

**REQUEST FOR PROPOSALS (RFP)**  
**STATE OF MARYLAND**  
**DEPARTMENT OF HUMAN SERVICES**  
**(DHS)**  
**MD STATE DISBURSEMENT UNIT SERVICES**  
**RFP NUMBER: CSA/SDU/24-001-S**  
**QUESTIONS AND RESPONSES SERIES # 2**  
**May 1, 2024**

Question #	RFP Section/Subsection	Question
2	2.2	Can the State please provide similar statistical data for calendar year 2023?
<b>Response:</b>		<b>Please refer to Amendment # 2</b>
3	2.2.3.H 2.3.3.C	“CSA will transmit an electronic file each Business Day to the Contractor that includes all the National Medical Support Notices (NMSN) that have been identified in CSMS for processing.” Can the State clarify the intent of this file as it pertains to the requirements of Section 2.3.3.C?

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		<b>Completed NMSNs and NMSNs returned for Bad Address shall be transmitted on the electronic file to create Work Items in the statewide system for the NMSN vendor. Any insurance cards received at the SDU shall be mailed to the corresponding local office.</b>
4	2.3.2.G	<p>“Create and update case action logs to document customer inquiries and resolutions.”</p> <p>Can the State please confirm whether the case action logs are to be created and updated in CSMS and whether Contractor staff will be given required access to CSMS?</p>
		<b>Yes, Case Action Logs shall be created and updated in CSMS and staff will be given required access to CSMS.</b>
5	2.3.3.E	Can the State please confirm the requirements of this section reflect the State’s desired processes for the handling of refunds from other States for the next contract term?
		<b>This is the State’s desired process for the handling of refunds for the Contract awarded under this RFP.</b>
6	2.3.3.G	Can the State please confirm the requirements of this section reflect the State’s desired processes for the handling of unidentifiable payments for the next contract term?
		<b>This is the State’s desired process for the handling of refunds for the Contract awarded under this RFP.</b>
7	2.3.3.H	Can the State please confirm the requirements of this section reflect the State’s desired processes for the handling of state refund requests for the next contract term?
		<b>This is the State’s desired process for the handling of refunds for the Contract awarded under this RFP.</b>
8	2.3.3.I	“Ensure that payments are electronically transmitted to CSMS daily, no later than 5:00 p.m. for processing and distribution to customers.”

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<b>Response:</b>		<p>Are the payment images also to be transmitted to CSMS daily?</p> <p><b>Yes, payment images shall be transmitted to CSMS.</b></p>
9	2.3.3.K	<p>Can the State please confirm the requirements of this section reflect the State’s desired processes for transaction processing (TR) for the next contract term?</p> <p><b>This is the State’s desired process for the handling of refunds for the Contract awarded under this RFP.</b></p>
10	2.3.4	<p>“The LDSS will confirm the information provided by the payor and update CSMS with the correct information and notify the Contractor via email immediately after CSMS is updated. If the discrepant information cannot be resolved, the LDSS shall notify the Contractor via email and provide the appropriate documentation to support its finding(s).”</p> <p>Is the Contractor required to have established processes for EFT case reconciliation? If so, should these processes be addressed in response to this section? Can the State clarify the role of the LDSS in the EFT case reconciliation process?</p> <p><b>This involves EFT disputes from payors and employers. The local office shall make every attempt to resolve these complaints first (reconcile the issue). If a customer’s information must be updated, the contractor shall be notified immediately in an effort to provide assistance to the employer or payor. If the local office or call center is unable to assist the customer, the contractor will be contacted for further analysis and assistance.</b></p>
11	2.4.	<p>Heading level 3 numbering in this section begins at 2.4.6. Can the State please confirm if content is missing from this section or if the numbering was inadvertently started at 6 rather than 1.</p> <p><b>The Section has been re-numbered. Please see Amendment # 1.</b></p>

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12	2.3.3.N.6 and 7, and 5.3	<p>“6. Establish a schedule of all fees the obligor will be responsible for when utilizing this method of payment. The State shall not be responsible for any fees associated with the collection of payments via this service.”</p> <p>“7. Make every effort to minimize fees associated with credit card transactions.”</p> <p>“NOTE: Omit all pricing information from the Technical Proposal (Volume I). Include pricing” information only in the Financial Proposal (Volume II).”</p> <p>Can the State please confirm that the schedule of all fees referenced in these sections should be integrated within the Technical Proposal?</p> <p>Additionally, please confirm if the fee schedule should encompass <b>all fees</b>, including fees assessed to <b>non-obligor payors</b> (for example, employers) and any registration fees assessed to all payment remitters.</p>
<b>Response:</b>		<p><b>The schedule of fees shall not include the actual cost that the Offeror proposes as part of its Financial Proposal. The Offeror may describe the services it intends to provide and whether a fee will or will not be charged. The Offeror shall also confirm that these fees will not be billed to the State.</b></p>
13	2.3.3.Q.1	<p>“The Contractor shall offer payment kiosks that will accept payment via credit and debit cards, cash, checks and money orders. The payment kiosks will be located and secured at the local Prince George’s County CSA office, and in some cases, at the local courthouse and be available during normal business hours.”</p> <p>Can the State confirm Prince George’s is the only CSE office at which a kiosk is to be located? Can the State define kiosk? Would other Contractor-provided options for accepting cash and credit/debit card payments be acceptable?</p>
<b>Response:</b>		<p><b>Currently, there is a kiosk located in Baltimore City and in Prince George's County. CSA would like the option to add Kiosks throughout the state. Offerors may</b></p>

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		<b>propose other payment / debit credit card options in accordance with Federal, State and Banking regulations.</b>
14	2.3.10.E	<p>“Provide four offices for CSA personnel who are responsible for Contract Management. Each office shall have key/electronic locks on each office door that are controlled by the State and Contractor security staff only. Each office shall contain one desk or modular furniture, one ergonomic chair, two side chairs, and a trash receptacle.”</p> <p>Does the State require four office spaces for CSA personnel at all times, or would the State consider a smaller number of offices that provide for shared workspaces and furnishings for the four personnel?</p>
<b>Response:</b>		<b>While the state does require four individual spaces, we would consider a smaller number of offices.</b>
15	5.2.6 A	<p>Must the Technical Proposal be submitted in both Microsoft Word and PDF format? If yes, may documents that exist inherently in finalized PDF format (for example, signed documents, financial statements, certificates) be made available only in PDF format?</p>
<b>Response:</b>		<b>Yes. The Department will accept such attachments in PDF format.</b>
16	5.3.1 and 5.3.2	<p>“5.3.1 In addition to the instructions below, responses in the Offeror’s Technical Proposal shall reference the organization and numbering of Sections in the RFP (e.g., “Section 2.2.1 Response . . .; “Section 2.2.2 Response . . .”). All pages of both Proposal volumes shall be consecutively numbered from beginning (Page 1) to end (Page “x”).”</p> <p>“5.3.2 The Technical Proposal shall include the following documents and information in the order specified as follows. Each section of the Technical Proposal shall be separated by a TAB as detailed below:”</p>

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Can pages be consecutively numbered by tab, and may the separator tabs themselves be excluded from the sequential numbering?

Is it necessary to apply a sequential proposal page number to requested documents and forms that have their own inherent numbering? If yes, may such documents maintain their own inherent page numbering and a supplemental proposal page number?

Should Offerors include their proposed Project Schedule, Pandemic Plan, Disaster Recovery Plan, and Security Plan with their proposals? If yes, under what tab should these documents be included, and must these documents also be sequentially numbered within the Technical Proposal? If yes, may such documents maintain their own inherent number and a supplemental proposal page number?

**Response:**

**Offeror’s Technical Proposal pages must be consecutively numbered by tab. Forms that have their own number need not be changed.**

**Please see the Deliverables Table and Section 5.3.2 for the plans that must be submitted and the timeline for submission. Documents otherwise required for submission with the Proposal may be tabbed and identified separately.**

17	5.3.2	Should the alpha numbering within this section for the first three items be A. B., and C.?
<b>Response:</b>		<b>Yes. Please see Amendment # 2.</b>

18	General	Where requirements request similar information, does the State prefer Contractors repeat information, or does the State prefer Contractor’s reference information provided in other Sections to reduce redundancy?
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**Response:**

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**The State appreciates efficiency and clarity in communication. Therefore, when requirements ask for similar information, the Offeror may refer to other sections to reduce redundancy; however, responses such as, “Yes” or Will Comply” are not recommended.**

**Samuel Eduful**

**Procurement Officer**

**May 1, 2024**