



DEPARTMENT OF HUMAN RESOURCES
REQUEST FOR PROPOSALS #CSEA/PR 18-001S
FOR
PRIVATIZATION OF CHILD SUPPORT SERVICES IN BALTIMORE CITY

QUESTIONS AND ANSWERS SERIES #3

No.	RFP Reference	Questions & Answers
Q1	Summary Sheet - IV	Would the State extend the closing date for this procurement because of the holidays?
A1		See Amendment #3.
Q2	Section 2.1 - Page 38	Per Section 2.1, is it correct that an Offeror with less than five (5) years of relevant experience as a corporate entity can meet the minimum corporate qualification only if all of the in-house executive managers and all in-house proposed Key Personnel have the required five (5) years of required experience in the administration, operation, or management of a CSE program funded under Title IV-D? If not, how many of the in-house Executive Managers must have the five years of relevant experience to satisfy the corporate qualification (five (5) years of required experience in the administration, operation, or management of a CSE program funded under Title IV-D)?
A2		It is not necessary that all executive staff have a minimum of 5 years experience in order to meet the minimum requirements needed to submit a proposal. There must be at least one qualified person from the Offeror's staff or a sub-contractor. The Offeror will, however, have to meet the minimum requirements for Key Contractor Personnel under RFP Section 3.2.16.2.
Q3	Section 3.2.12.1.c - Page 48	Section 3.2.12.1.c states, "The Contractor shall make available a drop box for customers to submit child support payments via check or money order at the two (2) BCOOSE office locations (See Section 3.2.17) and at the Clarence M. Mitchell Jr. Courthouse, located at 100 N. Calvert Street, Baltimore, MD 21202.

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		<p>There are three office locations listed in Section 3.2.17.</p> <ul style="list-style-type: none">• 1 North Charles Street, Baltimore, Maryland 21201• East Region office• West Region office <p>Should drop boxes be available at the three locations listed in Section 3.2.17 plus the Clarence M. Mitchell Jr. Courthouse for a total of four (4) locations?</p>
A3		<p>The requirement to maintain a drop box is being deleted from the RFP. See Amendment #4.</p> <p>Note: The RFP only requires that there be two BCOCSE offices. The Offeror shall propose one office in the East region and the other office in the West region.</p>
Q4	Section 3.2.12.1.d – Page 48	Under Section 3.2.12.1.d, will the Contractor be required to cover all fees associated with the payment kiosks?
A4		Yes, the Contractor is required to cover all fees associated with the payment kiosks. However, cardholder user fees that may be associated with payments made utilizing a credit or debit card remain with the cardholder.
Q5	Section 3.2.13.c – Page 49	Under Section 3.2.13.c, what is the estimated number of hot calls the BCOCSE should anticipate?
A5		The Department does not currently track this information.
Q6	Section 3.2.13.j.iii – Page 50	Per Section 3.2.13.j.iii, please provide specifics pertaining to the required logs for continuous improvement.
A6		The specific information that will be maintained in the log will be discussed and agreed upon after Contract award.
Q7	Section 3.2.16.2.a – Page 52	RFP Section 3.11 lists the responsibilities to name a Project Manager, but a Project Manager is not listed as a required Key Personnel under RFP Section 3.2.16.2, but rather an Executive Director is named. Please clarify the States requirement for a Project Manager and/or an Executive Director under these section.
A7		The Executive Director and Project Manager may be the same person. It is up to the Offeror to propose.
Q8	Section 3.2.17 – Page 52	<p>In Section 3.2.17, is it correct that the selected contractor will operate a total of three (3) sites:</p> <ol style="list-style-type: none">a. Central BCOCSE Office at 1 North Charles Street, Baltimore, MD 21201?b. One new office in the five zip codes identified as the East region

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		of the City? c. One new office in the five zip codes identified as the West region of the City?
A8		See response to question #3 herein.
Q9	Section 3.2.17.e – Page 53	Can just the Central BCOCSE office alone include the requirement for 3.2.17.e, for a twenty (20) person space for customer group sessions?
A9		No. The intent of this requirement is to ensure that there is sufficient space at each location to hold group sessions and to make the sessions conveniently accessible to customers.
Q10	Section 3.2.19.c – Page 55	Section 3.2.19.c states, “The Contractor shall fully correct all of the cases identified during the quality control review within the timeframes specified in the request. The Contractor may also be required to conduct any necessary case audits within the time frames determined by CSEA.” a. What are the time frames referred to in the paragraph? b. Are these timeframes mutually agreed to by CSEA and Contractor?
A10		The timeframes referenced will vary depending on the severity or nature of the deficiencies noted. The Contractor may, in some instances, have some input into the timeframes required for the corrective action.
Q11	Section 3.2.21 – Page 57	Section 3.2.21 states, “All work shall be performed under the supervision of the Contractor or the Contractor’s responsible employees.” What is the difference between “Contractor” and “Contractor’s responsible employees”?
A11		This IRS requirement is intended to ensure that the contractor, which may be an entity or individual, and the contractor’s employees comply with the IRS requirements.
Q12	Section 3.3 - Page 66	Section 3.3 says, “The Contractor’s system will interact with the DHR systems (See Exhibit 1). The Contractor shall ensure all system components are built on a technical infrastructure that is fully securitized and ensure uninterrupted high quality and robust operational efficiency to meet customer satisfaction and business continuity.” We understand that the primary system of record that the vendor will be performing all case data entry into is CSES. With this in mind please clarify what system the Contractor is expected to provide that will interface with CSES or any other DHR systems.

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A12		<p>If the Contractor proposes to utilize additional systems to provide the services outlined in this contract, they shall ensure all system components are built on a technical infrastructure that is fully securitized and meet the requirements in the RFP.</p> <p>Exhibit 1 will be deleted as there is no requirement for Contractor to interface with any DHR system. See Amendment #4.</p>
Q13	Section 4.2.1 - Page 89; Section 4.4.1 - Page 90	Section 4.2.1 states, "Each Volume shall contain an unbound original, so identified, and five (5) copies," but Section 4.4.1 states, "the unbound original, seven (7) copies, and the electronic version shall be provided" for the Technical Proposal. Please clarify 5 or 7 copies for the Technical Proposal.
A13		Five (5) copies are required for the Technical Proposal. See Amendment #2.
Q14	EXHIBIT 1 - Page 241	Exhibit 1 states, "Develop and install software interface capable of transmitting data to CSES in the format specified below. Such interface shall be capable of electronically transmitting receipt data from the vendor's front-end system to CSES on a daily basis or more often and importing new data from CSES that may result from post payment distribution modifications." Please clarify what software interface and what front-end system is required for this project?
A14		See response to question #12 herein.
Q15	EXHIBIT 3 PC Configuration Standards - Page 246 ~ 247	Regarding Exhibit3, PC CONFIGURATION STANDARDS, DHR IT Hardware (Desktop Computer) Standards, (Revised February2016), Dell Optiplex 9020 and Dell Latitude E6440 models are no longer in production. Would the State allow comparable or updated models to be used for this contact?
A15		Yes. The successful Offeror shall use the latest model hardware that meets and/or exceeds DHR standards.
Q16	RFP page 21, Section 1.22, Offeror Responsibilities; RFP page 120, Attachment A-Contract, Section 37, Parent Company Guarantee	RFP 1.22 states, "If an Offeror that seeks to perform or provide the services required by this RFP is the subsidiary of another entity, all information submitted by the Offeror ... shall pertain exclusively to the Offeror, unless the parent organization will guarantee the performance of the subsidiary. If applicable, the Offeror shall submit with its Proposal an explicit statement, signed by an authorized representative of the parent organization, stating that the parent organization will guarantee the performance of the subsidiary." However, RFP Attachment A-Contract, Item 37, imposes the requirement of an absolute parent guarantee. This is in direct conflict with the requirement of RFP Section 1.22 that states that a parent

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		guarantee will only be required under specific circumstances. Will the State consider rectifying this conflict by either a) striking the referenced language of Attachment A, Item 37, or b) modifying the language of Attachment A, Item 37, such that the parent guarantee is only required if the awarded Offerer submits a parent guarantee with its proposal (to the extent one is required)?
A16		Section 37 of the draft Contract may or may not be applicable depending on the circumstances of the successful Offeror. If this section does not apply, the final Contract will indicate so.
Q17	Pre-proposal Conference Transcript for RFP; Page 25	If in the event the minimum wage changes during the duration of this contract, and let's hypothetically say it does go up to 15? Which is going to take precedent, the living wage or the minimum wage?
A17		The contract resulting from this RFP is subject to the Living Wage and the successful Offeror will be required to pay its employees at least the Living Wage in effect each year of the contract, notwithstanding any minimum wage established for the state, which may be higher or lower. As per the Living Wage Affidavit, the "Bidder/Offeror agrees to pay covered employees who are subject to living wage at least the living wage rate in effect at the time service is provided for hours spent on State contract activities, and to ensure that its Subcontractors who are not exempt also pay the required living wage rate to their covered employees who are subject to the living wage for hours spent on a State contract for services."
Q18		If a subcontractor is certified as both a MBE and VSBE, can this subcontractor fulfill both the MBE sub goal and VSBE requirements on this rfp?
A18		Yes. Participation by a dually-certified VSBE and MBE subcontractor may be counted toward the Department's VSBE and MBE goals.
Q19	RFP Pages 92-94, Section 4.4.2.6 Offeror Technical Response to RFP Requirements and Proposed Work Plan(Submit under TAB E)	RFP 4.4.2.6.a requires the Offeror to address each SOW requirement in Section 3 and describe how its proposed services will meet/exceed requirements. RFP 4.4.2.6.b--m requires the Offeror to address many items that are already addressed in RFP 4.4.2.6.a (Section 3). Please clarify the response from the Pre-Proposal Conference that was unclear as to whether the Offeror is to include responses in both proposal locations, or does the State want us to redirect the evaluator to where the Offeror's complete response is in the proposal? We understand that the requirement is asking for the 'how' as noted during the Conference and the requirement, but we

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		want to ensure evaluators are able to readily find the information without duplication if un-needed.
A19		Please refer to the Pre-Proposal Transcript pages 49-52. Section 4 of the RFP is not a separate section or Tab to be included in the Technical Response. It is intended to provide guidance about how to respond. All of the requirements in Section 3 make up the 'Work Plan' and, if responded to in order, will enable the procurement office to readily locate responses.
Q20		Regarding RFP 3.2.16.2 (page 52), if current BCOCSE key personnel have already been vetted and approved by the State, would they meet minimum qualifications for the next contract?
A20		No. The requirements for this contract are different from the existing contract.