



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

QUESTIONS AND ANSWERS SERIES #6

No.	RFP Reference	Questions & Answers
Q1	Regarding RFP Sections 1.14, 4.4.2.1, 4.4.2.2; Pages 20, 91	RFP Section 1.14 and Section 4.4.2.2 state that the Claim of Confidentiality, if applicable, comes directly after the Title Page under a separate Tab A-1. Section 4.4.2.1 places the Table of Contents after the Transmittal Letter. If the Claim of Confidentiality is applicable and included, this means the Table of Contents falls under Tab A-1 as well. Can DHR please clarify the order of the Title Page, Table of Contents, and Claim of Confidentiality/Tab A-1 under Tab A, and whether the Table of Contents will fall within Table A-1?
A1		It is more important that the Offeror identify the portions of its Proposal that are confidential. This summary should be placed at the beginning of the Proposal with the Title Page and Table of Contents and be readily identifiable.
Q2	Regarding RFP Section 3.2.12.1.c, as amended by Amendment 4; Page 48	Regarding check scanning: 1. Does the check scanning system provided by CSEA allow the awarded contractor to scan checks directly to the Maryland State Disbursement Unit? If so, what method of connectivity is required by the awarded contractor? If not, how are the check images processed by the awarded contractor after scanning? 2. What connectivity is required to access the SMART Remote check scanning log?
A2		1) Yes the check scanning system allows the contractor to scan checks directly to the Maryland State Disbursement Unit (SDU). Three components are required for the connection to occur: a) The scanner, which has a Windows service application that runs in the background on the scanning workstation; b)the web application accessed via the browser; and c)the Window service application, which is needed because the web browser cannot access the scanner directly. 2) The Windows service application that is installed locally to communicate with the scanner requires .NET Framework 4.0 or

		later, which means that the contractor needs Windows XP SP3 or newer (Windows 8 is also supported). The web portion of the scanning application requires IE8 or later. Connectivity is through a secure connection between the local office and the SDU, which is not publicly accessible.
Q3	Regarding RFP Section 3.2.12.1.d, as amended by Amendment 2; Page 48	Regarding the contractor-provided kiosks: 1. Does DHR have a kiosk vendor established or in mind for this contract, or should offerors select and propose a kiosk vendor of their choice? 2. If a customer has an issue with a kiosk (e.g., printer malfunction, question about how to use the kiosk), who is responsible for assisting the customer? Is Contractor expected to have staff available to assist customers with the payment kiosks? 3. Will the kiosks have connectivity to the Maryland SDU? If no, how will payments be transferred/submitted to the SDU from the kiosk?
A3		1) The State is looking for the Offeror to propose a kiosk that meets the requirements as outlined in Section 3.2.12.1 of the RFP. 2) Also, pursuant to the same section, the Offeror is responsible for establishing and maintaining procedures for collecting and processing child support payments; which should include procedures to ensure processing of payments in the event of kiosk malfunction(s). 3) Payment kiosk will not connect directly to the Maryland SDU. Currently the vendor for the payment kiosk transfers the kiosk collections information via an Electronic Funds Transfer (EFT) to the SDU.
Q4		Our company is certified Women owned through WBENC, and several other states, however we are still pending in Maryland. I am trying to find out if the certification needs to be complete prior to response or if pending status is acceptable.
A4		No. Pending status is not acceptable. Certification must be completed at the time of proposal submission.
Q5	RFP Amendment #5 Section 3.3.2.4; Attachment X	Amendment 5, RFP 3.3.2.4 says "provide a Criminal Background Check Affidavit (Attachment X) for each employee" and "the Affidavits shall be submitted with the Proposals". However, Attachment X has no place to include employee names, but rather asks the company to affirm that we have provided these checks. Does the State mean for the Offeror to submit one (1) Attachment X with our proposal, certifying that we have completed background checks for all the employees? Would the State amend the instructions for 3.3.2.4 to match with the Attachment X form?
A5		The Offeror may submit a separate sheet with the names of the employees who have completed background checks and indicate separately those potential employees that may need to be vetted by the Department.
Q6	RFP Attachment A - Contract	RFP Attachment A-Contract, Item 2.1, says "If there is any conflict among the Exhibits, the following order of precedence shall determine the prevailing provision": RFP, Contract, Proposal. In the event there is a conflict among other documents involved in this Bid, please provide us with an order of precedence for the RFP Amendments, Answers to Questions,

		RFP Attachments, and RFP Exhibits within the RFP-Contract-Proposal order.
A6		Attachment C is a draft Contract and Section 2 is a partial list of the exhibits to the Contract. However, every exhibit will become part of the Contract when awarded. The RFP Amendments and Answers to Questions are part of the RFP. The answers to questions are intended to explain or clarify what is in the RFP. The Amendments reflect actual changes to the RFP. The Bid/Proposal Affidavit will likely follow the Proposal in order of precedence. All other affidavits and exhibits have no specific order of precedence.