**DEPARTMENT OF HUMAN SERVICES**

**REQUEST FOR PROPOSALS**

**ASSET VERIFICATION SYSTEM SERVICES**

**FIA/AVS-20-001-S**

# **QUESTIONS AND RESPONSES (NEW SERIES) #2**

Question 22: Does the State of Maryland expect the system that conducts the Asset Verification efforts to be deployed on the MDThink Cloud or in the Contractor environment?

**Response: The State expects to interact with a contractor’s system, hosted elsewhere, via a secure transmission process. The State’s Eligibility & Enrollment system, on the MDTHINK Cloud platform, will trigger requests/display results. Please refer to RFP Sections 2.2.2, 2.3.1 and 2.3.2 for further information.**

Question 23: Sections 2.3.1 A and 2.3.2 A of the RFP require the Contractor to retrieve or receive information from the E&E system at least once every Business Day. How is the contractor expected to interact with and obtain the necessary data?

**Response: Sections 2.3.1 A and 2.3.2 A of the RFP require the Contractor to receive requests for asset verification information. The Offeror shall propose a secure method for receiving requests from and sending responses to the State’s Eligibility & Enrollment system. The Contractor is required to devise a solution to obtain the responsive data. See Sections 2.3.1 C & D and 2.3.2 C & D of the RFP for further information.**

Question 24: The RFP states: “DHS and MDH make eligibility determinations for approximately 93,120 new Applicants and redeterminations for approximately 89,000 Recipients of those programs each year. In total, including Spouses and other Responsible Parties, DHS and MDH verify the assets of approximately 107,000 Identified Individuals each year.” (See Section 2.2.2 of the RFP.) Does the State expect or require the contractor to re-process any of the 107,000 previously Identified Individuals or Property in the E&E to baseline the system?

**Response: See Amendment No. 2, which modifies the estimated quantity term in Section 2.2.2 of the RFP. There is no requirement in the RFP to “base-line” the system, and State has no plans to amend the RFP to add such a requirement.**

Question 25: For any results returned for either functional area, it is expected that any additional persons (e.g., Spouses or other Responsible Parties) connected with the Identified Individual be run in a secondary query a) automatically? or b) manually [on demand]

**Response: The RFP requires Offerors to identify a solution that will deliver the specified information concerning each Identified Individual. The requirements do not specify different timelines for Applicants, Offerors, Spouse, or Responsible Parties. Please refer to Section 2.3.1 and 2.3.2 of the RFP.**

Question 26: Section 2.3.1.G and 2.3.2.F of the RFP require the Contractor to “Maintain and implement procedural processes to provide reports to Customers that are sufficient to permit the Customer to challenge an adverse eligibility determination within 30 days in compliance with the Fair Credit Reporting Act (FCRA).” Will the State provide the E&E case identification number to the Identified Individuals to use as a reference for a FCRA inquiries?

**Response: The State will provide the E&E Case Identification Number in an adverse eligibility determination, if that is requested by the Contractor.**

Question 27: Section 3.7.4 of the RFP requires the Contractor to “Maintain compliance with the Federal Risk and Authorization Management Program (‘FedRAMP’) and/or adhere to substantially similar security standards as may be evidenced by an Authorization to Operate (ATO) Attestation Letter.” Is use of a FedRamp approved platform required?

**Response: The use of the term “and/or” means that the Contractor may adhere to either or both of those standards.**

Question 28: Is the Authorization to Operate (ATO) Attestation Letter required from a FedRamp PMO or can it come from another organization or authority using a similar (non FedRamp) protocol?

**Response: The Contractor’s compliance with the Federal Risk and Authorization Management Program (FedRAMP) may be evidenced through an Authorization to Operate (ATO) Attestation Letter issued under FedRAMP or a substantially similar document from another qualified source.**

Question 29: The RFP refers to certain “non-billable services” that would typically include follow-up requests “within 180 days after the Contractor issues a Notice of Completion regarding an Identified Individual.” Does the State expect that any follow-up requests of this type to be run against the original source to return new information or is the State expecting a copy of the original results generated?

**Response: A non-billable response would be any response to follow-up requests for asset information regarding an Individual Account held by an Identified Individual that are submitted within 180 days after the Contractor issues a Notice of Completion regarding an Identified Individual. The non- billable request typically seeks clarification of information already submitted or new information regarding a specific asset. See Sections 2.3.3 B and 2.3.4 B of the RFP.**

Question 30: If new results are obtained, does the State discard the previous results or are they appended to the Individuals file/record?

**Response: The State will retain all information received in the applicant/recipient’s file.**

Question 31: Can the State estimate how many non-billable service requests are expected per year?

**Response: No, the State is not able to provide an estimate of how many requests will be non-billable because the number of follow-up requests is dependent on the type of information submitted by the Contractor.**

Question 32: Does the state plan to extend the system to incorporate other types of data such as SSDMI (death master), debarred parties, FinCEN/BSA, etc?

**Response: No.**

Question 33: On the 9/23/2020 Pre-Proposal Conference, Maryland discussed a daily electronic batch file being used for Functional Areas I & II. Would the State consider use of other delivery methods of data such as a Web Batch or API Integration?

**Response: The use of the term “daily electronic batch file” during the Pre-Proposal conference was not intended literally and did not modify the RFP, which provides that the Contractor shall retrieve or receive electronic requests “at least once every Business Day.” Please see RFP Sections 2.3.1 A and 2.3.2 A. As stated in the Response to Question 23 above, the Offeror should “propose a secure method for receiving requests, sending responses to and from the State’s Eligibility & Enrollment system.”**

Question 34: Are Batch files 1:1 for Functional Area I and II, or, are there other considerations made which make each daily request distinct?

**Response: The State’s initial request for asset verification information regarding an Identified Individual will be made at the same time in both functional areas.**

Question 35: What batches are specifically requested for the new Applicants and redeterminations?

**Response: As stated in the Response to Question 23 above, the Offeror “shall propose a secure method for receiving requests from and sending responses to the State’s Eligibility & Enrollment system. The Contractor is required to devise a solution to obtain the responsive data. See Section 2.3.1 C & D and 2.3.2 C & D for further information.”**

Question 36: What specific eligibility requirements determine when *Spouses and other Responsible Parties* are included in Functional Area I & II batches in addition to the applicant/individual being re-determined?

**Response: The RFP defines a “Responsible Party” to include “[a]ny person who is deemed to be a member of the Customer’s assistance unit under COMAR 10.09.24.06 such that the Responsible Party’s assets must be considered by DHS and MDH in determining the Customer’s eligibility for Medicaid benefits. The spouse of a married Customer and each parent of a child Customer will generally be considered to be a Responsible Party.” Please refer to Appendix 1, paragraph 39, of the RFP.**

Question 37: Where is Functional Area I and II data returned & evaluated for eligibility (i.e. MD THINK system or other processes)?

**Response: Data shall be “[e]lectronically deliver[ed] to the E&E system.” See Sections 2.3.1 E and 2.3.2 D of the RFP. The data will be used by DHS and MDH is making eligibility determinations in the E&E system. See Section 2.2 of the RFP.**

Question 38: The State requests deliverables for *Quarterly Financial Institution Report* and *Quarterly Real Property Assets Source Report.*

**Response: Those reports are required deliverables under Sections 2.3.3 D and 2.3.4 D of the RFP.**

Question 39: What *Median Response Time* does the State expect and how is this measured?

**Response: The State does not require a median response time. The RFP specifies a critical evaluation criterion will be the extent to which your proposal will assist the State in making eligibility determinations "more accurately and more quickly." See Section 6.2.1.1 of the RFP. Please also refer to Sections 2.3.1 F and 2.3.2 E of the RFP.**

Question 40: Can the state provide a complete roster (listing) of all attendees of the pre-proposal conference on 9/23/2020 as the transcript does not currently reflect the number of attendees (and/or their companies).

**Response: Yes. The list of attendees was posted on eMMA on 10/8/2020.**

**Rufus Berry**

**Procurement Officer**

**November 13, 2020**