

MARYLAND DEPARTMENT OF HUMAN RESOURCES

PRE-PROPOSAL CONFERENCE

FIA/ORA-17-509-S

REQUEST FOR GRANT PROPOSALS
SERVICES TO OLDER REFUGEES

Held at Maryland Department of Human Resources
311 W. Saratoga Street
Room 952
Baltimore, Maryland 21201

July 13, 2016
10:00 a.m.

ATTENDANCE:

AGENCY:

Kristin Leonard, Procurement Officer

Candice Edwards, Acting Program Manager, Office of
Refugees and Asylees

Augustin Ntabaganyimana, Director, Office for
Refugees and Asylees

Elizabeth Chernin, Contract Manager, MORA

Scott Moore, Assistant Attorney General,
Office of the Attorney General

ATTENDEES:

Debbie Austin, Procurement Unit, DHR

Yana Cascioffe, Baltimore City Community College

Catherine Gichinga, International Rescue Committee

Debbie Holt, Procurement Unit, DHR

Dawn McCleary, Community Health & Nutrition Methods
International

Juanita McGill, Procurement Unit, DHR

Jo Anne Schneider, Chrysalis Collaborations

Dr. Michele S. Towson, Baltimore City Community College

Doug Weimer, Baltimore City Community College

Bridget Weisenreder, Ethiopian Community Development
Council, Inc.

Reported by: Carol O'Brocki, Notary Public
Hunt Reporting Company, Glen Burnie, Maryland

P R O C E E D I N G S

(10:10 a.m.)

1
2
3 MS. LEONARD: Okay, ladies and gentlemen, I
4 think we're going to go ahead and get started. We were
5 waiting for our representatives from another
6 organization but it looks like they might be delayed,
7 so to keep things moving along this morning we'll go
8 ahead.

9 Good morning. My name's Kristin Leonard and
10 I'm the Procurement Officer here at DHR for this
11 solicitation. It's my pleasure to welcome you this
12 morning. Just for your information, bathrooms are
13 straight out the door down the hallway and to your
14 left-hand side.

15 Today we will share information with you
16 concerning the Request for Grant Proposals entitled
17 Services to Older Refugees. Hunt Reporting is
18 transcribing this conference. Thank you very much for
19 being here today. There will be questions and
20 responses at the end of the presentation. If you
21 wouldn't mind holding your questions until then I would

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1 appreciate that.

2 My fellow panel members will now introduce
3 themselves.

4 MR. NTABAGANYIMANA: Augustin Ntabaganyimana.
5 I'm the Director for the Office for Refugees and
6 Asylees here at DHR.

7 MS. EDWARDS: Candice Edwards, Acting Program
8 Manager for the Office of Refugees and Asylees.

9 MS. CHERNIN: Elizabeth Chernin, the Contract
10 Manager for MORA.

11 MS. LEONARD: Thank you. Now I'd like to go
12 around the room and have each of you introduce
13 yourselves and the organization that you represent
14 today. We'll go ahead and start with you.

15 MS. CASCIOFFE: Yana Cascioffe, Citizenship
16 Program at Baltimore City Community College.

17 MR. WEIMER: Good morning. I'm Doug Weimer.
18 I'm the interim Director of English Language Services
19 and Basic Skills at Baltimore City Community College.

20 DR. TOWSON: Good morning. I'm Dr. Michele
21 Towson, Director of Grant Development at Baltimore City

1 Community College.

2 MS. MCGILL: I'm Juanita McGill (phonetic).
3 I work here at DHR for the Procurement Unit.

4 MS. AUSTIN: Debbie Austin (phonetic),
5 Procurement Unit, DHR Central.

6 MS. HOLT: Allison Holt (phonetic), DHR
7 Procurement Unit.

8 MR. MOORE: Scott Moore with the Attorney
9 General's Office here at DHR.

10 MS. WEISENREDER: Bridget Weisenreder. I
11 work for ECDC.

12 MS. SCHNEIDER: Jo Anne Schneider. I'm with
13 Chrysalis Collaborations. We're a minority-owned
14 business certified in Maryland, also a disabled-owned
15 which might be important for this contract. I'm
16 looking to partner probably on the evaluation and
17 employment pieces in outreach.

18 MS. LEONARD: Thank you. Once again, this
19 Pre-Proposal Conference is addressing the RFGP for MORA
20 Services to Older Refugees and Asylees. The agency
21 control number is FIA/ORA-17-509-S. The published date

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1 of the RFGP was on June 8, 2016 and the closing date of
2 this RFGP will be on July 28, 2016.

3 I'd like to have you take note of the
4 following. One, no proposals will be accepted beyond
5 the 3:00 p.m. local time submission deadline on July
6 28. Two, the Procurement Officer, that would be
7 myself, will serve as the sole point of contact until
8 award determinations are made. Please do not contact
9 any other State representatives about this
10 solicitation.

11 In other words, our fine members of MORA here
12 are not going to be able to respond to any of your
13 questions, but I am definitely the person to contact by
14 email or by phone. I'll make myself available to you
15 guys.

16 Right now I'd like to start reviewing the
17 highlights of the RFGP sections. Does everybody have a
18 copy? Do they need one? Okay. So we will start with
19 general information regarding the RFGP and that begins
20 on page 6 of the document. And we'll start at Section
21 1.1.1, Objective.

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1 The objective of this RFGP is to provide
2 comprehensive supportive services to older refugees and
3 asylees which may include but are not limited to
4 language training, housing, and employment assistance,
5 naturalization and citizenship services. Services will
6 be provided in six jurisdictions of the Baltimore
7 Metropolitan area and in two suburban Washington, D.C.
8 counties.

9 Section 1.1.2 -- this section has been
10 amended. We provided the letter of amendment this
11 morning on the cart necopies of the RFGP. Does
12 everybody have that? Okay.

13 It is the State's intention to obtain
14 services from an agreement or agreements between a
15 selected applicant or applicants and the State. The
16 anticipated duration of services to be provided under
17 the resulting agreement or agreements is two years, not
18 one year. The Department posted this amendment to the
19 DHR website and as I said before a hard copy has been
20 made available to you this morning.

21 Section 1.1.3 -- the Department intends to

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1 award two grants, one for the Baltimore-Washington area
2 region and one for the suburban Washington, D.C.
3 region. The Department may consider awarding both
4 grants to the same applicant if it can demonstrate both
5 capacity and infrastructure to perform all services
6 required under the RFGP to clients in both regions.

7 An applicant added directly or through
8 subcontracting must be able to provide all the services
9 and meet all of the requirements requested in this
10 solicitation. The successful applicant shall remain
11 responsible for all performance requirements regardless
12 of whether there is a subcontractor participating in
13 the provision of services.

14 Lastly, the term of each grant is two years.
15 The agreement will begin on October 1, 2016 and end on
16 September 30, 2018. The award amount of each grant is
17 \$48,600 per year or \$97,200 for the full two-year grant
18 period.

19 Section Two of the RFGP is addressing minimum
20 qualifications required of applicants to this
21 solicitation. I'll be directly referencing Sections

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1 2.1.1 and 2.1.2 of the RFGP.

2 The applicant shall possess a minimum of five
3 years of experience providing services direct to use
4 through State or Federally-funded projects. Section
5 2.1.2, as proof of meeting this minimum requirement,
6 the applicant shall provide with its proposal, A, three
7 letters of reference no more than three years old that
8 attest to the applicant's experience and ability to
9 provide services to refugees and, B, a list of State
10 and Federal grants or contracts the applicant has held
11 over the last five years.

12 The list shall include details for each grant
13 or contract, such as the funding source, amount,
14 purpose, number of renewals, and State or Federal point
15 of contact.

16 Okay. We're going to move on to Section 3 of
17 the RFGP which is scope of work. The scope of work
18 requirements will be presented by MORA. This section
19 begins on page 19 of your RFGP. Augustin, will you
20 start with highlighting the important aspects of this
21 section?

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1 MR. NTABAGANYIMANA: Yes, and good morning
2 and thank you very much for coming. So just briefly,
3 for those who are already in refugee (indiscernible),
4 the services to all the refugees is not a new program.
5 The Federal government has been funding this program
6 for years as a discretionary grant. And so the State
7 has had to apply to respond to request for proposal
8 from the Federal government in the past.

9 But from last year on and going forward, the
10 Federal government decided that they were transitioning
11 this grant from being discretionary to being formula
12 based. So that means we're going to receive this
13 funding every year and obviously the amount allocated
14 to our State will be depending upon the number of older
15 refugees, defined as refugees 65 -- age 65 and older
16 who came to the State for the last two years. That's
17 kind of how they determine a location -- an amount
18 allocated to each state.

19 Now, in terms of what we are looking for --
20 services, we wanted to look at, you know, what is not
21 already being met in terms of services. You know, with

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1 some agencies are required to perform certain
2 activities for newly arrived refugees. And so what
3 we're looking for in terms of services to older
4 refugees is essentially bridging the gap where, you
5 know, what is being provided or what agencies are
6 currently funded to provide and what the client's needs
7 are not being -- or they're not receiving such
8 services.

9 One area that has been lacking for many years
10 from my own perspective is linking client mainstream
11 services for older individuals in general. Refugees
12 are eligible for general, you know, public assistance
13 and incident to that immigration status, and so there's
14 no reason why we should not be reaching out to
15 mainstream agencies to all deserving older individuals
16 and making sure that refugees have access to existing
17 services.

18 And so, outreach and capacity building to
19 those mainstream agencies is one of the areas we're
20 looking to address. And what does that mean? Well,
21 number one, as we're serving the community we need to

1 know what is already out there that refugees can
2 access. So, number two, we need to make sure that if a
3 refugee goes to a mainstream provider, is the
4 mainstream provider prepared to provide linguistic and
5 (indiscernible) appropriate services. So that's the
6 capacity building part.

7 So, then we have service enhancement. So
8 some of you already know this, but a refugee -- an
9 older refugee who's here for seven years would lose
10 access to SSI if they are not -- if they don't become
11 naturalized. So that's a big problem area that we need
12 to figure out how to address. How can we prepare a
13 refugee who arrives in our community to ensure that
14 they obtain that citizenship within those seven years
15 because, you know, so they don't lose that SSI safety
16 net? That is, you know, very important.

17 We need to help refugees establish long-term
18 and natural stability. Currently not many refugees are
19 being helped to apply for, you know, public housing or
20 Section 8 housing voucher. I know, you know, the wait
21 list is long in many places but, you know, can we --

1 and it takes three years, I understand, but at least we
2 know somewhere down the road they will have that -- so,
3 you know, they will have that service and that helps in
4 terms of financial stability for the client.

5 You know, is the refugee -- because we know
6 resources are very scarce -- financially so very
7 scarce. It's of note the refugee able to manage --
8 they have the financial interest here to manage the
9 little that they have, and do they have the decision-
10 making rather than the family members making decisions
11 for them, you know, are they oriented enough that they
12 can take charge over their financial situation?

13 What I'm telling you is just examples and
14 what we're looking -- the reason why we're putting this
15 to bid is to receive creative solutions to all these
16 problem areas that I'm describing.

17 MS. LEONARD: Very well put. Candice, did
18 you want to address some of the RFGP requirements for
19 the technical proposal submission?

20 MS. EDWARDS: Sure.

21 MS. LEONARD: Thank you. I think a lot of

1 people have an interest in knowing what the submission
2 requirements are.

3 MS. EDWARDS: So we can talk about the
4 program requirements that we're looking at. So,
5 Augustin kind of touched on some of them. So, again,
6 the main idea here is to look at providing services
7 that are not currently being provided in the community
8 and focusing on ways to enable our older refugees to be
9 able to live as independently as possible for as long
10 as possible.

11 So we're going to be looking at ways to
12 develop or to link our clients to naturalization
13 services, particularly focusing on those who are closer
14 to losing their SSI benefits because they've been here
15 for almost seven years and have not yet naturalized.

16 So, Augustin again touched on the building
17 capacity with mainstream service providers. We know
18 that they're here so I'm wanting to kind of connect
19 with them. So we're looking at establishing or
20 expanding relationships with, for example, your
21 Department of Aging and local area agencies on aging

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1 that already exist. We're looking to establish
2 relationships with them. Establishing and expanding
3 working relationships with other public and private
4 organizations that serve the older population, not
5 necessarily just refugee population, but the older
6 population in general. And then educating community
7 partners and their employees on -- so the community
8 partners can help to provide these culturally and
9 linguistically appropriate services.

10 We also -- Augustin talked about the
11 promoting of long-term financial stability, so we're
12 looking at again -- looking at connecting people with
13 civic and the Excel (phonetic) programs so that they
14 can get citizenship and maintain their SSI benefits,
15 possibly connecting them to employment services. Many
16 of our older population, not just refugees, but in
17 general are interested in working, and there are a lot
18 of older adults who go through the various programs to
19 help them obtain employment. So looking at ways to
20 connect our clients with those services.

21 Case management is a big one -- so

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1 implementing case management so that the various needs
2 of the old refugee population can be met. Augustin
3 talked about subsidized housing and other housing
4 programs to help with independent living.

5 Helping them to connect with Medicaid and
6 Medicare, making sure that they have access to medical
7 treatment and medical care that they are entitled to,
8 and then financial literacy to help them maintain and
9 be able to manage the finances that they may have
10 coming in so that again they can be independent as long
11 as possible.

12 And then there is the physical and mental
13 health and other basic needs. For example,
14 transportation, and these are just some examples. So
15 providing -- connecting clients with services and
16 programs that would help with social integration,
17 connecting them with other people in the community,
18 establishing partnerships that would allow for reliable
19 transportation to various appointments such as medical
20 appointments, any activities that they may be involved
21 in.

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1 Long-term care solutions for those who maybe
2 are not able to live as independently -- need some help
3 whether that's in the home or outside of the home,
4 making sure that they are connected with those options.
5 And then insuring that clients have access to ongoing
6 healthcare, including primary care.

7 MR. NTABAGANYIMANA: I just wanted to add
8 that we use the term "refugee" as a general term to
9 include individuals as admitted to the US as refugees.
10 You know, under Section 207 of the Naturalization and
11 Nationality Act, asylees, many of whom you are already
12 working with, victims of trafficking, certified victims
13 of trafficking, Cuban and Haitian parolees, special
14 immigrant visa recipients, and I think that's it.

15 I just wanted to, you know, make sure that
16 you know the expanded population that we'll work with.
17 Those are the population that we'll work with in all
18 our other programs and will be eligible for this
19 program.

20 MS. LEONARD: Thank you. That's pretty much
21 providing the definition that's in the Definitions and

1 Abbreviations Section of the RFGP for what a client.
2 would qualify as.

3 MS. EDWARDS: I'll talk about the
4 administrative requirements. So as far as what we are
5 looking for from the administration side of the
6 program, basic things -- so we are expecting that case
7 files would be maintained for at least seven years and
8 that has a lot to do with auditing on our end. Not
9 only maintaining them for seven years, but they need to
10 be in a locked secure place. Obviously we know that
11 we're dealing with sensitive information, so we need to
12 be confident that the information is being kept secure.

13 We want to see any referrals to organizations
14 because a big part of this is about capacity building,
15 so we do want to see evidence of those referrals that
16 are being made to help clients connect with other
17 services. And then as far as minimum documentation in
18 each case file it's listed in the RFGP, but just to
19 kind of reiterate some of it -- so we're looking for a
20 basic demographic information -- name, Social Security
21 numbers, alien numbers.

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1 The individual service plan is something that
2 we also want to see. This is how you all would assess
3 the clients to determine what the needs are. So this
4 is the plan for we know these are the needs of the
5 clients once we make contact with them and this is how
6 we are going to make sure that these needs are met.
7 And so we're really looking for strict adherence to the
8 individual service plan to really be able to see that
9 the program has been successful.

10 And then as far as reporting requirements go,
11 so we would be looking for on a trimester basis a
12 completed client database, and so we would actually be
13 providing you with the fields that need to be
14 completed. But there are certain minimum fields that
15 we would need completed for each client who's being
16 served, and it's again our way of tracking what's being
17 done for each of the clients so that we can see overall
18 not only what you all are doing, but also kind of get
19 an idea of what the needs are of the population.

20 In addition, there is a trimester performance
21 report and again template is provided and it's simply

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1 a narrative description of what's been done during the
2 last trimester. And then we actually take that
3 information and report it to the Federal government to
4 the Office of Refugee Resettlement.

5 So on a monthly basis invoices are submitted
6 no later than the 25th of each month, and again,
7 template is provided but we would request that those be
8 submitted to us along with -- no, we don't need that,
9 no. So we're just going to do the template. I'm
10 sorry. And then we would process it internally and
11 that's how the agency would be reimbursed for services
12 provided during that month.

13 And then, of course, monitoring. So our
14 office would monitor at least once during the contract
15 year, and monitoring would involve review of files. It
16 would involve communication with staff, communication
17 with the director of the agency. It's a scheduled
18 visit.

19 We plan it in advance and we would be looking
20 to make sure that everything that's discussed here as
21 been adhered to, and we would also be looking for an

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1 opportunity to speak with staff to kind of be able to
2 get an overview of how they feel the program's been
3 going and to provide any technical assistance that we
4 can to help improve service provision.

5 MR. NTABAGANYIMANA: I would say that the one
6 year monitoring visit is a minimum, so we might do
7 additional monitoring if we would have any reason to
8 think that it's necessary. So the one year monitoring
9 requirement is a minimum that we will do, but we might
10 do additional if necessary.

11 MS. LEONARD: I just wanted to welcome our
12 two attendees who we haven't heard from yet. Could you
13 two ladies introduce yourselves to the room?

14 MS. GICHINGA: Yeah, I apologize. My name is
15 Catherine and I work with International Rescue
16 Committee in Silver Spring.

17 MS. LEONARD: Welcome.

18 MS. MCCLEARY: I'm representing Circe
19 Trevant. She just went overseas. She'll be back soon.
20 Her company is Community Health and Nutrition Methods
21 (phonetic) International.

1 MS. LEONARD: And, I'm sorry, what was your
2 name?

3 MS. MCCLEARY: My name is Dawn McCleary.

4 MS. LEONARD: Welcome. Thank you. Thank
5 you, Candice and Augustin for reviewing the scope of
6 work requirements. I'd like to now have you address
7 your attention to Section 4, which is Proposal Format.
8 That can be found on page 28 of the RFGP.

9 The proposal is a two-part submission.
10 Applicant shall submit proposals in separate volumes.
11 So Volume I is to include the technical proposal.
12 Volume II is to include the financial proposal. Please
13 when you submit your proposal, seal the two volumes,
14 technical and financial separately from one other.

15 Section 4.2.1 -- It is preferred that the
16 name, email address, and telephone number of the
17 applicant be included on the outside of the packages
18 for each volume. Each volume shall contain one unbound
19 original so identified, and four bound copies. It is
20 preferred that the two sealed volumes be submitted
21 together in a single package with a label bearing the

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1 following: the RFGP title and solicitation number,
2 name and address of the applicant, closing date and
3 time of the receipt for proposals.

4 And once again, I'm going to emphasize the
5 proposals are due to my attention July 28th no later
6 than 3:00 p.m. to the address listed in the RFGP. A
7 key information summary sheet which is found at the
8 beginning of the document on the page numbered iii.

9 Section 4.2.2. -- Only one technical proposal
10 shall be provided regardless of the jurisdiction or
11 jurisdictions proposed to be served. So, again, if you
12 are going to be submitting or proposing for both
13 jurisdictions, still only submit one technical
14 proposal.

15 Section 4.3 -- The RFGP can be submitted in
16 person or by mail. The Department recommends that if
17 you're sending your proposal by mail, please use the
18 United States Postal Service express, priority, or
19 certified mails as these are the forms for which both
20 the date and time of receipt can be verified by the
21 Department. Any proposals received after the date and

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1 time cannot be accepted.

2 Section 4.4 -- Please note. No pricing
3 information is to be included with the technical
4 proposal Volume I. Pricing information is only to be
5 included with the financial proposal, Volume II.

6 Section 4.4.2 on page 30 describes the order
7 in which applicants should organize the required
8 sections of their technical proposals. Tab A, Title
9 Page and Table of Contents; Tab A1, Claim of
10 Confidentiality; Tab B, Transmittal Letter; Tab C,
11 Executive Summary; Tab D, Minimum Qualifications
12 Documentation; Tab E, Offeror Technical Response to
13 RFGP and Proposed Work Plan.

14 Tab F is Offeror Qualifications and
15 Capabilities; Tab G, Experience and Qualifications of
16 Proposed Staff including proposed Subcontractors; Tab
17 H, a List of Current or Prior State Grants or
18 Contracts; Tab I, Financial Capability; Tab J,
19 Certificate of Insurance; Tab K, Subcontractors; Tab L
20 is the Legal Action Summary; and Tab O are Additional
21 Required Technical Submissions. These are going to

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1 include specifically a completed Bid or Proposal
2 Affidavit and that is your Attachment B to the RFGP.
3 The Federal Funds attachment, that is going to be
4 Attachment E, and Conflict of Interest Affidavit and
5 Disclosure and that's going to be your Attachment F.
6 And those will be submitted under Tab O.

7 Okay. So that's for the technical proposal.
8 Let's move on to the financial proposal. That's
9 Section 4.5. As I stated previously, the financial
10 proposal should be in a sealed envelope separate from
11 the technical proposal and clearly identified in the
12 format that is presented in Section 4.2.

13 The applicant shall submit one unbound
14 original and four bound copies of their financial
15 proposal as well as an electronic version in Microsoft
16 Excel of the financial proposal forms. And the
17 financial proposal forms are your Attachments D1 and
18 D2. Please submit financial proposal forms for each
19 jurisdiction that you propose to serve if you're going
20 to be proposing for both.

21 All pricing information shall be provided in

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1 accordance with the instructions in Attachment D and
2 that's labeled Financial Proposal Instructions.

3 We're going to move on to Section 5, which is
4 Evaluation Criteria and Selection. That can be found
5 on page 36. Section 5 is entitled the Evaluation
6 Committee, the Evaluation Criteria, and the Selection
7 Procedure. In Section 5.1, Evaluation Committee, I'll
8 highlight some of the key points. Evaluation of
9 proposals will be evaluated in accordance with COMAR
10 21.05.03 by a committee established for that purpose
11 and based on the criteria set in RFGP Sections 5.2 and
12 5.3

13 The committee will review proposals and may
14 request written clarifications and also participate in
15 oral presentations and discussions if deemed necessary
16 and will provide input to the Procurement Officer. The
17 Department reserves the right to utilize the services
18 of individuals outside of the established committee for
19 advice and assistance as deemed appropriate.

20 Section 5.2 is the Technical Proposal
21 Evaluation Criteria. The criteria of the technical

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1 proposal will be evaluated in the following order
2 listed in descending order of importance. First,
3 applicant's technical response to the RFGP requirement
4 and work plan. Second, experience and qualification of
5 proposed staff, and third, offeror qualifications and
6 capabilities.

7 Section 5.3, Financial Proposal Evaluation
8 Criteria. The financial proposal will be evaluated for
9 compliance with the terms of the RFGP. Sealed copies
10 of Volume 2 will be distributed to the evaluation
11 committee members for all applicants deemed reasonably
12 susceptible of being selected for award following the
13 conclusion of the technical evaluation.

14 Any financial proposal with an excessive or
15 unreasonable budget, either in total or in any line
16 item may be deemed not reasonably susceptible for
17 award.

18 Section 5.4 details the selection procedures.
19 Now, although COMAR Title 21, Maryland State
20 Procurement Regulations is not applicable to an RFGP,
21 the selection procedure for award for these grants will

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1 generally follow the evaluation and selection
2 procedures described in COMAR 21.05.03, Procurement by
3 Competitive Sealed Proposals.

4 The selection sequence process is as follows:
5 Technical proposals will be evaluated for technical
6 merit and then ranked amongst all other technical
7 proposals. Oral presentations and discussions may be
8 held to ensure a full understanding of the RFGP
9 requirements and the applicant's ability to meet these
10 requirements.

11 An applicant must confirm in writing any
12 substantive change to his technical proposal that
13 arises through the course of its oral presentations.
14 All changes will then become a permanent part of their
15 technical proposal and will be considered in the final
16 review and ranking of that proposal.

17 Financial proposals will not be ranked.
18 Financial proposals will be reviewed to determine that
19 each qualified applicant has submitted an acceptable
20 financial proposal.

21 Section 5.4.3 is Award Determination.

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1 Finally, upon completion of the selection sequence
2 process, each applicant will receive an overall
3 ranking. The Procurement Officer will recommend award
4 of the grants to the responsible applicants that
5 submitted proposals determined to be the most
6 advantageous to the State. In making that
7 determination, technical factors will receive greater
8 weight than financial factors.

9 Okay. We're going to move on to the question
10 and response portion of our conference. Just a couple
11 of things before we open the floor to questions. When
12 asking a question, please identify yourself and the
13 organization which you represent for the record. A
14 transcript of this conference will be posted as soon as
15 possible to the DHR website.

16 Questions that are asked during this
17 conference that are provided a response today during
18 the conference will be posted to the DHR website.
19 Please also note that if a definitive answer cannot be
20 provided at the time that you ask it today by any of
21 us, we will still take your question down and we will

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1 work on providing a response to it and that response,
2 along with your question, will also be posted to the
3 DHR website.

4 Take note that should there be a discrepancy
5 between responses given during the conference today and
6 written responses provided subsequently, the written
7 response shall prevail.

8 Okay. We're ready to take questions. I open
9 up to the floor. Yes?

10 MS. MCLEARY: I'm here for Circe Trevant.
11 Her company is Community Health Nutrition Methods
12 International. My name is Donna McCleary. I'm
13 representing her because she's not here.

14 What is the actual -- do you have a breakdown
15 of the population of each 65 and over for the six
16 jurisdictions, because I didn't see it in my -- in the
17 proposal -- the bid proposal. I mean, do you do have
18 it by jurisdiction, like for Baltimore City, for
19 Harford County, how many? Because when I looked --
20 when I visit the statistics, the three percentages that
21 you had, I estimated based on the way the proposal is

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1 written it was about 3,000 for all six jurisdictions.

2 MR. NTABAGANYIMANA: Yes. That would be
3 overall refugee population that we serve in our part in
4 the State. In terms of the actual number of individual
5 reasonable resources under the services for all the
6 refugee's program, the number will be much smaller.
7 So, we can probably look at our data and provide
8 estimates by each of the two jurisdictions for which
9 we're seeking services in.

10 MS. LEONARD: Thank you for your question. I
11 think that the program will work on getting the figures
12 for you. You're asking for generally the population
13 that is expected to be served per jurisdiction in both
14 of the regions, correct?

15 MS. MCLEARY: Yes.

16 MS. LEONARD: Okay. Thank you. Any other
17 questions? Yes, please?

18 MS. CASCIOFFE: Hi. Yana Cascioffe, BCCC. I
19 have many questions. For the financial requirements,
20 do those count in the minimum for the technical
21 proposal to show the institution's financial

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1 statements? Our financial statements are long.

2 MS. TOWSON: Do they count toward the page
3 limitation?

4 MS. CASCIOFFE: For the page limit, yeah.

5 MS. LEONARD: I think supportive documents
6 such as that are not counting towards the minimum, I
7 mean -- I'm sorry -- the maximum page limit.

8 MS. CASCIOFFE: For the financial proposal,
9 in doing two financial proposals for each jurisdiction,
10 if we run our organization out of Baltimore and we
11 administrate in both Baltimore and in Montgomery
12 County, do we still have to do two financial proposals
13 if we're the main ones coordinating it?

14 MS. LEONARD: The RFGP reads that if you're
15 going to propose to provide services in both
16 jurisdictions that you provide a financial proposal for
17 each jurisdiction. Is anybody from MORA in
18 disagreement with --

19 MR. NTABAGANYIMANA: No.

20 MS. CASCIOFFE: For personnel resumes, do we
21 need instructor resumes or just main staff?

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1 MR. NTABAGANYIMANA: Well, if they'll be part
2 of the budget. It will be different if they're paid
3 out of a different program, you know, but if they're
4 part of the budget for services for all of the refugees
5 we'll want to see their qualifications.

6 DR. TOWSON: If they're not hired do you want
7 job descriptions?

8 MR. NTABAGANYIMANA: Yes.

9 DR. TOWSON: I notice in one -- my name is
10 Michele Towson. I'm with Baltimore City Community
11 College. I notice in one section you ask for State and
12 Federal listings of grants awarded, and another section
13 you ask for just State. Do you want both or just the
14 State grant -- State and local?

15 MR. NTABAGANYIMANA: What we're really
16 looking for is experience managing government funded
17 programs, so it's both. You know, it could, you know,
18 State, Federal, or local grants that you managed. So -
19 -

20 DR. TOWSON: So every --

21 MR. NTABAGANYIMANA: Yes.

1 DR. TOWSON: All right. Thank you.

2 MS. SCHNEIDER: Jo Anne Schneider. I'm with
3 Chrysalis Collaborations for those who weren't here
4 earlier. I am looking to partner with other
5 organizations, probably on the evaluation and
6 employment and outreach pieces. I had a couple general
7 questions and a couple subcontractor questions.

8 General questions, I noted that it was a formula
9 grant and now from ORR. And so I'm wondering if there
10 is a sudden major change as in moving forward with the
11 additional folks from Syria, Iraq, et cetera. Is there
12 a possibility to renegotiate a budget on that?

13 MR. NTABAGANYIMANA: No. The formula of
14 funding are not negotiated. So, they, you know, again,
15 we use whatever it is allocated to our State as a
16 baseline.

17 MS. SCHNEIDER: Okay. So it's not likely to
18 change in here to -- in any dramatic way?

19 MR. NTABAGANYIMANA: Well, so again, how --
20 allocations are determined at different levels based on
21 the number of refugees who arrived in the State two

1 years back. Okay? So, you know, and those are really
2 of overall funding.

3 So, if they decided to allocate, you know, \$5
4 million on the program nationwide, you know, then they
5 would have to figure out what the per capita for each
6 older refugee, you know, State is. And then, you know,
7 give whatever the per capita times whatever number of
8 older refugees in our states are. So, with -- the
9 State don't really have any control over that.

10 MS. SCHNEIDER: Okay. Thank you. Two more
11 general questions and one subcontracting question. If
12 I'm understanding you correctly, a lot of the
13 population that would be a focus here would have been
14 here a bit and are likely to be moving toward the end
15 of eligibility if they don't become citizens and so on.
16 So I'm wondering if -- I just wanted to confirm that
17 that will include people who have aged into the 60 plus
18 category who came here say in their fifties and they've
19 been here say five years.

20 MR. NTABAGANYIMANA: Yeah. That's correct.

21 MS. SCHNEIDER: Okay. And then the final

1 general question, one of the things that is happening
2 is as I suspect all of you know is that there's been a
3 rethinking and renegotiation of the single access point
4 contracts for the area agencies and agents and the way
5 that disabilities are handled on that. So for folks
6 who are developing proposals now, when the actors may
7 change, what are more general, you know, this is who's
8 doing it now, this is how the system works be
9 appropriate because who one might partner with may
10 change over the course of the contract or in the next
11 frankly year?

12 MR. NTABAGANYIMANA: Yeah. I mean, I think
13 the, you know, what we are also looking in the proposal
14 is that they're ready to adopt changes, right? You
15 know, so like for instance if there's a particular
16 agency in your jurisdiction providing subsidy to all of
17 the individuals and all of a sudden a contract is given
18 to someone else, you know, we will look to diversity
19 (phonetic) to build a business with whoever the new
20 provider is. I mean, those things happen all the time,
21 so, I mean, there's no expectation that you stick with

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1 whoever you establish a relationship with, although
2 they are no longer providing services.

3 MS. SCHNEIDER: Okay. Great. Thank you.
4 All right. And the final question, because this is
5 Federal funds it would come under the Section 503 of
6 the Rehabilitation Act that says that seven percent of
7 the staff need to be people with disabilities. I
8 didn't see anything in here about sort of checking on
9 that or minority subcontracting at all. Are there any
10 criteria in here or any way that you guys are looking
11 at that in the proposals?

12 MR. NTABAGANYIMANA: That's a question for
13 that guy behind you.

14 MR. MOORE: Well, that's -- sorry. Scott
15 Moore with the Attorney General's Office. That's going
16 to be a discussion between MORA and the AG's Office,
17 and we'll provide a written answer to that question.

18 MS. SCHNEIDER: Okay. Thanks.

19 MS. LEONARD: Thank you for your questions.
20 Does anybody -- yes, please?

21 MR. WEIMER: Yeah. Doug Weimer from

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1 Baltimore City Community College. I have a question in
2 regards to the definition of "client." So on page 7, a
3 client is defined as an individual 60 years of age or
4 older who, one, meets the definition of refugee, like
5 you had said -- already said, and, two, has resided in
6 the United States with one of these statuses for 60
7 months or less. So, I want to confirm that anyone who
8 has, you know, the SSI you had said cuts off after
9 seven years, but we are only able to serve individuals
10 under this if they've been here for five years or less;
11 is that right?

12 MR. NTABAGANYIMANA: That's correct.

13 MR. WEIMER: Okay.

14 MS. LEONARD: Where is that? That
15 definition's coming from ORR?

16 MR. NTABAGANYIMANA: Yeah.

17 MR. WEIMER: Okay. Thank you.

18 MS. LEONARD: Thank you for your question.

19 MS. CASCIOFFE: And can I just clarify with
20 that one, because we know in our program sometimes
21 since people can only apply at four years, nine months

1 at the very earliest --

2 MR. NTABAGANYIMANA: For naturalization.

3 MS. CASCIOFFE: -- that sometimes they'll
4 like come to our program at that four year, nine month
5 or five year mark.

6 MR. NTABAGANYIMANA: Yeah. So, I think --
7 well, our internal policies are you're looking at the
8 age limit. In terms of service time line, at the time
9 of enrollment. So if a client comes in and they are at
10 full, I don't know, point, you know, point nine years
11 in the U.S., if you enroll in the program before they
12 reach that 60 month mark, they can continue to receive
13 services and they can continue services until you've
14 gone through all of their service plan, right?

15 So you're really looking at -- in terms of
16 how long they've been in the country, you're looking at
17 the time of enrollment in the program. Does that make
18 sense? So if someone is already receiving services,
19 they're not going to discontinue services because all
20 of a sudden they hit their 60 month time frame. It can
21 continue services as long as those are the services

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1 that you described in your service plan at the time of
2 enrollment.

3 MS. CASCIOFFE: Okay.

4 MR. WEIMER: So to clarify that, if our
5 service plan included like up to two years' worth of
6 services if that was the plan for that client, and this
7 is a two year grant, if a person met the eligibility
8 requirement at the initial intake, as long they're
9 still on that service plan whatever the definition was
10 then they would continue to be eligible?

11 MR. NTABAGANYIMANA: Right, because the
12 service plan should say that, well, we're working on
13 the citizenship and this is how long, you know, because
14 there are different plans they can enroll in, and this
15 one --

16 MR. WEIMER: And this one is -- they can't
17 interrupt their service.

18 MR. NTABAGANYIMANA: Right.

19 MS. LEONARD: Thank you, Doug, for that
20 clarification. I think Candice wanted to make a point
21 about an exception.

1 MS. EDWARDS: Well, I think we might just
2 want to confer and put it in writing, because I'm not
3 sure that there is a limit on naturalization services.
4 I think naturalization services there is no time limit.

5 MR. NTABAGANYIMANA: Yeah. We're going to
6 look into that and provide a written response.

7 MR. WEIMER: That would be great. Thank you.

8 MS. LEONARD: Thank you. I'm sorry. You had
9 your hand up.

10 MS. MCCLEARY: Again, I'm representing Ms.
11 Circe Trevant. Question about fluency and languages.
12 What are some of the main languages of this refugee
13 group, because you were just saying Syria and some of
14 the Middle East. Do you have any from Africa? Do you
15 have any from South America? What are some of the
16 languages? And is there -- do you require -- because I
17 didn't see it in the proposal, do you require some type
18 of language fluency?

19 MR. NTABAGANYIMANA: What we're looking for
20 isn't that the applicant has language capacity in
21 themselves or their own. What we're looking for is the

1 ability to provide cultural and linguistic services.

2 So that means if you are able to procure interpretation
3 or translation services externally and you have that,
4 you know, written into your proposal, that should be
5 fine.

6 You know, I can give you the top five
7 nationalities, but I would caution that the refugee
8 population changes all the time. So what I give to you
9 now might change next year. Currently, the largest
10 national, I think, is Iraqis -- people from Iraq,
11 followed by people from Afghanistan, and then
12 Congolese, probably followed by Burmese. But again,
13 refugee arrivals fluctuate in terms of countries of
14 origin.

15 MS. MCCLEARY: But you can provide at least
16 the first five and then some of the -- you know,
17 because that's going to be important to know what
18 languages you're dealing with so that you can provide
19 with people who can help translate for them, because of
20 the language issue.

21 MR. NTABAGANYIMANA: We can provide the

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1 listing of the top five nationalities currently in
2 writing. But again, keep it in mind that again, those
3 will change in the future.

4 MS. LEONARD: We've noted your question and
5 the program will provide a response in more detail with
6 the top five and then perhaps a couple of additional
7 examples of some of the smaller segments -- some of the
8 smaller populations that require translation services.

9 MS. MCCLEARY: Thank you.

10 MS. LEONARD: Thank you for your question.
11 Yes, please?

12 MS. GICHINGA: My name is Catherine, IRC. I
13 think you may have already been asked this question,
14 but I just wanted to clarify. We have two offices --
15 IRC has two offices, one in Baltimore, one in Silver
16 Spring. So if we were to submit a proposal we would
17 have to submit two or one proposal, for both offices in
18 question? Would we have it as a shared grant?

19 MS. LEONARD: You're a single agency but with
20 two satellite offices in two different jurisdictions?
21 Are you asking if you propose for both jurisdictions do

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1 you need to submit a proposal -- a technical proposal
2 for both?

3 MS. GICHINGA: Both, yeah.

4 MR. NTABAGANYIMANA: I think we will seek one
5 proposal -- one technical proposal, but I think we are
6 asking for two -- we're asking for two -- what do you
7 call it, financial proposal?

8 MS. LEONARD: Correct. So my interpretation,
9 and Scott can correct me if I'm not right, is that if
10 you are still a single organization but you have the
11 satellite offices, it isn't necessarily -- makes it
12 different for the purposes of the RFGP. It's still
13 requesting a single technical proposal whether you're
14 proposing one jurisdiction or both of the regions. If
15 you're going to submit for both jurisdictions, then we
16 would ask that you provide a separate financial
17 proposal for each of the jurisdictions.

18 MR. NTABAGANYIMANA: But one technical
19 proposal.

20 MS. LEONARD: Any other questions? Yes?

21 MS. CASCIOFFE: Are there any minimum numbers

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1 of goals, outputs, numbers of clients to be served per
2 year, or suggestions?

3 MR. NTABAGANYIMANA: Well, I think, again as
4 I said, we're going to provide the estimate for each
5 jurisdiction, and the estimate will be simple. It will
6 be like a raw number of potential program recipients.
7 I look forward to you putting forward what you can
8 produce, you know, given the funding that we tell you
9 that is available.

10 Currently I'm hesitant to assign any specific
11 outputs for any of the service areas, simply because,
12 you know, I think not all participants will receive the
13 same services. The services should be based on the
14 need. So I don't want people to be scrambling to
15 provide, you know, BSL or, you know, whereas another
16 group of clients need BSL. So, I think you know what I
17 mean.

18 MS. LEONARD: Additional questions?

19 (No response.)

20 MS. LEONARD: Just to reiterate, if
21 additional questions do come up, please submit them to

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1 me in writing via my email address, which again is
2 available on the summary page at the beginning of the
3 RFGP.

4 I'm going to just make some closing comments
5 to wrap up our conference. As a reminder, please have
6 your proposals submitted by the due date and the time
7 specified in the RFGP. That would be Thursday, July
8 28th, no later than 3:00 p.m. Late submissions will
9 not be accepted. And if you have not already done so,
10 please complete the sign-in sheet outside on the cart
11 so that we may have a record of your attendance.

12 This now concludes the Pre-Proposal
13 Conference for Services to Older Refugees.

14 DR. TOWSON: One quick question.

15 MS. LEONARD: Go ahead.

16 DR. TOWSON: Can we do an early submission
17 before the 28th?

18 MS. LEONARD: Absolutely. Yes.

19 DR. TOWSON: Just ask for you downstairs?

20 MS. LEONARD: Absolutely. You can ask for
21 me. You can -- if I'm not in, a representative from

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1 the Procurement Division will come down and receive
2 your proposal and provide a receipt of it.

3 Thank you all for attending today and enjoy
4 the rest of the day.

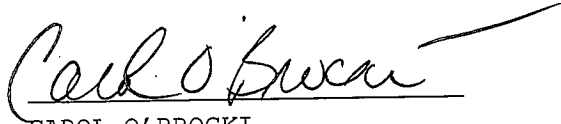
5 (At 11:01 a.m. the meeting concluded.)

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CERTIFICATE OF NOTARY

I, CAROL O'BROCKI, 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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Notary Public

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