Ready	Children in Care, CIC	FSTR YCOR			1	25		Online optional letter.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms Triggers	Avg # Pg	Avg Vol	User Note
P15M	Genetic Test Appointment Ltr to Mother	ORSIS - Ready	Children in Care, CIC	FSTR YCOR		1	9	Online optional letter.
P16A	Genetic Test Exclusion to Agency	ORSIS - Ready	Children in Care, CIC	FSTR YCOR		1	15	Online optional letter.
P16F	Genetic Test Exclusion to Father	ORSIS - Ready	Children in Care, CIC	FSTR YCOR		1	15	Online precomposed letter.
P16M	Genetic Test Exclusion to Mother	ORSIS - Ready	Children in Care, CIC	FSTR YCOR		1	8	Online precomposed letter.
P16X	Ptny: GT Exclusion to Mother - ALGF	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR		1	170	Online precomposed letter.
P16Y	Pat: Test Exclusion to Obligor	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR		1	185	Online precomposed letter.
P17A	Genetic Test Results Not Excluded Agcy	ORSIS - Ready	Children in Care, CIC	FSTR YCOR		1	19	Online optional letter.
P17B	GT Results Declarant Fath-You are Fath	ORSIS - Ready	Support, CSS	IVDS		1	183	Online precomposed letter.
P17C	GT Results Moth-Declarant Fath is Fath	ORSIS - Ready	Support, CSS	IVDS		1	178	Online precomposed letter.
P17F	Genetic Test Results Not Excluded Fath	ORSIS - Ready	Children in Care, CIC	FSTR YCOR		1	21	Online optional letter.
P17K	GT Results to Moth: Ptny Order Confirmed	ORSIS - Ready	Support, CSS	IVDS		1	61	Online precomposed letter.
P17L	GT Results Adj Fath: Ptny Ord Confirmed	ORSIS - Ready	Support, CSS	IVDS		1	68	Online precomposed letter.
P17M	Genetic Test Results Not Excluded Moth	ORSIS - Ready	Children in Care, CIC	FSTR YCOR		1	10	Online optional letter.
P17X	Pat: Test Results to OBGE, ALGF is Father	ORSIS - Ready	Support, CSS	IVDS		1	1149	Online precomposed letter.
P17Y	Ptny: GT Results to ALGF - You Are Fath	ORSIS - Ready	Support, CSS	IVDS		2	1186	Online precomposed letter.
P18F	Ptny: Notc Ptny Dec Adj/Prsm Fth-Mth Req	ORSIS - Ready	Support, CSS	IVDS		2	0	Online precomposed letter.
P18M	Notice of Ptny Decision Moth: Moth Req	ORSIS - Ready	Support, CSS	IVDS		1	0	Online precomposed letter.
P18X	Ptny: Notc Ptny Dec Adj Moth - Fath Req	ORSIS - Ready	Support, CSS	IVDS		2	29	Online precomposed letter.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms Triggers	Avg # Pg	Avg Vol	User Note
P18Y	Ptny: Notc Ptny Dec Adj Fath - Fath Req	ORSIS - Ready	Support, CSS	IVDS		1	23	Online precomposed letter.
P20X	Ptny: Notc Moth Req/Dec GT - Declrnt Fath	ORSIS - Ready	Support, CSS	IVDS		3	413	Online optional letter & subform of NACA, NACE, NACP, NAGE, NAGT, & NAPE.
P20Y	Notice to Declarant Fath Req/Decline GT	ORSIS - Ready	Support, CSS	IVDS		3	428	Online optional letter & subform of NACA, NACE, NACP, NAGE, NAGT, & NAPE.
P21X	GT Exclusion to Moth (Declarant Father)	ORSIS - Ready	Support, CSS	IVDS		2	41	Online optional letter.
P21Y	GT EXCLUSION TO DECLARANT FATHER	ORSIS - Ready	Support, CSS	IVDS		2	54	Online optional letter.
P22X	Ptny: GT Exclsn Moth, Add'l Test Needed	ORSIS - Ready	Support, CSS	IVDS		1	34	Online optional letter.
P23A	Ptny: Notc Adj Fath Case Pre-Pay GT Cost	ORSIS - Ready	Support, CSS	IVDS		2	66	Online optional letter.
P24A	Genetic Test Denial	ORSIS - Ready	Support, CSS	IVDS		1	74	Online optional letter.
P26X	Ptny: Unable Rescind VDP - Moth Contact	ORSIS - Ready	Support, CSS	IVDS		2	5	Online precomposed letter.
P26Y	Ptny: Unable Rescind VDP - Fath Contact	ORSIS - Ready	Support, CSS	IVDS		2	5	Online precomposed letter.
P27X	Ptny: GT Exclsn, Adj Fath - Moth Contact	ORSIS - Ready	Support, CSS	IVDS		3	2	Online precomposed letter.
P27Y	Ptny: GT Exclsn, Adj Fath - Fath Contact	ORSIS - Ready	Support, CSS	IVDS		3	1	Online precomposed letter.
P30X	Request for Presumed Father Info - Moth	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR		2	3	Online precomposed letter.
P30Y	Req Presumed Fath Info - Declarant Fath	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR		2	2	Online precomposed letter.
PAAR	Ptny: Affidavit of Affiliation, Relative	ORSIS - Ready	Support, CSS	IVDS		1	219	Online optional form.
PAAX	Ptny: Affidavit Affiliation - Moth/ALGF	ORSIS - Ready	Support, CSS	IVDS		1	2065	Online optional form.
PGLA	Statement of Natural Guardian	ORSIS - Ready	Support, CSS	IVDS		1	156	Online optional form.
PQ2A	Pat: Interstate Referral	ORSIS - Ready	Support, CSS	IVDS		1	1	Online precomposed letter.
PQ3A	Paternity Gen Test Results - Interstate	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR		1	0	Online optional letter.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms	Triggers	Avg #	Pg	Avg Vol	User Note
PQ6A	Pat: Interstate, Pay Genetic Test Cost	ORSIS - Ready	Support, CSS	IVDS			1	1		Online precomposed letter.
PSSX	Stip. for Blood Test Costs NADC	ORSIS - Ready	Support, CSS	IVDS			1	0		Online precomposed form.
QI01	To Obligee, Refrl	ORSIS - Ready	Support, CSS	IVDS			1	590		Online precomposed letter.
QI03	Complaint Resp to Obligee or 3rd Party	ORSIS - Ready	Support, CSS	IVDS			1	0		Online optional letter.
QI05	Status Update to Resp State	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR			1	14530		Online optional letter.
QI06	Interstate Case Closure Notification	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	R3X40		1	1579		Online precomposed letter and daily batch triggered from R3X40 when certain closure reason added to interstate
QI07	Other State Continue Enforcement	ORSIS - Ready	Children in Care, CIC	FSTR YCOR			1	4		Online precomposed letter.
QI20	Interstate: Financial Statement, CP	ORSIS - Ready	Support, CSS	IVDS			2	760		Online optional letter.
QI30	Interstate: Electronic Referral Memorandum	ORSIS - Ready	Support, CSS	IVDS			1	1		Online precomposed memo.
QI50	Interstate: Release of Info.	ORSIS - Ready	Support, CSS	IVDS			1	0		Online optional letter.
QI70	180 Day Status Req	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	B2X45		2	2017		Online precomposed letter and weekly batch from B2X45.
QI80	Request to Acknowledge Referral	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR			1	394		Online precomposed letter. Enh 863 pending to automate fr batch.
QI90	International: To Foreign Country	Subform only	Children in Care, CIC Support, CSS	FSTR IVDS YCOR						This is a subform of QIIN & QIIT only.
QIAD	Request for Assistance/Discovery	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR			2	67		Online optional form.
QIEP	Establishment of Paternity and Support	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR						Auto Driver will prompt the worker to create a packet which includes the QIIT, QIUP, QIPT, QIGP, QIGM, QIGO, & QIGF.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms	Triggers	Avg #	Pg	Avg Vol	User Note
QIES	Establishment of Support	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR						Auto Driver will prompt the worker to create a packet which includes the QIIT, QIUP, QIGP, QIGM, QIGO, & QIGF.
QIFN	Enforcement of Existing Order - Non-Responding State	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR						Auto driver and will prompt the worker to create a packet which includes the QIIT & QIRR
QIGF	General Testimony, Part 4, Financial Info	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR			4		1719	Online precomposed form. Use this form in conjunction with QIGP, QIGM, QIGO. An event will be written with the form QIGP only. This is also part of the interstate drivers: QIEP, QIES, QMRO & QMNO.
QIGM	General Testimony, Part 2, Medical Insurance Info	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR			2		1056	Online precomposed form. Use this form in conjunction with QIGP, QIGO, QIGF. An event will be written with the form QIGP only. This is also part of the interstate drivers: QIEP, QIES, QMRO & QMNO.
QIGO	General Testimony, Part 3, Order & Payment	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR			1		999	Online optional form. Use this form in conjunction with QIGP, QIGM, QIGF. An event will be written with the form QIGP only. This is also part of the interstate drivers: QIEP, QIES, QMRO & QMNO.
QIGP	General Testimony, Part 1, Personal Information	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	QR14		3		1294	Online optional form. Use this form in conjunction with QIGM, QIGO & QIGF. An event will be written with the form QIGP but no other form will receive event. This is also part of the interstate drivers: QIEP, QIES, QMRO & QMNO.
QIGT	General Testimony	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	QR14	R4X04	10		957	Online optional form. Auto from screen 404 when revision code added or changed to RROS, worker generated. This form contains limited gathered or worker entered parameters.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms Triggers	Avg # Pg	Avg Vol	User Note
QIIN	Tribal Child Enf Trnsmtl #1 Initial Req	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	QI90	3	23	Online optional form.
QIIT	Child Support Enforcement Transmittal	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	QI90	3	4024	Online precomposed form. This is also part of the interstate drivers: QIEP, QIES, QMRO, QMNO, & QIFN
QILD	Locate Data Sheet	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	R2X25	1	182	Online optional form. Auto fr screen 225, worker generated.
QILN	Notice of Lien	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR		3	4	Online optional form.
QIPT	Affid in Support of Est'ing Paternity	ORSIS - Ready	Support, CSS	FSTR IVDS YCOR		3	1086	Online optional form. This is part of the interstate driver:
QIRR	Registration Statement	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR		1	2833	Online precomposed form. This is part of the interstate drivers: QMNO & QIFN
QISA	Transmittal #2 Subsequent Actions	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR		2	423	Online optional form.
QISP	Subpoena	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR		3	3	Online optional form.
QIUP	Uniform Support Petition	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR		2	1537	Online optional form. This is part of the interstate drivers: QIEP, QIES, & QMNO.
QMMR	CS Enforce Intrastate Trnsmtl-Mod/Req	ORSIS - Ready	Support, CSS	IVDS		2	11	Online precomposed form.
QMNO	Modification of Existing Order - Non-Responding State	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR				Auto driver will prompt the worker to create a packet which includes the QIIT, QIUP, QIGP, QIGM, QIGO, QIGF, & QIRR.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms Triggers	Avg # Pg	Avg Vol	User Note
QMRO	Modification of Existing Order - Responding State	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR				Auto driver will prompt the worker to create a packet which includes the QIIT, QIGP, QIGM, QIGO, & QIGF.
QN01	Courtesy Cpy NAA: Dtrmntn CO & Recon Arrs	Subform only	Support, CSS	IVDS				This is a subform of NXCO only.
QN02	Courtesy Copy of Ord: Dtrmntn of CO & Recon of only. Arrs		Subform only	Support, CSS				IVDS This is a subform of OXCO
QN03	Req for Info: Dtrmntn CO & Recon of Arrs	ORSIS - Ready	Support, CSS	IVDS		3	0	Online optional letter.
QN04	Notice of Additional Info Received	ORSIS - Ready	Support, CSS	IVDS		2	0	Online optional letter.
QPCO	Presumed or Alleged CO Worksheet	ORSIS - Ready	Support, CSS	IVDS		2	2	Online optional form.
QR02	Full Services Letter	ORSIS - Ready	Support, CSS	IVDS		1	0	Online optional letter.
QR04	CSENet Transaction Letter	ORSIS - Ready	Support, CSS	IVDS		1	0	Online precomposed letter. No event is written for this letter.
QR05	Progress Report	ORSIS - Ready	Support, CSS	IVDS		1	2439	Online optional letter. This form will replace QU05 & QU06. Use for Non-CSENET states
QR07	Incoming Interstate: Case Closure	ORSIS - Ready	Support, CSS	IVDS		1	399	Online optional letter.
QR09	Notc Req Rel Info to N-Req Pty Inst No Add	ORSIS - Ready	Support, CSS	IVDS	QR12	4	0	Online optional form.
QR10	Intst Petition Fwd to New Resp State	ORSIS - Ready	Support, CSS	IVDS		1	3	Online precomposed letter.
QR12	Notc Req Rel of Info to Init State Cover Ltr	Subform only	Support, CSS	IVDS				This is a subform of the QR09 packet only.
QR14	Cover Letter for General Testimony	Subform only	Support, CSS	IVDS				This is a subform of QIGT & QIGP only.
QR45	Not. Conf or Hear.	ORSIS - Ready	Support, CSS	IVDS		1	24	Online optional letter & subform of NACA, NACE, NACM, NACP, NAGE, NAGT, NAME, & NAPE packets.
QR55	Return, Can't Mod.	ORSIS - Ready	Support, CSS	IVDS		1	2	Online precomposed letter.
QU01	NOTICE - NONDISCLOSURE DECISION	ORSIS - Ready	Support, CSS	IVDS		1	0	Online optional letter.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms Triggers	Avg # Pg	Avg Vol	User Note
QUCO	Not: Determination of Controlling Ord	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	URRC	5		Online optional form. Auto Triggered from screen R4X15. Standalone and subform of OXCO.
R01A	Initial Support	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	B4X39 R4X04	6	9223	Online precomposed letter and weekly batch.
R01M	Initial (Medical Case Only) Ltr to Obgr	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	B4X39	3	2779	Online precomposed letter and weekly batch
R20A	"Feeler"	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR		1	31067	Online optional letter.
R25A	Interstate Case Closure Notification	ORSIS - Ready	Support, CSS	IVDS	C3X10	5	17412	Online precomposed letter and daily batch from C3X10, Set Case Asst Type.
R25B	Rnstmnt CSS After IV-E/Medicaid Closure	ORSIS - Ready	Children in Care, CIC	FSTR YCOR		2	366	Online precomposed letter.
R25C	CSS After IV-E Medicaid Closure	ORSIS - Ready	Children in Care, CIC	FSTR YCOR		2	302	Online precomposed letter.
R30A	Request for Info: Pos. Divorce	ORSIS - Ready	Support, CSS	IVDS		2	6	Online precomposed letter.
R35A	Req. for Divorce Decree: Appl.	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR		1	488	Online optional letter.
R35B	REQ FOR DIVORCE DECREE FROM CT	ORSIS - Ready	Children in Care, CIC	FSTR YCOR		1	174	Online optional letter.
R35C	Req. for Divorce Decree: Clerk	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR		1	3704	Online optional letter.
R35D	Out-of-State Vital Records Req	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR		1	151	Online precomposed letter.
R40A	Child Emancipated - Support Award Adjusted	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS		2	3573	Online optional letter.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms	Triggers	Avg # Pg	Avg Vol	User Note
R40C	Emancipation Correction	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR			4	1	Online optional letter.
R44A	SSI CASE/INITIAL CONTACT	ORSIS - Ready	Community	SSIC	XFHR		2	27	Online precomposed letter.
R44B	SSI Interim Assistance Repayment	ORSIS - Ready	Community	SSIC	XFHR		2	648	Online precomposed letter.
R45A	Emancipation High School Verif Ltr	ORSIS - Ready	Support, CSS	IVDS			2	2482	Online precomposed letter.
R46A	SSI NON REFUND NOTICE	ORSIS - Ready	Community	SSIC	XFHR		2	0	Online precomposed letter.
R46B	SSI REFUND NOTICE	ORSIS - Ready	Community	SSIC	XFHR		2	105	Online precomposed letter.
R48A	REQUEST TO CONTACT - OVP	ORSIS - Ready	Overpayments, BIC	CHFR OPMT			1	154	Online precomposed letter.
R50A	Repayment Agreement	ORSIS - Ready	Support, CSS	OPMT	X51B		2	97	Online optional form and subform of OSRS.
R51A	Repayment Agreement - OPMT	ORSIS - Ready	Overpayments, BIC	OPMT			2	217	Online optional form.
R52A	NO LONGER ON BEN/GRNT REDUCTION	ORSIS - Ready	Children in Care, CIC Overpayments, BIC Support, CSS	OPMT	B4X30		1	1649	Online precomposed letter and monthly batch document.
R54A	Acknowledgment of Fault and IPV	ORSIS - Ready	Overpayments, BIC	OPMT			1	0	Online optional form and subform of NFSF & NOPF.
R54B	Acknowledgement of IPV-FS Trafficking	ORSIS - Ready	Overpayments, BIC	OPMT			1	0	Online precomposed form and subform of NATS packet.
R55A	Obligee Retained Support Letter	ORSIS - Ready	Support, CSS	IVDS			1	72	Online precomposed letter.
R60F	Notice of Decision, Forged Warrant	ORSIS - Ready	Support, CSS	IVDS			1	0	Online optional letter.
R62A	Term Prnt'l Rights/Adoption Pend Ltr-CP	ORSIS - Ready	Support, CSS	IVDS	XTPR		3	46	Online precomposed letter.
R63A	Authorization for EBT Transfer	ORSIS - Ready	Overpayments, BIC	OPMT			1	8	Online optional form.
R63B	Notc of Intent to Transfer EBT Benefits	ORSIS - Ready	Overpayments, BIC	OPMT			1	7	Online precomposed letter.
R63C	OPMT EBT Benefit Restoration Request	ORSIS - Ready	Overpayments, BIC	OPMT			1	0	Online precomposed form.
R63D	Medical Agency Error Notification Letter	ORSIS - Ready	Overpayments, BIC	OPMT			1	42	Online precomposed letter.
R63F	PAO Free Form Letter	ORSIS - Ready	Overpayments, BIC	OPMT			1	27	Online optional letter.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms Triggers	Avg # Pg	Avg Vol	User Note
R63G	Balance Due/Paid in Full Letter	ORSIS - Ready	Overpayments, BIC	OPMT		1	964	Online optional letter.
R63H	Initial Payment Letter	ORSIS - Ready	Overpayments, BIC	OPMT		1	5	Online precomposed letter.
R63I	Past Due - Intent to Garnish	ORSIS - Ready	Overpayments, BIC	OPMT		1	78	Online precomposed letter.
R63J	Settlement Offer Letter	ORSIS - Ready	Overpayments, BIC	OPMT		2	0	Online optional letter.
R63K	Settlement Confirmation Letter	ORSIS - Ready	Overpayments, BIC	OPMT		2	0	Online precomposed letter.
R63L	Payment to Avoid Judgment	ORSIS - Ready	Overpayments, BIC	OPMT		1	0	
R88A	Req JC Order From Parent	ORSIS - Ready	Children in Care, CIC	FSTR YCOR		2	235	Online precomposed letter.
R90B	Retained Support Contact	ORSIS - Ready	Support, CSS	IVDS		1	0	Online precomposed letter.
RZ01	60 Day Closure Notice	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	R3X24	1	9554	Online precomposed letter. Auto generated from screens 324, worker generated. BIC should ignore the trigger to generate this form.
RZ02	60 Day NADC Closure Notice	ORSIS - Ready	Support, CSS	IVDS		1	442	Online optional letter. Form reinstated 12/06/04.
RZ03	Courtesy Closure Notice	ORSIS - Ready	Support, CSS	IVDS		1	597	Online precomposed letter.
SHAI	USH Patient Spouse Income Asset Info	ORSIS - Ready	Community	USHC		2	0	Online precomposed form & subform of H50A.
SPAO	DWS/PAO Process Service Referral	ORSIS - Ready	Overpayments, BIC	OPMT		1	315	Online optional form. No event for form.
SPSR	Process Service Referral	ORSIS - Ready	Attorney General Children in Care, CIC Medical, BMC Support, CSS			1	6835	Online optional form. Auto trigger from 725 screen with PF20 will initiate form. No event for form.
SRSA	Return of Service	ORSIS - Ready	Support, CSS	IVDS		1	4	Online precomposed form.
TF04	Tax Rvw, Req Evidence - To Obgr	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR		1	0	Online precomposed letter.
TF05	Decision Treasury Appeal	ORSIS - Ready	Overpayments, BIC	OPMT		1	0	Online optional letter. UAPA

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms Triggers	Avg # Pg	Avg Vol	User Note
TF20	BIC TOP LETTER TO OBLIGOR	ORSIS - Ready	Overpayments, BIC	OPMT		1	0	Online optional letter. This form replaces Overpayments TF10 Letter
TS10	State Tax Receipt	ORSIS - Ready	Children in Care, CIC Medical, BMC Overpayments, BIC Community Support, CSS	CHFR DSPD FSTR HCLM IVDS NHCS NRHM OPMT PRBT TORT USDC USHC YCOR	B4X54	1	8228	Online precomposed letter and daily batch.
TS20	Tax: State, Refund Assessment	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC		1	112	Online precomposed letter.
UARN	Ack Receipt of NAA & Accept of Service	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS NRHM USDC USHC		1	1168	Online optional form.
UHAL	Hearing Request, NAAL	ORSIS - Ready	Overpayments, BIC	OPMT		1	0	Online precomposed form and subform in NAAL.
UHDO	Order of Dismissal	ORSIS - Ready	Overpayments, BIC	OPMT	ON3C	2	31	
UHMA	Order of Amendment	ORSIS - Ready	Overpayments, BIC	OPMT	ON3B	2	52	Online optional form.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms Triggers	Avg # Pg	Avg Vol	User Note
UHMD	Hearing: Motion to Dismiss	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR		1	1	Online optional form.
UHOP	Hearing Request	ORSIS - Ready	Overpayments, BIC	OPMT		1	0	Online precomposed form and subform in NACK, NAE3, NAE9, NAOW, NATS, NCPF, NCPN, NDCP, NFSF, NFSN, NOPF, NOPN, & NROP.
UHRP	Hearing Request: NAA, Paternity & CS	Subform only	Support, CSS	IVDS				This is a subform of NACP, NAGE, NAGT, & NAPE only.
UHRP	Hearing Request: Notice of Agency Action, Child CSS		Subform only	Children in Care, CIC				DSPD This is a preprint for CIC &
	Support		Community	FSTR				and subform for CSS in the NACA, NACE, NACM, NAMA, NAME, & NATA packets. No form in Old or ORSIS doc cabinet
			Support, CSS	IVDS NHCS USDC USHC YCOR				
UHRW	Hearing Request Form: Failure to Withhold	Subform only	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR				Preprint and Subform of NAFW.
UHSI	Hearing Request/NAA	Subform only	Community	SSIC				This is a subform of NSSI only.
UHSP	Order Setting Aside Judgmt/Ord (Part)	ORSIS - Ready	Children in Care, CIC	FSTR YCOR		1	0	Online optional form.
UHSR	Hearing Request: Retained Support	Subform only	Support, CSS	OPMT				This is a subform of the NARS only.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms Triggers	Avg # Pg	Avg Vol	User Note
UR01	Request for Review Appointment Letter	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR		1	128	Online optional letter.
URAA	Written Request for Review: Past Due Support	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR		2	39	Online precomposed form & subform of E01A & XNUR.
URAC	Written Req Rvw, CS: Physical Cstdy Chng	ORSIS - Ready	Support, CSS	IVDS		2	0	Online precomposed form and subform of C80A & XNPA.
URAL	Written Req. for Rev., Lien-Levy	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR		2	25	Online precomposed form and subform of in the NLLI, NLLS, NLLC and XNUR packets.
URDL	Written Req for Review DL Suspension	Subform only	Children in Care, CIC Support, CSS	FSTR IVDS YCOR				Subform of NADL, XNDL, & XNDO only.
URDO	Written Req to Rescind DL Susp Order	Subform only	Children in Care, CIC Support, CSS	FSTR IVDS YCOR				This is a subform of the ORDL only.
URGT	Req Genetic Testing NAA: Ptny & CS	Subform only	Support, CSS	IVDS				This is a subform of NACP & NAPE only.
URRB	Request for Review Payment Schedule	Subform only	Children in Care, CIC Support, CSS	FSTR IVDS YCOR				Subform of WHOO packet only.
URRC	Written Req for Rvw: Determination of CO	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR		2	1	Online precomposed form and subform of NXCO & QUCO.
URRI	Request for Review Payment Schedule	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR		2	14	Online precomposed form and subform in C30A, WNWU, WNWU, & XNWI.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms Triggers	Avg # Pg	Avg Vol	User Note
URRM	Written Request for Review: NMSN	Subform only	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR				This is a subform of the INEA, INEB, & XNWI only.
URRN	WRITTEN REQUEST FOR REVIEW: NONCOOPERATION	ORSIS - Ready	Support, CSS	IVDS		2	16	Online precomposed form and subform of N15A & N16A.
UZRS	Ord: Satisfaction of Award/Retained Supt	ORSIS - Ready	Support, CSS	OPMT		1	3	Online precomposed form.
UZSA	Satisfaction of Award	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR		1	25	Online optional form.
UZSF	Satisfaction of Judgment (FC/YC)	ORSIS - Ready	Children in Care, CIC	FSTR YCOR		1	3	Online optional form.
UZSO	Satisfaction of Judgment, OPMT	ORSIS - Ready	Overpayments, BIC	OPMT		1	2663	Online optional form. UAPA
W01A	Cover letter to Employer	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR		1	44	Online precomposed letter and subform of WNW0.
W01B	Cover Letter to Employer	Subform only	Children in Care, CIC Support, CSS	FSTR IVDS YCOR				This is a subform of WHAM & WHON packets only.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms Triggers	Avg # Pg	Avg Vol	User Note
W01C	Cover Letter to Unearned Income Agency	Subform only	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR				This is a subform of WNWU
W02A	Withholding Letter to the Employer	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR		1	3077	Online precomposed letter.
W03A	Wage Assignment Notice to Employer	ORSIS - Ready	Overpayments, BIC	OPMT		1	14	Online precomposed letter.
W03B	Wage Assignment Request Letter	ORSIS - Ready	Overpayments, BIC	OPMT		1	11	Online precomposed letter.
W04A	EIN Request Letter	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR		1	5993	Online precomposed letter.
W05A	Wage Assignment Cover Letter	ORSIS - Ready	Support, CSS	IVDS		1	5	Online precomposed letter and subform of WRSA.
W10A	Wage Assign Notice to Obligor	ORSIS - Ready	Children in Care, CIC	FSTR YCOR		1	0	Online precomposed letter.
W12A	WAGE ASSIGNMENT	ORSIS - Ready	Overpayments, BIC	OPMT		1	11	Online precomposed form.
W14A	RELEASE OF WAGE ASSIGNMENT	ORSIS - Ready	Overpayments, BIC	OPMT		1	4	Online precomposed form.
W20A	Letter for failure to withhold	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR	WNWO	4	1125	Online precomposed letter.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms Triggers	Avg # Pg	Avg Vol	User Note
W30A	UC Benefits Intercept Letter	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	B2X26	2	4267	Online precomposed letter and daily batch from R2X26, Jobs Locate Response.
W50A	Employer Letter - Intent to Refer Case to Atty Gen	ORSIS - Ready	Support, CSS	IVDS		1	13	Online precomposed letter.
W55A	Notice of Income Withholding	Subform only	Children in Care, CIC Support, CSS	FSTR IVDS YCOR				Subform of the WHOO packet only.
W55B	Notice of Income Withholding	Subform only	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR				Subform of WNWO & WNWU only.
W60A	Notice of Change in Withholding	Subform only	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR				Subform of WNWO & WNWU only.
W60C	Notice of Change in Withholding	Subform only	Children in Care, CIC Support, CSS	FSTR IVDS YCOR				Subform of WHAO only.
W65A	Notice to Obligor - Termination of NTW	Subform only	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR				Subform of WNZA only

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms	Triggers	Avg #	Pg	Avg Vol	User Note
W70A	Employer Letter - Withholding Highlights	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR			1	19		Online optional letter.
W75A	Employer Stop Payor Fee	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR			1	10		Online precomposed letter.
WHAM	Auto Notice to Withhold: Amended/Empl*	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	W01B WNWA	B1X33	7	26581		Precomposed form daily batch ONLY; Duplex. Use WNW0 to recreate if errors with DGDWH.
WHAO	Auto Notice to Withhold: Amended/Obgr*	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	W60C WNWA	B1X33	7	26579		Precomposed form daily batch ONLY; Duplex. Use WNW0 to recreate if errors with DGDWH.
WHDN	Not. of Decision; NTW-No	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR			1	12		Online optional form.
WHDY	Not. of Decision; NTW-Yes	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR			1	173		Online optional form.
WHON	Auto Notice to Withhold: Original/Empl*	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	W01B WNWA	B1X33	7	60046		Precomposed form daily batch ONLY. Duplex. Use WNW0 to recreate if errors with DGDWH.
WHOO	Auto Notice to Withhold: Original/Obgr*	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	URRB W55A WHRB WNWA	B1X33	10	60047		Precomposed form daily batch only. Duplex. Use WNW0 to recreate if errors with DGDWH. Batch Prints at ITS

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms	Triggers	Avg #	Pg	Avg Vol	User Note
WHRB	Written Resp Contesting W/Holding (Auto)	Subform only	Children in Care, CIC Support, CSS	FSTR IVDS YCOR						This is a subform of the WHOO packet.
WHRC	Written Response Contesting Withholding	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR			1		5	Online precomposed form and subform of WNWU & WNWU. Previously preprinted form.
WNWA	Auto Notice to Withhold	Subform only	Children in Care, CIC Support, CSS	FSTR IVDS YCOR						This will be a subform of WHAM, WHON, WHOO, WHAO
WNWO	Notice to Withhold*	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR	URRI W01A W55B W60A WHRC		7		19069	Online optional form and subform of W20A. Use this online packet when auto packets WHAM, WHON, WHOO, WHAO, error with DGDWH. UIFSA. This form replaces WNMN, WNMS, WNSS, WNWU, WNWU
WNWU	Notice to Withhold: Unearned	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR	URRI W01C W55B W60A WHRC		11		10104	Online optional form.
WNZA	Notice to Withhold: Termination*	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC YCOR	W65A		5		10987	Online optional form.
WRSA	Wage Assignment	ORSIS - Ready	Support, CSS	IVDS	W05A		2		0	Online precomposed form.
WRSB	Release of Wage Assignment	ORSIS - Ready	Support, CSS	IVDS			1		4	Online precomposed form.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms	Triggers	Avg #	Pg	Avg Vol	User Note
X01C	Change in Current Support Letter	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS NHCS USDC USHC			1	252		Online optional letter.
X20A	Current Balance Letter	ORSIS - Ready	Support, CSS	IVDS			2	8891		Online optional letter.
X20B	Current Balance Letter	ORSIS - Ready	Children in Care, CIC Community	DSPD FSTR NHCS SSIC USDC USHC			1	909		01/24/03: Now for IVDS only.
X20C	IVR Current Balance Letter	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR		IVR	2			Online precomposed letter and on request batch through IVR trigger.
X30A	Response to Req to Forward Ltr/Package	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR			1	10		Online precomposed letter.
X51A	Cover Letter for Mailing Stip	Subform only	Overpayments, BIC	OPMT						This is a subform of OSAE, OSCK, & OSOP only.
X51B	RS Cover Letter for Stip or Repayment	Subform only	Support, CSS	OPMT						This is a subform only in the OSRS & R50A Packets
X57A	ACMS - 1ST LETTER; REMINDER	ORSIS - Ready	Overpayments, BIC Community	OPMT REST		B4X09	1	4301		Online precomposed letter and monthly batch from B4X09.
X57B	ACMS - 2ND LETTER; NOT OF DEL	ORSIS - Ready	Overpayments, BIC Community	OPMT REST		B4X09	1	2332		Online precomposed letter and monthly batch from B4X09.
X57C	ACMS - 3RD LETTER; NOT OF LEGL	ORSIS - Ready	Overpayments, BIC Community	OPMT REST		B4X09	1	3300		Online precomposed letter and monthly batch from B4X09.
X60A	Lien Release	ORSIS - Ready	Community	LIEN	X63A		2	0		Online precomposed letter.
X61A	Notification Release of Lien Complete	ORSIS - Ready	Community	LIEN			1	0		Online precomposed letter.
X62A	Estate Manager Cover Letter	Subform only	Community	LIEN			0			This is a subform of X64A only.
X63A	Release of Lien	Subform only	Community	LIEN			1			Subform of X60A only.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms	Triggers	Avg # Pg	Avg Vol	User Note
X64A	LIEN CERTIF OF AMT OF ASSIST	ORSIS - Ready	Community	LIEN	X62A		3	0	Online optional form.
X65A	LIEN PARTIAL RELEASE	ORSIS - Ready	Community	LIEN			1	0	Online precomposed form.
X66A	Lien Release - Recorder Letter	ORSIS - Ready	Community	LIEN			1	0	Online precomposed letter.
XADI	Affidavit of Decreased Income	ORSIS - Ready	Support, CSS	IVDS	OM06		7	2319	Online optional form.
XATT	Quick Reference Guide	Subform only	Children in Care, CIC Support, CSS	FSTR IVDS YCOR					This is a preprinted form and a subform of XCRM, XEMO, XENF, XINT, XJRS, XOTH, & XPAT only.
XCLC	Closure Sheet Checklist	ORSIS - Ready	Children in Care, CIC	FSTR YCOR			2	2147	Online optional form.
XCLO	BCSS Case Closure Checklist	ORSIS - Ready	Support, CSS	IVDS			2	14643	Online optional form.
XCRC	AGO Case Referral - Criminal Prosecution	ORSIS - Ready	Children in Care, CIC	FSTR YCOR			3	0	Online optional form.
XCRM	Case Rfrl For Criminal Prosecution	ORSIS - Ready	Support, CSS	IVDS	XATT		3	43	Online optional form.
XEFA	Electronic Payment Enrollment	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR		IVR	3		Online precomposed and on request batch through IVR
XEFT	Electronic Payment Enrollment Form	ORSIS - Ready	Support, CSS	IVDS	XMAL		3	3998	Online optional form and a subform of AI04.
XENF	Enforcement Referral Form	ORSIS - Ready	Support, CSS	IVDS	XATT		3	1266	Online optional form. Upon successful completion of the document, R8X30 passes some info from doc gen to the AGR.
XENR	Enforcement Referral	ORSIS - Ready	Children in Care, CIC	FSTR YCOR			3	2	Online optional form. Upon successful completion of the document, R8X30 passes some info from doc gen to the AGR.
XEO1	Existing Order Letter	ORSIS - Ready	Children in Care, CIC	FSTR YCOR			2	1804	Online optional letter.
XEP1	End Payment Letter	ORSIS - Ready	Children in Care, CIC	FSTR YCOR			1	216	Online optional letter.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms Triggers	Avg # Pg	Avg Vol	User Note
XEST	AGO Referral for Order Establishment	ORSIS - Ready	Support, CSS	IVDS		2	332	Online optional form. Upon successful generation of this form, R8X30 passes some info from doc gen to the AGR .
XFHR	Fair Hearing Request	Subform only	Community	SSIC				This is a subform of R44A, R44B, R46A, R46B only.
XFVO	Family Violence Indicator Override Ltr	ORSIS - Ready	Support, CSS	IVDS		2	0	Online optional form.
XINC	Income Worksheet	ORSIS - Ready	Support, CSS	IVDS		2	10548	Online precomposed form.
XINW	Income Worksheet	ORSIS - Ready	Children in Care, CIC Community	DSPD FSTR NHCS USDC USHC YCOR		2	2578	Online precomposed form.
XJRS	Judgment Renewal/Satisfaction Renewal	ORSIS - Ready	Support, CSS	IVDS	XATT	1	109	Online optional form. Upon successful completion of the document, R8X30 passes some info from doc gen to the AGR.
XJSR	Judgmt Renewal or Satisfaction Referral	ORSIS - Ready	Children in Care, CIC	FSTR YCOR		1	0	Online optional form. Upon successful completion of the document, R8X30 passes some info from doc gen to the AGR.
XJUV	Other AG Referral	ORSIS - Ready	Children in Care, CIC	FSTR YCOR		2	26	Online optional form. Upon successful completion of the document, R8X30 passes some info from doc gen to the AGR.
XLEV	Results of Agent Review Letter	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR		2	69	Online optional letter and subfrom of the NLLF, NLLO, NLLP, & NLLR packets.
XMAE	Employer Mail Cover Sheet	ORSIS - Ready	Children in Care, CIC Community Support, CSS	DSPD FSTR IVDS USDC USHC YCOR		1	609	Online precomposed form (mailing page).

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms	Triggers	Avg # Pg	Avg Vol	User Note
XMAL	Mail Cover Sheet	ORSIS - Ready	Children in Care, CIC Community	DSPD FSTR			1	35812	Online optional form and subform of XEFT. This is mailing page with two possible
			Support, CSS	IVDS USDC USHC YCOR					
XMIL	Affidavit of Military Service	ORSIS - Ready	Children in Care, CIC Community	DSPD FSTR			1	2056	Online optional form and standalone of the OCCA, OCCE, OCCM, OCME, OCPE, OCPT, ODCS, & ODPC. (Pending ODPO, ODPS).
			Support, CSS	IVDS NHCS USDC USHC YCOR					
XMOD	AGO Referral for Modification	ORSIS - Ready	Support, CSS	IVDS	XATT		3	1281	Online optional form. Upon successful completion of the document, R8X30 passes some info from doc gen to the AGR
XN01	Response to Request for Change of Payee	ORSIS - Ready	Support, CSS	IVDS			1	4	Online optional letter.
XNDL	Response to Adm Rev Req NAA DL Suspend	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	URDL		4	0	Online optional letter.
XNDO	Response to Adm Rev Req DL Suspend Order	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	URDL		2	0	Online optional letter.
XNPA	Rsp NCP Req Rvw: Oblgtn Phy Cstdy Change	ORSIS - Ready	Support, CSS	IVDS	URAC		4	2	Online optional letter.
XNUR	Response to OBGR's Req for Admin Rev	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	URAA URAL		4	772	Online optional letter.
XNWI	Resp to Req for Rvw: NMSN/Pay Schd	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	URRI URRM		4	1603	Online optional letter.
XOTH	Other AG Referral	ORSIS - Ready	Support, CSS	IVDS	XATT		2	220	Online optional form. Upon successful completion of the document, R8X30 passes some info from doc gen to the AGR.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms Triggers	Avg # Pg	Avg Vol	User Note
XPAT	Ptny Establishment Rfrl Form	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	XATT	3	108	Online optional form. Upon successful completion of the document, R8X30 passes some info from doc gen to the AGR.
XPIN	IVR Pin Number Letter	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR	IVR	2		Online precomposed and on request batch through IVR
XPNL	Parent Notice Letter	ORSIS - Ready	Children in Care, CIC Community	DSPD FSTR NHCS USHC YCOR		1	310	Online optional letter.
XREV	Income Worksheet	ORSIS - Ready	Support, CSS	IVDS		1	1999	Online precomposed form.
XREW	Review and Adjustment Worksheet	ORSIS - Ready	Children in Care, CIC Community	DSPD FSTR NHCS USDC USHC YCOR		1	30	Online precomposed form.
XRWA	Instructions for Reducing Income Withholding When Child Emancipated	Subform only	Community	NIVD				This is a subform of NEC1 only.
XRWB	Procedures for Requesting Non-IV-D Income Withholding	Subform only	Community	NIVD				This is a subform of NS59 only.
XSP3	SSA Refund to Obligor	Subform only	Children in Care, CIC	FSTR YCOR				This is a subform of XSS3 only.
XSPC	Payment Redirect Form	ORSIS - Ready	Children in Care, CIC	FSTR YCOR		1	0	Online precomposed form.
XSPR	Authorization to Send SR Non-IV-A Pymt	ORSIS - Ready	Support, CSS	IVDS		1	7	Online precomposed form.
XSS1	SSA Notification Letter	ORSIS - Ready	Children in Care, CIC	FSTR YCOR		1	38	Online precomposed letter.
XSS2	Social Security - No Longer Payee	ORSIS - Ready	Children in Care, CIC	FSTR YCOR		1	161	Online optional letter.
XSS3	Retained SSA Not Collected	ORSIS - Ready	Children in Care, CIC	FSTR YCOR	XSP3	3	0	Online optional letter.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms	Triggers	Avg #	Pg	Avg Vol	User Note
XSS4	Notification, Trmtn of Child's Benefits	ORSIS - Ready	Children in Care, CIC	YCOR			3	0		Online optional letter.
XT40	Tribal Letter	ORSIS - Ready	Support, CSS	IVDS			1	5		Online precomposed letter.
XTH1	Telephonic Hearing Cover Letter	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR			1	25		Online optional memo.
XTO1	Telephonic Hearing Obligor Cover Letter	ORSIS - Ready	Children in Care, CIC Support, CSS	FSTR IVDS YCOR			1	35		Online optional letter.
XTPR	Term Parental Rights or Adoption Pend, CP	ORSIS - Ready	Support, CSS	IVDS			1	7		Online precomposed form and subform of R62A
Y25A	INSURANCE INFO REQUEST FORM	ORSIS - Ready	Medical, BMC	TPLF			2	160		Online precomposed letter.
Y30A	COURT ORDERED INS INFO REQ	ORSIS - Ready	Medical, BMC	TPLF			2	2		Online precomposed letter.
Y35A	CHAMPUS INFO REQ FORM	ORSIS - Ready	Medical, BMC	TPLF			2	0		Online precomposed letter.
Y40A	EMPLOYMENT/INS VERIFICATION	ORSIS - Ready	Medical, BMC	TPLF		B2X51	2	22933		Online precomposed letter and daily batch from 251B. Batch prints at ITS.
Y45A	INSURANCE VERIFICATION; INS CO.	ORSIS - Ready	Medical, BMC	TPLF			2	486		Online precomposed letter.
Y60A	HCFA 1500 Form*	ORSIS - Ready	Medical, BMC	HCLM	M03A	B1X10	2	27706		Online precomposed letter. Monthly batch suppressed. Batch job will still run that triggers the forms. The triggers from the medical file are usually received the fourth working day of the month. The triggers for the pharmacy claims file are usually received the 5th working day of the month. DGDMS will generate the following day doc gen runs and attempts to generate the form.
Y62A	UB-92, USHC - Insr Billing	ORSIS - Ready	Community	USHC			1	12		Online precomposed form.
Y62B	UB-04 Insurance Billing Statement*	ORSIS - Ready	Community	USHC			1	105		Online precomposed form.
Y68A	NH 798 Medicaid OVP Ltr FREP	ORSIS - Ready	Medical, BMC	NRHM			2	0		Online precomposed letter.
Y68B	NH 798 Medicaid OVP 2nd Req FREP	ORSIS - Ready	Medical, BMC	NRHM			1	0		Online precomposed letter.

Form ID	Form Name	Document Type	Bureau	Case Type	Subforms Triggers	Avg # Pg	Avg Vol	User Note
Y68C	NH 798 Medicaid OVP AG FREP	ORSIS - Ready	Medical, BMC	NRHM		1	0	Online precomposed letter. Generate on AG Letterhead
Y69A	NH - MEDICAID OVP LETTER	ORSIS - Ready	Medical, BMC	NRHM		1	3	Online precomposed letter.
Y69B	NH - MEDICAID OVP FOLLOW UP	ORSIS - Ready	Medical, BMC	NRHM		1	0	Online precomposed letter.
Y70A	NH - MED EXCESS OVP LETTER	ORSIS - Ready	Medical, BMC	NRHM	B1X10 B4X25 R4X05	2	21	Online precomposed letter. Will print at DTS after worker generation. 9-11-08 Monthly batch suspended.
Y70B	NH - MED EXCESS OVP FOLLOW UP	ORSIS - Ready	Medical, BMC	NRHM		1	7	Online precomposed letter.
Y71A	NH 497 Medicaid Excess OVP Ltr FREP	ORSIS - Ready	Medical, BMC	NRHM		2	0	Online precomposed letter.
Y71B	NH 497 Medicaid Excess 2nd Req FREP	ORSIS - Ready	Medical, BMC	NRHM		1	0	Online precomposed letter.
Y71C	NH 497 Medicaid Excess AG FREP	ORSIS - Ready	Medical, BMC	NRHM		1	0	Online precomposed letter. Generate on AG Letterhead.

Document Type:

ORSIS - Ready = Production ready form. ORSIS writes event/alert/process service, etc. as applicable.

Subform only = Used as part of another forms packet only. Cannot generate as a standalone form. No post processing (event/alert/process service, etc.) for the form.

New Pending Dvlpmt: Document pending development.

Other: See User Notes.

Bureaus:

Children in Care, CIC = Child Support Services
Community Placement, CPC = Community Placement
Medical, BMC = Bureau of Medical Collections
Overpayments, BIC = Department of Workforce Services
Support, CSS = Child Support Services

Avg Volume:

This is the number of the specified document printed in 2008.

*High Priority Forms

Case Types:

CHFR = CHECK FRAUD
DSPD = DIV OF SRVCS FOR PEOPLE WTH
DISABILITIES
FEES = FEES
FSTR = FOSTER CARE
HCLM = HEALTH CLAIM
INVS = INVESTIGATIONS
IVDS = IV-D CHILD SUPPORT
LIEN = LIENS
MAOS = MEDICAL ASSISTANCE ONLY SPENDDOWN
MDRP = MEDICAL EXPENSES PARENT
RESPONSIBLE
MEDL = MEDICAID LIEN
MEDR = MEDICAID REIMBURSEMENT
NHCS = NURSING ME CHILD SUPPORT
NIVD = NON IV-D WITHHOLDING
NRHM = NURSING HOME
OPMT = OVERPAYMENT
PRBT = PROBATE
REST = RESTITUTION
SSIC = SUPPLEMENTAL SECURITY INCOME
TORT = TORT
TPLF = THIRD PARTY LIABILITY INSURANCE
PROGRAM
USDC = UTAH STATE DEVELOPMENTAL CENTER
USHC = UTAH STATE HOSPITAL
VETS = VETERANS ADMINISTRATION
YCOR = YOUTH CORRECTIONS

Terminology:

Batch = Document generated without worker intervention

Online = Worker generated document

Auto Trigger = Worker performs action in ORSIS that takes worker to doc gen to generate the form.

Driver= ORSIS program that enables doc gen to generate multiple documents with one command. Each document generated has unique post processing.

Optional = Worker selects text to include in the document

Precomposed = Text is preselected. Worker cannot select text to include in the document.

Triggers: Program ID of ORSIS program that has code to generate a batch document

General

Generally, every batch document is also an online document.

The only exceptions are the INEB & NTW (WHAM, WHAO, WHON, WHOO).

Generally, a document is a letter if the form id includes any numbers. Notices or other generic forms should only have letters. There are several exceptions to this.

The only forms that are duplexed are the INEB, WHAM, WHAO, WHON, WHOO, and OM50. All other documents are Simplex.

INSTRUCTIONS FOR THE SOLE CUSTODY WORKSHEET

Line 1. Enter the number of natural and adopted children of the mother and father for whom support is to be determined. Do not include any children of either parent by another partner on this line. If a child for whom support is to be determined is an unemancipated minor who does not live with his parents, use the total number of children, including the unemancipated minor, by that set of parents for Line 1.

Line 2a. Enter the mother's and father's gross monthly income. Definition of gross monthly income - prospective income from any source, salaries, wages, commissions, royalties, bonuses, rents, gifts, prizes, dividends, severance pay, pensions, interest, trust income, alimony from previous marriages, annuities, capital gains, social security benefits, workers' compensation benefits, unemployment compensation, disability insurance benefits and payments for "non-means-tested" government programs. Income from earned sources is limited to the equivalent of one full time job. For self-employed parents, see UCA 78-45-7.5(4)(a) and (b).

Excluded from gross income are: cash assistance provided under Title 35A, Chapter 3, Part 3, Family Employment Program, benefits from: the housing subsidy program, the Job Training Partnership Act, S.S.I., S.S.D.I., Medicaid, Food Stamps, General Assistance, and other "means-tested" benefits received by a parent; earnings or benefits of a child who is subject to this award.

All income must be verified. Verification includes: year to date pay stubs, employer statements or records, the last year's tax return and documentation of non-earned income appropriate to the source.

Line 2b. Enter the amount of spousal support either parent is court ordered to pay and actually pays to another parent. Do not include alimony payments for this case. Alimony payments must be verified. Canceled checks or a statement from the recipient of the alimony may be accepted as verification.

Line 2c. Enter the amount of support either parent is court ordered to pay for children by another partner. Previously ordered support may include specifically ordered payments toward a child's medical expenses, child care, or child support. A copy of the order is required for verification.

Line 2d. Natural or adoptive children of either parent who live in the home of that parent and are not children in common to both parties, may at the option of either party be taken into account under the guidelines in setting or adjusting a child support award. Use the WORKSHEET TO DETERMINE FATHER'S OBLIGATION TO CHILDREN IN HIS PRESENT HOME and/or the WORKSHEET TO DETERMINE MOTHER'S OBLIGATION TO CHILDREN IN HER PRESENT HOME to compute the obligations of the respective parents for the additional children. Consideration of natural or adoptive children other than those in common to both parties may be applied to lessen an increase in the award, but may not be applied to justify a decrease in the award.

Line 3. If the obligor's income is over \$1,050 complete the calculation as directed. If the obligor's income is \$650 to \$1,050 then calculate the child support award using the "Combined Child Support Obligation Table" and the "Low Income Table". The child support award will be the lesser of the two amounts. Enter the lesser of the two amounts on line 7. If the obligor's income is \$649 or less, then refer to UCA 78-45-7.7(5).

Line 4. The amount on the "Combined Child Support Obligation Table" shows the amount BOTH parents combined should contribute for the support of their children.

Line 5. Calculate each parent's share of the amount in Line 4 as a percentage figure.

Line 6. Calculate each parent's share of the amount in Line 4 as a dollar amount.

Line 7. The Base Child Support Award is the amount the obligor pays to the obligee. This is the amount the parent(s) without physical custody of the child(ren) pays all 12 month(s) of the year. See the **Insurance Premium and Child Care Adjustment Worksheet** to determine how insurance premiums and child care expenses may change the amount the obligor pays to the obligee.

Lines 8 and 9. Complete lines 8 and 9.

Line 10. Complete Line 10 if the obligor will not be ordered to pay the guideline amount from either the "Combined Child Support Obligation Table", "Low Income Table" or in accordance with UCA 78-45-7.7.

DHS ORS CSS INEB
1/03 Revised 04/09/09

OMB No. 0970-0222

**NATIONAL MEDICAL SUPPORT NOTICE
PART A
NOTICE TO WITHHOLD FOR HEALTH CARE COVERAGE**

This Notice is issued under Section 466(a)(19) of the Social Security Act, section 609(a)(5)(C) of the Employee Retirement Income Security Act of 1974 (ERISA), and for State and local government and church plans, sections 401(e) and (f) of the Child Support Performance and Incentive Act of 1998. Receipt of this Notice from the Issuing Agency constitutes receipt of a Medical Child Support Order under applicable law. The information on the Parents and Child(ren) contained on this page is confidential and should not be shared or disclosed with the other Parent.

(Employer Name) (Team Number)

(Employer Address)

Federal EIN Number: (Employer EIN)

Issuing Agency: Office of Recovery Services/Child Support Services <u>(Local Office Address)</u> Telephone Number: <u>(Responsible Worker Phone #)</u> FAX Number: <u>(Fax #)</u>	Date of Notice: <u>(Current Date)</u> RE: <u>(Obligor or Obligee Last Name, First Name)</u> <u>Social Security # (Obligor or Obligee SSN)</u> <u>(Obligor or Obligee Address)</u>				
<table style="width: 100%; border: none;"> <tr> <td style="width: 25%; border: none;">Case Number: <u>(ORS Case Number(s))</u></td> <td style="width: 25%; border: none;">Court or Administrative Authority: <u>(Name of Authority on Order)</u></td> <td style="width: 25%; border: none;">Date of Support Order: <u>(Order Date)</u></td> <td style="width: 25%; border: none;">Support Order Number: <u>(Civil number, or File # from 404)</u></td> </tr> </table>		Case Number: <u>(ORS Case Number(s))</u>	Court or Administrative Authority: <u>(Name of Authority on Order)</u>	Date of Support Order: <u>(Order Date)</u>	Support Order Number: <u>(Civil number, or File # from 404)</u>
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The order requires the child(ren) to be enrolled in any health coverage available: medical, dental, vision, prescription drug, mental health, etc.

Custodial Parent(s) Name/Address

Child(ren)'s Name(s)

DOB

SSN

[(Multiple Obligee Last Name, First Name, Middle Name)]
(Obligee Address)

(Multiple F, M, L Name Child-x)

(Child DOB-x)

(Child SSN-x)

(Team/Doc ID/INEB)

THE PAPERWORK REDUCTION ACT OF 1995 (P.L. 104-13) Public reporting burden for this collection of information is estimated to average 10 minutes per response, including the time reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. OMB control number: 0970-0222; Expiration Date: 03/31/2011

EMPLOYER RESPONSE

If either 1, 2, 3 or 4 below applies, check the appropriate box and return this Part A to the Issuing Agency within 20 business days after the date of the Notice, or sooner if reasonable. NO OTHER ACTION IS NECESSARY. If 1, 2, 3 or 4 do not apply, forward **Part B** to the appropriate plan administrator(s) within 20 business days after the date of the Notice, or sooner if reasonable. This includes any organization or labor union that provides group health care benefits to the employee. Check number 5 and return this **Part A** to the **Issuing Agency** if the Plan Administrator informs you that the child(ren) would be enrolled in or qualify(ies) for an option under the plan for which you have determined that the employee contribution exceeds the amount that may be withheld from the employee's income due to State or Federal withholding limitations and/or prioritization. You are required to respond to the Issuing Agency by returning this **Employer Response** regardless of whether you provide group health benefits or the employee named herein is no longer employed by your organization. Information on the Employer Representative at the bottom of this section is required.

- 1. The employee named in this Notice has never been employed by this employer.
- 2. We, the employer, do not maintain or contribute to plans providing dependent or family health care coverage to our employees.
- 3. The employee is among a class of employees (for example, part-time or non-union) that are not eligible for family health coverage under any group health plan maintained by the employer or to which the employer contributes. Do not check this box if the employee is only temporarily ineligible for health care coverage.
- 4. Health care coverage is not available because the employee is no longer employed by the employer:

Date of termination: _____

Last known telephone number: _____

Last known address: _____

New employer (if known): _____

New employer telephone number: _____

New employer address: _____

- 5. State or Federal withholding limitations and/or prioritization prevent the withholding from the employee's income of the amount required to obtain coverage under the terms of the plan.

Employer Representative (Required):

Name: _____ Telephone Number: _____

Title: _____ Date: _____

Federal EIN: (EIN of Employer on Notice to Withhold for Health Care Coverage)

Team (Team #) (ORS Case Number(s) (Obligor or Obligee Last, First, MI)

INSTRUCTIONS TO EMPLOYER

This document serves as legal notice that the employee identified on this National Medical Support Notice is obligated by a court or administrative child support order to provide health care coverage for the child(ren) identified on this Notice. This National Medical Support Notice replaces any Medical Support Notice that the Issuing Agency has previously served on you with respect to the employee and the children listed on this Notice.

The document consists of **Part A – Notice to Withhold for Health Care Coverage** for the employer to withhold any employee contributions required by the group health plan(s) in which the children is/are enrolled; and **Part B – Medical Support Notice to the Plan Administrator**, which **must** be forwarded to the administrator of each group health plan identified by the employer to enroll the eligible child(ren), or completed by the employer, if the employer serves as the health plan administrator.

An employer receiving this legal Notice is required to complete and return **Part A** if appropriate. If group health coverage is not available to the employee named herein, or the employee was never or is no longer employed, the employer is still required to complete **Part A – Employer Response** and return it to the Issuing Agency with the appropriate response checked. If you, the employer, provide the health care benefits to the employee, forward **Part B – Plan Administrator Response** to the health plan administrator of your organization. If the employee's health care benefits are administered through another organization, including a labor union, forward Part B of the Notice to the labor union or other organization acting as the plan administrator for completion. If the employee has already enrolled the child(ren) in health care coverage, the employer must forward Part B to the plan administrator for completion and submittal to the Issuing Agency.

Keep a copy of **Part A** as it may be used to notify the Issuing Agency at anytime in the future the employee separates from service for any reason including retirement or termination.

EMPLOYER RESPONSIBILITIES

1. If the individual named in this Notice is not your employee, or if family health care coverage is not available, please complete item 1, 2, 3 or 4 of the Employer Response as appropriate, and return it to the Issuing Agency. NO FURTHER ACTION IS NECESSARY.
2. If family health care coverage is available for which the child(ren) identified above may be eligible, you are required to:
 - a. Transfer, not later than 20 business days after the date of this Notice, a copy of **Part B – Medical Support Notice to the Plan Administrator** to the administrator of each appropriate group health plan for which the child(ren) may be eligible, and
 - b. Upon notification from the plan administrator(s) that the child(ren) is/are enrolled, either
 - 1) withhold from the employee's income any employee contributions required under each group health plan, in accordance with the applicable law of the employee's principal place of employment and transfer employee contributions to the appropriate plan(s), or
 - 2) complete item 5 of the Employer Response to notify the Issuing Agency that enrollment cannot be completed because of prioritization or limitations on withholding.
 - c. If the plan administrator notifies you the employee is subject to a waiting period that expires more than 90 days from the date of its receipt of **Part B** of this Notice, or whose duration is determined by a measure other than the passage of time (for example, the completion of a certain number of hours worked), notify the issuing agency of the enrollment timeframe and notify the plan administrator when the employee is eligible to enroll in the plan and that this Notice requires the enrollment of the child(ren) named in the Notice in the plan.

LIMITATIONS ON WITHHOLDING

The total amount withheld for both cash and medical support cannot exceed (worker-entered number)% of the employee's aggregate disposable weekly earnings. The employer may not withhold more under this National Medical Support Notice than the lesser of:

1. The amounts allowed by the Federal Consumer Credit Protection Act (15 U.S. C., section 1673 (b));
2. The amounts allowed by the State of the employee's principal place of employment; or
3. The amounts allowed for health insurance premiums by the child support order, as indicated here: (worker-entered amount(s) or N/A).

The Federal limit applies to the aggregate disposable weekly earnings (ADWE). ADWE is the net income left after making mandatory deductions such as State, Federal, local taxes; Social Security taxes; and Medicare taxes. As required under section 2.b.2. of the Employer Responsibilities, complete item 5 of the Employer Response to notify the Issuing Agency that enrollment cannot be completed because of prioritization or limitations on withholding.

PRIORITY OF WITHHOLDING

If withholding is required for employee contributions to one or more plans under this notice and for a support obligation under a separate notice and available funds are insufficient for withholding for both cash and medical support contributions, the employer must withhold amounts for purposes of cash support and medical support contributions in accordance with the law, if any, of the State of the employee's principal place of employment requiring prioritization between cash and medical support, as described here: If the employee's principal place of employment is in Utah, deduct current child support before deducting amounts for health insurance coverage. As required under

section 2.b.2. of the Employer Responsibilities, complete item 5 of the Employer Response to notify the Issuing Agency that enrollment cannot be completed because of prioritization or limitations on withholding.

DURATION OF WITHHOLDING

The child(ren) shall be treated as dependents under the terms of the plan. Coverage of a child as a dependent will end when conditions for eligibility for coverage under terms of the plan no longer apply. However, the continuation coverage provisions of ERISA or other applicable law may entitle the child to continuation coverage under the plan. The employer must continue to withhold employee contributions and may not disenroll (or eliminate coverage for) the child(ren) unless:

1. The employer is provided satisfactory written evidence that:
 - a. The court or administrative child support order referred to in this Notice is no longer in effect; or
 - b. The child(ren) is or will be enrolled in comparable coverage which will take effect no later than the effective date of disenrollment from the plan; or
2. The employer eliminates family health coverage for all of its employees.

POSSIBLE SANCTIONS

An employer may be subject to sanctions or penalties imposed under State law and/or ERISA for discharging an employee from employment, refusing to employ, or taking disciplinary action against any employee because of medical child support withholding, or for failing to withhold income, or transmit such withheld amounts to the applicable plan(s), as the Notice directs. Sanctions or penalties may be imposed under State law against an employer for failure to respond and/or for non-compliance with this Notice.

NOTICE OF TERMINATION OF EMPLOYMENT

In any case in which the employee's employment terminates, the employer must promptly notify the Issuing Agency listed above of such termination. This requirement may be satisfied by sending to the Issuing Agency a copy of Part A with response 4 checked or any notice the employer is required to provide under the continuation coverage provisions of ERISA or the Health Insurance Portability and Accountability Act.

EMPLOYEE LIABILITY FOR CONTRIBUTION TO PLAN

The employee is liable for any employee contributions that are required under the plan(s) for enrollment of the child(ren) and is subject to appropriate enforcement. The employee may contest the withholding under this Notice based on a mistake of fact (such as the identity of the obligor). Should an employee contest the withholding under this Notice, the employer must proceed to comply with the employer responsibilities in this Notice until notified by the Issuing Agency to discontinue withholding. To contest the withholding under this Notice, the employee should contact the Issuing Agency at the address and telephone number listed on the Notice. With respect to plans subject to ERISA, it is the view of the Department of Labor that Federal Courts have jurisdiction if the employee challenges a determination that the Notice constitutes a Qualified Medical Child Support Order.

CONTACT FOR QUESTIONS

If you have any questions regarding this Notice, you may contact the Issuing Agency at the address and telephone number listed at page 1 of this Notice.

Indicate below to the Issuing Agency the requested information on your Plan Administrator to whom Part B-Plan Administrator Response is forwarded for completion.

Plan Administrator (Required):

Name: _____ Telephone Number: _____

Contact Person: _____ Fax Number: _____

NATIONAL MEDICAL SUPPORT NOTICE
PART B
MEDICAL SUPPORT NOTICE TO PLAN ADMINISTRATOR

This Notice is issued under Section 466(a)(19) of the Social Security Act, section 609(a)(5)(c) of the Employee Retirement Income Security Act of 1974, and for State and local government and church plans, sections 401(e) and (f) of the Child Support Performance and Incentive Act of 1998. Receipt of this Notice from the Issuing Agency constitutes receipt of a Medical Child Support Order under applicable law. The rights of the parties and the duties of the plan administrator under this Notice are in addition to the existing rights and duties established under such law.

(Employer Name)

(Employer Address)

Federal EIN Number (Employer EIN)

Issuing Agency: Office of Recovery Services/Child Support Services <u>(Local Office Address)</u> Telephone Number: <u>(Responsible Worker Phone #)</u> FAX Number: <u>(Fax #)</u>	Date of Notice: <u>(Current Date)</u> RE: <u>(Obligor or Obligee Last Name, First Name)</u> <u>Social Security # (Obligor or Obligee SSN)</u> <u>(Obligor or Obligee Address)</u>				
<table style="width: 100%; border: none;"> <tr> <td style="width: 25%;">Case Number: <u>(ORS Case Number(s))</u></td> <td style="width: 25%;">Court or Administrative Authority: <u>(Name of Authority on Order)</u></td> <td style="width: 25%;">Date of Support Order: <u>(Order Date)</u></td> <td style="width: 25%;">Support Order Number: <u>(Civil number, or File # from 404)</u></td> </tr> </table>		Case Number: <u>(ORS Case Number(s))</u>	Court or Administrative Authority: <u>(Name of Authority on Order)</u>	Date of Support Order: <u>(Order Date)</u>	Support Order Number: <u>(Civil number, or File # from 404)</u>
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The order requires the child(ren) to be enrolled in any health coverage available: medical, dental, vision, prescription drug, mental health, etc.

Custodial Parent(s) Name/Address
Child(ren)'s Name(s)

DOB

SSN

[(Multiple Obligee Last Name, First Name, Middle Name)]
(Obligee Address)

(Multiple F, M, L Name Child-x)

(Child DOB-x)

(Child SSN-x)

(Team/Doc ID/INEA)

PLAN ADMINISTRATOR RESPONSE

(To be completed and returned to the Issuing Agency within 40 business days after the date of the Notice, or sooner if reasonable)

This Notice was received by the plan administrator on _____.

- 1. This Notice was determined to be a “qualified medical child support order” on _____. Complete **Response 2 or 3, and 4**, if applicable.
- 2. The participant (employee) and alternate recipient(s) (child(ren)) are to be enrolled in the following family coverage.
 - a. The child(ren) is/are currently enrolled in the plan as a dependent of the participant.
 - b. There is only one type of coverage provided under the plan. The child(ren) is/are included as dependents of the participant under the plan.
 - c. The participant is enrolled in an option that is providing dependent coverage and the child(ren) will be enrolled in the same option.
 - d. The participant is enrolled in an option that permits dependent coverage that has not been elected; dependent coverage will be provided.

Coverage is effective as of __/__/____ (includes waiting period of less than 90 days from date of receipt of this Notice). The following child(ren) has/have been enrolled in the following option:_____

Any necessary withholding should commence if the employer determines that it is permitted under State and Federal withholding and/or prioritization limitations.

- 3. There is more than one option available under the plan and the participant is not enrolled. The Issuing Agency must select from the available options. Each child is to be included as a dependent under one of the available options that provide family coverage. If the Issuing Agency does not reply within 20 business days of the date this Response is returned, the child(ren), and the participant if necessary, will be enrolled in the plan’s default option, if any:

- 4. The participant is subject to a waiting period that expires __/__/____ (more than 90 days from the date of receipt of this Notice), or has not completed a waiting period which is determined by some measure other than the passage of time, such as the completion of a certain number of hours worked (describe here: _____). At the completion of the waiting period, the plan administrator will process the enrollment.

- 5. This Notice does not constitute a “qualified medical child support order” because:
 - The name of the • child(ren) or • participant is unavailable.
 - The mailing address of the • child(ren) (or substituted official) or • participant is unavailable.
 - The following child(ren) is/are at or above the age at which dependents are no longer eligible for coverage under the plan _____ (insert name(s) of child(ren)).

Plan Administrator or Representative:

Name: _____ Telephone Number: _____

Title: _____ Date: _____

Address: _____

Team (Team #) (ORS Case Number(s) (Obligor or Obligee Last, First, MI) (EIN Number)

INSTRUCTIONS TO PLAN ADMINISTRATOR

This Notice has been forwarded from the employer identified above to you as the plan administrator of a group health plan maintained by the employer (or a group health plan to which the employer contributes) and in which the parent/participant identified above is enrolled or is eligible for enrollment.

This notice serves to inform you that the parent/participant is obligated by an order issued by the court or agency identified above to provide health care coverage for the child(ren) under the group health plan(s) as described on **Part B**.

- (A) If the participant and child(ren) and their mailing addresses (or that of a Substituted Official or Agency) are identified above, and if coverage for the child(ren) is or will become available, this Notice constitutes a “qualified medical child support order” (QMCSO) under ERISA or CSPIA, as applicable. (If any mailing address is not present, but it is reasonably accessible, this Notice will not fail to be a QMCSO on that basis.) You must, within 40 business days of the date of this Notice, or sooner if reasonable:
- (1) Complete Part B – Plan Administrator Response - and send it to the Issuing Agency;
 - (a) if you checked Response 2:
 - (i) notify the parent/participant named above, each named child, and the custodial parent that coverage of the child(ren) is or will become available (notification of the custodial parent will be deemed notification of the child(ren) if they reside at the same address);
 - (ii) furnish the custodial parent a description of the coverage available and the effective date of the coverage, including, if not already provided, a summary plan description and any forms, documents, or information necessary to effectuate such coverage, as well as information necessary to submit claims for benefits;
 - (b) if you checked Response 3:
 - (i) if you have not already done so, provide to the Issuing Agency copies of applicable summary plan descriptions or other documents that describe available coverage including the additional participant contribution necessary to obtain coverage for the child(ren) under each option and whether there is a limited service are for any option;
 - (ii) if the plan has a default option, you are to enroll the child(ren) in the default option if you have not received an election from the Issuing Agency within 20 business days of the date you returned the Response. If the plan does not have a default option, you are to enroll the child(ren) in the option selected by the Issuing Agency.
 - UCA 62A-11-326.2 (1)(b) requires an employer enroll a dependent child in the “least expensive plan, assuming equivalent benefits, offered by the employer or union that complies with the prior court or administrative order which provides coverage that is reasonably accessible to the dependent child.”
 - (c) if the participant is subject to a waiting period that expires more than 90 days from the date or receipt of this Notice, or has not completed a waiting period whose duration is determined by a measure other than the passage of time (for example, the completion of a certain number of hours worked), complete Response 4 on the Plan Administrator Response and return to the employer and the Issuing Agency and notify the participant and the custodial parent; and upon satisfaction of the period or requirement, complete enrollment under Response 2 or 3, and
 - (d) upon completion of the enrollment, transfer the applicable information on Part B – Plan Administrator Response to the employer of a determination that the necessary employee contributions are available. Inform the employer that the enrollment is pursuant to a National Medical Support Notice.

- (B) If within 40 business days of the date of this Notice, or sooner if reasonable, you determine that this Notice does not constitute a QMCSO, you must complete Response 5 of part B – Plan Administrator Response and send it to the Issuing Agency, and inform the parent/ participant, custodial parent, and child(ren) of the specific reasons for your determination.
- (C) Any required notification of the custodial parent, child(ren) and or participant that is required may be satisfied by sending the party a copy of the plan Administrator Response, if appropriate.

UNLAWFUL REFUSAL TO ENROLL

Enrollment of a child may not be denied on the ground that: (1) the child was born out of wedlock; (2) the child is not claimed as a dependent on the participant's Federal income tax return; (3) the child does not reside with the participant or in the plan's service area; or (4) because the child is receiving benefits or is eligible to receive benefits under the State Medicaid plan. If the plan requires that the participant be enrolled in order for the child(ren) to be enrolled, and the participant is not currently enrolled, you must enroll both the participant and the child(ren). All enrollments are to be made without regard to open season restrictions.

PAYMENT OF CLAIMS

A child covered by a QMCSO, or the child's custodial parent, legal guardian, or the provider of services to the child, or a State agency to the extent assigned the child's right, may file claims and the plan shall make payment for covered benefits or reimbursement directly to such party.

PERIOD OF COVERAGE

The alternate recipient(s) shall be treated as dependents under the terms of the plan. Coverage of an alternate recipient as a dependent will end when similarly situated dependents are no longer eligible for coverage under the terms of the plan. However, the continuation coverage provisions of ERISA may entitle the alternate recipient to continue coverage under the plan. Once a child is enrolled in the plan as directed above, the alternate recipient may not be disenrolled unless:

- (1) The plan administrator is provided satisfactory written evidence that either:
 - (a) the court or administrative child support order referred to above is no longer in effect, or
 - (b) the alternate recipient is or will be enrolled in comparable coverage which will take effect no later than the effective date of disenrollment from the plan;
- (2) The employer eliminates family health coverage for all of its employees; or
- (3) Any available continuation coverage is not elected, or the period of such coverage expires.

CONTACT FOR QUESTIONS

If you have any questions regarding this Notice, you may contact the Issuing Agency at the address and telephone number listed above.

PAPERWORK REDUCTION ACT NOTICE

The Issuing Agency asks for the information on this form to carry out the law as specified in the Employee Retirement Income Security Act or the Child Support Performance and Incentive Act, as applicable. You are required to give the Issuing Agency the information. You are not required to respond to this collection of information unless it displays a currently valid OMB control number. The Issuing Agency needs the information to determine whether health care coverage is provided in accordance with the underlying child support order. The average time needed to complete and file the form is estimated below. These times will vary depending on the individual circumstances. Learning about the law or the form: First notice, 1 hour; subsequent notices, n/a. Preparing the form: First notice, 1 hour 45 minutes; subsequent notices, 35 minutes.

ANSWER TO NATIONAL MEDICAL SUPPORT NOTICE

From: (Obligor Employer Name)
(Obligor Employer Street Address)
(Obligor Employer Address - line 2)
(Obligor Employer City/State/Zip)

Re: (Obligor Name) Team No. (Team #)
Case Number(s): (ORS Case Number(s))

In response to the National Medical Support Notice dated (doc gen), the following insurance plans are available to this employee:

Medical Y__ N__ (If available, complete Medical section below)
Dental Y__ N__ (If available, complete Dental section below)
Pharmacy Y__ N__ (If available, complete Pharmacy section below)
Vision Y__ N__ (If available, complete Vision section below)
Other Y__ N__ (If available, complete Other section below) Explain: _____

The following children have been enrolled in the following insurance plans: (If there are additional children enrolled please list them on the back of this form.)

Child's Name	Medical	Dental	Pharmacy	Vision	Other

Medical

Monthly cost to employee for family coverage: _____ Number of people covered on this policy: _____
Policy Start Date: _____ Child(ren) effective date of Coverage: _____
Name, address, and phone number of insurance provider: _____

If the insurance plan is provided through Blue Cross Blue Shield, please include the three letter code with the policy number.
Policy Number(s) _____ Group No. (4-5 alpha/numeric character) _____
(a unique identification (HIPAA) number or an SSN - typically nine characters)

Dental

Monthly cost to employee for family coverage: _____ Number of people covered on this policy(s): _____
Policy Start Date: _____ Child(ren) effective date of Coverage: _____
Name, address, and phone number of insurance provider: _____

If the insurance plan is provided through Blue Cross Blue Shield, please include the three letter code with the policy number.
Policy Number(s) _____ Group No. (4-5 alpha/numeric character) _____
(a unique identification (HIPAA) number or an SSN - typically nine characters)

Pharmacy

Monthly cost to employee for family coverage: _____ Number of people covered on this policy(s): _____
Policy Start Date: _____ Child(ren) effective date of Coverage: _____
Name, address, and phone number of insurance provider: _____

If the insurance plan is provided through Blue Cross Blue Shield, please include the three letter code with the policy number.
Policy Number(s) _____ Group No. (4-5 alpha/numeric character) _____
(a unique identification (HIPAA) number or an SSN - typically nine characters)

Vision

Monthly cost to employee for family coverage: _____ Number of people covered on this policy(s): _____
Policy Start Date: _____ Child(ren) effective date of Coverage: _____
Name, address, and phone number of insurance provider: _____

If the insurance plan is provided through Blue Cross Blue Shield, please include the three letter code with the policy number.
Policy Number(s) _____ Group No. (4-5 alpha/numeric character) _____
(a unique identification (HIPAA) number or an SSN - typically nine characters)

Other – Explain:

Monthly cost to employee for family coverage: _____ Number of people covered on this policy(s): _____
Policy Start Date: _____ Child(ren) effective date of Coverage: _____
Name, address, and phone number of insurance provider: _____

If the insurance plan is provided through Blue Cross Blue Shield, please include the three letter code with the policy number.
Policy Number(s) _____ Group No. (4-5 alpha/numeric character) _____
(a unique identification (HIPAA) number or an SSN - typically nine characters)

Completed by: _____ Telephone: _____ Date: _____

Team (Team Number)
(Case Number)

DHS ORS CSS INEB (Participant's copy after I01B)
1/03 Revised 04/09/09

OMB No. 0970-0222

NATIONAL MEDICAL SUPPORT NOTICE
PART A
NOTICE TO WITHHOLD FOR HEALTH CARE COVERAGE

This Notice is issued under Section 466(a)(19) of the Social Security Act, section 609(a)(5)(C) of the Employee Retirement Income Security Act of 1974 (ERISA), and for State and local government and church plans, sections 401(e) and (f) of the Child Support Performance and Incentive Act of 1998. Receipt of this Notice from the Issuing Agency constitutes receipt of a Medical Child Support Order under applicable law. The information on the Parents and Child(ren) contained on this page is confidential and should not be shared or disclosed with the other Parent.

(Employer Name) (Team Number)

(Employer Address)

Federal EIN Number: (Employer EIN)

Issuing Agency: Office of Recovery Services/Child Support Services <u>(Local Office Address)</u> Telephone Number: <u>(Responsible Worker Phone #)</u> FAX Number: <u>(Fax #)</u>	Date of Notice: <u>(Current Date)</u> RE: <u>(Obligor or Obligee Last Name, First Name)</u> <u>Social Security # (Obligor or Obligee SSN)</u> <u>(Obligor or Obligee Address)</u>				
<table style="width: 100%; border: none;"> <tr> <td style="width: 25%; border: none;">Case Number: <u>(ORS Case Number(s))</u></td> <td style="width: 25%; border: none;">Court or Administrative Authority: <u>(Name of Authority on Order)</u></td> <td style="width: 25%; border: none;">Date of Support Order: <u>(Order Date)</u></td> <td style="width: 25%; border: none;">Support Order Number: <u>(Civil number, or File # from 404)</u></td> </tr> </table>		Case Number: <u>(ORS Case Number(s))</u>	Court or Administrative Authority: <u>(Name of Authority on Order)</u>	Date of Support Order: <u>(Order Date)</u>	Support Order Number: <u>(Civil number, or File # from 404)</u>
Case Number: <u>(ORS Case Number(s))</u>	Court or Administrative Authority: <u>(Name of Authority on Order)</u>	Date of Support Order: <u>(Order Date)</u>	Support Order Number: <u>(Civil number, or File # from 404)</u>		

The order requires the child(ren) to be enrolled in any health coverage available: medical, dental, vision, prescription drug, mental health, etc.

Custodial Parent(s) Name
Child(ren)'s Name(s)

[(Multiple Obligee Last Name, First Name, Middle Name)]
(Obligee Address)

(Multiple F, M, L Name Child-x)

(Team/Doc ID/INEB)

(Option 1 – Parent case Header:) [STATE OF UTAH
OFFICE OF RECOVERY SERVICES

(Option 2 – Specified Relative case Header:)[STATE OF UTAH
OFFICE OF RECOVERY SERVICES

	)	
OFFICE OF RECOVERY SERVICES/ CHILD SUPPORT SERVICES,	)	
	)	
SUPPORT	)	NOTICE OF AGENCY ACTION: PATERNITY AND CHILD
(<u>ex rel. STATE/COUNTRY of {Initiating State}</u>)	)	
)	)	
Claimant	)	
vs.	)	Father's Case No. (<u>Case Number</u>)
	)	Mother's Case No. (<u>Case Number</u>)
	)	
(<u>Alleged Father's Full Name</u>), Respondent	)	
(Mother's Full Name), Respondent	)	

_____))
To: (Alleged Father's Full Name)
(Mother's Full Name)]

This is to notify the parents, referenced above, that the Office of Recovery Services/Child Support Services (ORS/CSS) is commencing an adjudicative proceeding in accordance with Utah Code Annotated (U.C.A.) 63G-4-101 et seq., Utah Administrative Procedures Act, and Office of Recovery Services Rules, to determine one or more of the following:

Whether (name of alleged father) is the father of (selected child(ren)'s name(s)),

The child support obligation for (child(ren)'s name(s)),

Whether either parent should be ordered to provide cash medical support or purchase and maintain appropriate insurance for medical and dental expenses for the child(ren) as authorized by U.C.A. 62A-11-326,

The child support debt, if any, for a specified period. This may include financial costs and genetic testing costs. ORS/CSS will pay all of the genetic testing costs and not seek reimbursement unless the case is an interstate case and the other state pays for the tests and wants to be reimbursed.

ORS/CSS has authority and jurisdiction to maintain this action under U.C.A. 62A-11-104 and 62A-11-301 et seq., The Child Support Services Act. (Name of person who has physical custody of child) has received public assistance for the child(ren), or has applied for child support services. The proceeding will be conducted informally according to rules adopted under U.C.A. 63G-4-202 and 63G-4-203.

ALLEGED FACTS

(Option 3a -- child conceived in Utah:) [That (full name of mother) and (full name of alleged father) engaged in sexual intercourse within this state and that (full name of alleged father) is the father of the child for whom support is sought.]

(Option 3b -- UIFSA alleged father resided with child:) [Evidence indicates that the alleged father resided in Utah with the child for whom support is sought.]

(Option 3c -- UIFSA mother resided with child:) [Evidence indicates that the mother resided in Utah with the child for whom support is sought.]

(Option 3d -- UIFSA alleged father provided support:) [Evidence indicates that the alleged father resided in Utah and provided prenatal expenses or support for the child for whom support is sought.]

(Option 3e -- UIFSA mother provided support:) [Evidence indicates that the mother resided in Utah and provided prenatal expenses or support for the child for whom support is sought.]

(Option 3f -- UIFSA alleged father's directive:) [Evidence indicates that the child for whom support is sought lives in Utah as a result of the alleged father's acts or direction.]

(Option 3g -- UIFSA mother's directive:) [Evidence indicates that the child for whom support is sought lives in Utah as a result of the mother's acts or direction.]

(Option 3h -- putative father:) [Evidence indicates that the alleged father has asserted parentage for the child for whom support is sought by filing notice with the putative father registry in Utah.]

(Option 4a -- there is a presumptive father, but the child born out of wedlock or paternity questioned:) [That (full name of presumptive father) is the father of (worker entered child(ren))'s full name(s)) born (worker entered child(ren))'s date(s) of birth) to (mother's full name). Evidence indicates that there is a presumption of paternity because the child(ren) was (were) born during the parents' marriage or within 300 days after the marriage was terminated, even if the marriage was or could be declared invalid, or that the child(ren) was (were) born prior to the marriage and that the presumed father voluntarily asserted paternity in a record in accordance with U.C.A. 78B-15-204.

It is recommended that genetic testing be conducted to confirm or rebut this presumption. If you consent to genetic testing, ORS/CSS will pay all of the genetic testing costs and not seek reimbursement unless the case is an interstate case and the other state pays for the tests and wants to be reimbursed. That if a parent declines genetic testing by failure to respond to this notice as directed, by failure to appear for a scheduled genetic testing appointment, or by submission of a written statement declining genetic testing, s/he may not request testing from ORS/CSS at no charge in the future.]

(Option 4b -- Voluntary Declaration previously signed and filed; genetic testing conducted; results were consistent with it:) [The mother and father previously signed and filed with the Department of Health, Vital Records and Statistics an Affidavit for Voluntary Declaration of Paternity by Parents for the following child(ren): (worker entered children with signed VDP and genetic tests), genetic testing was conducted, and the results were consistent with the Affidavit for Voluntary Declaration of Paternity by Parents.]

(Option 4c -- Voluntary Declaration previously signed and filed; genetic testing NOT conducted:) [Although the mother and father previously signed and filed with the Department of Health, Vital Records and Statistics an Affidavit for Voluntary Declaration of Paternity by Parents for the following child(ren): (worker entered children with signed VDP only), it is recommended that genetic testing be conducted to determine if the declaration of paternity is consistent with testing results. ORS/CSS will pay all of the genetic testing costs and not seek reimbursement unless the case is an interstate case and the other state pays for the tests and wants to be reimbursed. If a parent consents to genetic testing, s/he also consents that if it is determined that the man who signed the declaration is not the biological father, ORS/CSS may file an action with the district court to rescind the Affidavit for Voluntary Declaration of Paternity by Parents. If a parent declines genetic testing by failure to respond to this notice as directed, by failure to appear for a scheduled genetic testing appointment, or by submission of a written statement declining genetic testing, s/he may not request testing from ORS/CSS at no charge in the future.]

(Option 4d -- Alleged father:) [That (full name of alleged father) is the father of (selected child(ren))'s full name(s)) born (selected child(ren))'s date(s) of birth) to (mother's full name). This allegation is supported by the paternity affidavit, attached as Exhibit "A". That both parents and the dependent child(ren) named in this Notice are required to submit to genetic testing for the purpose of determining paternity under authority of U.C.A. 62A-11-304.1(1)(a) and (3). That if a parent declines genetic testing by failure to respond to this notice as directed, by failure to appear for a scheduled genetic testing appointment, or by submission of a written statement declining genetic testing, s/he may not request testing from ORS/CSS at no charge in the future.]

That a genetic testing appointment has been scheduled for (Alleged or Presumptive Father's Name). A letter that provides the alleged father's appointment date, time, location, and other necessary instructions is included with his copy of this notice. The mother's appointment information will be provided to her in

a separate letter, which may be included with this notice or may be sent in a separate mailing.

That the parents may decline genetic testing and agree to waive genetic testing by ORS/CSS in the future by signing a stipulation and order of paternity and child support that constitutes a legal finding of paternity;

That if genetic testing results in a paternity index of at least 100 that (full name of alleged father) is the biological father of the above named child(ren) and he contests those results, a temporary order requiring the father to pay child support will be issued pending a final determination of paternity.

That judgment may be granted against the father and in favor of the Claimant for any costs incurred by another state for genetic testing for the mother, the child(ren) and the father if that state is seeking reimbursement for the costs of the tests.

(Option 5a – base support award;) [That the father's share of the child support obligation shall be \$(worker entered amount) per month and the mother's share of the child support obligation shall be \$(worker entered amount) per month for (child(ren)'s full names) (see attached worksheet). A parent without physical custody shall pay his/her share of the child support obligation. If physical custody of the child(ren) changes, the parent(s) without physical custody shall pay his/her share of the child support obligation set forth in this paragraph without the need to modify this order. If a parent PROVIDES INFORMATION relevant to the Statewide Child Support Guidelines, this amount may be adjusted. ORS/CSS may access information about a parent that has been reported to consumer reporting agencies if it is needed for setting or modifying the child support award or for determining the ability to make child support payments.]

(Option 5b -- base support award, split custody worksheet:) [That the father's share of the child support obligation shall be \$ (worker entered amount) per month and the mother's share of the child support obligation shall be \$ (worker entered amount) per month for the following children: (children's names), (worker entered number of children with father) of which reside with the father and (worker entered number of children with mother) of which reside with the mother. The net child support obligation based on the amounts listed above shall be \$ (worker entered amount) per month to be paid by the (worker entered "father" or "mother") (see attached worksheet). If a parent PROVIDES INFORMATION relevant to the Statewide Child Support Guidelines, this amount may be adjusted. ORS/CSS may access information about a parent that has been reported to consumer reporting agencies if it is needed for setting or modifying the child support award or for determining the ability to make child support payments.]

(Option 6a – Father is currently incarcerated, auto-adjustment:) [That the foregoing child support obligation shall be effective with the following exception due to a verified special circumstance: The father is currently incarcerated. During this period of incarceration and until the first day of the month following six months after the father's release from incarceration, the father's child support obligation shall be \$ (worker entered amount) per month. After this time period, the father's support obligation shall change to the amount listed in the foregoing paragraph. This change shall be automatic, with no further notice to the respondents.]

(Option 6b – Mother is currently incarcerated, auto adjustment:) [That the foregoing child support obligation shall be effective with the following exception due to a verified special circumstance: The mother is currently incarcerated. During this period of incarceration and until the first day of the month following six months after the mother's release from incarceration, the mother's child support obligation shall be \$ (worker entered amount) per month. After this time period, the mother's support obligation shall change to the amount listed in the foregoing paragraph. This change shall be automatic, with no

further notice to the respondents.]

If the parents reconcile after the date of the order that may be issued on the basis of this notice and then separate again, the parent(s) without physical custody shall pay his/her share of the child support obligation without the need to modify the order. However, if it has been three years or more since the date of the order that may be issued on the basis of this notice, ORS/CSS reserves the right to review the financial circumstance of the mother and/or father to determine if a modification of the above child support amount should occur.

That both parents should provide cash medical support by equally sharing all reasonable and necessary uninsured and unreimbursed medical and dental expenses incurred for the dependent children, including deductibles and copayments.

That if insurance for medical and dental expenses is available or becomes available to either parent at a reasonable cost, and is accessible to the child(ren), the parent(s) should be responsible for maintaining insurance for their dependent child(ren).

That both parents shall share equally the out-of-pocket costs of the children's portion of the premium actually paid by the parent who maintains the insurance.

That the parent who maintains insurance shall provide verification of the coverage to ORS/CSS upon enrollment of the dependent child(ren), and thereafter, on or before January 2 of each year. That parent shall also provide verification of any change of insurance carrier, premium, or benefits within 30 days of the date of the change.

That the parents pay an amount equal to one-half the child care expense actually incurred by the parent with physical custody of the child(ren), for reasonable work or training related costs for up to a full-time work week or training schedule. This amount shall be paid in addition to the base child support award amount.

That in accordance with U.C.A. 78B-15-308, if the above-named respondent is found to be the father of a child, the Department of Health, Vital Records and Statistics shall be ordered to amend the birth record of the child(ren) born in Utah for whom paternity is established to include the name of the legally established father.

That in accordance with U.C.A. 78B-12-112, all monthly payments of child support shall be due on the first day of each month, and if not paid shall be past-due on the first day of the following month.

That any unpaid, past-due current support that may accrue subsequent to the date of this Notice shall be added to the sum-certain judgment balance when the order based on this Notice is issued.

(Option 7a – Judgment for arrears against father from date of notice – use when preparing original NACP:)

[That judgment should be granted against the father and in favor of the Claimant for child support due and owing from the date of this notice.]

(Option 7b – Bankruptcy, child support arrears for father:) [That the father's child support obligation commenced (worker entered month and year), resulting in the child support arrears total listed below:

<u>CHILD(REN)</u>	<u>PERIOD</u>	<u>AMOUNT</u>
-------------------	---------------	---------------

Base Child Support Arrears:
 Less Payments:
 Child Support Arrears:]

(Option 7c - Judgment for Arrears against the father – only use if the original NACP was not served and at least 6 months have passed since date of original NACP:) [That judgment should be granted against the father and in favor of the Claimant for child support for the following period:

<u>CHILD(REN)</u>	<u>PERIOD</u>	<u>AMOUNT</u>
-------------------	---------------	---------------

Base Child Support Arrears:
 Less Payments:
 Child Support Arrears Judgment:]

(Option 7d -Judgment for arrears against mother from date of notice – use when preparing original NACP and when the mother does not owe arrears:)

[That Judgment should be granted against the mother and in favor of the Claimant for child support due and owing from the date of this notice.]

(Option 7e – Bankruptcy, child support arrears for mother:) [That the mother's child support obligation commenced (worker entered month and year), resulting in the child support arrears total listed below:

<u>CHILD(REN)</u>	<u>PERIOD</u>	<u>AMOUNT</u>
-------------------	---------------	---------------

Base Child Support Arrears:
 Less Payments:
 Child Support Arrears:]

(Option 7f –Judgment for arrears against the mother – only use if the original NACP was not served, at least 6 months have passed since date of original NACP, and mother owes arrears:) [That Judgment should be granted against the mother and in favor of the Claimant for child support for the following period:

<u>CHILD(REN)</u>	<u>PERIOD</u>	<u>AMOUNT</u>
-------------------	---------------	---------------

Base Child Support Arrears:
 Less Payments:
 Child Support Arrears Judgment:]

The individual or entity to whom support is owed may change when the family's public assistance status changes. Therefore, the amount owed to the state or federal government versus the amount owed to the family may vary.

ORS/CSS will periodically report any overdue support to consumer reporting agencies as defined in section 603(f) of the Fair Credit Reporting Act {15 U.S.C. 1681a(f)} under authority of U.C.A. 62A-11-327. Under U.C.A. 78B-12-112 and 62A-11-312.5, each payment or installment of child or spousal support which is not paid when due becomes a judgment by operation of law.

The above information was gathered, computed, and prepared by (name of Agent).

RESPONSE OPTIONS

To participate in this proceeding, a parent must provide information about income, support payments made, prior court orders, modifications, written stipulations, and any other information related to the above ALLEGED FACTS. A parent may participate as described in the following paragraphs.

1. A parent must provide relevant information or request a hearing within 30 days from the date of this notice. A parent may provide relevant information in any of the following ways:
 - A. ATTEND a conference with the Presiding Officer. Please call the Presiding Officer for an appointment.
 - B. TELEPHONE the Presiding Officer and complete a telephone conference.
 - C. MAIL or DELIVER relevant information to the Presiding Officer.
2. Sign a stipulation and order of paternity and child support.
3. Submit to genetic testing. **(You must choose one of the following options:) (Option A – testing for alleged father scheduled by CSS:) [(Alleged Father's Name) must either appear for genetic testing as scheduled in this notice, or call the Presiding Officer for an appointment] (Option B – testing for alleged father scheduled by initiating state:) [(Alleged Father's name) must either appear for genetic testing as scheduled by the State/Country of (Initiating State) or call the Presiding Officer for an appointment.] (Mother's Name) and (child(ren)'s name(s)) must appear for genetic testing if a Genetic Test Appointment Letter is included with this notice or is sent later. Each person tested must bring a photo ID or other form of government identification to the appointment. If it is necessary to reschedule an appointment, you must call the Presiding Officer.**
 - A. If a parent fails to appear for the appointment for genetic testing, an order will be issued based on this Notice.
 - B. If genetic testing results do not exclude the alleged father the parents may:
 - (i) sign a stipulation and order of paternity and child support, or
 - (ii) contest the genetic testing results by requesting a judicial hearing.
 - C. If genetic testing results in a paternity index of at least 100 and a parent neither signs a stipulation and order of paternity and child support nor contests the genetic test results, an order will be issued based on this Notice.
4. Reasonable accommodations per Americans with Disabilities Act available with minimum 3 days advance notice.

DEFAULT

If a parent does not participate as described in the paragraphs above, an Order of Default will be entered against that parent. If an Order of Default is entered, the Presiding Officer will decide all issues raised by this notice without that parent's participation. Authority to default for failure to participate may be found in U.C.A. 63G-4-209, 63G-4-102, and Rule 527-200, Utah Administrative Code.

HEARING

A parent may request a judicial hearing on any issue raised in this Notice including paternity and the accuracy of the child support debt in relation to the proposed reporting of that debt to a consumer

reporting agency. The hearing request must be received within 30 days of the date of this Notice or within 30 days of receiving the genetic testing results. If a parent requests a judicial hearing and genetic testing has not taken place, genetic testing will be required prior to the judicial hearing.

Even if a parent attends a conference, telephones or mails information to the Presiding Officer, the time to request a hearing will not be extended, unless the Presiding Officer gives written notice of an extension.

To request a judicial hearing, fill out the enclosed Hearing Request Form and mail or bring it to the Presiding Officer within 30 days of the date of this notice.

IMPORTANT INFORMATION

Under U.C.A. 62A-11-304.1, all support payments must be made directly to Child Support Services/ORS, at the address listed below. No credit will be given for gifts or “in-kind” support provided directly to the child(ren) or to the individual who has physical custody of the child(ren). Some examples of in-kind support are clothing, groceries, and housing.

If a judgment or order is obtained in this action, ORS/CSS may then use any collection procedure authorized by law to enforce payment of the obligation. These procedures include, but are not limited to, income withholding, state and federal payment attachment, lien/levy and/or attachment and execution on real and personal property. Income will be subject to immediate income withholding, unless the presiding officer finds that there is good cause not to require immediate income withholding.

Having received this Notice, under U.C.A. 62A-11-304.2(7), the parents must notify ORS/CSS of any future change of address, employment, or medical insurance.

ORS/CSS is required to electronically transmit basic case information to the Federal Case Registry (FCR) including the parents’ names, Social Security numbers, and dates of birth. Case information in the FCR may be accessed by authorized agents in other states unless the parent’s case information has been safeguarded. ORS/CSS will safeguard case information about a parent if provided with one of the following:

- A protective order.
- Current court order prohibiting disclosure.
- Current court order limiting the requesting person’s means of contact with the party whose location is being sought.
- Criminal court order.
- Documentation of pending proceeding for any of the above. For example, a court pleading indicating legal action has been filed with the court.

If a parent wants information safeguarded, the parent must make a written request to ORS/CSS and attach the required documentation.

All TELEPHONE calls and MAIL concerning this action should be directed to:

(Presiding Officer Name), Presiding Officer
(Corp Address)
Telephone: (Presiding Officer Telephone #)

All PAYMENTS should be sent to:

Child Support Services

ORS
(Payment Address)

DATED THIS _____ day of _____, _____.

Team (Team Number)

Presiding Officer

(FOR ORS/CSS OFFICE FILE ONLY)

The foregoing Notice of Agency Action was sent for personal service on the (alleged father's full name) on this _____ day of _____, _____.

MAILING CERTIFICATE

I hereby certify that a copy of the foregoing Notice of Agency Action was mailed in the ordinary course of business, to (mother's full name) at (address of mother) on this _____ day of _____, _____.

(Option 8- optional mailing certification to a specified relative:)**[MAILING CERTIFICATE**

I hereby certify that a courtesy copy of the foregoing Notice of Agency Action was mailed in the ordinary course of business, to (specified relative's name) at (address of specified relative) on this _____ day of _____, _____.

(Option 9- optional mailing certification to the father's attorney:)**[MAILING CERTIFICATE**

I hereby certify that a copy of the foregoing Notice of Agency Action was mailed in the ordinary course of business to the father's attorney, (Attorney Name), on this _____ day of _____, _____.

(Option 10- optional mailing certification to the mother's attorney:)**[MAILING CERTIFICATE**

I hereby certify that a copy of the foregoing Notice of Agency Action was mailed in the ordinary course of business to the mother's attorney, (Attorney Name), on this _____ day of _____, _____.

(Option 11 - optional mailing certification to the initiating state:)**[MAILING CERTIFICATE**

I hereby certify that a copy of the foregoing Notice of Agency Action was mailed in the ordinary course of business to the initiating state at (Interstate Agency Name), (Interstate Agency Address), on this _____ day of _____, _____.

DHS ORS CSS WNWO
8/96 Revised 10/15/04

NOTICE TO WITHHOLD INCOME FOR CHILD SUPPORT

() Original () Amended
State of Utah
County of (Local County Name)
Tribunal Number: N/A
(Option 1a - Employer):

Date: (date)

RE: (Obligor First, Middle, Last Name)
[(Employer Name) (Team Number) (Agent ID)]
Employee's/Obligor's Name

Employer's/Withholder's Name

(Employer Street Address)
(Employer Address Line 2)

(Obligor SSN)

Employee's/Obligor's Social

(Employer Address Line 3)
(Employer City, State, Zip Code)

Security Number

(Case # - mult.)

Employee's/Obligor's Case

Employer's/Withholder's Address

Identifier(s)

(CIC

Option:)[State of Utah]

(CSS Option:)[WER006Ax, Bx, Cx]
Obligee(s) Name(s)/State

(Employer EIN)

Employer's/Withholder's Federal EIN Number

ORDER INFORMATION: This is a Notice to Withhold Income for Child Support based upon an order(s) for support. You are required by law to deduct these amounts from the above-named employee's/obligor's income until further notice.

<u>\$(current w/holding amt)</u>	per <u>(pmt frequency)</u>	current child support
<u>\$(past-due w/holding amt)</u>	per <u>(pmt frequency)</u>	past-due child support
	Arrears 12 weeks or greater?	~ yes ~ no
<u>\$(medical w/holding amt)</u>	per <u>(pmt frequency)</u>	current medical support
<u>\$(past-due med w/holding amt)</u>	per <u>(pmt frequency)</u>	past-due medical support
<u>\$(spousal sup w/holding amt)</u>	per <u>(pmt frequency)</u>	spousal support
<u>\$(other w/holding amt)</u>	per <u>(pmt frequency)</u>	in other (specify) <u>(description)</u>
for a total of <u>\$(total)</u>	per <u>(pmt freq.)</u>	to be forwarded to the payee below.

You do not have to vary your pay cycle to be in compliance with the support order. If your pay cycle does not match the ordered payment cycle, withhold one of the following amounts:

<u>\$(wkly amt)</u>	per weekly pay period.	<u>\$(s-m amt)</u> per semimonthly pay period (twice a month).
<u>\$(b-w amt)</u>	per bi-weekly pay period (every two weeks).	<u>\$(monthly amt)</u> per monthly pay period.

REMITTANCE INFORMATION: When remitting payment, provide the employee's/obligor's name, the employee/obligor's Social Security Number, the amount paid for that employee/obligor, and the pay date/date of withholding. If the employee's/obligor's principal place of employment is Utah, begin withholding no later than the first pay period occurring five (5) working days after the date of this Notice. Send payment within seven (7) working days of the paydate/date of withholding. Under Utah law (U.C.A. 62A-11-406{4}) you may also deduct from the employee's/obligor's pay a one time fee to defray the cost of withholding. The amount of this fee is set at \$25.00 under Court Rule 64D of the Utah Rules of Civil Procedure and U.C.A. 78-7-44. If the Office of Recovery Services/Child Support Services (ORS/CSS) sends a notice to terminate a Notice to Withhold Income for Child Support to you, and later issues a new Notice to Withhold Income for Child Support to you for the same employee/obligor, you may charge the \$25.00 fee a second time. The total withheld amount, including your fee, cannot exceed (% not exceeding Federal CCPA limit)% of the employee's/obligor's aggregate disposable weekly earnings.

If the employee's/obligor's principal place of employment is not Utah, for limitations on withholding, applicable time requirements, and any allowable employer fees, follow the laws and procedures of the employee's/obligor's principal place of employment (see #3 and #9, ADDITIONAL INFORMATION TO EMPLOYERS AND OTHER WITHHOLDERS).

If remitting payment by Electronic Funds Transfer/Electronic Data Interchange (EFT/EDI), call the Office of Recovery Services Accounting Department at (801) 536-8333 before first submission.

Make check payable to: CHILD SUPPORT SERVICES

Send check to:

CHILD SUPPORT SERVICES
 ORS
 P.O. BOX 45011
 SALT LAKE CITY, UTAH 84145-0011

Authorized by (ORS Agent Name)
 ORS Agent

Date: (Current Date)

IMPORTANT: The person completing this form is advised that the information on this form may be shared with the obligor.

ADDITIONAL INFORMATION TO EMPLOYERS AND OTHER WITHHOLDERS

(Option 2): [You are required to provide a copy of this form to your employee.]

We appreciate the voluntary compliance of Federally recognized Indian tribes, tribally-owned businesses, and Indian-owned businesses located on a reservation that chooses to withhold in accordance with this notice.

- Priority:** Withholding under this Notice has priority over any other legal process under State law (or tribal law, if applicable) against the same income. Federal tax levies in effect before receipt of this notice have priority. If there are Federal tax levies in effect please contact the child support services agency listed in number 10 below.
- Combining Payments:** You can combine withheld amounts from more than one employee's/obligor's income in a single payment **to each agency/party** requesting withholding. You must, however, separately identify the portion of the single payment that is attributable to each employee/obligor. Include with the payment the following information for each employee/obligor: name, social security number, and payment amount.
- Reporting the Paydate/Date of Withholding:** You must report the paydate/date of withholding when sending the payment. The paydate/date of withholding is the date on which the amount was withheld from the employee's wages. You must comply with the law of the state of the employee's/obligor's principle place of employment with respect to the time periods within which you must implement the withholding order and forward the child support payments.
- Employee/Obligor with Multiple Support Withholdings:** If there is more than one Notice to Withhold Income for Child Support against this employee/obligor and you are unable to honor all support notices due to Federal or State withholding limits, you must follow the law of the State of the employee's/obligor's principal place of employment. You must honor all Notices to Withhold Income for Child Support to the greatest extent possible. (See # 9 below.)
- Termination Notification:** You must promptly notify the payee when the employee/obligor no longer works for you. Please provide the information requested at the end of this notice to the agency identified below. **Rehire:** If you rehire the employee/obligor you must resume income withholding unless you have received a termination notice from the state.
- Lump Sum Payments:** You may be required to report and withhold from lump sum payments such as bonuses, commissions, or severance pay. If you have any questions about lump sum payments, contact the person or authority below.
- Liability:** If you have any doubts about the validity of the Notice to Withhold Income for Child Support, contact the agency or person below. If you fail to withhold income as the Notice directs, you are liable for both the accumulated amount you should have withheld from the employee's/obligor's income and any other penalties set by State law. Under U.C.A. 62A-11-406(6)(a) you may be liable to the office for a late fee which is the greater of \$50 or 10% of the withheld income for each payment that is not mailed or delivered within 7 business days of the date the employee/obligor is paid. If you willfully fail to withhold income as the Notice directs, you may be liable to the office for the greater of \$1,000 or the accumulated amount you should have withheld, plus interest. In addition, under U.C.A. sections 62A-11-406(11) and 62A-11-407(2)(a),(b), and (5), the office, the obligee, or the employee/obligor may take legal action against you to enforce any provision of the Notice and recover costs of the action including reasonable attorney's fees.
- Anti-discrimination:** You are subject to a fine determined under State law for discharging an employee/obligor from employment, refusing to employ, or taking disciplinary action against any employee/obligor because of a child support withholding. Under U.C.A. 62A-11-406(10) if you take any of these actions against the employee/obligor because of the Notice, you may be liable to the employee/obligor and to the office for the greater of \$1,000 or the accumulated child support which should have been withheld, plus interest; you may also be liable for costs and reasonable attorney fees under U.C.A. 62A-11-406(11).
- Withholding Limits:** For state orders, you may not withhold more than the lesser of: 1) the amounts allowed by the Federal Consumer Credit Protection Act (15 U.S.C. §1673(b)); or 2) the amounts allowed by the State of the employee's/obligor's principal place of employment. The Federal limit applies to the aggregate disposable weekly earnings (ADWE). ADWE is the net income left after making mandatory deductions such as: State, Federal, local taxes, Social Security taxes, statutory pension contributions, and Medicare taxes. The federal CCPA limit is 50% of the ADWE for child support and alimony, which is increased by 1) 10% if the employee does not support a second family; and/or 2) 5% if arrears greater than 12 weeks. For tribal orders, you may not withhold more than the amounts allowed under the law of the issuing tribe. For tribal employers who receive a state order, you may not withhold more than the amounts allowed under the law of the state that issued the order. Additional Information: In Utah, income withholding for enforcement of child and medical support is generally limited to 50% of disposable income. However, if 50% of the employee's/obligor's disposable earnings does not meet the child and medical support obligation, up to 65% of the employee's/obligor's disposable earnings may be withheld if 50% of the disposable earnings does not meet the combined current child and medical support obligations. Two other factors considered in making this determination are whether or not the employee/obligor is supporting a spouse or dependent other than those listed in this notice, and whether or not the total past-due support is equal to or greater than three months of current support.

Child(ren)'s Name(s):
(First Name-multiple)

DOB
(Child DOB-x)

10. **Submitted by:**
 OFFICE OF RECOVERY SERVICES
 CHILD SUPPORT SERVICES
(ORS/CSS Office Address)

If you or your employee/obligor have any questions contact:
(ORS Agent Name)
 by telephone at (ORS Agent Phone #)
 by FAX at (FAX #)

or by Internet (Internet address)(Certified Mail #)

Termination Notification: Within five days you must notify the Office of Recovery Services/Child Support Services (ORS/CSS) that the employee/obligor is no longer working for you. Please provide the information requested below and return this section of the notice to ORS/CSS at the address identified above.

EMPLOYER'S NAME: _____.

EMPLOYEE'S/OBLIGOR'S NAME: _____.

EMPLOYEE'S CASE NUMBER(S): _____.

DATE OF SEPARATION FROM EMPLOYMENT: _____.

LAST KNOWN HOME ADDRESS: _____.

HEALTH INSURANCE TERMINATED: YES/NO DATE INSURANCE TERMINATED: _____.

DATE FINAL SUPPORT PAYMENT MAILED: _____.

NEW EMPLOYER'S NAME: _____.

NEW EMPLOYER'S ADDRESS: _____.

Team (ORS Team #)

LETTERHEAD

(Date)(Obligor/Insurance Name)(Obligor/Insurance Address Line 1)(Obligor/Insurance Address Line 2)(Obligor/Insurance City, State, Zip)

THIS IS A CLAIM

RE: Medicaid Program

Dear (Obligor/Provider Name):Patient: (Recipient Name)Insured: (Purchaser Name)Insured I.D. #: (Policy Number)Group: (Insurance Group Number)

Pursuant to the Utah Medical Benefits Recovery Act, U.C.A. S26-19-1 et el, the Department is hereby submitting a CLAIM for the Medicaid recipient named on the attached forms. This law grants the Department a direct right of recovery from any insurance company that is obligated to pay medical expenses. Your cooperation with this law is appreciated. In addition, federal regulations require all Medicaid recipients to assign their rights and benefits under insurance policies to the Utah Department of Health.

Please make check(s) payable to the Office of Recovery Services for covered benefits and send to the address listed below.

Office of Recovery Services
P.O. Box 45025
515 E 100 S
Salt Lake City, Utah 84145-5025

If this claim has already been paid, please provide an explanation of benefits. If you need further information, please contact me.

Sincerely,

(ORS Agent Name)

ORS Agent

Telephone: (801) (ORS Agent Phone)

Team ID WRKR ID Y60A/M03A YY/MM/DD Case # Doc ID# PID

CMS-1500 PREPRINTED PAPER STOCK

		X	<u>(Policy Number)</u>
<u>(Patient Name)</u>	<u>(Patient DOB)</u>	X	<u>(Purchaser Name)</u>

(Group Number)

X

X

X

876000545

X

X

Office of Recovery Services
Bureau of Medical Collections
P.O. Box 450250
Salt Lake City, UT 84145-5025

Doc. ID	<u>(Document ID #)</u>	ORS Case #	<u>(ORS Case #)</u>	Patient HLCI	<u>(Patient HLCI)</u>
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Question and Answers for Bid #TS9062 - ORS DOCUMENT GENERATION SYSTEM

OVERALL BID QUESTIONS

There are no questions associated with this bid. If you would like to submit a question, please click on the "Create New Question" button below.

Question Deadline: Jul 15, 2009 1:30:00 PM MDT