PRE-PROPOSAL MEETING
FOR
REQUEST FOR PROPOSAL ASSET VERIFICATION SYSTEM SERVICES

CONTRACT NO.: FIA/AVS/17-001-S

AUGUST 18, 2016
311 West Saratoga Street
Fifth Floor
Baltimore, Maryland 21201
9:30 a.m. – 10:22 a.m.

PRESENT FROM DHR:

JAMES REDDITT, Procurement Officer

VIRGINIA JOHNSON, Family Investment Administration

DEBORAH RIZZO, Family Investment Administration

AUDREE WATKINS, Department of Health and Mental Hygiene

HUBERT CHANG, ESQUIRE, Office of the Attorney General

ALSO PRESENT:

PETER CHEESMAN, Public Consulting Group

MIRANDA SHEPHARD, Shephard & Associates

REPORTED BY: KATHLEEN A. COYLE, Notary Public

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PROCEEDINGS

MR. REDDITT: Good morning everyone. My name is James Redditt, and I would like to welcome you all to the Department of Human Resources. This morning we’ll be discussing information regarding the request for proposals entitled asset verification system services. The agency control number for this RFP is FIA/AVS/17-001-S.

Please know that Hunt Reporting is transcribing this conference. And when you ask questions I ask that you please state your name and the name of your company for the record. And a transcript of the conference will be available on eMaryland Marketplace and the DHR website. I’m going to ask the persons that are representing the State to introduce themselves, and then I will have you introduce yourself for the record, and then we can continue from there. So I will start from the far end there.

MS. WATKINS: Good morning. My name is Audree Watkins. I’m the deputy director for eligibility for the Department of Health and Mental Hygiene.
MS. JOHNSON: Good morning. I'm Virginia Johnson. I'm the director of the bureau of long term care.

MS. RIZZO: Hi. I'm Debbie Rizzo. I'm the State technical administrator at the bureau of long term care.

MR. CHANG: I am Hubert Chang. I am with the Office of the Attorney General.

MR. REDDITT: And you are, sir?

MR. CHEESMAN: Peter Cheesman with Public Consulting Group.

MR. REDDITT: Great. Okay. We're going to get to the information regarding the RFP. First of all, some general information.

The Department is issuing this RFP to obtain asset verification system services that will deliver electronic data of the liquid and real property assets of applicants for medical benefits, for age, blind or disabled persons and applicants for Medicaid benefits for long term care.

The AVS system encompasses two distinct
functional areas. Functional area one, which is assets
held by financial institutions, and financial area two
which is real property assets.

The anticipated duration of services for this
contract is for one year with two one-year renewal
options at the State’s discretion. The Department
intends to make up to two awards, one for each
functional area as a result of this RFP. However, a
single contractor could possibly be awarded a contract
to provide services for both functional areas.

For the purposes of this RFP the procurement
officer, which is myself, is the only point of contact
between the State and the vendor community. I ask you
please do not contact any other State representative
regarding questions concerning the RFP, that all
questions should be directed to my attention, and
preferably questions should be sent via email, or you
can make them after my comments here.

In order to receive a contract award your
company must be registered on eMaryland Marketplace and
you’re required to indicate your eMaryland Marketplace

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vendor ID number in your transmittal letter included in your proposal submission.

Responses to all questions submitted in response to this RFP will be posted on eMaryland Marketplace and the DHR website with sufficient time to allow offerors to review them to assist with formulating their proposal submissions.

As far as the proposal submission, we need an unbound original and five copies of the technical and financial proposals. And they are due by three p.m., on Monday, November 19th in order to be considered. Requests for any extensions at this time will not be granted. Proposals received after the due date and time cannot and will not be accepted except as provided under the provisions of COMAR 21.05.03.02F, and 21.05.02.10. If you’re mailing your proposal please make sure that you mail them with sufficient time to ensure that it is received by me by the proposal due date and time.

Although we are accepting proposals for two different functional areas, multiple or alternate
proposals will not be accepted for this RFP. Make sure you give specific attention to the clear identification or portions of your proposal that's considered confidential and/or proprietary and provide justification why such material should not be disclosed by the State under the Public Information Act. This confidential and/or proprietary information should be identified by page and section number and placed after the title page and before the table of contents in the technical proposal. In addition, a redacted version of your proposal will be required to be submitted. And we'll discuss that a little bit later.

Section 1.25 of the RFP talks about the bid proposal affidavit, which is attachment "B" of the RFP. This form must be completely filled out and submitted with your technical proposal. And you only need to submit one copy with your original technical proposal. You don't need to submit the five copies with the other copies of the proposal. Please ensure that each section of the affidavit is completed. If you have no exceptions to the specific section of the bid proposal
affidavit in question please enter your initials in that section indicating such.

Section 1.28 is verification of registration and tax payment. Before a business entity can do business with the State it must be registered with the State Department of Assessments and Taxation. It is strongly recommended that any potential offeror complete their registration prior to the due date for receipt of proposals, or if you are already registered make sure that you review your registration information to ensure that it is accurate and up to date. This information includes the corporate name, the address, and the name and address of the resident agent that you have on file. An offeror's failure to do so may result in an otherwise successful proposal being dropped from consideration for contract award.

Section 1.36 is the conflict of interest affidavit and disclosure. And you're required to complete and sign the conflict of interest affidavit and disclosure, which is attachment "I," and submit it with your proposal. And all offerors are advised that
if a contract is awarded as a result of this 
solicitation the successful contractor’s personnel who 
perform or control work under this contract and each of 
their participating subcontractor personnel will 
perform or control work under this contract shall be 
required to complete agreements substantially similar 
to attachment "I."

Section 1.37 is the non-disclosure agreement. 
All offerors are advised that this solicitation and any 
resulting contract or contracts are subject to the 
terms of the non-disclosure agreement contained in 
attachment "J." This agreement must be provided within 
10 business days of notification of proposed contract 
award. However, to expedite processing it is suggested 
that this document be completed and submitted with your 
technical proposal.

Section 1.34, which I skipped over, is the 
living wage section. And this contract is subject to 
the Maryland living wage law. You’re required to 
complete attachment G-1, which is a living wage 
affidavit of agreement. And that must be submitted

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with your technical proposal. Failure to submit and complete this affidavit could result in a determination that the offeror is deemed not responsive. If the living wage rates change during the term of the contract the contractor must account for that in their proposal submission. They cannot change the contract price during the term of the contract for any change in the living wage rates.

And with that, I'm going to turn this portion of the conference over to Ms. Virginia Johnson who will discuss the scope of work in section three.

MS. JOHNSON: Good morning. The bureau of long term -- just give you some background also. The bureau of long term care provides eligibility determinations for four major Metros. We're looking at the RFP, the vendor to provide services to all local Departments of Social Services that determine medical assistance, Medicaid.

The scope of work requirements under two functional areas. I'll cover the first functional area of financial asset verification. The contractor shall
provide a financial asset verification services that meets the following functional requirements: The financial AVA's application shall provide a user interface from which each active user may request a financial asset verification report for an applicant, recipient, or responsible party that will identify accounts, whether opened or closed, in which the applicant, recipient, or responsible party held ownership and that had a positive account balance within a specified date range. The specified date range will not exceed a 60-month period within the 96 months immediately preceding the date of request. The date range will generally include the 60 months immediately preceding the first date of the month in which the applicant or recipient applied for program benefits. The financial asset verification report shall include, at minimum, the following specific information regarding each account: The name of the financial institution holding the account, along with the branch location, address, and telephone number where the account is serviced; the type of account,
checking, savings, annuity, retirement, et cetera, and
the last four digits of the account number; the full
legal name of each individual account or entity with
any ownership interest in the account, any known alias'
used by an individual, any known residence or mailing
address of the individual during the specified date
range, and the nature by which ownership interests are
shared, if applicable, that’s joint tenant account,
such as a joint tenant account; the date the account
was opened and, if closed, the date closed; and the
account balance in the account at 12:01 a.m. on the
first date of each month in which the account was open
during the specified date range. And there is an
attachment “Q” for your reference.

The financial ABS application shall generate
the financial asset verification report by issuing
electronic requests to target financial institutions
and receiving electronic responses from those
institutions. The application cannot be based on
mailing paper-based requests and/or receiving paper-
based responses. The financial ABS application must
submit electronic requests for account information to target financial institutions with whom the contractor has established relationships to respond to such requests and who collectively hold a substantial proportion of financial assets owned by applicants, recipients, and responsible parties.

Functional area two, real property asset verification services. The contractor shall provide a real asset verification service application that meets the following functional requirements: The real property AVS application shall provide a user interface from which each active user may request a real property asset verification report from an applicant, recipient, or a responsible party that will identify real property owned, in whole or in part, by the applicant, the recipient, or the responsible party at any point in time within a specified date range. The specified date range will not exceed 60-month period within the 96 months immediately preceding the date of request. The date range will generally include the 60 months immediately preceding the first date of the month in.
which the applicant or recipient applied for program benefits.

The real property asset verification report shall include, at a minimum, the following specific information for each such piece of real property identified: sufficient information to identify the property, including but not limited to its address, location, any plat or tax identification number assigned to the property, the governing jurisdiction where title is registered, et cetera; the assessed value of the property by the relevant taxing authority and the name of the taxing authority; the names of any co-owners of the property and the transaction history of the property, if available, including the dates, prices, and parties involved in the most recent sale or transfer of the property involving the applicant, recipient, or responsible party, and the type of transaction. Attachment "R" is an illustrative sample real property asset verification report.

The real property AVS application must utilize a detailed methodology for searching for real
property assets owned in whole or in part by the
applicant, recipient, or responsible party across a
broad defined, geographic spectrum.

General application requirements for
applications in both functional areas. The contractor
shall configure the financial AVS application and/or
the real property AVS application as appropriate,
either or both are referred to hereafter as the
"application," with the following requirements:
Controlled access by approximately 120 active users
among State personnel, including approximately 50
concurrent users, over the internet; application
availability 24 hours per day, seven days a week, except
that the contractor may schedule periodic, planned
service outages outside normal operating hours for
purposes of system maintenance and upgrades.
Immediately upon the submission of a report request the
application must notify the user that the request has
been submitted along with a unique record identifier
code, such as a tracking number. The application must
generate the requested asset verification report within
15 days from the date of request. On the same day that the report is available the application must notify the user who requested the verification report, along with a designated alternate, by email that the report is available for download and identify the report with its unique record identifier code. The completed report must be available for download through the application in Adobe PDF format. If the report does not identify any assets, the report shall state that no assets were located. The download method must adhere to security requirements/encryption standards identified in section 3.2.5.C. The application must allow all users to search for pending requests and completed reports by Social Security Number, the name of the applicant, recipient, or responsible party, or by a unique code, record identifier code.

Technical support and training for applications in both functional areas. The contractor shall provide a help desk that allows users to obtain technical assistance from the contractor during normal operating hours for all users of the application. The

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contractor shall provide a printable online user manual that assists users in navigating and using the application. The manual shall be updated whenever changes are made to the application.

Technical requirements for applications in both functional areas. The contractor shall ensure that the application utilizes established technical and security protocols recognized in the industry as appropriate for the transition of the highly sensitive financial information identified in the scope of work, such as the U.S. Commerce Department’s National Institute of Standards and Technology.

The contractor shall implement the following authorization controls: a document process to ensure that DHR users access privileges are verified at least quarterly; an automated process to ensure that individual user sessions time out or request users to re-enter their password after a period of 15 minutes of inactivity; an automated process to disable user accounts after three failed login attempts; a documented process to ensure that users access rights
are revoked within 24 hours receiving notification from
the State project manager; an automated process to
ensure that user IDs are disabled after 60 days of
inactivity unless they are extended through the written
request of the State project manager; a documented
process to ensure that all default access capabilities
are removed, disabled, or protected to prevent
unauthorized use; a process or system to ensure that
access privileges are traceable to a unique user ID; an
automated display, after a successful logon, showing
that the date and time of the last successful logon and
the number of unsuccessful logon attempts since the
last logon -- since the last successful logon; and an
automated mechanism to only permit access to the AVS
from State authorized network IP addresses.

Password requirements. The contractor shall
require a secured logon and password to access the
application. The application shall force users to
change temporary passwords at the first logon and shall
prohibit password reuse by not allowing the last 10
passwords to be reused with a minimum password age of
at least two days. Three failed attempts per user to access or modify files, password tables, or security devices shall lock out the user account. Passwords shall not be used as the user ID -- be the same as the user ID, excuse me, be stored in clear context, be displayed on the screen or contain leading or trailing blanks. Passwords shall be a minimum of eight characters, consist of mixed alphabetic, special character and numeric characters, not consist of all numbers, all special characters, or all alphabetic characters, and be changed every 90 days. Automatic mechanisms shall prompt users of this requirement.

Confidential information security requirements. The contractor shall keep confidential information from public disclosure. Confidential information is non-public information that if disclosed could result in a high negative impact to the State of Maryland, its employees or citizens and may include information or records deemed as private, privileged, or sensitive. This includes but is not limited to information that contains personally identifiable
information, the Social Security Numbers, names, phone
numbers, addresses, and/or dates of birth. The
contractor shall safeguard confidential information by
incorporating, at a minimum, the following security
measures: The contractor shall not place confidential
or sensitive data on any application servers, database
servers, or infrastructure components that require
direct access from the internet. Components that meet
these criteria must be placed behind a de-militarized
zone where they are not accessible from the internet
and can only interact with DMZ components through a
firewall.

    Encryption. All data transmissions for
operations shall use an SSL encryption algorithm to
encode data transmission that is federal information
processing standards 140-2 compliant. The details can
be found at www.nist.gov. The contractor shall
establish appropriate procedures to protect documents,
computer media, information, data, and system
documentation from unauthorized disclosure,
modification, removal, and destruction, including
suitable measures to properly dispose of media when it
is no longer needed.

The contractor -- I'm sorry. "D," 508
compliance. The contractor shall ensure that the
application complies with the federal guidelines for
web accessibility available at www.section508.gov.

Auditing. The system shall require all
identification and authentication activities be logged
and maintained. The audit trails shall include at
least the following information at a minimum: date and
time of event, user ID, type of event, success or
failure of event, and source, such as terminal, port
location, IP address, --

MR. REDDITT: Excuse me. Virginia, can we
kind of like just summarize, you know, what the main
things in each section so that we can, you know, just
get the general gist of what --

MS. JOHNSON: Okay.

MR. REDDITT: -- of what the main
requirements are?

MR. CHEESMAN: Should questions be asked
throughout or at the end?

MR. REDDITT: There’s going to be a period to
ask some questions at the end.

MR. CHEESMAN: Okay. Thank you.

MR. REDDITT: Sure.

MS. JOHNSON: Okay. For security incidents,
we’re looking for the contractor to investigate and
document all security incidents including violations.
If there are three failed attempts per single user the
account should be locked out, disabled logging, or
attempts to disable logging. We’re looking for two or
more failed attempts to access AVS within a five-week
-- within a week, which is five business days, from
network resource the user should be logged out. An
unauthorized attempt to modify software or hardware.
We need to know any security violations almost
immediately as they happen so we can address them.

Staff for the application in both functional
areas. The contractor shall designate a contractor’s
project manager as key personnel. This will allow
contract with the State project manager to communicate
with you will be the main point of contact for any type of security violations.

Reporting requirements. We've actually set up, and there are reports that area attached, of what we're looking for specifically. And I guess we'll go into that when we look at the report exactly what we're looking for rather than reading it verbatim.

MR. REDDITT: Yeah.

MS. JOHNSON: Does everyone have a copy of these reports?

MR. REDDITT: They should.

MS. JOHNSON: Okay. What we're looking for, we're looking for bi-weekly. And do you have a copy of this report?

MR. CHEESMAN: I do.

MS. JOHNSON: Okay. We're looking for bi-weekly status report for financial asset verification systems. The specific headers that are addressed, we're looking for every detail that's listed on the header. And we can go into more conversation about them when you start asking questions. We're also
looking for a monthly report on both the financial
asset and in the real property we want monthly and bi-
weekly reports on both. The report should include all
asset verification reports that were completed
regardless of your findings. If you don’t find
anything we need to know that also.

Actually, I think I pretty much got through
it all. Do you want me to go into the security
requirements?

(Whereupon, Ms. Shephard entered the
meeting.)

MS. JOHNSON: I’ve actually pretty much
covered the whole scope.

MR. REDDITT: Okay. The one thing in section
three that we definitely want to put an emphasis on,
and that is the audit requirements. We are asking for
contractors to have an independent annual assessment
performed of the contractor’s security controls that
provide assurance that adequate security controls as
required in section 3.4 are in place and operating
properly to ensure sensitive data, such as personal
identifiable information or personal public health
information is adequately protected from disclosure.
Such independent assessments of the contractor's
security controls shall include a SOC 2, type two
audit, or an equivalent and maintain ISO 27001
certification. And the audit shall be performed at the
contractor's expense and are subject to the conditions
that are listed in this section of the RFP.

In event that deficiencies are identified in
the SOC audit requirement corrective action plan, the
project manager, that's Virginia, will notify the
contractor in writing within 30 calendar days. The
contractor shall submit the CAP to the state project
manager within 30 calendar days after receipt of
written notification that the CAP is required. The
contractor's CAP shall describe in detail the remedial
actions that will be taken by the contractor to resolve
the deficiencies and the time line. If the contractor
currently has an annual data security assessment
performed that include the operation systems and
repositories of the services being provided and if that
assessment conforms to the content and objectives of
the guide for SOC audit the state project manager will
determine, in consultation with the appropriate state
government technology and auditing authorities whether
the contractor’s current audits are acceptable in lieu
of a SOC audit.

Now, let’s talk about section four, which is
proposal submission, which is what I’m concerned about.

The proposal submission. This is two
volumes, the technical proposal and the financial
proposal, and each one should be separately sealed from
one another. It is referred but not required that the
name, email address, and telephone number of the
offeror be included on the outside of the packaging for
each volume. Each volume shall contain an unbound
original, so identified, and five copies. And the
copies can be found if you prefer. Unless the
resulting package will be too unwieldy, the State
prefers that the two sealed volumes be submitted
together in a single package, which includes a label
bearing the following information: The RFP title and
the agency control number, the functional area
addressed in the proposal, the name and address of the
offeror, and the closing date and time for receipt of
proposals.

An electronic version, either on CD or DVD,
of the technical proposal in Microsoft Word format must
be included with the original technical proposal. An
electronic version in CD or of the financial proposal
in Microsoft Excel format must be enclosed with the
original financial proposal. CDs or DVDs must be
labeled on the outside with the RFP title, agency
control number, functional area, name of the offeror,
and volume number. CDs or DVDs must be packaged with
the original copy of the appropriate proposal, either
technical or financial.

A second electronic version of volume one and
volume two in searchable Adobe pdf format shall be
submitted on a CD or DVD for Public Information Act
requests. This copy shall be redacted so that
confidential and/or proprietary information has been
removed. All pages of both proposal volumes shall be
consecutively numbered from beginning, page one, to the
end, page whatever. So with your technical proposal
you’re going to submit a hard copy, an original hard
copy, five copies, a CD in Word format or DVD and a CD
or DVD in pdf that is redacted and used for Public
Information Act requests. Okay?

Please note that there should be no pricing
information included in the technical proposal. All
pricing information shall be included only in the
financial proposal, which is volume two. The technical
proposal shall include the following documents and
information in the order specified. Each section of
the technical proposal shall be separated by a tab and
labeled as the following: the title page and table of
contents submitted under tab “A.” Claim of
confidentiality, if applicable, submitted under tab Al.
Transmittal letter submitted under tab “B.” The
transmittal letter shall include the following
information: the name and address of the offeror;
name, title, email address and telephone number of the
primary contact for the offeror, the solicitation title
and agency control number that the proposal is in
response to, including the functional area being
served; signature, typed name and title of an
individual authorized to commit the offeror to its
proposal; the federal employer identification number of
the offeror; the offeror’s eMaryland Marketplace
number; the offeror’s MBE certification number, if
applicable; the offeror’s SBR certification number if
applicable; the offeror’s veteran owned small business
time enterprise certification number if applicable;
acceptance of all State RFP and contract terms and
conditions. If any excetions are taken they are to be
noted in the executive summary. And acknowledgment of
all addenda that have been issued to the RFP.

Under tab “C,” that’s where the executive
summary would go. Tab “D” would include any minimum
qualifications documentation. Tab “E” will include
any offeror technical response to the RFP requirement
and proposal work plan. Tab “F” will include the
offeror’s qualifications and capabilities. Tab “G”
will include the experience and qualifications of
proposed staff, including any proposed subcontractors. Under tab "H", that will be where your references would go. Tab "I" would include the list of current and/or prior State contracts. Tab "J" will include your financial capability information. Tab "K" will include your certificate of insurance. Tab "L" will be any information regarding any subcontractors you may propose to use. Tab "M" is the legal action summary. And again, all of these sections are stated further in section four of the RFP. Tab "N" would include the economic benefits factors information. And tab "O" would be any additional required technical submissions. And this is the section where all of the required forms to be submitted with your technical proposal are to be submitted.

In section 4.5 of the RFP, and this talks about the financial proposal, under separate sealed covered from the technical proposal, and clearly identified in the format identified in section 4.2, the offeror shall submit an original unbound copy, five copies, and an electronic version in Microsoft Excel of
the financial proposal. The financial proposal shall contain all price information in the format specified in either attachment F1 and/or attachment F2. The offeror shall complete the financial proposal form only as provided in the financial proposal instructions and the financial proposal form itself.

Moving onto section five, which is the evaluation of the proposals. Evaluation of proposals will be performed in accordance with COMAR 21.05.03 by a committee established for that purpose and based on the evaluation criteria set forth in the RFP. The evaluation committee will review proposals, may participate in offeror oral discussions, and will provide information to the procurement officer. The Department reserves the right to utilize the services of individuals outside the established evaluation committee for advice and assistance as deemed appropriate.

The evaluation criteria to be used to evaluate each technical proposal are listed in descending order of importance, and they are the

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following: offeror's technical response to RFP requirements and work plan, offeror's qualifications and capabilities, experience and qualifications of proposed staff, including any proposed subcontractors and economic benefits to the State of Maryland.

Section 5.2. And we're talking about the evaluation criteria. All qualified offerors will be ranked from the lowest, which is most advantageous, to the highest, the least advantageous, price based upon the offeror's total three-year price, which is encompassing the one-year base and the two-year renewal options. Within the stated guidelines set forth in this RFP and as submitted on attachment one and/or attachment F2.

Section 5.5, selection procedures. Technical proposal are evaluated for technical merit and ranked. During this review oral presentations and/or discussions may be held. The purpose of such discussions will be to ensure a full understanding of the stated requirements and the offeror's ability to perform the services as well as to facilitate arrival
at a contract that is most advantageous to the State. Offerors will be contacted by the State as soon as any discussions are scheduled. Offerors must confirm in writing any substantive oral clarifications of and/or changes in their technical proposals made in the course of discussions. Any such written clarifications or changes then become a part of the offeror’s technical proposals. Technical proposals are then given a final review and they are ranked. Following the technical evaluation the financial proposals of each qualified offeror will be evaluated and ranked separately from the technical evaluation. When in the best interest of the State the procurement officer may permit qualified offerors to revise their initial proposals and submit in writing best and final offers. The State may make an award without issuing a request for a BAFO.

Upon completion of the technical and financial proposal evaluations and rankings each offeror will receive an overall ranking for their proposal. The procurement officer will recommend award to the contract to responsible offeror or offerors that
submitted the proposal deemed to be the most advantageous to the State considering price and financial factors. In making this most advantageous proposal determination technical and financial factors will carry equal weight in the evaluation. And at this time we will open the floor for any questions. Again, I ask if you have questions to please state your name and the name of your company for the record.

MR. CHEESMAN: Peter Cheesman, Public Consulting Group. Does the State have a preference for a single solution heading both functional areas one and two or two separate solutions?

MS. JOHNSON: I think we'd like to get them at the same time if we could. That would be -- now, you're asking do we want the real property and the financial assets at the same time?

MR. CHEESMAN: Within the same web application or within a separate web application?

MS. JOHNSON: I think separate web applications. I would think we would want separately because we have to upload this information. It would
be separate. I'm always looking at you for something.

MR. REDDITT: If you're asking whether we
would prefer one award or two, we can make up to two
awards. We want to have both. It's up to the offeror
to determine how best they wish to provide the State
with the service that we're asking for, whether you
want to do it as two separate solutions or if you feel
that your company is able to provide both solutions.
You can submit proposals for both the real property and
the financial assets. I mean, they are two functional
areas, so they'll be looked at individually, they'll be
evaluated individually. They won't be evaluated as one
proposal. We will evaluate the ones that are providing
financial and the ones that are providing the real
estate. If one company is awarded both contracts, it's
easy for us.

MR. CHEESEMAN: That makes sense. Okay.

Thank you.

MR. CHANG: There is no preference --

MR. REDDITT: No preference.

MR. CHANG: -- for one vendor to provide
a service of both functional areas.

MR. REDDITT: No. We are issuing them as separate awards.

MR. CHEESMAN: Thank you. My question was more around the system itself, where the workers will log in and access this information. Does the State prefer that workers log into two separate systems to access property and financial information?

MR. CHANG: And currently there is no preference for whether it is one system or two systems. Your proposal will be evaluated for each individual area. If it is the same system or if it's two different systems that won't be a consideration of the committee.

MR. CHEESMAN: Peter Cheesman, Public Consulting Group. The section where it says no alternate proposals.

MR. REDDITT: Yes.

MR. CHEESMAN: Does that, would that include not submitting any recommendations for enhancing the service based on the scope of work?
MR. REDDITT: What we mean when we talk about alternate proposals is we don’t want offerors to propose two solutions for one functional area.

MR. CHEESMAN: Thank you. That makes sense. Does the bureau currently access any public records or other data sources to obtain any property or financial asset information?

MS. JOHNSON: Yes. Limited. We can actually search the Maryland tax. We go through the Department of Taxation and Assessment. We can only search just Maryland. We really can’t get anything else out of Maryland. Yeah. We have like Maryland only.

MR. CHANG: There is one person that entered the room in the middle of the presentation. Should we have her identify her name for the record?

MR. REDDITT: Yes, please.

MS. SHEPHARD: Good morning everyone. My name is Miranda Shephard, and I am on behalf of Shephard and Associates Financial Services, Incorporated.

MR. REDDITT: Great.
MS. SHEPHARD: Thank you. Sorry for the interruption.

MR. REDDITT: It's okay.

MR. CHEESMAN: What are the normal operating hours for the help desk?

MS. JOHNSON: Our normal business hours are from eight o'clock in the morning to around 7:30 in the evening, and then Saturdays and Sundays. But the normal -- we're just pretty much that time line. We have overtime, but I would say our normal operating hours are 8:30 to around 7:30.

MR. CHEESMAN: Monday through Friday or Saturday as well?

MS. JOHNSON: Saturday there is -- it's not -- well, let me back up. Normal operating hours --

MR. CHANG: Can I just ask for a point of clarification?

MS. JOHNSON: Sure.

MR. CHANG: I understood the question to be what hours is the vendor to provide, expected to provide help desk services.

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MS. JOHNSON: Yes.

MR. CHANG: It is not a question about what our business hours are. And if we do not know specifically what hours we want the help desk to operate I suggest we take it under advisement and answer it in writing.

MS. JOHNSON: Okay.

MR. CHEESMAN: Is the State looking for any predictive analytics or decisions for tools that would essentially compare the data we find with the program limits, help the eligibility workers make decisions. So that might include things like flags. I'm not sure how -- I don't know if you want all this on the record. But just to explain a little bit. So when a request comes in the vendor would know what kind of program that person is applying for. We would know from you what the program limits are. We would know from policy what the excluded account types are, what are not excluded account types. So we would have all this policy information and we can match that policy information against the results, and we could save
workers time by essentially showing them "X" plus "Y"
equals "Z" and here is why. So I guess my question is,
is the State interested in any decisions or tools
within the proposed solution?

    MR. CHANG: Should we take that under
advisement?

        MS. JOHNSON: Yeah.

        MR. CHEESMAN: Okay.

        MR. REDDITT: And if there are any questions
that are asked here that we don't respond to, we'll put
that response in writing. It will be published on
eMaryland Marketplace on the DHR website.

        MR. CHEESMAN: Are there any requirements for
a system to have been previously or a -- for the system
you intend to procure to have been previously used and
proven in other states?

        MS. JOHNSON: No.

        MR. CHANG: There is no requirement that it
was previously used.

        MR. CHEESMAN: Okay. Bear with me just one
minute. Public consulting Group has more than 10,000
prior contracts with state agencies. Do you want a
list of all 10,000?

MR. REDDITT: These are only for the State of
Maryland.

MR. CHEESMAN: Oh.

MR. REDDITT: Yes.

MR. CHEESMAN: Thank you.

MR. CHANG: Specifically referring to the
section that talks about state contracts.

MR. CHEESMAN: Great. Oh, I see. Thank you.

MR. REDDITT: Uh-huh.

MR. CHEESMAN: Under 3.25, technical
requirements for applications in both functional areas,
section “E,” auditing. The audit trail shall include
type of event. Can you elaborate on “type of event?”

MS. JOHNSON: Three point two five.

MR. CHEESMAN: Section “E.”

MR. REDDITT: We’ll take that question down
and provide a written response.

MR. CHEESMAN: Okay. Thank you. Is the State
interested in proposals which include recommendations
for additional data besides property and asset data?
Additional data that could be used for help in the
eligibility and decision making process?

MS. JOHNSON: Do we want to take that --

MR. CHANG: If the question is would the
State in the context of this proposal accept
recommendation that attach an additional cost for
additional sources of data, that I believe would be
considered to be an alternative proposal and would not
be accepted. If it is a recommendation of -- or if it
is an assertion that additional data can be provided as
part of the proposal, not necessarily responsive to
your requirement, does not respond to your requirement,
I don't know what the program --

MR. CHEESMAN: I'm thinking of some federal
and State data sources that are available at almost no
charge. That's where that question is coming from.

MS. JOHNSON: At no charge?

MR. CHEESMAN: Limited charge. Could be
provided to the State at no charge.

MR. CHANG: If they augment the requirements
that are stated in the RFP, then they would be considered under those requirements if it's an elaboration in those sections.

MR. CHEESMAN: And as a follow up to that. Would the State consider -- because some of these federal and State data sources require an agency to essentially authorize the contractor to access those sources would the State consider authorizing the contractor to add additional, for example, property records through a federal data source?

MR. CHANG: Let us take that under advisement to consider --

MR. CHEESMAN: Okay.

MR. CHANG: -- the State's policy on that question.

MR. CHEESMAN: Okay. Thank you. One thing I didn't hear mentioned was the -- actually, I retract that statement. I don't recall, but there are DBE VBE requirements for this. That's all I have.

MS. JOHNSON: No what requirements?

MR. CHEESMAN: DBE/VSBE.
MS. JOHNSON: Oh. No. There are no MBE subcontractor or VSBE subcontracting requirements.

MR. CHEESMAN: That's all I have.

MS. JOHNSON: Do you have any?

MS. SHEPHERD: No. I'm just here to introduce myself.

MR. REDDITT: Well, if there are no other questions let me just remind everyone that proposals, again, are due by 3:00 p.m., Monday, September 19, 2016. Please make sure that the proposals arrive prior to that due date and time. Make sure that your proposals when you submit it, that you identify which functional areas that you're proposing for on the outside of your package. If there are no other questions, then this concludes this proposal conference. Thank you.

(Whereupon, at 10:22 a.m., the meeting was adjourned.)
CERTIFICATE OF NOTARY

I, KATHLEEN A. COYLE, the officer before whom the foregoing testimony was taken, do hereby certify that the witness whose testimony appears in the foregoing transcript was duly sworn by me; that the testimony of said witness was taken by me by stenomask means and thereafter reduced to typewriting by me or under my direction; that said testimony is a true record of the testimony given by said witness; that I am neither counsel for, related to, nor employed by any of the parties to the action in which this testimony is taken; and, further, that I am not a relative or employee of any attorney or counsel employed by the parties hereto, nor financially or otherwise interested in the outcome of the action.

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