**Department of Human Resources**

**Request for Proposals (RFP) for**

**ANNUAL OPERATION AND HOSTING OF RANDOM**

**MOMENT SAMPLE SOFTWARE**

**OBF/CARM-14-001-S**

**QUESTIONS AND RESPONSES SERIES #2**

1. Question:How is the RMTS currently administered (i.e., automated/software, paper forms, telephone-based, etc.)?

**Response: RMTS is currently administered through automated software.**

1. Question: Who is the current vendor for RMTS operation and what is the annual contract value?

**Response: The current vendor is Interactive Voice Applications, Inc. (“IVA”). From July 1, 2009 to March 30, 2014, the Department paid IVA $76,250. Please note, however, that the Department has requested additional services in this RFP that were not required in the current contract.**

1. Question: Page iii is titled “Notice to Vendors/Contractors” form. Does this need to be submitted with a proposal or only if a vendor is not responding to the RFP?

**Response: Offerors who choose to respond to the RFP do not need to submit a Notice to Vendors/Contractors Form with their Proposals. However, DHR asks that Offerors choosing not to submit a Proposal complete and submit The Notice to Vendors/Contractors Form.**

1. Question:Page 24, 12.a states that “daily review of schedules and entries are made”. Could DHR please clarify what this requirement entails?

**Response: Section 3.4(B)(12) has been revised. Please see Amendment #4.**

1. Question:Page 37, D.1 states that the Contractor will perform activities for “modifying and changing survey language to meet DHR’s needs.” Is DHR requesting or interested in a review of SSA and FIA worker activities and having the Contractor revise RMTS activity choices as needed? If not, please clarify exactly what service is requested on page 37, D.1.

**Response: No. However, DHR expects the Contractor to revise the RMTS Survey activity codes and/or description language periodically, if needed.  In addition, DHR expects the Contractor to alter or tailor survey language to fit with DHR’s Time Study work processes/activities, etc.**

1. Question:Which documents listed under the amendments section of e-Maryland Market Place should be acknowledged in the Transmittal Letter?

**Response: As of 04/24/14, the Amendments to be acknowledged in the Transmittal Letter are listed in e-Maryland Marketplace as: RMTS Amendment 2, Amendment #3, and Amendment #4. Please note that there is no Amendment 1.**