



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

QUESTIONS AND ANSWERS SERIES #7

No.	RFP Reference	Questions & Answers
Q1	RFP Section 3.2.13.C; Page 49	What has been the impact of the transfer of metro child support call centers to the state call center on the number their hot calls?
A1		With the exception of Baltimore City, all other local child support office calls have been handled via the State call center. There has been no noticeable impact.
Q2	RFP Section 3.2.13.C; Page 49	How many, or what percentage of, hot calls are transferred from the state call center to metro child support offices?
A2		Historically, approximately 57 percent (about 4,100) of the hot calls are transferred to the four metro child support offices (Anne Arundel, Baltimore County, Montgomery, and Prince George's) from the State call center.
Q3	RFP Section 3.2.13.C; Page 49	Does the State anticipate that the number of hot calls to remain stable between today and 2018 for those metro offices? If not, what would cause the number of hot calls to change (increase / decrease)?
A3		Based on the historical data available for the four metro offices, the number of hot calls has remained stable. However, the State cannot predict whether there will be an increase or decrease in the future or the causes therefore.
Q4	RFP Section 3.2.13.C; Page 49	Does the State anticipate that the number of hot calls to remain stable between today and 2018 for BCOOSE?
A4		Yes, based on historical data from the other CSEA offices. However, the State has not tracked this information for BCOOSE and cannot predict whether there may be an increase or decrease in the number of hot calls in the future or the causes therefore.