

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

**QUESTIONS AND RESPONSES #6**

Question 84: Section 4.31.2 and Section 7 Table 1 - All Offerors are advised that if a Contract is awarded as a result of this solicitation, the successful Offeror will be required to complete a DHS Hiring Agreement. A copy of this Agreement is included as Attachment O. This Agreement must be provided within five (5) Business Days of notification of recommended award

The RFP indicates the DHS Hiring Agreement is due within 5 business days of recommended award; however, the table in Section 7 on pg. 86 indicates the DHS Hiring Agreement does not apply.

Would the Department confirm if the DHS Hiring Agreement applies and should be submitted?

**Response: Yes, please submit 5 business days after award.**

Question 85: Section 2.4.4 Appendix 7 - Escrow Report (Daily) The table in Section 2.4.4 indicates the Escrow Report is due monthly; however, Appendix 7 indicates daily.

Would the Department clarify the due date of the Escrow Report?

**Response: Per Section 2.4.4, the report is due Monthly.**

Question 86: Section 5.3.2.O -

3) For each service, hardware or software proposed as furnished by a third-party entity, Offeror must identify the third-party provider and provide a letter of authorization or such other documentation demonstrating the authorization for such services. In the case of an open source license, authorization for the open source shall demonstrate compliance with the open source license.

4) A Letter of Authorization shall be on letterhead or through the provider's e-mail. Further, each Letter of Authorization shall be less than twelve (12) months old and must provide the following information:

i) Third-party POC name and alternate for verification

ii) Third-party POC mailing address

- iii) Third-party POC telephone number
- iv) Third-party POC email address
- v) If available, a Re-Seller Identified

Would the Department allow these letters of authorization to be provided by the Contractor following the recommendation of award to account for purchase orders with third party entities that have not yet been approved for this project?

**Response: No. They must be submitted with the Proposal as requested.**

Question 87: Would the State accept a proof of purchase, purchase order, or other documentation as proof of authorization from the third-party entity?

**Response: Please adhere to the submission requirements listed.**

Question 88: Section 3.6 - Insurance Requirements Provided that the coverage types and minimum policy limits are the same as required in the RFP, will the State accept changes to the Insurance Requirements language in Section 3.6 to align with the awarded Offeror's policy language?

**Response: Offerors may take exception to RFP requirements, the Contract or appendices and attachments in the Executive Summary. However, please refer to Section 5.3.2.D. which states "Acceptance or rejection of exceptions is within the sole discretion of the State. Exceptions to terms and conditions, including requirements, may result in having the Proposal deemed unacceptable or classified as not reasonably susceptible of being selected for award."**

Question 89: Attachment M Force Majeure - Is the State willing to negotiate a reasonable force majeure clause with the awarded bidder?

**Response: Please see answer to Question 88.**

Question 90: Financial Proposal Form - Historical data shows that caseloads have changed significantly over the current contract period. Would the State be willing to consider tiered pricing based on caseload increasing or decreasing beyond a specified threshold amount (e.g., 20% above previous 12-month average)?

**Response: No, the Agency will not consider this request, as fluctuation of caseloads are common place in this industry**

Question 91: In the RFP there is a caseload by zip code and a caseload indicated at 34k? Is the estimated caseload the 27K as per zip code or 34K?

**Response: The current caseload as of August 31, 2023 is 34K.**

Question 92: Clarifying that we are to serve the entire Baltimore area, correct?

**Response: Yes, the Contractor will need to service the entire Baltimore City area.**

Question 93: In the RFP it states that the state will provide a medical person to conduct paternity tests, will this person need an office on site? Room for tests? Any special bathroom or sink access?

**Response: Yes, the State will provide a phlebotomist to conduct genetic testing. The Contractor will be responsible for providing a room/office for the testing.**

Question 94: What kind of SOC 2 Type 2 measures does the current vendor have in place for the current contract? Will the successful respondent be allowed to leverage of those in-place measures to comply with the 6-month requirement in Section 3.9.1.?

**Response: DHS expects the requirements stated in Section 3.9.1. to be fulfilled.**

Question 95: Section 2.2 Baltimore City's Historical Data - Please provide the historical breakdown of emergency, priority, and regular work orders.

**Response: Please see the totals reported from August 2022 through August 2023:**

**Normal (Regular): 5,624, High (Priority): 6,921, Emergency: 8**

Question 96: Section 4.38 Section 7, Table 1 Performance Bond - A performance bond or other suitable security may not be able to be obtain until an executed contract is in place. Will the State modify the due date for this deliverable to be 5 Business Days following contract execution or Notice to Proceed? '

**Response: No, the Performance Bond is due five (5) business days after Award recommendation.**

Question 97: Sections 2.4.4 and 3.3.2.B Invoice Submission Schedule. The Contractor shall submit invoices by the 15th of the month following the month in which services were performed.

The table in Section 2.4.4 indicates monthly invoices need to be submitted on the 10<sup>th</sup> of each month; however, section 3.3 indicates invoices should be submitted on the 15<sup>th</sup> day.

Would the Department clarify the due date for monthly invoices?

**Response: Please see Amendment 6.**