

## PRE-PROPOSAL CONFERENCE

### REQUEST FOR PROPOSALS Automated Financial System Maintenance and Enhancements Agency Control Number: OTHS/OTHS-24-059-S April 15, 2024, 11:00 AM

#### List of Attendees

Tishana Adams, Procurement Officer DHS Central Procurement  
Sang Kang DHS Procurement  
Henry ThorStraten, DHS Procurement  
Chanda Miller, Procurement  
Samuel Eduful DHS Procurement  
Nelson Lui DHS procurement  
Kenneth Jessup -DHS- SSC: Program Manager, Hiring Agreement Program  
Shernelle Crawford DHS-DCIO-shernelle.crawford@maryland.gov  
Darrin Cunningham, DHS darrin.cunningham@maryland.gov  
Aretha Ector, DHS Attorney General

Narayan Athreya, iCUBE Systems, INC. (MD MBE and SBR),  
nvathreya@icubesys.com - 703-362-4595

Michele Hudson, Telcom DC, mhudson@telcomdc.com

Golden Makusha, MOGOLD GLOBAL LLC/ gmakusha@mogoldglobal.com

Mark Long, Mokxa, Mark@Mokxa.com

Arumugam Muthu, from Triwave Solutions Inc(SBR certified) , Ph: 443-422-8868

Roger Richmond, Vice President / Principal, Telecommunications  
Development Corp (MBE), rrichmond@telcomdc.com, 202.262.5286

Ramesh Ponnada, 4A Consulting, LLC, MBE/DBE/SBR, ramesh.ponnada@4a-consulting.com, (304) 610-2077

Raj Rath, Business solutions Leader, Mokxa Technologies LLC

Joseph Allen: Joe Allen, Consulting Account Executive  
joseph.allen@microsoft.com

Niraj Jagasia, Cyquent, MBE, niraj.jagasia@cyquent.com

Terina Bryant, Microsoft Industry Solutions; Terina.Bryant@microsoft.com

Brian Zernhelt, VP Business Development, Cyquent, Inc. MBE,  
Brian.Zernhelt@cyquent.com, 443-690-0880

Heather Blersch, MICROsoft Heather.Blersch@microsoft.com

Arumugam Muthu, from Triwave Solutions Inc (SBR certified) , Ph: 443-422-8868

Yamuna Gollapudi, Proposal Manager Navitas Business Consulting, Inc (MBE Certified) 571-222-4646 yamuna.gollapudi@navitastech.com

Raveesh Dewan - rdewan@mokxa.com (MBE) Mokxa Technologies LLC

Nikita Jethani, Triwave Solutions Inc (SBR Certified)  
nikita@triwavesolutions.com

Venkat Gali, Microsoft [vgali@microsoft.com](mailto:vgali@microsoft.com)

# Pre-Proposal Conference: Automated Financial System Maintenance and Enhancements (2024-04-15 11 03 GMT-4) - Transcript

## Attendees

Aretha Ector -DHS- SSC, Brian Zernhelt, Chanda Miller -DHS- SSC, Danny Freeman, Darrin Cunningham -DHS- Contractor, Falecia Stuckey -DHS- Contractor, Golden Makusha, Golden's OtterPilot, heather blersch,

Henry ThorStraten -DHS- SSC, Joe Michelotti - Microsoft, Joseph Allen, Kenneth Jessup -DHS- SSC, Mark Long, Michele Hudson, Muthu Arumugam, N Athreya, Nelson Lui -DHS- SSC, Nicole Widger, Nikita, Niraj Jagasia, Raj Rath, Ramesh Ponnada (4A Consulting), Raveesh Dewan, Roger Richmond, Samuel Eduful -DHS- SSC, Sang Kang -DHS- SSC, Shernelle Crawford -DHS- DHRIS, Sherron A Fulton, Terina Bryant Microsoft, Tishana Adams -DHS- SSC, Tishana Adams -DHS- SSC's Presentation, Venkat Gali, Yamuna

## Transcript

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Darrin Cunningham -DHS- Contractor: you are.

Tishana Adams -DHS- SSC: All right. We still have a couple people coming in, you guys.

Henry ThorStraten -DHS- SSC: Okay, did you start recording by the way? I did, okay.

Tishana Adams -DHS- SSC: Yes, I did.

Tishana Adams -DHS- SSC: All right, you guys let's give everybody one more minute.

Tishana Adams -DHS- SSC: All right. Thank you.

Henry ThorStraten -DHS- SSC: Tishana, do we have an AAG with this Branch against?

Tishana Adams -DHS- SSC: Let me check.

Darrin Cunningham -DHS- Contractor: you are muted.

Henry ThorStraten -DHS- SSC: your on mute

Henry ThorStraten -DHS- SSC: Tishana your muted

Darrin Cunningham -DHS- Contractor: you are.

Henry ThorStraten -DHS- SSC: Tishana you're still muted.

Sang Kang -DHS- SSC: Hi I think we're having some syntactic issues here. But just to get us started Who's on the call? Could you put your contact information into the chat? We're going to take that information from the chat and post it later to Emma. So everyone is aware who attended the meeting? So I think just name the company and brief contact info. DHS should also do this.

Falecia Stuckey -DHS- Contractor: Sang would you like them to also say not their mbe or... Sang

Kang -DHS- SSC: Yeah.

Falecia Stuckey -DHS- Contractor: MBE or vsbe?

Sang Kang -DHS- SSC: Yeah, Thanks Falecia. If you are at MBE or VSBE you would want to. State that you are going to have everyone introduce themselves Tishana they want to get started so you can yeah good.

Tishana Adams -DHS- SSC: All Good afternoon, everyone. Welcome to the pre-proposal conference.

Tishana Adams -DHS- SSC: We will also try to answer any questions that you may have concerning this RFP. When asking questions, please state your name and the name of your company for the record. Please save your questions and responses for the end of the presentation. Please note that we will be recording this meeting. Is everyone okay with being recorded for the record?

Roger Richmond: Yes.

Tishana Adams -DHS- SSC: Is everyone okay?

Raj Rath: Yes.

Tishana Adams -DHS- SSC: Alright Thanks, A transcript of this conference will be made available on E Maryland Marketplace advantage and also added to the DHS website. Let's begin the conference with introductions. Please state your name and the name of your organization. If you are a MBE or VSBE Company, please state that you are a MBE or VSBE and a quick description of the type of services that you provide so that everyone knows that. While doing introductions could everyone please put your name and Company and contact information into the chat box. For the attendees list, which will be published on Emma after this.

Tishana Adams -DHS- SSC: So, let's all go around the room. My name is Tishana Adams. I am a part of DHS Central procurement.

Henry ThorStraten -DHS- SSC: I'm Henry Thurton of Procurement officer, and I'm also part of DHS procurement.

Sang Kang -DHS- SSC: sang Kang DHS

Nelson Lui -DHS- SSC: and Nelson DHS

Samuel Eduful -DHS- SSC: Samuel Eduful DHS procurement

Chanda Miller -DHS- SSC: Chanda Miller

Nelson Lui -DHS- SSC: Doesn't move.

Chanda Miller -DHS- SSC: there's an

Roger Richmond: Roger Richmond telecommunications Development Corporation. I'm the vice president and principal of the company. We are a state of Maryland MBE and our primary business is supporting state and local governments Implement Enterprise Technology Solutions.

Raveesh Dewan: Hi, this is Raveesh from Makusha one of the co-founders. On Moksha, and we are mbe as well. in the greater DC area

N Athreya: Hey, this is Niraj notrea from IQ systems.

Muthu Arumugam:

N Athreya: We are a Maryland MBE and SBR our Specialties implement custom software Primarily sass and Microsoft Dynamics 365 development Salesforce kind of work with a lot of metal and experience.

Mark Long: From Mark long also with Moksha.

Muthu Arumugam: This is Muthu. I'm from Traverse Solutions, and we are really specialized in Health and Human Services. I was also really a part of this empty thing really in a project where we really worked on this automated plan system for the integration of it. So we are also really not working on Health and Human Services on the federal space. Thank you.

Michele Hudson: Michele Hudson, I am also with Lacon and DC with Roger Richmond.

Ramesh Ponnada (4A Consulting): But this is Ramesh Ponnada from 4A Consulting. We do Services development work modernization and also support financial systems in both Federal and state agencies and we have quite a few task orders in Maryland state as well.

Joseph Allen: Yes, this is Joe Allen from Microsoft.

Brian Zernhelt: Hi, this is Brian zernhelt from sequent. We are Microsoft implementation partner. And also a Maryland MBE.

Nikita: Hi, this is Nikita from private Solutions, and we are SBR certified.

Yamuna: Hi, I'm looking as a professional manager for nobita's and we are MBE certified and we are into cloud and deep services.

Golden Makusha: Hi, this is golden. Makusha. We are from Mogul Global LLC, and we are an Ingram partner implementation platform for cloud computing Solutions.

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Raj Rath: That is Raj Rath as from OK technology. Let's see. We are MBE certified and provide Business and

## Technology Solutions

Niraj Jagasia: Good morning. This is Nina jagasia from segment. We have two decades of experience providing IT services with lots of contracts at the state of Maryland Prime contractor's including at MDH other places as well. Thank you. And we are MBE.

Tishana Adams -DHS- SSC: All right. Thank you everyone.

Tishana Adams -DHS- SSC: Open and remarks will be made by shernelle Crawford.

Shernelle Crawford -DHS- DHRIS: Good morning, everyone. I just want to say it's great to see you all welcome you to the conference and I look forward to having more discussion with you on the solicitation here. welcome and good morning.

Tishana Adams -DHS- SSC: All right. So now our present the minimum qualifications which is section one of the RFP.

Tishana Adams -DHS- SSC: Alright, there are no. minimum qualifications for this procurement But there are preferred qualifications. so

Tishana Adams -DHS- SSC: All right, the following experience is expected and will be evaluated as part of the technical proposal. You can see the offers experience and capability and references evaluation Factor. from section 6.2 So some of the preferred qualifications would be seven years of experience developing implementing and managing Network Services transaction processing and SAAS systems such as the d365 model.

Tishana Adams -DHS- SSC: demonstrated knowledge of the developing and managing fast Financial systems Network Services and transaction processing You need to illustrate a comprehensive understanding of the work as well as including an explanation of how the work will be performed. Those are the minimum and preferred qualifications for this RFP.

Tishana Adams -DHS- SSC: Shernelle will present the scope of work and contractor's requirements.

Shernelle Crawford -DHS- DHRIS: All right, good morning. So, I will start with a summary of the scope which is 2.1. So basically, this solicitation is to support the maintenance and operation for AFS d365 solution, which is a SAAS solution. So, this person will support us with the overall licensing renewal maintenance and Any development or enhancements that the system requires? So, if you look at to summarize, we can start with

Shernelle Crawford -DHS- DHRIS: first actually providing the licenses then we want to talk about the subject matter experts that we need to help support the state and managing the system. We also want to talk about any environments that we use to do any of the maintenance and operations on the system as well as any specific subject expert knowledge. We may need to add enhance our current functionality. So, if you look at 2.1. Our project goals it is spelled out there. First is the first section of the three would be the licensing renewals. So that would be access to the actual product to keep our SAS system.

Shernelle Crawford -DHS- DHRIS: It also includes any hosted environments that are needed to test enhance or maintain our system. And it also has to do with any end user licenses for any of the modifications that we may need in the future any third-party tools that would need to help us in

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Shernelle Crawford -DHS- DHRIS: performing any of the tasks that we come up with. So, if you look at section two, that's the meteor of the two which is the maintenance and operations there. We talk about onboarding and implementation. So, the whole process of identifying any enhancements identifying any break fixes and assisting the state with fixing or enhancing as needed it all talks about our tenant and data management. Strategic help helping us to discuss any enhancements being offered by Microsoft that may assist the state.

Shernelle Crawford -DHS- DHRIS: We also talk about the overall maintenance of the SAS system itself. So that would mean any builds or updates or maintaining a knowledge of the upcoming enhancements that Microsoft pushes out that may impact our current solution and our current modifications. And then the last section is our development in delivery. And so, this is our actual project management oversight as well as taking a look at some of the processes that we have in place some of the interfaces that may need to change that we may need to add or update as well. As any functionality that the state is looking into implementing to better assist our clients.

Shernelle Crawford -DHS- DHRIS: I will pause there. I think that's a pretty good overview of The summary of what we're looking for here. You say questions at the end. I will move on to the contractor requirements in general so there will be a transition end period that we will discuss that transition period will be for up to 120 days. We will talk about the specifics of understanding.

Tishana Adams -DHS- SSC: Yes. Thank you Chanel.

Shernelle Crawford -DHS- DHRIS: The current system that we have we will also give you an understanding of our current customizations. We can scope out how we will manage the actual work that is done the invoicing process. All of that will be discussed when we have our kickoff and in our initial transition in working with our existing vendor to transition them out so that you are fully understand our current state of the system. There are three key personnel that we're seeing in the solicitation one is the project manager other one is our d365 infrastructure or functional advisor that we specify and then we're looking for a lead developer. Someone who can assist us with actually doing customizations as well as enhancements to the system.

Shernelle Crawford -DHS- DHRIS: I know we have a section to discuss the MBE and VSBE. So, I will not touch that but I will leave that there for the next person. Thank you.

Tishana Adams -DHS- SSC: Thank you much All right, so I'm going to go down to a section 4 which are the procurement instructions?

Tishana Adams -DHS- SSC: All right, let's begin with section 42. All proposals need to be submitted through Emma. And for a contractor award you need to be registered with Emma is the electronic commercial system for the state of Maryland. the conference summary the attendance sheet offers questions and the procurement officers' responses. The addenda and any other solicitation related information will be made available on Emma to receive a contractor award a vendor must be registered

on Emma. The registration is free. You can follow the link to Emma. And click on new vendor and register now.

Tishana Adams -DHS- SSC: It is necessary to be registered with Emma to receive a contract award all offers can register from the link in section 4.2. Questions all questions including concerns regarding any applicable MBE VSBE participation goals shall identify in the subject line the solicitation number and shall be submitted in writing via email to the procurement officer five days prior to the procurement officer based on the availability of time to research and communicate and shall decide whether the answer can be given before the proposal. Do they?

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Tishana Adams -DHS- SSC: Answers to all questions that are not clearly specific only to the requestor will be distributed via the same mechanism as for this RFP and post it on Emma. the statements

Tishana Adams -DHS- SSC: enter. Interpretations continue, I mean contained and responses to any questions whether responded to verbally or in writing are not binding on the department unless the issues and amendment in writing. If you have any concerns or questions concerning this solicitation you can ask them later today. Or also, you can send them to my email, and we can make it a point to answer all questions and responses will be published on Emma and the DHS website.

Tishana Adams -DHS- SSC: Procurement method a contract will be awarded and accordance with the competitive field proposals method under Comar 21.10.5.03.

Tishana Adams -DHS- SSC: Proposals are due. Wednesday May 1st at 5 pm They must be received by that proposals and their number and form set forth and section 5 proposal format must be received by the procurement officer. No later than the proposal do they in time indicated on the key information summary sheet to be considered proposals will only be accepted through Emma the E procurement system instructions on how to submit proposals electronically can be found at the link. That I'm putting here in the chat,.

Tishana Adams -DHS- SSC: All right.

Tishana Adams -DHS- SSC: Request for extensions of this date and time will not be offer a submitting proposals should allow sufficient delivery time to ensure timely receipt by the procurement officer. Except as provided in Comar 21 0 5 0 3 0 2 F and 21:05.02.10 proposals receive after the due date and time listed and the key information sheet proposals may be modified or withdrawn by written notice received by the procurement officer before the time set forth in the key information sheet for receipt of proposals may not be submitted by email. Proposals will not be open publicly.

Tishana Adams -DHS- SSC: Potential offers not responding to this solicitation are requested to submit a notice to vendors form which includes company information and the reason for not responding. All right.

Tishana Adams -DHS- SSC: Multiple or alternate proposals will not be accepted. Economy of preparation proposals should be prepared simply and economically and provide a straightforward and concise description of the offer is proposal to meet the requirements for this Public Information Act notice Tishana Adams -DHS- SSC: the offeror should give specific attention to the clear indication of Those portions of its proposal. That it considers confidential. and perpetuity



Tishana Adams -DHS- SSC: Commercial information or trade secrets and provide justification why such materials? Upon request should not be disclosed by the state. Offers are advised that upon requests. For this information from a third party the procurement officers required to make an independent determination whether the information must be disclosed and there is a place to note this in your submission. This will be in tab one of your proposals. It will be called the claim of compositionality. All right.

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Tishana Adams -DHS- SSC: award basis a contract shall be awarded to the responsible offer. Submitting The Proposal that has been determined to be the most Advantages to the state considering the price and evaluation factors set forth in the RFP.

Tishana Adams -DHS- SSC: COMAR 2110503.03.F for providing the goods and services as specified in this RFP. And you can see RFP section 6 for further award information.

Tishana Adams -DHS- SSC: Oral presentation offers may be required to make oral presentation to the state representatives. Oral presentations are considered part of the technical proposal offerors must confirm and write in any substantive oral clarification. change in their proposal made during discussion any such written clarifications or changes then become a part of the offers proposal the procurement officer will notify offers of the time and place of oral presentation.

Tishana Adams -DHS- SSC: duration of proposals submitted and response to this RFP irrevocable for the latest of the following 120 days following the Best and final offers if requested or the date any protests concerning this RFP is finally resolved this period may be extended at the procurement officers requests only with the offers written agreement.

Tishana Adams -DHS- SSC: Revisions to the RFP if the RFP is revised before the due date the department shall post any agenda. to the RFP on Emma and shell Endeavor to provide such addendum to all prospective offers that were fit in this RFP. That were sent this RFP. Otherwise known by the procurement offer officers who have obtained this RFP it Remains the responsibility of all perspective offers to check Emma for any of the item's issued prior to the submission of Acknowledgment and acknowledgment of the receipt of all addendums to this RFP issue before the proposal due date shall be included and the transmittal letter accompanying the offers technical proposal.

Tishana Adams -DHS- SSC: Any addendums Made after the due date for proposals will be sent only to those offers that remain under Acknowledgment of the receipt of addendums to the RFP issued after the proposal, they shall be in the manner specified in the addendum notice. Failure to acknowledge receipt of an addendum does not relieve the offer from complying with the terms additions deletions or Corrections set forth and the addendum and may cause the proposal to be deemed not reasonably susceptible of being selected for an award.

Tishana Adams -DHS- SSC: cancellations the state reserves the right to cancel this RFP reject any and all proposals and the whole or in part receive and response to this RP wave or permit The Cure of minor irregularities and conduct discussions with all potential qualify offers and any manner necessary to serve the best interest of the state. The state reserves the right and its own sole discretion to award a contract based upon the written proposal received without discussions or negotiations. and the event

Tishana Adams -DHS- SSC: that a government entity proposes and receives the recommendation for award the procurement may be canceled and the award process in accordance with Comar 21103 zero one a four.

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Tishana Adams -DHS- SSC: If the services that are the subject of the RP are currently being provided under an interagency agreement with the public institution of a higher education the state that determines that the services can be provided more effectively by the public institution of higher education. Then the RFP may be canceled and the courts with the code as state finance procurement art.

Tishana Adams -DHS- SSC: And cured expenses. The state will not be responsible for any cost and cured by the offer and preparing and submitting a proposal in making an oral presentation providing a demonstration or performing any other activities related to submitting a proposal and response to this solicitation. protests and disputes and we protests or dispute related to this solicitation or the contract award shall be subject to the provisions of 2110 administrative and civil remedies

Tishana Adams -DHS- SSC: All right. Let's look at the offer responsibilities offer us must be able to provide all goods and services and meet all the requirements requested in the solicitation and the successful offeror shall be responsible for the contract performance, including any All sub-contractors shall be identified and a complete description of their role relative to the proposal. She'll be included and the offers if applicable subcontractors, utilize and meeting the established MBE or VSBE participation goes for the solicitation shall be identified as provided in the appropriate attachments to this RFP.

Tishana Adams -DHS- SSC: That would be the minority participation goes section. If the offer is the subsidiary of another entity all information submitted by the offer but not limited to references financial reports or experience and documentation used to meet the medical qualifications. Shall pertain exclusively to the offer unless the parent organization will guarantee the performance of the subsidiary.

Tishana Adams -DHS- SSC: If applicable the offers proposal show contains an explicit statement signed by an authorized representative of the parent organization stating that the parent organization will guarantee the A parental guarantee of the performance of the offer under this section will not automatically result in crediting the offer with the experience or qualifications of the parent of any evaluation criteria pertaining to actual offers experience and qualification. And said the offer will be evaluated on the extent to which the state determines that the experience and qualifications of the parent or applicable to the shared

Tishana Adams -DHS- SSC: and shared with the offer any statement intent by the parents to be directly involved in the performance of the contract and the value of the parent participation as determined by the state.

Tishana Adams -DHS- SSC: All right. Acceptance of terms and conditions by submitting a proposal and response to this RFP. The offer is selected for rewards shall be deemed to have accepted the terms and conditions of this RFP and the contract attached here to as attachment m Me exceptions to this RFP or contractor should be clearly identify in the executive summary of the technical proposal. All exceptions

will be taken into consideration when evaluate in the offer is proposal. The department reserves the right to accept or reject any exception.

Tishana Adams -DHS- SSC: Alright. Proposal affidavit, please submit a proposal after David with your proposal a proposal submitted by the offer must be accompanied by the complete proposal affidavit a copy of this affidavit is included as attachment C of this RFP.

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Tishana Adams -DHS- SSC: contract affidavit All offers are advised that if a contract is a water as a result of this solicitation,...

Tishana Adams -DHS- SSC: the successful offer will be required to complete a contract affidavit a copy of this affidavit is included for the information no purposes as attachment of this RFP. This affidavit must be provided within five business days of notification of the recommended award. All right.

Tishana Adams -DHS- SSC: compliance with laws All right by submitting a proposal and response to this RFP the offer.

Tishana Adams -DHS- SSC: if the selected award agrees that it will comply with all federal state and local laws applicable to its activities and obligations under the contract by submitting a response to this solicitation each offer a represents that it is not in the arrears in the payment of any obligations due to the state. Including the payment of taxes and employee benefits and become so in arrears during the term of the contracted for a contractor award.

Tishana Adams -DHS- SSC: Verification of registration and tax payment before business entity can do business in the state. It must be registered with the State Department of Assessments and Taxation at If that is located at State office building room 803 301 West Preston Street, Baltimore, Maryland to one two, zero one. For registration information, please. Visit the link

Tishana Adams -DHS- SSC: All It is strongly recommended that any potential offer is complete the registration Prior to the proposals due date okay?

Tishana Adams -DHS- SSC: and if not, that may disqualify you from this contract award,

Tishana Adams -DHS- SSC: false statements, offerors are advised that MD code and state finance and procurement article one provides as follows and connection with the procurement contract a person may not really willfully falsify conceal or suppressed materials back by any scheme or device make a false or fraudulent statement or representation of a material fact use a false writing or document that contains a false or fraudulent statement or entry of a material fact a person may not conspire with another person to commit and act under Section 4.22.1.

Tishana Adams -DHS- SSC: All right, and that person who violates any provision of this section is guilty of a felony and on conviction is subject to a fine not exceeding twenty thousand dollars or imprisonment. Not exceeding five years or both.

Tishana Adams -DHS- SSC: payments by electronic funds transfer by submitting a proposal and response to the solicitation the offeror if selected for war agrees to accept payments by electronic funds transfer. Unless the contractor the State Comptroller is office grants and exempt Payment by EFT is mandatory for contracts. Exceeds 200,000. the offer a share register using the CLT Gad X10 vendor electronic funds

registration request form any requests for exemption must be submitted to the state comptroller's office for approval.

Tishana Adams -DHS- SSC: And must include the benefit business identification information as stated on the form and must include a reason for the exemption. The form can be downloaded at the link here in four two three 0.2. 423.2 all right.

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Tishana Adams -DHS- SSC: Prompt payment policy this procurement and the contract to be Pursuit into the solicitation are subject to prompt payment policy directive issued by the governor's office of small. Minority Women Business affairs.

Tishana Adams -DHS- SSC: The contractor shall comply with the prompt payment requirements outlined in the contract. section 31

Tishana Adams -DHS- SSC: Electronic procurements authorized please submit all your questions to me directly and submit your proposals through under Comar 21-0305 and that's otherwise prohibited by the Department. May conduct procurement transactions by electronic means including the so Proposing award execution and administration of the contract as provided in MD code and MD uniform electronic transactions. X commercial law article title 21 participation in the solicitation process on a procurement contract for which electronic means has been authorized cell constitute can fit by the offeror to conduct.

Tishana Adams -DHS- SSC: in addition to specific electronic transactions specifically authorized and other sections of this solicitation describing payments by electronic funds transfer. The following transactions are authorized to be conducted by electronic means on the terms as authorized and Comar 21103 05 the procurement officer May conduct a procurement using Emma or email to issue the RFP any amendments documents questions responses Communications regarding the solicitation or proposal notices of award the procurement officers decision on any proposal protests or contract claim

Tishana Adams -DHS- SSC: the potential offer may use Emma to reply to any material That was received from the procurement officer. And to submit a no proposal response.

Tishana Adams -DHS- SSC: The procurement officer the contract monitor the contractor May conduct a Day to day contract Administration. Except as outline and section 425 of this. RFP

Tishana Adams -DHS- SSC: All right.

Tishana Adams -DHS- SSC: MBE participation goal at this time Chanda Miller will present the MBE and VSBE section.

Chanda Miller -DHS- SSC: Good morning, everybody. I'm going to go ahead and skim through touching on some of the core. Items for the MBE participation goal and for the vsbe participation goal. This RFP has a MBE goal of 20% and a VSBE goal of 1% and overall MBE some contractor participation goal has been identified as noticed in the key information summary sheet in the RFP. And this represents a percentage of the total contract dollar value including all renewal option terms, if any and that's been established for this procurement. There are no sub goals. By submitting a response to the solicitation.

The offeror is acknowledging that the overall sub-contractor participation goal. Is established and the offer is committing to achieving the overall goal?

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Chanda Miller -DHS- SSC: By utilizing certified minority business enterprises or it must request a full or partial waiver of the overall goal and sub goals. There're no sub goals. So, the overall goal And offer that does not commit to meeting the entire MBE participation goal as outline. And is implying that it is requesting a full or partial waiver for the remainder of the MBE goal?

Chanda Miller -DHS- SSC: as applicable And if recommended for award shall submit particular documentation that supports it's good faith efforts to meet the MBE goal May prior to submission of its proposal as outline and attachment D. There are several forms that will need to be filled out with your bit of proposal. prior to print 10 days once you have been notified that you're a parent awardee.

Chanda Miller -DHS- SSC: And then there are documents that are required throughout the life of the contract. The attachments are on page 70 of this RFP. There's a link to them. So, please pay close attention to what's needed and at what intervals there needed to be submitted. Could you scroll down a little bit tishana past the attachments? And those are just outlining what's going to be required? I'm going down a little further the offer, go up a little bit. I'm sorry.

Chanda Miller -DHS- SSC: Right there that's good. The offer responds to the expected degree of MBE participation as stated in the solicitation by identifying the specific commitment of certified mbes at the time of proposal submission. He offers child specify the percentage of total contract value Associated within each MBE sub-contractor who's going to be identified on the MBE participation schedule that you're going to be submitting. This is going to include any work performed by the BE Prime including Prime participation as a joint venture to be counted towards leading the BE participation goal. The offer a requesting a waiver should review attachment Dash 1B, which is waiver guidance indeed - 1 C which is good faith efforts documentation to support waiver request.

Chanda Miller -DHS- SSC: If the Offeror fails to submit a completed attachment d1a with a proposal as a requirement the procurement officer shall determine that the proposal is not reasonably susceptible of being selected for award unless the inaccuracy is determined to be the best to be the result of a minor irregularity that is waived or cured in accordance with comar21.06.02.04. Offers are responsible for verifying that including any Prime and MBE Prime participating in a joint venture. selected to meet the goal is subsequently identified and attachment d1a and is appropriately certified and has a correct NAICS codes allowing it to perform the committed work. Within 10 business days from notification that the recommended awardee.

Chanda Miller -DHS- SSC: Or from the date of actual award whichever is earliest the offer must provide the following documentation to the procurement officer. That's the Out efforts compliance statement and be sub-contractor Prime project participation certification any other documentation required by the procurement officer to ascertain offer a responsibility in connection with the certified sub-contractor participation goal. Further if the recommended awardee believes a waiver in whole or part of the overall MBE eagle or any applicable some goals necessary, which this isn't the recommended awardee must submit a fully documented waiver request that compliance that complies with comar. So, it kind of regurgitates itself, but it's really important to make sure that you are fully aware of all the requirements with the reporting and the documentation that needs to be submitted.

Chanda Miller -DHS- SSC: If the recommended awardee fails to return each completed document within the required time the procurement officer May determine that the recommended awardee is not responsible and therefore not eligible for contract award if the contractor's already been awarded the award is avoidable. You can find a current directory of certified mbes through the Maryland State Department of transportation's website. It's a really good tool and's where you find all that's the only tool that you can use to locate a certified mbes. The offer that requested are implied to request a waiver of the goal or any of the applicable goals sub goals will be responsible for submitting the good face efforts documentation to support the waiver request. So, we kind of go gone over that before so I don't want to Regurgitate that you can scroll down a little bit tishana, please.

005000

Chanda Miller -DHS- SSC: And that brings us to the Again. This RFP has a vsbe participation goal of one person. And similar to the MBE forums and documents there are forms for vsbe as well. That will need to be submitted with your proposal. It's attachment E

Chanda Miller -DHS- SSC: Let's see the contractor shows structure. It's procedures for the performance of the work required in the contractor to attempt to achieve the participation goal as stated in the solicitation MBE performance must be in accordance with this section and attachment as authorized by comar the contractor agrees to exercise all good faith efforts to carry out the requirements set forth in this section and attachment e A certified veteran owned small business Enterprise must be verified by the state. What we're using now is Emma to verify accuracy and certification for certified MBEs. and VSBE participation goal Is a percentage of the overall total contract dollar amount?

Chanda Miller -DHS- SSC: By submitting a response to this solicitation the offeror agrees that this the total dollar amount of the contract will be performed by a verified veteran on small business enterprises.

Chanda Miller -DHS- SSC: and accordance with comar the solicitation requires offers to identify specific work categories within the scope of the procurement appropriate for subcontracting. It requires offerors to solicit MBEs before proposals are due describing the identified work categories and providing an instruction on how to bid on the subcontracts. The offer must make an attempt to make personal contact with the vsbes solicited and to document. these attempts I must assist MBEs to fulfill or to seek waiver of bonding requirements and attempts to attend pre-proposal.

Chanda Miller -DHS- SSC: AI VSBE participation as stated in the solicitation by identifying the specific commitment of vsbes at the time of proposal submission.

Chanda Miller -DHS- SSC: The offeror shall specify the percentage of the contract value associated with each prime contractor identified on the vsbe participation schedule. Set forth and Kumar 2111 and 13:05. B2 where a verified VSBE firm participates It's on a contract as a prime contractor a procurement agency May count the distinct clearly defined portion of the work of the contract at the prime contractor performs with its own Workforce towards meeting up to 100% of the vs eagle. In order to receive credit for self-performance of the SBE Prime Must List its firm in the prime sub-contractor participation schedule. Again, that's attachment E1 and it must include information regarding the work. It will self-perform.

Chanda Miller -DHS- SSC: For any remaining portion of the vsbe goal that is not to be performed by the vsbe prime must also verify the VSBE soft contractor's used to meet the remainder of the goal. Within 10 business days from notifications. the awardee must provide the following documentation to the procurement officer and the project participation statement attachment E2. I'm going to jump down a bit. I'm just a state that if the apparent awardee fails to return each required document and completed within the requirement amount of time the procurement officer May determine that the apparent awardee is not reasonably susceptible of being selected for award.

005500

Tishana Adams -DHS- SSC: Thank you so much Chanda.

Nelson Lui -DHS- SSC: Hello, I'll be sharing information with you regarding Maryland's living wage law which has been in effect since October 1st, 2007. Maryland living wage Law requires certain contractors and subcontractors to pay a minimum wage rate to its employees working under A solicitation for services under a State Contractor valued at \$100,000 or more. Or 500,000 or more for a contractor's with 10 or less employees. Maybe subject to this law just under Title 18 of the state finance and procurement article the annotated code of Maryland. The current Maryland living wage law is sixteen dollars and 13 cents per hour if the State Contractor services. Valued at 50% or more of the total value of the contract is performed in a tier 1 area.

Nelson Lui -DHS- SSC: the State Contractor Services valued at 50% or more of a total value of the contract is performed in share two area then you pay each covered employee at least \$12.11 per hour The specific living wage rate is determined by whether the majority of the services take place in the Tier 1 or tier two area of the state, whichever one area includes Anne Arundel Baltimore Howard Montgomery and Prince George's counties and been in Baltimore City. The share two area includes any county in the state not included in the chair If your business operations and areas with two different waste shares. Then the ways you pay is turned by the area in which 50% or more the contract value If employees who perform the services are not located in either Tier 1 or tier two.

Nelson Lui -DHS- SSC: Living wage rate will be based upon where the majority of the recipients of the services Additional information regarding Maryland's living wage requirements are contained in attachment F of the RFP, which is entitled Maryland living wage Affidavit of agreement for service contracts. Information may also be found. on the Maryland Department of Labor website labor Dot maryland.gov Click labor in the top tabs living wage under the Offices heading, then the Quick Link for Frequently Asked Questions. This will take you to the page entitled Maryland's Living Wage Frequently Asked Questions (FAQs) – Living Wage for State Service Contracts. The living wage rates are subject to an annual adjustment by the Department of Labor. However, your prices under the contract may not change because of any living wage adjustments.

Tishana Adams -DHS- SSC: Thank you so much Nelson. All right, the federal funding acknowledgment.

Tishana Adams -DHS- SSC: There are programmatic conditions that apply to the contract due to Federal funding attachment G. The total amount of federal funds allocated for the office of technology for Human Services. Oths is 667,000. 537 in the Maryland State Physical years 2025 this represents 60% of all funds budgeted for the unit in that physical year. This does not necessarily represent. the amount of funding available for any particular Grant contractor or solicitation

Tishana Adams -DHS- SSC: the contract contains federal funds the source of these federal funds is tanif Medicaid State Administration matching grants for food stamp program child support enforcement and Foster Care title 5e the cdfa numbers are Lift it the conditions that apply to all federal funds awarded by oths are contained in federal funds attachment G. Any additional conditions that apply? To this particular federally funded contract are contained as supplements to federal funds attachment G and offers are to complete and submit these attachments with their proposals as instructed in the attachments In this case. They offer us intent to comply with all conditions which are part of the contract.

010000

Tishana Adams -DHS- SSC: Please complete all the federal funds attachments which is attachment G and submit them with your proposals. Okay?

Tishana Adams -DHS- SSC: All right conflict of interest affidavit and disclosure, please also submit a conflict of interest affidavit and disclosure and submit it with your proposal. The offeror should complete a sign inside the conflict of interest affidavit and disclosure which is attachment H and submitted with their proposal by submitting a conflict of interest affidavit and...

Tishana Adams -DHS- SSC: disclosure. The contractor should be sure their certifying all contractor personnel and sub-contractors are also without a conflict of interest as the finding comar 21:05 zero eight zero eight additionally a contractor has an ongoing obligation to ensure that all contractor Personnel are without conflicts of interest prior to providing Services Under the contract. For policies and procedures appliances specifically the conflict of interest. The contract is governed by comar 21:05-0808.

Tishana Adams -DHS- SSC: Participating in drafting of specifications disqualifying event offers are advised that. Merlin code State financed procurement article provides General Lee that an individual who assists in executive unit in the drafting of specifications. and in the invitation for bids a request for proposals for a procurement or the selection of award made in response to an invitation for bids or a request for proposals or a person that employs the individual may not submit a big or proposal for that procurement to assist a representative or represent another person directly or indirectly who is submitting a big or proposal for procurement

Tishana Adams -DHS- SSC: and the offer submitting a proposal in violation of this provision shall be classified as not responsible. comar 21:05 0303

Tishana Adams -DHS- SSC: Non-disclosure in group agreement if you are awarded a contract a non-disclosure agreement will be required. You may send that in with your proposal or upon award.

Tishana Adams -DHS- SSC: right HIPAA it's not required for this procurement.

Tishana Adams -DHS- SSC: All right on visual access the bidder or offeror warrants that the information technology offered under this bid or proposal provides equivalent access for Effective use by both Visual and long visual means consent with the standards of 508 of the federal Rehabilitation Act of 1973 and code of Maryland regulations. 143302. it also provides an individual with disabilities with non-visual access in a way that is fully and equally accessible to an independently usable by the individual with



disabilities so that the individual is able to acquire the same information engage in the same interactions and enjoy the same Services as users without disabilities.

Tishana Adams -DHS- SSC: All right.

Tishana Adams -DHS- SSC: Mercury and products that contain proper Mercury this solicitation does not include the procurement of products. No so likely include Mercury as a component. Location of the performance of services disclosure the offer is required to complete the location of performance of services disclosure. a copy of this disclosure is included as attachment I The disclosure must be provided with the proposal.

010500

Tishana Adams -DHS- SSC: Alright the department of human services hiring agreement. Next we will have Kenneth Jessup our Workforce Development coordinator.

Kenneth Jessup -DHS- SSC: Good afternoon, everybody. Just a slight adjustment. My name is Kenneth Jessup is program manager. No worries.

Tishana Adams -DHS- SSC: Sorry about that Kenneth.

Kenneth Jessup -DHS- SSC: No worries. I hope everybody had the opportunity to see the attachments that tishana added on to the calendar invite. But if not, I'll do a brief summary. The Hiring program is basically a clause that's in order to add opportunity to individuals under the family investment program to be able to apply for positions. They normally wouldn't have an opportunity to apply for we're not going to offer any position that the State Contractor would put up.

Kenneth Jessup -DHS- SSC: to polls without having done a screening to make sure that they fit the requirements. It is not like MBE or vsve with this particular goal or quota. If you post a position during the life of the contract, you would communicate with the high agreement email. We'll send it out to them. Keep tishana, you're showing the statutes.

Kenneth Jessup -DHS- SSC: We actually do a annual report to the state legislature and the Board of Public Works documenting how many positions we were able to capture for that current year and I'll go a little bit more about that just go forward the Board of Public Works. If you're interested in finding out more about the actual Hiring agreement and the designation to how it works. You can click on the link that's there that blue link to say and in the slot. We'll take you directly to the web page and gives you overview.

Kenneth Jessup -DHS- SSC: Receipt the point of the hardware program is to be able to focus on families. We want to make sure that the families that we have with the family and Veteran program under the tan of program, which is temporary assistance to needy families has an opportunity to use their skills that they have to apply for positions that they can match up with and that's pretty much the basis of the program. The targeted populations are current TC or recipients their children if they're old enough to work between 14 and 18 former TC recipients within the past five years and their children same group. 9 from ages 18 to 25 we support that demographic and then child support obligators to help out noncustodial parents so they can assist with the other side of porting the children basic criteria for Honda dream that we look

Kenneth Jessup -DHS- SSC: Armed, that's at least two years or longer contractor valued at least \$200,000 or greater and the opportunity for employment during the life of the contractor to include subcontractors as well. Types of eligible contractor. Normally we will be looking at would be small business Reserve service contracts like food service security Construction.

Kenneth Jessup -DHS- SSC: Here health care for entry-level and certified licensed we have individuals to have those skill sets as well as information technology for entry-level and skilled depending on what the criteria is. This is an example of the attachment. language that you would see in your solicitation. It has on here a couple key things we want to make sure is there your contact information because what I'm going to do is take the content mission on page two and contact the individual and send them an introduction email. I'm letting them know how Henry Works how they can send me information.

Kenneth Jessup -DHS- SSC: And also the FBI in number on the last page with a signature is for the signer. We need that information because when we do our annual report, we use your FEI in them to match up with people that are hired from your firm and want to do a match for our reporting purposes. Opportunities for economic stability like I said administrative Food Service security medical entry level. It construction and Landscaping possibilities. That's not all inclusive the annual legislative report. We report out on the number of local government positions in state agencies the agencies you see listed here on Department of budget and Management Department of Human Services Department on information and technology and enrollment Department of Transportation all actually listed in the actual statute. We have other agencies that support our programming though.

011000

Kenneth Jessup -DHS- SSC: as you move forward, go ahead. definitely cannot do this without the support of the senior procurement Advisory Group. Thank you guys so much for supporting us next live, please. And then some of our new partners like the Maryland Department of Juvenile services msde for education and Public Safety and Corrections have been very supportive. This chart here just is a brief overview of the different populations. We talked about and the total number of families that were supported but Initiative for the current group, that was about 1300, but yeah 1300 family service supported next slide.

Kenneth Jessup -DHS- SSC: And overall for contractor's local government and state agencies. We helped about just under \$5,300 families. thank you guys for your support for those that have participated in the past and hoping you'll participate in the future. And this is just an example of what happened in a prior year into going into a future year and seeing how we have been increasing over the time that we've been in existence.

Kenneth Jessup -DHS- SSC: Benefits to participants we do offer supports for a medical coverage. We cover the kids for our medical we offer on food security child care scholarship. We offer daycare opportunities Transportation subsidies and also a transportation assistance program that we offer as well. And we are actually located in all 24 jurisdictions in Maryland, including Baltimore City. So every County and Baltimore City, we have connections in each of those contractor's role

Kenneth Jessup -DHS- SSC: Basically, if you have position that you want to post up contact the Heine agreement email send me the position and allow us First Source for the employment opportunity

allowing these five business days to send it out to our partners throughout the state to see if we have any viable candidates that could fit your needs. The short answer is we ask for feedback sometimes if you have anyone that you select for the interview process and if there's any renewals Just a modification. We asked at hunter green would stay in place before you go forward though. I just want to say this one other thing the individuals that we will send you though what once we have a clear position description. We'll send it out and we'll ask our partners to make sure that they screened individuals before along with them to apply so how to take some of the leg workout and we don't want to waste your time or theirs. proceed

Kenneth Jessup -DHS- SSC: Next slide please. Benefits to contractors for those that qualify there is a work opportunity tax credit you can get from working with targeted populations. Tanif tends to be one of those populations among several others listed on Department of Labor's website either on federally or locally you can find more information on both the Department of Labor work opportunity tax credit. There is paperwork that you would need to do in order to qualify. There are certain requirements that they have in place that you would do you want to make sure you would receive the tax credit, but you can find information on Maryland Department of Labor's website or going to the federal site to give you more detail information on that next slide, please

Kenneth Jessup -DHS- SSC: Also want to do a quick little pitch for our partners over at labor with the Maryland apprenticeship program if you have a position or if you have an idea but doing an apprenticeship program reach out to local apprenticeship Partners. They are located in every region of the state and see if it might be a good fit to do an apprenticeship program through the Maryland Department of Labor's apprenticeship opportunity. These are some of the Navigators. Different reaches in the state will forward please. And that's the end of our presentation. That's the heart of human email my email and that's my former super brows. I need to update that. But yeah hit my if you have any questions, please open the floor.

Kenneth Jessup -DHS- SSC: I'm sorry that I suppose we ended up presentation. I apologize.

Tishana Adams -DHS- SSC: It's alright. Thank you so much Kenneth.

Kenneth Jessup -DHS- SSC: Thank you for listening.

011500

Tishana Adams -DHS- SSC: All right.

Tishana Adams -DHS- SSC: Now we're going to go down to SBR. So this solicitation is not designated as an SBR small business reserved for Maryland healthy Working Families act requirements all offers should be aware of how this act could affect your potential contractor On the Department of Labor license and regular regulations to check on this information here at the link.

Tishana Adams -DHS- SSC: right We're gonna go down to five one. your proposal format

Tishana Adams -DHS- SSC: All right, so there's two parts to your submission. There's a volume one for the technical proposal volume two for your financial All Proposals delivery and packaging proposals delivered by fax or email will not be considered. Provide no pricing information and the technical proposal provide. No pricing information on the media submitted in the technical proposal May submit

proposals through E MD Marketplace advantage The procurement officer must receive all electronic proposal material by the RFP. do they in time their specified in the key information A request for extension of this date will not be granted.

Tishana Adams -DHS- SSC: shall provide their proposals in two separate envelopes through Emma following the quick reference guides labeled five Emma responding to solicitations. for double envelope submissions You could click that link there.

Tishana Adams -DHS- SSC: To part double envelope submission. So, it consists of technical proposal and all supporting material in Microsoft Word format the technical proposal and all supporting material in searchable adobe PDF format.

Tishana Adams -DHS- SSC: The time, All right, your financial proposal?

Tishana Adams -DHS- SSC: Should be entered into the price form spreadsheet within Emma and all supporting material in Microsoft format adult format. All right.

Tishana Adams -DHS- SSC: And the searchable PDF copy of the financial proposal?

Tishana Adams -DHS- SSC: all right, so Volume One technical proposal

Tishana Adams -DHS- SSC: in addition to the instructions below responses in offers technical proposal share reference the organization and numbering sections in the RFP all pages of both proposal volume shall be consecutively numbered from beginning to end. All right, the technical proposition includes the following documents and the order specified. You should have your title page your table will contents that your claim of confidentiality should Under tab a one and your offer information sheet and transmit a letter should be submitted under tab B. Exactly if summary should be submitted under tab C.

Tishana Adams -DHS- SSC: The executive summaries are also identifying any exceptions. The offeror has taken to the requirements of this RFP.

Tishana Adams -DHS- SSC: minimum qualifications

Tishana Adams -DHS- SSC: Should be. submitting under tab V and your offering technical response to the RFP and proposed work plan should be submitted under tab e you want your proposal to be organized responding to each section and Order. And also these proposals which they should describe how the work will be done.

012000

Tishana Adams -DHS- SSC: are not just the reinstatement of the RFP those will be more than likely be ranked higher. All right.

Tishana Adams -DHS- SSC: experience and qualifications

Tishana Adams -DHS- SSC: All right, please provide a general Staffing plan and also note that there are Key Personnel for this contract and that's listed in section 310. So, the three key personnel is the 365 Structural functional advisor your project manager and your lead developer.

Tishana Adams -DHS- SSC:

Offeror qualifications and capabilities should be submitted under tab G the offer shall include information on past experiences with similar projects and services including information and support of the offers experience criteria.

Tishana Adams -DHS- SSC: Offeror shall provide a list of all clients and customers for home. They have provided similar services. Your references are submitted under tab H. You need to list at least three references and reference letters. From customers who are capable of documenting the offerors' ability to provide the goods and surfaces specified in this RFP. You need to list current prior state contractors submitted under? Tab, I provide a list of contracts.

Tishana Adams -DHS- SSC: With the entity of the state of Maryland for which the offer is currently performing goods and services or for which Services have been completed within the last five years.

Tishana Adams -DHS- SSC: All right, financial capability should be submitted under tab J. The offer must include in this personal and common commonly accepted method to prove it. physical integrity

Tishana Adams -DHS- SSC: submitted under tab K should be your Certificate of Insurance. Your subcontractors are submitted under tab EI.

Tishana Adams -DHS- SSC: your legal action summary will be submitted under tab m.

Tishana Adams -DHS- SSC: You're economic minute benefit factors will be set submitted under tab N.

Tishana Adams -DHS- SSC: All right.

Tishana Adams -DHS- SSC: Scroll down the technical proposal is going to be submitted under tab O.

Tishana Adams -DHS- SSC: All forms required for the technical proposal are identified in the table and table one section 7 of this RFP attachments and appendices.

Tishana Adams -DHS- SSC: Unless directly otherwise by instructions within the individual form complete sign and include all required forms in the technical proposal under tap.

Tishana Adams -DHS- SSC: All right, volume two of your financial proposal. The financial proposal shall contain all price information in the format specified and attachment B the offer at your complete the financial proposal form only as provided in the instructions and the financial proposal form itself. Do not amend alter or leave blank in the items. on the financial proposal form or include additional clarifying contingent language or attached to the financial proposal form failure to adhere to any of these instructions may result in your proposal being determined that reasonably successful. Of being selected for a reward,

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Tishana Adams -DHS- SSC: The evaluation and selection process Evaluation the proposals will be performed in accordance with comar 21:05 03 by a committee established for that purpose and based on the evaluation criteria set forth below.

Tishana Adams -DHS- SSC:

alright

Tishana Adams -DHS- SSC: award determination upon completion of the technical proposal and financial proposal evaluations and rankings each offer will receive and overall ranking. The procurement officer will recommend an award of the contractor to the responsible offer that submitted the proposal determined to be the most advantage to the state advantage to the state and making this most Advantage proposal. The termination technical factors will be received greater then financial factors

Tishana Adams -DHS- SSC: documents required upon notice of receipt of notification of recommendation for contractor award the parent awardee shall complete and furnish all documents and attachments as directed and table one of section 7 of the RFP and that concludes our presentation for this RFP. So are there any questions regarding the RFP?

Tishana Adams -DHS- SSC: Any questions that you guys would like to address right now?

Henry ThorStraten -DHS- SSC: Nothing in chat.

Mark Long: so is this I have a question was this.

Tishana Adams -DHS- SSC: No. Okay.

Mark Long: Totally an MS.

Henry ThorStraten -DHS- SSC: I'm sorry. Can you identify yourself in the company? You're with please?

Mark Long: I'm sorry Mark long with Moshe. Yeah, so it's this. a

Henry ThorStraten -DHS- SSC: Thank you.

Mark Long: Ms. Is this a current Platform or is there any opportunity to switch out the platform that supported? for Microsoft

Mark Long: Or upgrade around it.

Tishana Adams -DHS- SSC: I'm sorry. Can you repeat. you said is this what kind of platform?

Mark Long: This is just maintaining the Microsoft platform is there any way to do all enhancements or upgrades or any other supporting things have to they Microsoft based like clarinet

Tishana Adams -DHS- SSC: Chanel

Mark Long: All right. So when talk about in section 2.21c scope and development delivery of Any more clarity, so everything new still would have to be Microsoft Based.

Shernelle Crawford -DHS- DHRIS: So there are third-party tools that we use but yes, it would still have to interface and work within the Microsoft Dynamic and as your platform.

Tishana Adams -DHS- SSC:

Mark Long: Okay.

Mark Long: and then last and so all of this is T&M based right

Correct.

Mark Long: Thank you.

Tishana Adams -DHS- SSC: All right. Brian has a question. Is there an incumbent on the current project? And if so, who is it?

Darrin Cunningham -DHS- Contractor: the incumbent is Microsoft

Tishana Adams -DHS- SSC: All right any other questions?

Tishana Adams -DHS- SSC: Was that a question? my hand

Golden Makusha: Did you say this is golden here? Did you say the incumbent is Microsoft?

Tishana Adams -DHS- SSC: Microsoft Yes.

Golden Makusha: Okay, okay.

Henry ThorStraten -DHS- SSC: It was Niraj you raise the hand.

Tishana Adams -DHS- SSC: NiRaj,...

Niraj Jagasia: Yeah, hi. This is Niraj from Cyquent a couple quick questions.

Tishana Adams -DHS- SSC: how you doing?

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Niraj Jagasia: First one. What types of licenses and how many licenses and what understand this Microsoft at 365 are there any other source of licenses you're looking for the number of licenses and are they like concurrent licenses or? name licenses

Darrin Cunningham -DHS- Contractor: Yeah, the licenses fall into 30th and category groups one is for the fast product itself. Dynamic 365. The other one is for the actual user licenses and Chanel keep me on to see I don't have specific number in front of me, but I believe. It is the number 150.

Shernelle Crawford -DHS- DHRIS: 250

Darrin Cunningham -DHS- Contractor: Two, forgive me. So 250 and they're also is an enjoy your environment the government pays to go environment while technically that's not a license, but we do require for this particular solution to secure that environment and maintain that it's environment as well.

Tishana Adams -DHS- SSC:

Niraj Jagasia: Okay, thank My second question was we talked about some customizations? Can you go a little more deeper into that? What are some of the current customizations and if you're aware of specific customization shall be enhancements to this particular engagement. Thank you.

Darrin Cunningham -DHS- Contractor: So as you and everyone else in this call are aware. The dynamic 365 is a SAS solution. We talk about enhancements of customizations. Those enhancements are based on the particular interfaces Integrations where we would tie data handshakes between existing



Tishana Adams -DHS- SSC:

systems and the actual Dynamic 365 product. So they're gonna all live in that universe. primarily you had another question and I don't want to miss it.

Darrin Cunningham -DHS- Contractor: It's about the enhancements.

Niraj Jagasia: Yes, any future customizers enhancements? You're already aware that. Will be part of this.

Darrin Cunningham -DHS- Contractor: Right. yeah. I don't know if we can put up thumb on the actual future enhances that are there. We had 24 jurisdictions across the state of Maryland all of which utilize some component of the software. So, if there is a report from a legislative perspective that is now required for us to engage with or data that needs to be transferred to a new system that the state of Maryland adopts then that's gonna be part of the delivery for the solicitation but there are no of-box reporting or enhancements that we are looking forward to engaging in? That at this moment and it doesn't guarantee that there won't be one next week, but we just want this to be a vehicle for those deliveries.

Niraj Jagasia: And also, thank you.

Tishana Adams -DHS- SSC: All right.

Muthu Arumugam: I just have a quick question. So what is the total funding plan for this both for maintenance as well as for the new announcements from State and the Federal?

Tishana Adams -DHS- SSC: You said what is the total funding?

Muthu Arumugam: Yes.

Tishana Adams -DHS- SSC: string

Sang Kang -DHS- SSC: I'm sorry. What was the question again?

Muthu Arumugam: Yeah, the total funding allocated for maintenance as well as for the enhancements that comes from state and federal. I think the Shernelle was mentioning it. So just wanted to get the clarity on the funding part of it.

Aretha Ector -DHS- SSC: I think this is Aretha Ector. The attorney general the information provided in the solicitation just gives you an idea of the total funding for the program. However, these specific amount for these services will not be provided at this time.

Muthu Arumugam: Thank you.

Henry ThorStraten -DHS- SSC: Okay in chat, there's a question from n athreya under what contract was his performed and then that is Microsoft contract number and when is this expiring?

Henry ThorStraten -DHS- SSC: In this refers to the incumbent.

Tishana Adams -DHS- SSC: It's the previous contractor's expiring the end of July Correct

Shernelle Crawford -DHS- DHRIS: August end of August of this year.

Tishana Adams -DHS- SSC: end of August, okay.

Tishana Adams -DHS- SSC:

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Shernelle Crawford -DHS- DHRIS: As far as the contract number, I don't have that off hand.

N Athreya: This isn't Athreya again from icube systems is Dynamics 365 now hosted in-house. Or Microsoft or some other third parties hosting it now.

Darrin Cunningham -DHS- Contractor: The D 365 is hosted on the Azure platform.

N Athreya: Yeah, but is it? posted by Whom who maintains that hosting?

Darrin Cunningham -DHS- Contractor: So the hosting environment is provisioned through Microsoft. It is underneath the purview of the state. I guess if you're asking who's ultimately responsible for spinning up environments or...

N Athreya: Yeah.

Darrin Cunningham -DHS- Contractor: so Microsoft does that for us as well? So just to clarify for everyone the existing services that Microsoft provides for us is the procurement of the actual licenses and the maintenance of those licenses the delivery of the actual software the maintenance of that So any patches software updates things that nature and then underneath the previous contract that contractor was presentation a solution identification model. RFP and implementation

Darrin Cunningham -DHS- Contractor: And so the work that Microsoft put in place was while significantly substantial. and well delivered very different than a maintenance and operation contractor. So Any enhancements that we had to do was carried off through statement of Works, which was allocated as part at a side. But as a condition of the actual contract post implementation this particular solicitation is designed specifically around the maintenance and operation of the existing services. So again, I don't think that was an explanation meant to correct anything, but just to provide Clarity for everyone to call.

N Athreya: Thank you.

Tishana Adams -DHS- SSC: Also, Ramesh wants to know the anticipated start date, which is August the 1st. how many more years does a state own G60 365 licenses?

Darrin Cunningham -DHS- Contractor: A part of the solicitation is going to be the continuation of those licenses. the licenses I believe are secured through August and so we're looking for the offer To ready the solution and make sure that we can maintain those licenses through October and close of the year and for the duration of the upcoming contractor.

Tishana Adams -DHS- SSC: All right any more questions?

Tishana Adams -DHS- SSC: All thank you all for attending the pre-proposal conference.

Ramesh Ponnada (4A Consulting): Thank you.

Nikita: Thank you.

Brian Zernhelt: Thank you.

Tishana Adams -DHS- SSC:

Yamuna: thank

Mark Long: Thank you.

Tishana Adams -DHS- SSC: Thank you.

Henry ThorStraten -DHS- SSC: Good job.

Tishana Adams -DHS- SSC: Thank you so much.

Meeting ended a er 01 39 46 🙌