

REQUEST FOR PROPOSALS (RFP)

**STATE OF MARYLAND
DEPARTMENT OF HUMAN SERVICES
(DHS)**

**MARYLAND CHILD SUPPORT ADMINISTRATION
MARYLAND STATE DIRECTORY OF NEW HIRES
RFP NUMBER: CSA/MSDNH/20-001 S**

AMENDMENT # 1

June 24, 2019

Dear Prospective Offerors:

This amendment is being issued to amend certain information in the above-named RFP. All information contained herein is binding on all Offerors who respond to this RFP. Specific parts of the RFP have been amended. The changes are listed below. New language has been double underlined and marked in **bold (i.e. word)**, and language that has been deleted has been marked with a strikethrough (i.e. ~~word~~).

1. Revise Section 2.3.1.O.2-3 as follows:

- O. Process and document completion of all rejected records until the employer complies. For each case, the Contractor shall complete the following:
1. Call the employer within two (2) Business Days of receiving the rejected record and document the action taken and report outcome in the System in addition to pertinent details specific to the situation.
 2. Within five (5) Business Days from the ~~case appearing on the Dashboard~~ **notification of the rejected record through the State Directory of New Hires System**, contact the employer by email address and document the action taken and report the outcome in the System in addition to pertinent details specific to the situation. ~~The Dashboard will be utilized concurrently with the System. All data is to be transferrable and updated at the same time~~ **Submit to the State immediately of receipt of the revised record.**



3. Within ten (10) Business Days from the rejected record appearing ~~on the Dashboard~~ **within the State Directory of New Hires System**, attempt to contact the employer by mail at least one (1) time and document the action taken and outcome in the System in addition to pertinent details specific to the situation.

2. Revise Section 2.3.8 A through B as follows:

A. Ensure the EHD is operational with live operators between the hours of 7:00 a.m. and 7:00 p.m., EST, Monday through Friday, excluding Federal and State holidays (see <https://dbm.maryland.gov/> Key Word Search “State Holidays”).

a. **B.** All incoming calls received before 7:00 p.m. shall be answered before the Contractor’s employees leave for the day.

If you require clarification of the information provided in this amendment, please contact me at (410) 767-7068, or via email at samuel.eduful@maryland.gov.

Samuel Eduful, Procurement Officer

June 24, 2019