

STATE OF MARYLAND
DEPARTMENT OF STATE OF MARYLAND DEPARTMENT OF HUMAN
SERVICES
PRE-PROPOSAL CONFERENCE
SOLICITATION NUMBER MULTI/CWS-23-176-S

BALTIMORE CITY DEPARTMENT OF SOCIAL SERVICES (BCDSS)
AND
ANNE ARUNDEL COUNTY DEPARTMENT OF SOCIAL SERVICES
(AACODSS)

REQUEST FOR PROPOSALS
ONE-ON-ONE SUPPORT SERVICES

THURSDAY, JANUARY 18, 2024
2:00 P.M.
VIA GOOGLE MEET

PRESENT FOR DEPARTMENT OF HUMAN SERVICES:

HENRY THORSTRATEN, Procurement Officer
CHANDA MILLER, Procurement, Acting MBE Liaison
DELORA CRUTCHER, Procurement

PRESENT FOR BALTIMORE CITY DEPARTMENT OF SOCIAL
SERVICES:

DENISE CONWAY, Acting Deputy Director
KATRINA BEADS
FALENA ROBINSON
JOHN HAYNES
TERESA ROBERTSON
TEMITOPE OWOEYE

PRESENT FOR ANNE ARUNDEL COUNTY DEPARTMENT OF SOCIAL
SERVICES:

ROSALIND HILL-KANE, Assistant Director
IRIS MAPP
VIRGINIA SANDERS

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ALSO PRESENT:

DIANE WESSEL, Assistant Attorney General, DHS
KENNETH JESSUP, Hiring Agreement Program

VENDORS PRESENT:

ELISA ROBIN, Diamonds On The Rise
JUSTIN PAHL, Youth Advocate Programs, Inc.
EBONY GIBSON, Can I Grieve
PATRICK FISKE, Maxim Healthcare Staffing
LAUREN HERRON, TIME Organization
TINIA MASSENBURG, TIME Organization
MICHAEL KNIGHT, TIME Organization
COLETTE FORSQUE, Mon Pourvire, LLC
KHEPERA STOKES, Regeneration Project
ROD STOKES, Regeneration Project
KWAME RICH, Regeneration Project
SHANELL JACOBS, Full Circle Home Care
PRESTON JOHNSON, Full Circle Home Care
SAMANTHA FOSTER, Foster Consulting, LLC
LINDA ASSUMAN, Priority Home Care of Maryland
JENNIFER GAUTHIER, Lead4Life, Inc.
HASINA MUHAMMED, Lead4Life, Inc.
CHELSE KING, Lead4Life, Inc.
TIMOTHY PALMER, Lead4Life, Inc.
BARRY PARKER, Parker Psychiatric Services, Inc.
GARY PARKER, Parker Psychiatric Services, Inc.
RASHAUN DOUGLAS, Second Mile Services, LLC
SAAKIRAH VESTER, Leaders of Tomorrow Youth Center
JASMINE WALTERS, Leaders of Tomorrow Youth Center
ISRAEL OJO, CRSS
EYOHKA KAMARA, New Dawn Healthcare
ROBERT WILLIE, R Willie Group
TASHAWNA ARMSTRONG, Thoughtful Minds and Creating
Solutions
MIKE ALLEN, Therapeutic Connections, LLC
KEITH ROLES, Better You Better Me, Inc.
SHARIA ROLES, Better You Better Me, Inc.

REPORTED BY: DEBORAH B. GAUTHIER, Notary Public

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1 P R O C E E D I N G S

2 MR. THORSTRATEN: Good afternoon, everyone.
3 Welcome to the pre-proposal conference for the
4 Baltimore City Department of Social Services (BCDSS)
5 and Anne Arundel County Department of Social Services
6 (AACODSS) Request for Proposals for One-on-One Support
7 Services. The RFP number is MULTI/CWS-23-176-S.

8 My name is Henry ThorStraten, the
9 Procurement Officer for this solicitation. And today
10 we will be presenting information about the RFP.
11 Later we will take questions that you may have
12 regarding this solicitation. The agenda for this
13 conference is attached in the Google calendar event
14 and is available for your download.

15 Please note that this conference is being
16 recorded and transcribed by Hunt Reporting, an
17 eScribers company. For that reason, when asking
18 questions later, please clearly state for the record
19 your name and the name of your company. A transcript
20 of this conference will be made available on eMaryland
21 Marketplace Advantage and on the DHS website.

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1 Please go ahead and use the chat to type in
2 your business's name, the names of those attending
3 today, and your contact person's information. This
4 assists us when making the transcript, and I will read
5 down this list shortly when I ask you to introduce
6 yourselves. Please keep yourself muted, unless
7 identifying yourself during roll call or when asking a
8 question after being called on, so that everyone can
9 hear during the meeting. If I hear background noise
10 during the presentation, I will mute your mic, so
11 please don't take it personally.

12 Let's begin the conference with
13 introductions. Again, I am Henry ThorStraten, and I
14 am the Procurement Officer for this solicitation. DHS
15 Procurement, please introduce yourselves.

16 MS. CRUTCHER: Hi. My name is Delora
17 Crutcher. I'm with DHS Procurement.

18 MS. MILLER: Hello. Chanda Miller. I'm
19 with DHS Central Procurement, and I am the Acting MBE
20 Liaison.

21 MR. THORSTRATEN: I think that's it from

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1 DHS. Baltimore City DSS, please introduce yourselves.

2 MS. BEADS: Hi. My name is Katrina Beads.

3 I'm with Baltimore City DSS.

4 MR. THORSTRATEN: Okay. Can you speak up?

5 MS. BEADS: Can you hear me better now?

6 MR. THORSTRATEN: A little.

7 MS. BEADS: How about now?

8 MR. THORSTRATEN: That's good.

9 MS. ROBINSON: Hi. My name is Falena

10 Robinson, Baltimore City DSS.

11 MS. DENNIS: And I'm Darlene Dennis,

12 Baltimore City Department of Social Services.

13 MR. HAYNES: Hello. My name is John Haynes.

14 I'm with Baltimore City Department of Social Services

15 Procurement.

16 MS. ROBERTSON: Good afternoon. Teresa

17 Robertson, Baltimore City DHS.

18 MR. THORSTRATEN: Okay. And if that's

19 everyone, will everyone from AA County DSS please

20 introduce yourselves?

21 MS. CONWAY: Excuse me, Henry. We have a

1 few more from Baltimore City.

2 MR. THORSTRATEN: Oh, go ahead.

3 MS. CONWAY: No problem. I am Denise
4 Conway, Assistant Deputy Director for Baltimore City
5 Department of Social Services, and I'll introduce my
6 colleague, Temi.

7 MR. OWOEYE: Good afternoon. My name is
8 Temitope Owoeye, Baltimore City Department of Social
9 Services.

10 MR. THORSTRATEN: Can you repeat that a
11 little louder please?

12 MR. OWOEYE: Temitope Owoeye, BCDSS.

13 MR. THORSTRATEN: Thank you. Is there
14 anyone else from Baltimore City?

15 (No response.)

16 MR. THORSTRATEN: Okay. Now, Anne Arundel
17 County DSS can introduce themselves.

18 MS. MAPP: Hello. I'm Iris Mapp, Anne
19 Arundel County Department of Social Services.

20 MS. HILL-KANE: Good afternoon. Rosalind
21 Hill-Kane, Assistant Director of Anne Arundel County

1 Department of Social Services.

2 MS. SANDERS: Good afternoon. Virginia
3 Sanders, Anne Arundel County Department of Social
4 Services, Procurement Office.

5 MR. THORSTRATEN: Okay. Is that everyone?

6 (No response.)

7 MR. THORSTRATEN: Will the Assistant
8 Attorney General please introduce herself?

9 MS. WESSEL: Good afternoon, everyone. I'm
10 Diane Wessel. I'm the Assistant Attorney General
11 helping out with this procurement.

12 MR. THORSTRATEN: Okay. And will the
13 presenter for Hiring Agreements please introduce
14 himself?

15 MR. JESSUP: Good afternoon, everyone. My
16 name is Kenneth Jessup, Program Manager for the Hiring
17 Agreement Program, Department of Human Services.

18 MR. THORSTRATEN: All right. Thank you.
19 Okay. If you have not already added your name and
20 business information to the chat, please do so now.
21 When I call on you, please say your name and the name

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1 of your business. Only one representative of each
2 business should speak at this time. However, please
3 state the name of everyone from your organization that
4 is attending. If you phoned in, I will give you a
5 chance to identify yourself now. Elisa Robin, can you
6 introduce yourself?

7 MS. ROBIN: Good afternoon. Elisa Robin
8 from Diamonds On The Rise. We're located in Baltimore
9 City.

10 MR. THORSTRATEN: Okay. Justin Pahl, would
11 you introduce yourself?

12 MR. PAHL: Yeah. Justin Pahl with Youth
13 Advocate Programs.

14 MR. THORSTRATEN: Okay. Ebony Gibson,
15 introduce yourself please.

16 MS. GIBSON: Hi. Ebony Gibson with Can I
17 Grieve.

18 MR. THORSTRATEN: Patrick Fiske, introduce
19 yourself please. You're on mute, Patrick.

20 MR. FISKE: Yes. Hi. I'm Patrick Fiske,
21 Educational Services Manager here with Maxim.

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1 MR. THORSTRATEN: Okay. Lauren Herron,
2 would you introduce yourself please?

3 MS. HERRON: Good afternoon. Lauren Herron,
4 COO from The Time Organization.

5 MR. THORSTRATEN: Okay. Colette Forsque,
6 introduce yourself. You may be on mute.

7 (No response.)

8 MR. THORSTRATEN: Okay. In case she can't,
9 it's Colette Forsque or Forsque (phonetic) -- F-O-R-S-
10 Q-U-E -- and she says she's with Mon Pourvoir, LLC.
11 Khepera Stokes, please introduce yourself -- or
12 Khepera (phonetic).

13 MS. STOKES: Good afternoon. It's Khepera
14 Stokes. This is also Mr. Rod Stokes. Regeneration
15 Project. We also have Mr. Kwame Rich from our
16 organization, Regeneration Project. Thank you.

17 MR. THORSTRATEN: You're welcome. Shanell
18 Jacobs, introduce yourself.

19 MS. JACOBS: Hello. My name is Shanell
20 Jacobs. I'm from Full Circle Home Care. We also have
21 Preston Johnson on here.

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1 MR. THORSTRATEN: Okay. Samantha Foster,
2 introduce yourself. Are you having -- Samantha,
3 you're muted.

4 (No response.)

5 MR. THORSTRATEN: From the chat, it's
6 Samantha Foster, Foster Consulting, LLC on behalf of
7 an out-of-state interested party. Linda Assuman,
8 would you introduce yourself please?

9 MS. ASSUMAN: Hello. My name is Linda
10 Assuman. I'm the Administrator for Primary Home Care
11 of Maryland.

12 MR. THORSTRATEN: Thank you. Tinia
13 Massenbourg, would you introduce yourself please?

14 MS. MASSENBURG: Hi. My name is Tinia
15 Massenbourg, Program Manager for TIME Organization.

16 MR. THORSTRATEN: Thank you. Hasina
17 Muhammad, introduce yourself please.

18 MS. MUHAMMAD: Hello. My name is Hasina
19 Muhammad, Lead4Life, Financial Manager. We also have
20 Chelsea Pugh, Tim (indiscernible), and Jennifer
21 Gauthier as well, founder of Lead4Life.

1 MR. THORSTRATEN: Thank you. Candice
2 Thomas, introduce yourself please.

3 MR. PARKER: Barry Parker. It came up
4 wrong. My mistake. But I'm Barry Parker from Parker
5 Psychiatric Services, and also I'm joined by Gary
6 Parker from Parker Psychiatric Services.

7 MR. THORSTRATEN: Okay. So I see Gary
8 Parker is the next name over, so, yeah, okay, it's the
9 same group. Rashaun Douglas, would you introduce
10 yourself please?

11 MS. DOUGLAS: Yeah. This is Rashaun Douglas
12 from Second Mile Services.

13 MR. THORSTRATEN: Thank you. Kwame Rich,
14 introduce yourself please.

15 MR. RICH: Sure. Good afternoon, everybody.
16 Kwame Rich from the Regeneration Project.

17 MR. THORSTRATEN: Okay. You're very quiet.
18 Can you get closer to your mic?

19 MR. RICH: Can you hear me now?

20 MR. THORSTRATEN: Yes.

21 MR. RICH: Okay. Kwame Rich from the

1 Regeneration Project.

2 MR. THORSTRATEN: Thank you. Full Circle
3 Home Care, introduce yourself please.

4 (No response.)

5 MR. THORSTRATEN: You're muted.

6 (No response.)

7 MR. THORSTRATEN: In the chat is Full Circle
8 Home Care -- Preston Johnson, Full Circle Home Care.

9 MR. JOHNSON: Yeah. Shanell Jacobs already
10 introduced us.

11 MR. THORSTRATEN: Okay. Chelse King,
12 introduce yourself please.

13 MS. KING: I was a part of Hasina's. She
14 was the one that introduced me, but I'm working for
15 Lead4Life. I'm the Mentoring Services Program
16 Manager.

17 MR. THORSTRATEN: Okay. Thank you. I'm
18 just going down the names.

19 MS. KING: Oh, okay.

20 MR. THORSTRATEN: Samantha Foster says her
21 microphone is not working. Samantha, if you could in

1 the chat add further information and I'll get to it.
2 Saakirah Vester, introduce yourself please.

3 MS. VESTER: Hi. Saakirah Vester, Director
4 of Business representing Leaders of Tomorrow Youth
5 Center, LTYC. Our headquarters is in Baltimore City.

6 MR. THORSTRATEN: Okay. And Jasmine
7 Walters, introduce yourself.

8 MS. WALTERS: I'm also here from Leaders of
9 Tomorrow Youth Center, Director of Operations. Good
10 afternoon, everyone.

11 MR. THORSTRATEN: Okay. And Samantha Foster
12 is down here again with a mic not working. If anybody
13 else joined after, go ahead and introduce themselves.
14 Israel, can you introduce yourself please?

15 MR. OJO: Israel Ojo from CRSS.

16 MR. THORSTRATEN: Okay. So the last name
17 is -- is "O" just the -- short for -- what's your last
18 name?

19 MR. OJO: Ojo.

20 MR. THORSTRATEN: Ojo. Could you go ahead
21 and put that in the chat so I have it? And is there

1 anybody else who needs to introduce themselves?

2 MS. GAUTHIER: Yes. My name is Jennifer
3 Gauthier. Hasina Muhammad introduced me, but I know
4 for recording purposes, I am the CEO of Lead4Life.

5 MR. THORSTRATEN: Okay. All right. Thank
6 you.

7 MR. KNIGHT: Good afternoon. My name
8 Michael Knight. I'm also with TIME Organization.

9 MR. THORSTRATEN: Thank you. Is there
10 anyone else who needs to introduce themselves? I
11 think we have everybody now.

12 (No response.)

13 MR. THORSTRATEN: Okay. Well, thank you,
14 everyone. A reminder before we move on, there will be
15 an opportunity to ask questions after Section 6 at the
16 end. If you have a question, feel free to add your
17 name to the chat at any time. You may include your
18 question. I'll call you in order after Section 6.

19 We will now present an overview of the RFP.
20 We will only present portions of the solicitation, but
21 feel free to ask questions at the end about anything

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1 in the RFP. If we do not know the answer immediately,
2 we will answer in questions and responses. Now,
3 Katrina Beads will present a summary statement, as
4 well as Section 1, Minimum Qualifications, and Section
5 2, Contractor Requirements: Scope of Work.

6 MS. BEADS: Good afternoon. Again, I'm
7 Katrina Beads, the Procurement Officer with Baltimore
8 City Department of Social Services. I would like to
9 do a summary and a small portion of the background,
10 purpose, and goals.

11 Summary Statement. The Baltimore City
12 Department of Social Services, in collaboration with
13 Anne Arundel County Department of Social Services
14 (collectively, the Department or State), is issuing
15 this RFP in order to acquire high-quality One-on-One
16 Support Services for children placed in out-of-home
17 care in Baltimore City, Region 1, or Anne Arundel
18 County, Region 2. The One-on-One Services involve
19 temporary supplemental supervision and support
20 services for children/youth to ensure their safety, as
21 well as -- and well-being and the safety and well-

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1 being of others in the placement setting.

2 It is in the -- it is the State's intention
3 to obtain goods and services, as specified in this
4 RFP, from a contract between the selected offerors and
5 the State. The anticipated duration of the services
6 to be provided under these contracts is three years,
7 with a one two-year option period.

8 The Department intends to make up to four
9 awards for each region to the most qualified offerors.
10 See RFP Section 4.9, Award Basis, for more contract
11 award information. An offeror may propose to serve
12 either or both regions.

13 An offeror, either directly or through its
14 subcontractors, must be able to provide all goods and
15 services and meet all of the requirements requested in
16 this solicitation, and the successful offeror, the
17 contractor, shall remain responsible for contract
18 performance regardless of subcontractor participation
19 in the work. A contract award does not insure a
20 contractor will receive all or any State business
21 under the contract.

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1 A small portion of the background. There
2 are currently approximately 4,300 children in foster
3 care in Maryland and about 1,500 are in Baltimore
4 City. On average, 40 new children enter foster care
5 each month in Baltimore City and five new children
6 enter foster care each month in Anne Arundel County.
7 I will now present an overview of Section 1 and 2 and,
8 as I said (indiscernible).

9 Section 1 is Offeror Minimum Qualifications.
10 There are no Offeror Minimum Qualifications for this
11 procurement.

12 Section 2, Contractor Requirements and Scope
13 of Work. The contractor shall insure that all One-on-
14 One Services staff, one, are at least 21 years of age,
15 possess a valid driver's license, pass a State and
16 federal criminal background check, including
17 fingerprints, issue by the Criminal Justice
18 Information System, and meet the education and
19 experience -- education and experience requirements
20 that are in Section 3.10.2. Staff must also be
21 proficient in English, be able to provide services 24

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1 hours a day, seven days a week, receive training and
2 certification in the following areas: Therapeutic
3 Crisis Intervention; Crisis Prevention Intervention;
4 and Safe Crisis Management, prior to providing any
5 services.

6 They must also insure staff, at the time of
7 hiring or within 60 days of hiring, possess and
8 maintain a Residential Child and Youth Care
9 Practitioner license; insure that staff receive a
10 minimum of two in-service training programs annually
11 on such topics as child safety, trauma-informed care,
12 crisis de-escalation, youth engagement, and executive
13 skills coaching. Contractor shall maintain training
14 documentation in its personnel records with copies
15 submitted to the Contract Monitor by the 15th business
16 day of each month for the previous month's training;
17 insure staff receive weekly clinical supervision from
18 a Licensed Clinical Social Worker.

19 The Care Coordinator. The Contractor shall
20 identify a Care Coordinator to work with the One-on-
21 One Project Manager and the Contract Monitor to

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1 communicate with any changes or concerns with service
2 delivery. He or she shall be able (sic) to -- I'm
3 sorry. He or she shall be able (sic) at the request
4 of the One-on-One Project Manager and the Contract
5 Monitor to attend meetings, discuss individual cases,
6 and address concerns. Preferably, the Care
7 Coordinator will not be the Clinical Project Manager.
8 A Care Coordinator shall assist with scheduling,
9 record-keeping, and assigning children to One-on-One
10 staff based on their clinical needs.

11 The Clinical Project Manager. The
12 Contractor shall identify a Clinical Project Manager
13 who shall be licensed -- who shall be a Licensed
14 Clinical Social Worker or greater and will be
15 responsible for reviewing the child's behavioral
16 health plans and ensuring the proper treatment plans
17 are in place and evaluating their progress. The
18 Clinical Project Manager also provides clinical
19 supervision to the One-on-One Services staff.

20 The Referral Process. Please take note of
21 all referrals -- of all requirements listed for all

1 service requests. There are two parts to this
2 section. The first part speaks to the initial
3 referral and what is the minimum is required. The
4 remaining section speaks to the conditions required
5 once a referral has been accepted.

6 The One-on-One Project Manager or designee
7 will request services from Contractors by way of phone
8 or e-mail. Services may be requested on a 24-hour
9 basis, seven days a week. Referral requests will be
10 made to the first-ranked contractor in the region. If
11 the contractor is not able to provide the requested
12 services or is unresponsive, the One-on-One Project
13 Manager will request services from the next highest-
14 ranked contractor until services are confirmed. The
15 request, at a minimum, will specify the following:
16 (A) name and age of the youth to receive One-on-One
17 Services; (B) address and time where the One-on-One
18 Service is to be administered; (C) contact information
19 for the BCDSS/AACODSS case worker assigned to the
20 youth; (D) contact information for the current care
21 provider; (E) brief description of the issues

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1 necessitating One-on-One Services; and (F) the service
2 goal.

3 Upon receipt of the referral request, the
4 contractor shall: (A) within 30 minutes of the
5 initial referral, confirm that a One-on-One Services
6 staff member is able to provide One-on-One Services or
7 decline the request for service; (B) within two hours
8 of the initial referral, meet with the youth, the care
9 provider, if present, and the caseworker, if present,
10 and begin providing appropriate One-on-One Services
11 for the youth; (C) continue to provide One-on-One
12 Services subsequent to the initial visit, on the dates
13 and times requested by the One-on-One Services Project
14 Manager.

15 Conditions Governing Service Delivery. The
16 contractor shall:

17 (A) in the event the service is not provided
18 as scheduled, contact the One-on-One Project Manager
19 by way of telephone within one hour following the
20 agreed upon start time to explain the service failure.
21 The contractors shall provide a written explanation to

1 the One-on-One Project Manager and the Contract
2 Monitor within five business days of the service
3 failure;

4 (B) In the event the contractor declines a
5 request for service, provide written documentation to
6 both the One-on-One Project Manager and the Contract
7 Monitor within five business days after declining a
8 request for service. The written documentation shall
9 include an explanation for the declination. Following
10 either three consecutive declinations or three
11 declinations within a three-month period, contractor
12 shall submit Corrective Action Plan to both the One-
13 on-One Project Manager and the Contract Monitor. The
14 contractor shall submit a Corrective Action Plan
15 within the timeframe indicated by the Contract
16 Monitor;

17 (C) Notify the One-on-One Project Manager of
18 any incident where contractor's staff or a youth
19 receiving One-on-One Services may have acted
20 inappropriately, such as theft, damaged property, et
21 cetera, immediately or no later by the close of

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1 business on the same day. Contractor shall, by the
2 close of business on the next business day following
3 the incident, provide a written report to the One-on-
4 One Project Manager stating what occurred and the
5 actions taken by the contractor;

6 (D) Notify the One-on-One Project Manager
7 immediately if the youth, either voluntarily or
8 involuntarily, leaves the care and control of the One-
9 on-One Service Provider or the youth's legal custodian
10 without consent, or if the youth exhibits behaviors or
11 actions beyond the ability of the One-on-One Service
12 Provider to effectively and safely control.

13 The contractor shall insure it's One-on-One
14 Service Providers, in the event they observe evidence
15 of injury to a youth receiving One-on-One Services or
16 suspect that the youth is a victim of abuse or
17 neglect, immediately report such information to the
18 Clinical Project Manager. The Clinical Project
19 Manager shall immediately notify the One-on-One
20 Project Manager verbally when an incident is reported
21 and follow up with written documentation of the

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1 suspected abuse or neglect or evidence of injury no
2 later than the next business day following the verbal
3 report.

4 The contractor shall insure that services do
5 not continue beyond the effective termination date
6 provided by the One-on-One Project Manager or designee
7 without prior approval from the One-on-One Project
8 Manager.

9 The contractor shall not suspend, close,
10 increase, or reduce the hours or days of service
11 without receiving approval or new instructions from
12 the One-on-One Project Manager or designee.

13 The contract shall integrate and sustain
14 trauma awareness, knowledge, and skills into their
15 practices and policies, which, at a minimum, address
16 the following: (1) Recognizing the signs and symptoms
17 of trauma in children and youth; (2) Resisting re-
18 traumatization; (3) Facilitating recovery from trauma.

19 They should also insure that One-on-One
20 Service Providers observe, at a minimum, the following
21 best practices when engaging with youth: (1) Be on

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1 time to all engagements; (2) Introduce themselves to
2 both the youth and caregiver, if present, and ask what
3 they would like to be called; (3) Respect the youth,
4 including their values, culture, and traditions; (4)
5 Explain to the youth the purpose -- I'm sorry --
6 Explain to the youth the purpose of their engagement;
7 (5) Talk directly to the youth. Do not talk about the
8 youth in the third person when they are present; (6)
9 Explain how they can or cannot help, based on their
10 role as One-on-One Service Provider, and the reasons
11 why.

12 The contractor shall insure that its staff
13 shall not perform the following acts: (1) Make
14 judgements or give advice on medical and mental health
15 problems; (2) Engage in or encourage youth to engage
16 in any form of illegal, illicit, or dangerous
17 activity; (3) Allow youth to enter the State (sic)
18 person's -- I'm sorry -- Allow youth to enter the
19 staff person's residence or the residence of any
20 person not expressly authorized by the youth's care
21 provider, caseworker, or the One-on-One Project

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1 Manager; (4) Encourage a youth to disrupt their
2 placement for any reason, including but not limited to
3 disrupting the placement to necessitate additional
4 One-on-One Services; and they shall not apply physical
5 restraint to a youth.

6 Physical restrain means the use of physical
7 force, with or without the use of any device or
8 material, to restrict the free movement of all or a
9 portion of a child's body. Physical restraint does
10 not include briefly holding a youth to calm or comfort
11 the child, holding the child by the hand or arm to
12 escort the child safely from one area to another. It
13 does not include moving a disruptive child who is
14 unwilling to leave an area when other methods, such as
15 counseling, have been unsuccessful, or breaking up a
16 fight. And that's COMAR 14.31.06.30.B.

17 And, lastly, please make sure you read
18 Section 2.4, which shows all the deliverables which
19 contain all of the dates and timeframes allowed.

20 Thank you.

21 MR. THORSTRATEN: Thank you, Katrina.

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1 Before we move on to Section 3, there were a few
2 people who joined us after we started. If those
3 people would go ahead and put their information into
4 the chat. After we read Section 3, I'll ask you to
5 introduce yourselves. All right. Now Iris Mapp will
6 present Section 3, Contractor Requirements: General.

7 MS. MAPP: Good afternoon. This is Iris
8 Mapp, Anne Arundel County Department of Social
9 Services. I apologize about my picture. I don't have
10 a camera on my laptop.

11 Contractor Requirements: General. 3.1,
12 Contract Initiation Requirements. The Department
13 shall hold a kick-off meeting in approximately ten
14 days following final approval of the contract. At a
15 minimum, the contractor's Clinical Project Manager and
16 Care Coordinator shall attend the kick-off meeting.

17 3.2, End-of-Contract Transition.

18 3.2.1. The contractor shall provide
19 transition assistance, as requested by the State, to
20 facilitate the orderly transfer of services to the
21 State or a follow-up contractor for a period up to 60

1 days prior to the contract end date or the termination
2 thereof. Such transition efforts shall consist, not
3 by way of limitation, of: (A) Provide additional
4 services and support, as requested, to successfully
5 complete the transition; (B) Maintain the services
6 called for by the contract at the required level of
7 proficiency; (C) Provide updated system
8 documentation -- see Appendix 1 -- as appropriate; and
9 (D) Provide current operating procedures, as
10 appropriate.

11 3.2.2. The contractor shall work towards a
12 prompt and timely transition, proceeding in accordance
13 with the directions of the Contract Monitor. The
14 Contract Monitor may provide the contractor with
15 additional instructions to meet specific transition
16 requirements prior to the end of the contract.

17 3.2.3. The contractor shall insure that all
18 necessary knowledge and materials for the tasks
19 completed are transferred to the custody of State
20 personnel or a third party, as directed by the
21 Contract Monitor.

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1 3.2.4. The contractor shall support end-of-
2 contract transition efforts with technical and project
3 support to include, but not limited to: (A) The
4 contractor shall provide a draft Transition-Out Plan
5 120 business days in advance of contract end date; (B)
6 The Transition-Out Plan shall address, at a minimum,
7 the following areas: (1) any staffing concerns/issues
8 related to the closeout of the contract; (2)
9 communications and reporting process between the
10 contractor, the Baltimore City Department of Social
11 Services/Anne Arundel County Department of Social
12 Services, and the Contract Monitor; (3) security and
13 system access review and closeout; (4) any
14 hardware/software inventory or licensing, including
15 transfer of any point of contact for required software
16 licenses to the Baltimore City Department of Social
17 Services, Anne Arundel County Department of Social
18 Services, or a designee; (5) any final training/
19 orientation of Baltimore City Department of Social
20 Services/Anne Arundel County Department of Social
21 Services staff; (6) connectivity services provided,

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1 activities and approximate timelines required for
2 Transition-Out; (7) knowledge transfer, to include:
3 (a) a working knowledge of the current system
4 environments, as well as the general business
5 practices of the Baltimore City Department of Social
6 Services/Anne Arundel County Department of Social
7 Services; (b) review with the Baltimore City
8 Department of Social Services/Anne Arundel County
9 Department of Social Services the procedures and
10 practices that support the business process and
11 current system environments; (c) working knowledge of
12 all technical and functional matters associated with
13 the solution, its architect -- it's architecture, data
14 file structure, interfaces, any batch programs, and
15 any hardware or software tools utilized in the
16 performance of the contract; (d) documentation that
17 lists and describes all hardware and software tools
18 utilized in the performance of the contract; (e) a
19 working knowledge of various utilities and corollary
20 software products used in support and operation of the
21 solution; (8) Plans to complete tasks and any

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1 unfinished work items, including open change requests
2 and known bug/issues; and (9) Any risk factors with
3 the timing and the Transition-Out schedule and
4 transition process. The Contractor shall document any
5 risk factors and suggested solutions.

6 (C) The contractor shall insure all
7 documentation and data, including, but not limited to,
8 system documentation and current operating procedures,
9 is current and complete with a hard and soft copy in a
10 format prescribed by the Contract Monitor; (D) The
11 contractor shall provide copies of any current daily
12 and weekly backups to the Baltimore City Department of
13 Social Services/Anne Arundel County Department of
14 Social Services or a third party, as directed by the
15 Contract Monitor, as of the final date of transition,
16 but no later than the final date of the contract; (E)
17 Access to any data or configuration of the furnished
18 product and services shall be available after the
19 expiration of the contract, as described in 3.2.5.

20 3.2.5, Return and Maintenance of State Data:

21 (A) Upon termination or the expiration of the contract

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1 term, the contractor shall: (1) return to the State
2 all State data in either the form it was provided to
3 the contractor or in a mutually agreed-upon format,
4 along with the schema necessary to read such data;
5 (2) preserve, maintain, and protect all State data
6 while -- I'm sorry -- all State data until the
7 earlier of a direction by the State to delete such
8 data or the expiration of 90 days, in parentheses,
9 (the retention period), from the date of termination
10 or expiration of the contract term; (3) after the
11 retention period, the contractor shall securely
12 dispose of and permanently delete all State data in
13 all of its forms, such as disk, CD/DVD, backup tape,
14 and paper such that it is not recoverable, according
15 to the National Institute of Standards and Technology
16 (NIST)-approved methods with certificates of
17 destruction to be provided to the State; and (4)
18 prepare an accurate accounting from which the State
19 may reconcile all outstanding accounts;

20 (B) During any period of service suspension,
21 the contractor shall maintain all State data in its

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1 then-existing form, unless otherwise directed in
2 writing by the Contract Monitor; (C) In addition -- in
3 addition to the foregoing, the State shall be entitled
4 to any post-termination/expiration assistance
5 generally made available by contractor with respect to
6 the services.

7 3.3, Invoicing. 3.3.1, General: (A) The
8 contractor shall e-mail each invoice, signed
9 authorization, and supporting documentation to the
10 One-on-One Project Manager and mail the original of
11 each invoice, signed authorization, and supporting
12 documentation to: for Baltimore City, Accounts
13 Payable, Division of Budget and Finance, Baltimore
14 City Department of Social Services, 1910 North
15 Broadway, Second Floor, Baltimore, Maryland 21213; for
16 Anne Arundel County, Finance Department, Anne Arundel
17 County Department of Social Services, 80 West Street,
18 Annapolis, Maryland 21401;

19 (B) All invoices for services shall be
20 verified by the contract as accurate at the time of
21 submission; (C) An invoice not satisfying the

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1 requirements of a proper invoice, as defined at COMAR
2 21.06.09.01 and .02, cannot be processed for payment.
3 To be considered a proper invoice, invoices must
4 include the following information, without error:
5 (1) contractor name and address; (2) remittance
6 address; (3) federal taxpayer identification (FEIN)
7 number, Social Security number, as appropriate; (4)
8 invoice period -- an example is time period during
9 which services covered invoice were performed; (5)
10 invoice date; (6) invoice number; (7) State-assigned
11 contract number; (8) State-assigned blanket purchase
12 order numbers; (9) goods or services provided, to
13 include the date, time, and hours of service; (10)
14 client ID for each child; 11) amount due; and (12) any
15 additional documentation required by regulation or the
16 contract; (D) Invoices that contain both fixed price
17 and time and material items shall clearly identify
18 each item as either fixed price or time and material
19 billing.

20 The Department reserves the right to reduce
21 or withhold contract payment in the event the

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1 contractor does not provide the Department with all
2 required deliverables within the timeframe specified
3 in the contract or otherwise breaches the terms and
4 conditions of the contract until such time as the
5 contractor brings itself into full compliance with the
6 contract; (F) Any action on the part --

7 (Whereupon, there was an interruption by one
8 of the unmuted microphones.)

9 MS. MAPP: Okay. I'll start over again.

10 (E) The Department reserves the right to reduce or
11 withhold contract payment in the event the contractor
12 does not provide the Department with all required
13 deliverables within the timeframe specified in the
14 contract or otherwise breaches the terms and
15 conditions of the contract until such time as the
16 contractor brings itself into full compliance with the
17 contract; (F) Any action on the part of the Department
18 or dispute of action by the contractor shall be in
19 accordance with the provisions of Maryland Code
20 Annotated, State Finance and Procurement Article
21 Subsection 15-215 through 15-223 and with COMAR

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1 21.10.04;

2 (G) The State is generally exempt from
3 federal excise taxes, Maryland sales and use taxes,
4 District of Columbia sales taxes and transportation
5 taxes. The contractor, however, is not exempt from
6 such sales and uses taxes and may be liable for the
7 same; (H) Invoices for final payment shall be clearly
8 marked as final and submitted when all work
9 requirements have been completed and no further
10 charges are to be incurred under the contract. In no
11 event shall any invoice be submitted later than 60
12 calendar days from the contract termination date.

13 3.3.2, Invoice Submission Schedule. The
14 contractor shall submit invoices in accordance with
15 the following schedule: (A) One invoice for all
16 services provided during the contract initiation
17 period (after the Notice to Proceed, NTP) is due no
18 later than 15 days -- calendar days. The invoice for
19 the contract initiation period should reflect the
20 fixed price for the period provided on the financial
21 proposal forms -- that's attachment A/B -- I'm

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1 sorry -- Attachment B -- and no additional charges
2 may be added; (B) Invoices for all services provided
3 after the 15th due date are due by the 15th day of the
4 month following the month in which services were
5 performed. Invoices for all services provided must
6 reflect the fixed price -- fixed unit price for the
7 applicable period provided on the financial proposal
8 form.

9 3.3.3, and that's under (B). For the
10 purposes of the contract an amount will not be deemed
11 due and payable if: (A) the amount invoiced is
12 inconsistent with the contract; (B) the proper invoice
13 has not been received by the party or office specified
14 in the contract; (C) the invoice or performance is in
15 dispute or the contractor has failed to otherwise
16 comply with the provisions of the contract; (D) the
17 item or services have not been accepted; (E) the
18 quantity of services delivered is less than the
19 quantity ordered; (F) the items or services do not
20 meet the quality requirements of the contract; (G) if
21 the contract provides for progress payments, the

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1 proper invoice for the progress payment has not been
2 submitted pursuant to the schedule; (H) if the
3 contract provides for withholding a retainage and the
4 invoice is for the retainage, all stipulated
5 conditions for release of the retainage have not been
6 met; or (I) the Contractor has not submitted
7 satisfactory documentation or other evidence
8 reasonably required by the Procurement Officer or by
9 the contract concerning performance under the contract
10 and compliance with its provisions.

11 3.3.4, Travel Reimbursement. Travel will
12 not be reimbursed under this RFP.

13 3.4, Liquidated Damages.

14 3.4.1, MBE Liquidated Damages. MBE
15 liquidated damages are identified in Attachment M.

16 3.4.2, Liquidated Damages other than MBE.
17 This section is inapplicable to this RFP.

18 3.5. Disaster Recover and Data. The
19 following requirements apply to the contract:

20 3.5.1, Redundancy, Data Backup, and Disaster
21 Recovery: (A) Unless specified otherwise in the RFP,

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1 contractor shall maintain or cause to be maintained
2 disaster avoidance procedures designed to safeguard
3 State data and other confidential information,
4 Contractor's processing capability and the
5 availability of hosted services, in each case
6 throughout the contract term. Any force majeure
7 provisions of the contract do limit the contractor's
8 obligations under this provision;

9 (B) The contractor shall leave robust --
10 shall leave -- shall have robust contingency and
11 disaster recovery plans in place to insure that the
12 services provided under the contract will be
13 maintained in the event of disruption to the
14 contractor/subcontractor's operations, including, but
15 not limited to, disruption to the information
16 technology systems, however caused. (1) The
17 contractor shall furnish a DR site. That's disaster
18 recovery site. (2) The DR site -- disaster
19 recovery -- shall be at least 100 miles from the
20 primary operations site and have the capacity to take
21 over complete production volume in case the primary

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1 site becomes unresponsive.

2 (C) The contingency and DR -- disaster
3 recovery plans must be designed the insure that
4 services under the contract are restored after a
5 disruption within 24 hours from notification and a
6 recovery point objective of one hour or less prior to
7 the outage in order to avoid unacceptable consequences
8 due to the unavailability of services;

9 (D) The contractor shall test the
10 contingency/DR plans at least twice annually to
11 identify any changes that need to be made to the plans
12 to insure a minimum interruption of service.
13 Coordination shall be made with the State to insure
14 limited system downtime when testing is conducted. At
15 least one annual test shall include backup media
16 restoration and failover/fallback operations at the
17 DR -- disaster recovery location. The contractor
18 shall send the Contract Monitor a notice of completion
19 following completion of the DR testing;

20 (E) Such contingency and DR plans --
21 disaster recovery -- shall be available for the

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1 Baltimore City Department of Social Services/Anne
2 Arundel County Department of Social Services to
3 inspect and practically test at any reasonable time,
4 and subject to regular updating, revising, and testing
5 throughout the term of the contract.

6 3.5.2, Data Export/Import. This section is
7 not applicable to this RFP.

8 3.5.3, Data Ownership and Access: (A) Data,
9 databases, and derived data products created,
10 collected, manipulated, or directly purchased as part
11 of a RFP are the property of the State. The purchasing
12 State agency is considered the custodian of the data
13 and shall determine the use, access, distribution and
14 other conditions based on appropriate State statutes
15 and regulations;

16 (B) Public jurisdiction user accounts and
17 public jurisdiction data shall not be accessed, except
18 (1) in the course of data center operations, (2) in
19 response to service or technical issues, (3) as
20 required by the express terms of the contract,
21 including as necessary to perform the services

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1 hereunder or (4) at the State's written request;

2 (C) The contractor shall limit access to and
3 possession of State data to only contractor personnel
4 whose responsibilities reasonably require such access
5 or possession and shall train such contractor
6 personnel on the confidentiality obligations set forth
7 herein;

8 (D) At no time shall any data or
9 processes -- that either belong to or are intended
10 for the use of the State or its officers, agents or
11 employees -- be copied, disclosed, or retained by the
12 contractor or any party related to the contractor for
13 subsequent use in any transaction that does not
14 include the State;

15 (E) The contractor shall not use any
16 information collected in connection with the services
17 furnished under the contract for any purpose other
18 than fulfilling such services.

19 3.5.4. Provisions in Sections 3.5.1-3.5.3
20 shall survive expiration or termination of the
21 contract. Additionally, the contractor shall flow

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1 down the provisions of Sections 3.5.1-3.5.3 (or the
2 substance thereof) in all subcontracts.

3

4 3.6, Insurance Requirements. The contractor
5 shall maintain, at a minimum, the insurance coverages
6 outlined below, or any minimum requirements
7 established by law if higher, for the duration of the
8 contract, including option periods, if exercised.

9 3.6.1. The following types of insurance and
10 minimum amounts of coverage are required: (A)
11 Commercial General Liability of \$1,000,000 combined
12 single limit per occurrence for bodily injury,
13 property damage, and personal and advertising injury
14 and \$3,000,000 annual aggregate. The minimum limits
15 required herein may be satisfied through any
16 combination of primary and umbrella/excess liability
17 policies;

18 (B) Errors and Omissions/Professional
19 Liability, \$1,000,000 per combined limit per claim and
20 \$3,000,000 annual aggregate;

21 (C) Crime Insurance/Employee Theft Insurance

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1 to cover employee theft with a minimum single loss
2 limit of \$1,000,000 per loss, and a minimum single
3 loss retention not to exceed \$10,000. The State of
4 Maryland, the Baltimore City Department of Social
5 Services and/or the Anne Arundel County Department of
6 Social Services should be added as a loss payee;

7 (D) Cyber Security/Data Breach Insurance for
8 any service offering hosted by the contractor,
9 \$10,000,000 per occurrence. The coverage must be valid
10 at all locations where work is performed or data or
11 other information concerning the State's claimants or
12 employees (sic) -- employers is processed or stored;

13 (E) Workers' Compensation. The contractor
14 shall maintain such insurance as necessary or as
15 required by Workers' Compensation Acts, the Longshore
16 and Harbor Workers' Compensation Act, and the Federal
17 Employers' Liability Act, to not be less than one
18 \$1,000,000 per occurrence, unless a state's law
19 requires a greater amount of coverage. Coverage must
20 be valid in all states where work is performed;

21 (F) Automobile or Commercial Truck

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1 Insurance. The contractor shall maintain automobile
2 or commercial truck insurance, including owned,
3 leased, hired, and non-owned vehicles, as appropriate,
4 with Liability, Collision, and PIP -- that's P-I-P --
5 limits no less than those required by the State where
6 the vehicle is registered, but in no case less than
7 those required by the State of Maryland.

8 3.6.2. The State shall be listed as an
9 additional insured on the faces of the certificates
10 associated with the coverages listed below (sic) --
11 listed above, including umbrella policies, excluding
12 Workers' Compensation insurance and professional
13 liability.

14 3.6.3. All insurance policies shall be
15 endorsed to include a clause requiring the insurance
16 carrier provide the Procurement Officer, by certified
17 mail, not less than 30 days' advance notice of any
18 non-renewal, cancellation, or expiration. The
19 contractor shall notify the Procurement Officer, in
20 writing, if policies are cancelled or not renewed
21 within five days of learning of such cancellation or

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1 nonrenewal. The contractor shall provide evidence of
2 replacement insurance coverage to the Procurement
3 Officer at least 15 days prior to the expiration of
4 the insurance policy then in effect.

5 3.6.4. Any insurance furnished as a
6 condition of the contract shall be issued by a company
7 authorized to do business in the State.

8 3.6.5. The recommended awardee must provide
9 current certificates of insurance with the prescribed
10 coverages, limits, and requirements set forth in this
11 section within five business days from notice of
12 recommended award. During the period of performance
13 for the multi-year contracts, the contractor shall
14 provide certificates of insurance annually or as
15 otherwise directed by the Contract Monitor.

16 3.6.6, Subcontractor Insurance. The
17 contractor shall require any subcontractors to obtain
18 and maintain comparable levels of coverage and shall
19 provide the Contract Monitor with the same
20 documentation as is required of the contractor.

21 MR. THORSTRATEN: Iris, may I interrupt

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1 briefly here?

2 MS. MAPP: Yes.

3 MR. THORSTRATEN: Just in the interest of
4 time -- we will run out of time -- for the rest of it,
5 are there some high points you would like to hit?

6 MS. MAPP: Yes. I was going to -- I've
7 highlighted some, and I was getting ready to get to
8 those.

9 3.7.4(B). The contractor shall not connect
10 any of its own equipment to a State LAN/WAN without
11 prior written approval by the State. The contractor
12 shall complete any necessary paperwork as directed and
13 coordinated with the Contract Monitor to obtain
14 approval by the State to connect contractor-owned
15 equipment to a State LAN/WAN.

16 And Problem Escalation -- 3.8, Problem
17 Escalation Procedure. The contractor must provide and
18 maintain a Problem Escalation Procedure for both
19 routine and emergency situations, and I think that was
20 previously mentioned. The PEP must state how the
21 contractor will address problem situations as they

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1 occur during the performance of the contract,
2 especially problems that are not resolved to the
3 satisfaction of the State within appropriate
4 timeframes. Okay.

5 MR. THORSTRATEN: Okay. Well, thank you,
6 Iris. We had several people who joined while we were
7 presenting. I do see Robert Kamara. Can you please
8 introduce yourself?

9 MS. KAMARA: Actually, I'm Robert Kamara's
10 partner with New Dawn Healthcare. We're a staffing
11 agency and a healthcare consulting agency.

12 MR. THORSTRATEN: Okay. And who is this?

13 MR. KAMARA: Eyohka Kamara.

14 MR. THORSTRATEN: Okay. And then there are
15 two others who joined. Tashawna Armstrong, can you
16 introduce yourself verbally and then add your
17 information to the chat? Oh, I see you did. Okay.
18 Go ahead and introduce yourself verbally.

19 MS. ARMSTRONG: Good afternoon. Tashawna
20 Armstrong, CEO of Thoughtful Minds and Creating
21 Solutions.

1 MR. THORSTRATEN: Okay.

2 MR. WILLIE: Good afternoon. This is Robert
3 Willie. I'm CEO of R Willie Group, providing one-to-
4 one services in the Baltimore, Maryland area.

5 MR. THORSTRATEN: Okay. And I think there
6 were one or two other people who joined.

7 MR. ALLEN: Yeah. Good afternoon. My name
8 is Mike Allen. I'm the CEO of Therapeutic
9 Connections, an outpatient mental health clinic.

10 MR. ROLES: Good afternoon. I'm Keith
11 Roles, owner of Better You Better Me. We provide one-
12 on-one services.

13 MR. THORSTRATEN: Okay. Go ahead and please
14 add your information to the chat as well, because I'll
15 be saving that.

16 MR. PALMER: Pardon me. My name is Timothy
17 Palmer from Lead4Life, Deputy Director. We provide a
18 number of services from PRP, alternative youth
19 placement, peer to peer, and mentorship services.
20 Thank you.

21 MR. THORSTRATEN: Okay. Anyone else?

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1 (No response.)

2 MR. THORSTRATEN: Okay. At this point, we
3 will now --

4 MS. ROLES: I'm sorry. Hello. Hi. I'm
5 Sharia Roles, Better You Better Me, owner. I'm Keith
6 Roles partner.

7 MR. THORSTRATEN: Okay. Anyone else?

8 (No response.)

9 MR. THORSTRATEN: All right. We will not
10 briefly present Sections 4, 5, and 6. Section 4,
11 Procurement Instructions. eMMA, eMaryland Marketplace
12 Advantage, is the electronic commerce system for the
13 State of Maryland. The RFP, conference summary, and
14 attendance sheet, offerors' questions and the
15 Procurement Officer's responses, addenda, and other
16 solicitation-related information will be made
17 available via eMMA, and I will also be posting it to
18 the DHS site. In order to receive a contract award, a
19 vendor must be registered on eMMA. Registration is
20 free.

21 All questions shall be submitted in writing

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1 via e-mail to the Procurement Officer. The deadline
2 for questions currently is January 26th by three p.m.
3 This is subject to amendment. Answers to all
4 questions that are not clearly specific only to the
5 requestor will be posted on eMMA. This is so that
6 everyone has the same information.

7 4.4, Procurement Method. A contract will be
8 awarded in accordance with the Competitive Sealed
9 Proposals method under COMAR 21.05.03.

10 4.5.1. Proposals must be received by the
11 Procurement Officer no later than the proposal due
12 date and time indicated on the Key Information Summary
13 Sheet in order to be considered. At this time, the
14 proposal due closing date and time is February 23rd,
15 2024, three p.m. local time. This is also potentially
16 subject to amendment. Requests for extension of this
17 date or time shall not be granted. Proposals received
18 after the due date and time will not be considered.
19 Okay. Proposals will be accepted the State's
20 eMaryland Marketplace, eMMA, e-Procurement system
21 only.

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1 4.9, Award Basis. A contract shall be
2 awarded to the responsible offerors submitting the
3 proposals that have been determined to be the most
4 advantageous to the State, considering price and
5 evaluation factors set forth in this RFP -- see COMAR
6 21.05.03.03F) -- for providing the goods and services
7 as specified in this RFP.

8 4.10, Oral Presentation. Offerors may be
9 required to make oral presentations to State
10 representatives. Oral presentations are considered
11 part of the Technical Proposal.

12 4.12, Revisions to the RFP. If the RFP is
13 revised before the due date for proposals, the addenda
14 to the RFP will be posted on eMMA and the DHS site.
15 And I do need to explain briefly here how eMMA works.
16 eMMA works in rounds. Some people get confused and
17 think they're elimination rounds, but every time
18 there's an addenda or if I post questions and
19 responses, that's a new round in eMMA. And you need
20 to be aware that if you have previously submitted your
21 proposal and then eMMA has a new round, you need to

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1 resubmit your proposal, so you need to monitor eMMA
2 through the due date and make sure that what you have
3 submitted is included in the final round.

4 Okay. 4.12.2, Acknowledgement of the
5 receipt of all addenda to this RFP issued before the
6 proposal due date shall be included in the transmittal
7 letter accompanying the offeror's Technical Proposal.
8 Failure to acknowledge receipt of an addendum does not
9 relieve the offeror from complying with the terms,
10 additions, deletions, or corrections set forth in the
11 addendum and may cause the proposal to be deemed not
12 reasonably susceptible of being selected for award.

13 4.13.1. The State reserves the right to
14 cancel this RFP, accept or reject any and all
15 proposals, in whole or in part, received in response
16 to this RFP, waive or permit the cure of minor
17 irregularities, and conduct discussions with all
18 qualified or potentially qualified offerors in any
19 manner necessary to serve the best interests of the
20 State.

21 4.15. Any protest or dispute related to

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1 this solicitation or the contract award shall be
2 subject to the provisions of COMAR 21.10.

3 4.16.1. Offeror's must be able to provide
4 all goods and services and meet all of the
5 requirements requested in this solicitation, and the
6 successful offeror shall be responsible for contract
7 performance, including any subcontractor
8 participation.

9 4.17. Acceptance of Terms and Conditions.
10 By submitting a proposal in response to this RFP, the
11 offeror, if selected for award, shall be deemed to
12 have accepted the terms and conditions of this RFP and
13 the sample contract attached hereto as Attachment M.
14 Any exceptions to this RFP or the contract shall be
15 clearly identified in the Executive Summary of the
16 Technical Proposal. All exceptions will be taken into
17 consideration when evaluating the offeror's proposal.
18 The Baltimore City Department of Social Services and
19 Anne Arundel County Department of Social Services
20 reserve the right to accept or reject any exceptions.

21 4.21, Verification of Registration and Tax

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1 Payment. Before a business entity can do business in
2 the State, it must be registered with the State
3 Department of Assessments and Taxation, SDAT. It is
4 strongly recommended that any potential offeror
5 complete registration prior to the proposal due date
6 and time. The offeror's failure to complete
7 registration with SDAT may disqualify an otherwise
8 successful offeror from final consideration and
9 recommendation for contract award.

10 4.26. There is a 15 percent MBE
11 participation goal and no VSBE participation goal for
12 this procurement.

13 At this time, Chanda Miller will present the
14 MBE portion of the RFP.

15 MS. MILLER: Thank you, Henry. This
16 particular solicitation, as Henry mentioned, has a 15
17 percent MBE goal, and that means that a subcontractor
18 certified as an MBE vendor must be utilized to meet
19 the participation goal. I'm going to just briefly go
20 through some what Section 4.26 establishes, and that
21 is, an overall MBE subcontractor participation goal

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1 has been identified, as we just mentioned. By
2 submitting a response to this solicitation, you, as
3 the offeror, would acknowledge that the overall MBE
4 subcontractor participation goal is intact and you're
5 committed to achieving the overall goal and
6 subgoals -- this doesn't have a subgoal, but the
7 goal -- by utilizing certified minority business
8 enterprises, or requesting a full or partial waiver of
9 the overall goal and subgoals.

10 An offeror that does not commit to meeting
11 the entire MBE participation goal outlined in this
12 section implies that it is requesting a full or
13 partial waiver for the remainder of the goal. If
14 recommended for award, you shall submit documentation
15 supporting good faith efforts to meet the MBE goal
16 made prior to submission of your proposal, as outlined
17 in Attachment D-1B, Waiver Guidance. Failure of an
18 offeror to properly complete, sign, and submit
19 Attachment D-1A at the time it submits its technical
20 response to the RFP may result in the State's
21 rejection of the offeror's proposal.

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1 So, with that being said, there are several
2 documents required to be completed and submitted, two
3 of which are required to be submitted not later than
4 ten days after the notice of award has been received.
5 I'm going to briefly bring up a flyer, if I can, just
6 to kind of highlight two new -- one is a new
7 regulation that's been just added recently. This RFP
8 does not have that updated language added to it, but I
9 want to highlight it because it is very important.

10 As mentioned, the MBE Utilization and Fair
11 Solicitation Affidavit and Participation Schedule is
12 one of those documents that's required to be submitted
13 at the time that you receive notice of an award. And
14 I'm going to go ahead and present if I can.

15 (Whereupon, Ms. Miller shared document on
16 the screen.)

17 MS. MILLER: Are you guys able to see this
18 flyer?

19 MR. THORSTRATEN: Yes.

20 MS. MILLER: Okay. Great. So, again, this
21 is just a flyer that just kind of gives a brief

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1 overview. These aren't highlighting -- this doesn't
2 highlight all of the attachments that are required,
3 but, as mentioned, there are two specific ones, the
4 Utilization and Fair Solicitation Affidavit and MBE
5 Participation Schedule, which are Attachments D-1A and
6 D-1C. Those documents -- that Fair Solicitation
7 Affidavit is due, again, within ten days of notice of
8 award. I can't stress that enough. And just updated
9 in COMAR, we also will need to receive a Subcontractor
10 Agreement, and that's the agreement that you enter
11 into between yourself, as a prime contractor, and the
12 subcontractor who would be performing the work.

13 Forms D-3 and the Subcontractor Agreement,
14 along with the Utilization and Fair Solicitation
15 Affidavit and Participation Schedule, again, must be
16 received within ten days of a notice of award.

17 In addition to that, what you also will be
18 getting as a prime contractor, as highlighted in
19 Section E -- or Bullet E, is that there is a Prime
20 Contractors List of all subcontractors that will be
21 anticipated or used during the contract. That's going

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1 to be a new Excel spreadsheet that you will receive
2 and that we will need to receive from you prior to the
3 end of the fiscal year that will detail all of the
4 subcontractors that you have used or you anticipate
5 that you will use throughout the life cycle of the
6 contract, and you guys will be receive more
7 information about that once an award has been made.
8 Those additional details will be forthcoming.

9 And then just to go ahead -- again, just to
10 go through Section 4.26, it notes the attachments --
11 the additional attachments that will be required, not
12 just the Utilization and the ones that I highlighted
13 via the flyer, but there's a reporting mechanism.
14 Each prime contractor will need to submit by the 10th
15 of every month a report that -- related to the
16 invoices of the -- between the contractor and the
17 subcontractor. Those -- that information is also
18 highlighted within the RFP, and that's in Section 3.12
19 of this RFP. Does anybody have any questions?

20 MR. THORSTRATEN: We'll take questions after
21 Section 6.

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1 MS. MILLER: Great. Thank you.

2 MR. THORSTRATEN: Yeah. Thank you, Chanda.

3 MS. MILLER: You're welcome.

4 MR. THORSTRATEN: Okay. At this time,
5 Delora Crutcher will present the Maryland Living Wage
6 Requirements.

7 MS. CRUTCHER: Thank you, Henry. The
8 Maryland Living Wage Requirement. Regarding the
9 Maryland Living Wage law, which has been in effect
10 since October the 1st, 2007, the Maryland Living Wage
11 law requires certain contractors and subcontractors to
12 pay minimum wage rates to its employees working under
13 certain State service contracts. A solicitation for
14 the services under a State contract valued at a
15 hundred thousand or more than 500,000, with ten or
16 fewer employees, may be subject to this law, which is
17 under Title 18 of the State Finance and Procurement
18 Article, the Annotated -- excuse me -- Annotated Code
19 of Maryland.

20 The current Maryland Living Wage law is
21 \$16.13 per hour if the State contract services valued

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1 at 50 percent or more of the total value of the
2 contract is performed in a Tier 1 area. If the State
3 contract services valued at 50 percent or more of the
4 total value of the contract is performed in a Tier 2
5 area, then you pay each covered employee at least
6 \$12.11 per hour. The specific living wage rate is
7 determined by whether the majority of the services
8 take place in a Tier 1 or Tier 2 area of the State.
9 The Tier 1 area includes Anne Arundel, Baltimore,
10 Howard, Montgomery, Prince George's County, and
11 Baltimore City. The Tier 2 area includes any county
12 in the State not included in the Tier 1 area. If your
13 business has operations in areas with two different
14 wage tiers, the wage you pay is determined by the area
15 in which 50 percent or more of your contract value is
16 performed. If the employees who perform the services
17 are not located in Tier 1 or 2, the living wage rate
18 will be based upon where the majority of the
19 recipients of the services are located.

20 Additional information regarding Maryland's
21 Living Wage requirements is contained in Attachment F

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1 of the RFP, which is entitled "Maryland Living Wage
2 Affidavit of Agreement of the Service Contracts".
3 Information may also be found on Maryland's Department
4 of Labor website, which is -- excuse me --
5 labor.maryland.gov. At the site, in the blue area,
6 click "Labor"; under the office's heading on the left,
7 click "Living Wage"; under the Quick Links heading on
8 the left will be "Frequently Asked Questions", and
9 this will take you to the title page, "Maryland Living
10 Wage Frequently Asked Questions, Living Wage for the
11 State Service Contracts".

12 Living wage rates are subject to annual
13 adjustments by the Department of Labor. However, your
14 prices under the contract may not change because of
15 any living wage adjustments. Thank you.

16 MR. THORSTRATEN: Thank you, Delora. At
17 this time, Kenneth Jessup will present information on
18 the Maryland Hiring Agreement.

19 MR. JESSUP: Good afternoon, everyone. Give
20 me one second to put this page up. Hopefully this
21 works. Can everybody see this okay? Give me one

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1 second. It should be showing in just a moment.

2 (Whereupon, Mr. Jessup shared a document on
3 the screen.)

4 MR. THORSTRATEN: Yes, we can see.

5 MR. JESSUP: Awesome. Thank you so much.
6 The basis is -- the purpose of the Hiring Agreement is
7 to encourage the use of Hiring Agreements as a
8 mechanism for providing current and former Family
9 Investment Program recipients with economic employment
10 opportunities on State procurement contracts. Unlike
11 MBE or VSBE, there is no requirement or no quota that
12 needs to be maintained. The Hiring Agreement is just
13 an opportunity for those that are looking to fill a
14 position and those that have the qualifications for
15 the position to be able to kind of meet in the middle
16 on a State contract and be able to get some people and
17 some families into gainful employment.

18 So the basic criteria for a Hiring Agreement
19 is to have a contract term of at least two years or
20 longer, a contract value of \$200,000 or greater, and
21 contracts must produce jobs during the life of the

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1 contract to include subcontractors. Just looking at
2 this solicitation, it looked like there were some
3 opportunities that may be there, but it's not a
4 requirement that you hire from the Hiring Agreement
5 Program; it's simply that if you have a position that
6 you want to post during the life of the contract, we
7 just ask that we be listed as first choice and we get
8 five business days to coordinate with our partners
9 Statewide to see if we have any people that meet the
10 criteria for your position. Your normal processing
11 for interviews and everything will remain the same.
12 If you find that the person is well qualified, we're
13 happy, you're happy; but if you find that the person
14 is not well qualified, we just -- we ask for some
15 feedback regarding that and we'll move forward from
16 there.

17 I'm just going to show you this really
18 quick, 'cause I know it is late in the day and people
19 got things to do. If you wanted to find out more
20 information about the Hiring Agreement though, you can
21 actually go to the BPW Advisory website. It tells you

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1 about the actual statutes that the State developed
2 back in 2011 that put this in place, that allows us to
3 do this. We actually do an annual report every
4 November the 1st where we put out on the participants
5 in the program and the families that are helped.
6 We -- the particular categories that we work with
7 under this Program though are TANF recipients, which
8 are Temporary Cash Assistance to Needy Families --
9 moms; dads; single parents; foster care youth and
10 alumni that have graduated from the program between 18
11 and 25; child support obligators, so if you have a
12 non-custodial parent that is not able to fulfill their
13 obligation of child support -- we try to help them out
14 by finding opportunities for them to apply for with
15 their skills, all types of families. Like I said
16 earlier, this is the targeted populations, and I
17 believe that I gave -- I sent out this PowerPoint
18 slide to Henry.

19 MR. THORSTRATEN: Yes.

20 MR. JESSUP: If anyone wants a copy of this,
21 you can always get a copy of this from Henry. The

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1 typical types of contracts that would fall under the
2 Hiring Agreement, Small Business Reserve Service
3 contracts, construction, healthcare, information
4 technology. This is just the basic boilerplate
5 language that would come about and is attached to the
6 contract; you would see this. What's important on
7 here, other than the Agency control number, is the
8 second page here, where I list the information for the
9 point of contact for the State contractor, because
10 usually what will happen is that I'll send out an e-
11 mail with an introduction of the Hiring Agreement
12 Program, how to connect with us, how to communicate
13 with us, and what's the best way to make sure that we
14 can fulfill the terms of the clause. Another thing
15 that's important on here also is on the last page
16 here, the FEIN number. We use your FEIN number from
17 your (indiscernible) in order to match wage data with
18 the Maryland Department of Labor, and that's how we do
19 our annual report on November the 1st.

20 Just an idea of the types of positions that
21 would fall under the Hiring Agreement. This is not

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1 all-inclusive. The legislative report, we look at
2 State contractors, local government and State
3 agencies. These are the State agencies that were
4 actually listed in the legislation. Other State
5 agencies have voluntarily supported the Hiring
6 Agreement Program over the years. More are coming on
7 every year, a couple that we have, a couple new
8 partners.

9 Results. We've helped over 1,355 families
10 in the first quarter for State contractors for this
11 past cycle. We retained 753 of them, a 56 percent
12 retention rate after the first quarter of employment.
13 I'm kind of happy with that, but I'm always looking to
14 get better, trying to get 65 or 64 percent next time.
15 Overall, we have State contractors, local governments,
16 State agencies. We helped 5,293 families, 2,445 -- I
17 mean, 2,450 retained their position after the first
18 quarter of employment; 46 percent retention rate.
19 Doing pretty well so far, but trying to get to 50.

20 And the comparison from last year to this
21 year, from 2022, we had the pandemic and recovery, we

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1 had 4,482 families that we helped, but in 2023 we
2 raised it up 15 percent to 5,293.

3 Benefits to the participants. We offer
4 medical assistance, child care scholarships for
5 daycare, Transportation Assistance Programs. We also
6 offer food and security support through our SNAP
7 Program. And for those who don't qualify for TANF, we
8 also offer SNAP E and T training as well for
9 employment and training through food services. We
10 also offer transportation subsidies as well, like bus
11 passes, gas cards, and things of that nature. Just a
12 couple of things for the benefit of (indiscernible)
13 programs.

14 This gives you the overview of all the local
15 DSS offices throughout the State, all 24 local
16 Departments, including Baltimore City.

17 And the Contractors' Role, first source,
18 five business days, a little bit of feedback, and to
19 keep us mind whenever there's renewals, extensions, or
20 modifications on the contract.

21 Benefits to the Contractors though; if you

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1 choose to, you maybe able to qualify for the work
2 opportunity tax credit because you're hiring from
3 targeted groups by the Department of Labor -- out of
4 the targeted groups. You can also look on the federal
5 website and the link is listed here on the PowerPoint,
6 or you can go to the State website, Maryland Labor,
7 and find out more about the work opportunity tax
8 credit. And if you go to the State site though, I
9 think they also offer support with helping you process
10 your paperwork and see if you qualify.

11 Apprenticeship is always a great opportunity
12 to be able to get people trained to be able to do what
13 needs to be done, so if you have a program or a
14 business that you think a person may be a good fit for
15 you, take a look at the video and contact your local
16 apprenticeship navigator. And that's it.

17 MR. THORSTRATEN: Great. Thank you,
18 Kenneth.

19 MR. JESSUP: Thank you. Any questions?

20 MR. THORSTRATEN: We'll take questions at
21 the end, which we'll get to very shortly.

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1 MR. JESSUP: No problem.

2 MR. THORSTRATEN: All right. I'm going to
3 extremely briefly go through Sections 5 and 6, and
4 then we'll get to questions. 5.1 is the two-part
5 submission. Volume I is the Technical Proposal.
6 Volume II is the Financial Proposal. The important
7 thing is for Volume I, the Technical Proposal, do not
8 include any pricing information in that. That's saved
9 completely for the later Financial Proposal.

10 Okay. The RFP describes in detail how to
11 format the Technical Proposal, Section 5.3. I will
12 mention that the Offeror Information Sheet, which is
13 Appendix 2, is extremely important as a resource for
14 Procurement to contact the offeror. Please be sure
15 that all contact information on it is current and
16 include e-mails that are monitored daily, if possible.
17 If there's a phone number, please have it be a direct
18 phone number. I know many times that assistants seem
19 to know what's going on, but I have called companies
20 and had an assistant not understand what I was calling
21 for, and when I say it's for a State solicitation,

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1 they assume it's a sales call, so please try to
2 include direct contact information that is current.
3 And also e-mails, include the ones that you actually
4 use and monitor daily, so if there are updates that I
5 need to reach out to you about or a question, that you
6 see it the day that I send it to you.

7 Let's see. Okay. 5.3.1. Responses in the
8 offeror's Technical Proposal shall reference the
9 organization and numbering of sections in the RFP;
10 that is Section 2.2.1, Response, et cetera. All pages
11 of both proposal volumes shall be consecutively
12 numbered from beginning, page one, to the end.

13 Section 5.3.2.F. The Offeror shall address
14 each RFP requirement, RFP Section 2 and 3, in its
15 Technical Proposal with a cross-reference to the
16 requirement and describe how its proposed goods and
17 services, including the goods and services of any
18 proposed subcontractors, will meet or exceed the
19 requirements. If the State is seeking offeror
20 agreement to any requirements, the offeror should all
21 state its agreement or disagreement. Any paragraph in

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1 the Technical Proposal that responds to an RFP
2 requirement shall include an explanation of how the
3 work will be performed. The response shall address
4 each requirement in Section 2 and 3 in order and shall
5 contain a cross-reference to the requirement. That's
6 a little repetitive. Okay.

7 Financial Proposal. Okay. The Financial
8 Proposal shall contain all price information in the
9 format specified in Attachment B. The offeror shall
10 complete the Financial Proposal Form only as provided
11 in the Financial Proposal Instructions and the
12 Financial Proposal Form itself. Do not amend, alter,
13 or leave blank any areas in the Financial Proposal
14 Form or include additional clarifying or contingent
15 language on or attached to the Financial Proposal
16 Form. Failure to adhere to any of these instructions
17 may result in the proposal being determined to be not
18 reasonably susceptible of being selected for award and
19 rejected. In particular, another side is do not open
20 the B-1 form in Google Sheets. It seems to dislike
21 the formatting, and just keep it in Excel please.

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1 Section 6, Evaluation Committee. Evaluation
2 of proposals will be performed in accordance with
3 COMAR 21.05.03. Okay. During the evaluation process,
4 the Procurement Officer may determine at any time that
5 a particular offeror is not susceptible for award.

6 And Section 6.2, Technical Proposal
7 Evaluation Criteria. The criteria to be used to
8 evaluate each Technical Proposal are listed below in
9 descending order of importance. Offerors -- first is
10 the Offeror's Technical Response to the Requirements
11 and the Work Plan; then is Experience and
12 Qualifications of Proposed Staff; and then Offeror
13 Qualifications and Capabilities, including proposed
14 subcontractors.

15 All right. Financial Proposal Evaluation
16 Criteria. All Qualified Offerors will be ranked from
17 the lowest, most advantageous, to the highest, least
18 advantageous, price based on the total proposal price
19 within the stated guidelines set forth in this RFP and
20 as submitted on Attachment B-1.

21 Okay. And this concludes our presentation

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1 of this RFP. At this point we will take questions.
2 Please state in the chat that you have a question, if
3 you have not done so. I will give anyone who has
4 phoned in a chance to ask questions as well. When I
5 call on you to ask your question, please state --
6 first state your name and the name of your company,
7 and then -- there is already a question in there. I'm
8 going to call on this person and let them read this
9 question out. The first question I see is Tinia
10 Massenbourg. Can you please ask your question?

11 (No response.)

12 MR. THORSTRATEN: Tinia, if you're asking
13 it, you're on mute.

14 MS. MASSENBURG: I apologize. I actually
15 had a series of questions, so I --

16 MR. THORSTRATEN: That's fine. Go ahead.

17 MS. MASSENBURG: Okay. Give me one second
18 to get back to the chat.

19 MR. THORSTRATEN: And start by repeating
20 your name and the company that you're with.

21 MS. MASSENBURG: My name is Tinia

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1 Massenburg, and I work for the TIME Organization.
2 Give me one second. If you can call on someone else
3 now, 'cause I just have to get through -- it was a
4 series of questions that I put on the chat already.

5 MR. THORSTRATEN: Yes. Okay. Oh, I see you
6 did multiple questions. I did see the multiple
7 questions in your first question, and I see you came
8 back and gave more. All right. Let me see. Okay.
9 Samantha Foster, you had a question?

10 (No response.)

11 MR. THORSTRATEN: Samantha, if you're asking
12 it, you're on mute.

13 (No response.)

14 MR. THORSTRATEN: Okay. Robert Willie, you
15 had a question?

16 MR. WILLIE: Yes. My question was, will we
17 have access to real-time help and assistance during
18 this process?

19 MR. THORSTRATEN: With what?

20 MR. WILLIE: In regards to the whole process
21 of the RFP.

1 MR. THORSTRATEN: Well, the way it works is
2 that you can ask a question, but I need to answer for
3 everybody. So if you're asking a question that's
4 extremely basic, such as what is the e-mail address
5 for the help desk, I can give you that, but if it's
6 anything beyond that extremely basic knowledge, I need
7 to share my answer with everyone.

8 MR. WILLIE: Well, I was -- yeah. Well,
9 outside of the e-mail address, will we have access to
10 talk to a person, like, directly, or is it just, like,
11 e-mail and response help desk situations?

12 MR. THORSTRATEN: Well, as I was explaining,
13 you can ask a question. I'd prefer e-mail. That way
14 I have it in written form. And then, when I respond,
15 I can't just respond to you; I need to respond in the
16 questions and responses. So I would take your
17 questions down, I and the Program and the AAG would
18 respond to them, and then they would be posted to the
19 eMMA listing.

20 MR. WILLIE: Okay. Got you.

21 MR. THORSTRATEN: So it's that kind of

1 thing. I need to respond to everybody. I can't
2 respond individually.

3 MR. WILLIE: Okay.

4 MR. THORSTRATEN: Okay. And then below
5 that -- oh, okay. Tinia Massenburg, are you ready
6 with your questions?

7 MS. MASSENBURG: Yes. So my first -- my
8 first question is, has the Project Manager for Anne
9 Arundel County and the Baltimore County DSS been
10 identified? Can you hear me?

11 MR. THORSTRATEN: Yes. AA County?

12 MS. HERRON: And Baltimore City.

13 MS. MASSENBURG: I'm sorry. And Baltimore
14 City.

15 MR. THORSTRATEN: Okay. AA County and
16 Baltimore City, if you're speaking, you're on mute.

17 MS. HILL-KANE: What was the question?

18 MS. MASSENBURG: Has the Project Manager for
19 Anne Arundel County and Baltimore City DSS been
20 identified?

21 MS. HILL-KANE: The Project Manager?

1 MS. MASSENBURG: Yeah.

2 MS. HERRON: Whoever the point of contact is
3 for each jurisdiction.

4 MR. THORSTRATEN: Okay. I think we'll have
5 to get back to you with this information. And you had
6 a question after that.

7 MS. MASSENBURG: Yes. Will there --

8 MS. HILL-KANE: Okay. I'm Sorry. Go ahead.
9 So the point of contact begins with. I'm Rosalind
10 Hill-Kane. I'm the Assistant Director.

11 MS. MASSENBURG: Okay. Thank you. My next
12 question is, will there a template for reporting
13 invoicing or are the providers expected to develop
14 their own?

15 MS. MILLER: I can answer that from my
16 standpoint. We were thinking about developing one.
17 As of right now, we don't have like a widely-used
18 template to provide, so right now it would probably be
19 via the form for the MBE. Those forms will be
20 available to you to use to submit your information.

21 MS. MASSENBURG: Okay. Thank you.

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1 MS. MILLER: You're welcome.

2 MS. MASSENBURG: My next question is, will
3 all referred clients have a formal placement or will
4 providers provide services for youth who are awaiting
5 placement?

6 MR. THORSTRATEN: Either program could
7 answer that. And, again, if you don't know the
8 answer, we'll get back to the person asking the
9 question. If we don't have the exact answer right
10 now, we'll just add it to the questions and responses
11 on eMMA.

12 MS. MASSENBURG: Okay.

13 MR. THORSTRATEN: Okay. And when you
14 reached out about the point of contact, for the
15 procurement, itself, that's me, in case that wasn't
16 clear.

17 MS. MASSENBURG: Okay. Thank you.

18 MR. THORSTRATEN: Sure. And then you had
19 one more question in that thread.

20 MS. MASSENBURG: Yes. How do the agencies
21 track initial phone calls made to the providers to

1 initiate services, and what happens if the provider
2 does not answer? Will there be a courtesy period for
3 the provider to call back?

4 MR. THORSTRATEN: Okay. Baltimore City, you
5 responded with -- you presented Section 2, which I
6 believe addresses some of this.

7 (No response.)

8 MR. THORSTRATEN: Okay. There is Section
9 2.3.2, which is the referral process that was
10 presented. It does mention that the One-on-One
11 Project Manager or designee will request services from
12 contractors via phone call and e-mail. Services may
13 be requested on a 24-hour basis, seven days a week.

14 Referral requests will be made to the first-
15 ranked contractor in the region. If the contractor is
16 not able to provide the requested service or is
17 unresponsive, the One-on-One Project Manager will
18 request services from the next highest-ranked
19 contractor until services are confirmed. The request,
20 at a minimum, will specify the following, and it has
21 what it includes.

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1 And then below that it says, "Upon receipt
2 of the referral request, the contractor shall, within
3 30 minutes of the initial referral, confirm that a
4 One-on-One Services staff member is able to provide
5 One-on-One Services or decline the request for
6 service; within two hours of the initial referral,
7 meet with the youth, the care provider, if present,
8 and the caseworker, if present, and begin providing
9 appropriate One-on-One Services for the youth; and
10 then, lastly, continue to provide One-on-One Services
11 subsequent to the initial visit on the dates and times
12 requested by the One-on-One Project Manager." Does
13 that address any of your questions?

14 MS. MASSENBURG: Yes, I do remember that.
15 So I guess the final question is, is there a grace
16 period -- I guess the final question is, will there be
17 a grace period or a courtesy period for the provider
18 to call back, you know, if that -- if any -- if that
19 (indiscernible) doesn't go as planned, is there a
20 grace period?

21 MR. THORSTRATEN: Okay. Well, that Section

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1 2.3.2.2 says, "Within 30 minutes of the initial
2 referral, confirm that a One-on-One Services member is
3 able to provide services or decline the request for
4 service." So that, as I understand it -- if I
5 understand your question correctly, that is the period
6 in which you get to respond.

7 MS. MASSENBURG: And I do have three more
8 questions, but I can actually put them in an e-mail,
9 if you'd like, so that I'm not holding up all the time
10 for everyone else.

11 MR. THORSTRATEN: Okay. Well, let's go
12 ahead and move on and see if there are other
13 questions; then we can circle back if we have time. I
14 do see your other questions in the second part of your
15 thread. Okay. Samantha Foster, I did call you. Are
16 you able to respond at this time with your question?

17 (No response.)

18 MR. THORSTRATEN: Okay. We'll answer that
19 in the questions and responses. Okay. Justin Pahl,
20 you state that you have three questions. Can you
21 introduce yourself, your business, and then ask your

1 questions?

2 MR. PAHL: Yeah. I'm Justin Pahl. I'm a
3 grant writer with Youth Advocate Program. So my first
4 question is, what is required for the Residential
5 Child and Youth Care Practitioner, the RCYCP license?

6 MR. THORSTRATEN: I suspect that information
7 will be available from the -- from that website, but
8 maybe the programs have some information they can
9 share, but I think that might need to be added to the
10 questions and responses.

11 MR. PAHL: Okay.

12 MR. THORSTRATEN: Baltimore City or AA
13 County, is there anyone who can answer this question?

14 (No response.)

15 MR. THORSTRATEN: Okay. Samantha Foster,
16 she did come back and she said that her microphone is
17 not working, so I will read her question into the
18 record. Samantha Foster asked, "Must MBE
19 subcontractor be a registered State of Maryland MBE or
20 will Baltimore City MBE subcontractors suffice?"

21 MS. MILLER: No. They have to be certified

1 through the State of Maryland's MDOT MBE certification
2 process. That's the only certifying agency that we
3 will accept both MBEs from.

4 MR. THORSTRATEN: Okay. Thank you.

5 MS. MILLER: You're welcome.

6 MR. THORSTRATEN: Okay. And I do see that
7 Virginia Sanders and Iris Mapp both responded about
8 the -- the AA County DSS Project Manager is Rosalind
9 Hill. And Rosalind Hill with AA County asked, "Do all
10 agencies have access to the contract?". Rosalind, can
11 you specify what you mean by that question?

12 MS. HILL-KANE: Sure. Do they have access
13 to read the contract, because some of the answers
14 they're asking -- some of the questions they're asking
15 may be in the contract.

16 MR. THORSTRATEN: Yeah, the contract --
17 well, the -- there's a generic version of the contract
18 that is embedded in the RFP itself.

19 MS. HILL-KANE: Okay.

20 MR. THORSTRATEN: And then when we execute
21 it, we fill in some specific information to the

1 contract.

2 MS. HILL-KANE: Okay. So they have access
3 to the generic contract with some of the information
4 that we shared today and those answer their questions?

5 MR. THORSTRATEN: Yeah, that's Attachment M

6 MS. HILL-KANE: Okay.

7 MR. THORSTRATEN: Okay. Nothing else is
8 here yet, so let me -- those are -- oh, go ahead.

9 MR. PAHL: Yeah. I have just two more
10 questions quickly.

11 MR. THORSTRATEN: I'm sorry. Go ahead.

12 MR. PAHL: No problem.

13 MR. THORSTRATEN: Yeah. Identify yourself
14 again.

15 MR. PAHL: Yes. Again, Justin Pahl with
16 Youth Advocate Programs. So I know that there are two
17 pricing sheets required for each region. If we're
18 applying to provide services in both regions, do we
19 also need to submit two Technical Proposals, one for
20 each region, or just one Technical Proposal and the
21 two pricing sheets?

1 MR. THORSTRATEN: That's a good question. I
2 think we'll need to get back to you about that. Yeah,
3 I think the best response would be, "We'll get back to
4 you about that."

5 MR. PAHL: Okay.

6 MR. THORSTRATEN: I'll need to read the RFP
7 closely, because I was wondering myself about that, so
8 let me get back to you about that one.

9 MR. PAHL: Okay. And then my last question
10 is, so I know it says that travel reimbursement is not
11 billable. Does that include travel as part of direct
12 service delivery and/or transportation of
13 participants?

14 MR. THORSTRATEN: Let me see. Travel? I'm
15 guessing not, if it says it's not included. Let's
16 see. Travel Reimbursement is Section 3.3.4. It
17 simply says, Travel will not be reimbursed on this
18 RFP", and I'm getting no other hits on the RFP, so I
19 think that is the blanket answer on all travel
20 reimbursement.

21 MR. PAHL: Okay. Thank you very much.

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1 MR. THORSTRATEN: Sure. Okay. So let's --
2 I see people raising their hands now. Since the chat
3 has died down, let's go ahead and go with raised
4 hands. Tina Massenburg, go ahead and ask your
5 question.

6 MS. MASSENBURG: My next question is, is
7 there a designated contract amount of youth to be
8 served by each provider? If so, how will it be
9 insured that all providers are referred an equal
10 number of clients?

11 MR. THORSTRATEN: Okay. Baltimore City or
12 AA County, can you answer that?

13 MS. HILL-KANE: The question is, is there a
14 designated amount of youth to be served?

15 MS. MASSENBURG: Is there a designated
16 contract amount of youth to be served by each
17 provider? If so, how will it be insured that each
18 provider are referred an equal number of clients?

19 MS. HILL-KANE: I don't think we have a
20 designated amount of youth, because we're not sure how
21 many would youth would need the services. But I do

1 want to suggest that some of these questions that
2 y'all are asking, if we can get them and then we could
3 review them and then submit an e-mail to the provider
4 to let them know the specifics.

5 MR. THORSTRATEN: Oh, yes. We don't need
6 to -- if we don't know the exact answer right now, we
7 can always respond, and the response will not be
8 through e-mail; it'll be through -- posted to eMMA,
9 which I'll take care of.

10 MS. HILL-KANE: All right. Thank you.

11 MR. THORSTRATEN: Yes.

12 MS. MASSENBURG: And my last question is,
13 are oral presentations from the providers definitive?

14 MR. THORSTRATEN: How do you mean that? I
15 mean, they're factored in, but --

16 MS. HERRON: So are providers going to have
17 to do oral presentations or that will resolved at a
18 later date?

19 MR. THORSTRATEN: That'll be resolved at a
20 later date. At that time, we'll request them. It's
21 part of the evaluation process. Okay. Jennifer, you

1 have -- Jennifer Gauthier, you have your hand raised.

2 MS. GAUTHIER: Yes. I was just curious.

3 You guys said --

4 MR. THORSTRATEN: Oh, and I'm sorry. State
5 your name and your business.

6 MS. GAUTHIER: I'm sorry. Jennifer
7 Gauthier, CEO of Lead4Life.

8 MR. THORSTRATEN: Okay.

9 MS. GAUTHIER: My question is, it was stated
10 that the clinical person has to be at least an LCSW.
11 I was wondering, does an LCPC qualify for the clinical
12 supervision?

13 MR. THORSTRATEN: All right. That one we
14 will definitely need to get back to you about. Okay.
15 Tinia Massenburg.

16 MS. MASSENBURG: My apologies. That was a
17 mistake.

18 MR. THORSTRATEN: Okay. All right. Is
19 there anyone who put any questions into the chat that
20 I didn't read?

21 (No response.)

1 MR. THORSTRATEN: I will take that as a no.
2 Okay. If there are no other questions, thank you all
3 for attending the pre-proposal conference for the
4 Baltimore City Department of Social Services and Anne
5 Arundel County Department of Social Services, Request
6 for Proposals for One-on-One Support Services, known
7 as MULTI/CWS-23-176-S. The attendance record and
8 summary of this conference will be posted to eMMA and
9 the DHS site as soon as they become available. We do
10 look forward to receiving your proposals, and thank
11 you.

12 (Whereupon, the pre-proposal conference was
13 adjourned at 3:47 p.m..)

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CERTIFICATE OF NOTARY

I, DEBORAH B. GAUTHIER, Notary Public, before whom the foregoing pre-proposal conference was taken, do hereby certify that said pre-proposal conference is a true record of the proceedings; that I am neither counsel for, related to, nor employed by any of the parties to this action, nor financially or otherwise interested in the outcome of the action; and that the pre-proposal conference was reduced to typewriting by me or under my direction.

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