

**REQUEST FOR PROPOSALS  
PRIVATIZATION OF CHILD SUPPORT SERVICES  
IN BALTIMORE CITY  
CSA/PR-24-001-S**

**QUESTIONS AND RESPONSES #1**

Question 1: In order to encourage competition and allow Offerors sufficient time to analyze information provided through the Q&A that is not otherwise available to non-incumbent Offerors, we request an extension of the proposal due date. Would the State extend the due date a minimum of 3 weeks following the posting of Answers to all Offerors' questions?

**Response: Please see Amendment 1.**

Question 2: Summary Sheet, p. iii and Section 5.2.3, p. 73 The RFP instructs offerors to submit their proposals via eMMA. Are there any restrictions on the size of documents that can be uploaded to eMMA.

**Response: The file size limit is 300 MB.**

Question 3: Section 4.34., page 70 and RFP Attachments and Appendices, page 86 Section 4.34. states: "This solicitation does not include the procurement of products known to likely include mercury as a component." However, offerors are required to submit a Mercury Affidavit. Please clarify.

**Response: The Mercury Affidavit does not apply.**

Question 4: Section 5.2.6.A.1 - Technical Proposal and all supporting material in Microsoft Suite 365 Is it permissible for Bidders to submit documents not available in Microsoft Office format in Adobe PDF format only (e.g., audited financial statements, insurance documentation, etc.)?

**Response: Yes.**

Question 5: Section 5.3.1 - All pages of both Proposal volumes shall be consecutively numbered from beginning (Page 1) to end (Page "x"). Can Bidders number the pages by major section (i.e., A-1, B-1)?

**Response: Yes.**

Question 6: Section 5.3.1 - All pages of both Proposal volumes shall be consecutively numbered from beginning (Page 1) to end (Page "x") . We will be submitting some pre-existing documents (e.g., financial statements) that have existing page numbering and some pages may not be numbered. Because these are long and complex documents, may we leave them unaltered?.

**Response: Yes.**

Question 7: Section 5.3.2 A. Title Page and Table of Contents (Submit under TAB A)

The Technical Proposal should begin with a Title Page bearing the name and address of the Offeror and the name and number of this RFP. A Table of Contents shall follow the Title Page for the Technical Proposal, organized by section, subsection, and page number.

B. Claim of Confidentiality (If applicable, submit under TAB A-1)

Any information which is claimed to be confidential and/or proprietary information should be identified by page and section number and placed after the Title Page and before the Table of Contents in the Technical Proposal, and if applicable, separately in the Financial Proposal. An explanation for each claim of confidentiality shall be included (see Section 4.8 "Public Information Act Notice"). The entire Proposal cannot be given a blanket confidentiality designation - any confidentiality designation must apply to specific sections, pages, or portions of pages of the Proposal and an explanation for each claim shall be included.

The instructions in section 5.3.2.B state to "submit under TAB A-1" the Claim of Confidentiality after the Title Page and before the Table of Contents. However, , section 5.3.2.A states to submit the Title Page and Table of Contents to be under TAB A.

Would the State clarify which tab the Claim of Confidentiality is to be submitted under?

**Response: The ordering is Tab A, Tab A-1, and then Tab B. Please include the Claim of Confidentiality after the Table of Contents.**

Question 8: Section 6 Evaluation and Selection Process - Could DHS provide additional transparency regarding the evaluation scoring and weighting for the technical and financial rankings? This would greatly assist all bidders in making staffing, program, and cost decisions that align with the state's priorities.

**Response: DHS does not use a scoring methodology in its RFP's. Please refer to 6.2.4. for how we make an award recommendation. Upon completion of the Technical Proposal and Financial Proposal evaluations and rankings, each Offeror will receive an overall ranking. The Procurement Officer will recommend award of the Contract to the responsible Offeror that submitted the Proposal determined to be the most advantageous to the State. In making this most advantageous Proposal determination, technical factors will receive greater weight with financial factors.**

Question 9: Section 5.3.1., page 73 - The RFP requires offerors to number pages "consecutively . . . from beginning (Page 1) to end (Page "x")." Since this proposal is 1) an electronic submission that evaluators can easily search; 2) the proposal must be organized under various tabs (divider sheets); 3) offerors are required to identify each response with the associated requirement, and 5) offerors are required to include a Table of Contents, we request that offerors be allowed some flexibility in numbering their proposals. For example, numbering pages of the actual narrative responses as Tab A-XX , Tab B-XX, Tab C-XX etc. Given the short timeframe between questions submission and receiving answers, allowing a different numbering configuration would speed proposal production and ensure timely submission.

**Response: Please number the pages in an understandable order.**

Question 10: Section 5.3.2.B., page 74 - Please clarify where offerors are to include information that is claimed to be confidential and/or proprietary. The header for Section 5.3.2.B. instructs offerors to submit confidential and proprietary information under TAB A-1. However, the paragraph that follows instructs offerors to place said information "after the Title Page and before the Table of Contents," which go under TAB A.

**Response: The order of Tabs is A, A-1 and B. Please include under A-1.**

Question 11: Section 5.3.2.E., page 74 and 5.3.2.I., page 78 - It appears that the RFP is requesting offerors to submit references under both Tab E and Tab F. Please clarify.

**Response: Reference letters should be included in Tab H.**

Question 12: Section 5.3.2.F.1., page 75 - Under this requirement offerors are instructed to address each RFP requirement (RFP Section 2 and Section 3). However, 2.1. through 2.2.3. are informational or relate to State responsibilities. Please confirm that offerors do not have to respond to these requirements and may start their Section 2 responses beginning with 2.3. Responsibilities and Tasks.

This also applies to Sections 2.3.13., 2.3.14., 2.3.15. (see questions above), 2.4., 2.5., 2.6. (see questions above), and sections 3.2.5, 3.3 through 3.4, 3.6, and 3.15.

**Response: Offerors need to respond to all sections of Sections 2 and 3.**