

REQUEST FOR PROPOSALS (RFP)

**STATE OF MARYLAND
DEPARTMENT OF HUMAN SERVICES
CUSTOMER SERVICE CENTER
OS/CSC-22-001-S**

AMENDMENT # 12

September 25, 2023

Dear Prospective Offerors:

This amendment is being issued to amend certain information in the above-named RFP. All information contained herein is binding on all Offerors who respond to this RFP. Specific parts of the RFP have been amended. The changes are listed below. New language has been double underlined and marked in **bold** (i.e. **word**), and language that has been deleted has been marked with a strikethrough (i.e. ~~word~~).

1. Revise Section 2.3.11.G.

- G. Update the Customer's information on the State's automated systems via electronic transmission of data ~~through the software product designated by the State.~~ This electronic transmission must be done ~~daily~~ **real-time daily.**

Questions 504, 507 and 508 are revised pursuant to this amendment.

Question 504: Section 2.2 - Will the CRM need to conduct any daily or weekly file transmissions with any DHS systems to populate case information in the CRM with update information from the system of truth?

Response: The CRM must be able to receive real-time data from DHS systems (CSMS, CJAMS and E&E) to the Contractor's technology solution.

Question 507: Section 2.3.11.G Please define all file transfers the Contractor will need to implement to meet this requirement.

Response: The Contractor must provide daily updates to DHS systems through API.

Question 508: Section 2.3.11.G - If the Contractor will not use file transfers for this requirement, please identify the electronic data transmission methods we will use.

Response: The Contractor must provide daily updates to DHS systems through API.

2. Revise Key Information Sheet:



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| Questions Due Date and Time | 8/22/2023 <u>9/8/2023</u> <u>9/26/2023</u> 5:00 PM Local Time |
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3. Oral Presentations:

All Offerors who are initially deemed reasonably susceptible for award will be required to make an oral presentation of their Proposal. Oral presentations will be held on Monday October 23rd and Tuesday October 24th and will be held virtually.

The Procurement Officer intends to schedule oral presentations in the week following receipt of Proposals.

Oral presentations are held to ensure that the Evaluation Committee fully understand the Offeror's Technical Proposal, including the Offeror's ability to fulfill the requirements contained in the RFP.

Please be advised that oral presentations are not to be used to propose substantive modifications to your Technical Proposal. Any substantive clarifications that result from the course of discussions at the oral presentation will become a part of the Proposal only if confirmed in writing following a request by the Procurement Officer.

In your presentation, please adhere to the following guidelines:

1. The Project Executive identified in your Proposal must be present for the oral presentation. Additional team members may also be present.

2. The Oral presentation must include a demonstration of the proposed technology solution, including the CRM, IVRS, ACD.

3. The oral presentation must include an overview of how all requirements in Section 2 will be met or exceeded, with a focus on the Staffing Plan including the vendor's customer service model, and how the Service Level Agreements in Section 2.6 will be met.

4. If desired, any written materials for the Evaluation Committee, must be provided to the Procurement Officer electronically (i.e. PDF or Powerpoint) prior to the oral presentation.

5. The presentation must not reveal any pricing terms or other pricing information.

6. The presentation must be completed within ninety (90) minutes. After the presentation, the Evaluation Committee will lead a question and answer period of approximately thirty (30) minutes.

Following the oral presentations, the Procurement Officer may request, in writing, that the Offeror clarify, in writing, any substantive clarifications, including any ambiguities, that may have become apparent through the oral presentation. Except to the extent that any such clarification is requested by the Procurement Officer and is confirmed by the Offeror in writing, no substantive changes contained in the oral presentation, including the written materials that may be presented at the oral presentation, shall be considered to be part of the Technical Proposal.

If you require clarification of the information provided in this amendment, please contact me at (410) 767-7404, or via email at sang.kang@maryland.gov.

**Sang Kang, Procurement Officer
September 25, 2023**