

Aug 26, 2025

The following transcript has been edited for clarity. The RFP and its attachments, addenda, and Amendments take precedence over this transcript.

CSA/MSDNH/25-001-S

Maryland Directory of New Hires RFP Pre-Proposal Conference - Transcript

00:00:00

Henry ThorStraten -DHS-: Okay, we're recording and transcribing.

Arlette Thomas Fletcher -DHS- CSA: Okay, we're recording, and this conference will be available later.

Henry ThorStraten -DHS-: A typed transcript of this conference will be made available on eMaryland Marketplace Advantage (eMMA) and on the DHS website. Welcome to the Pre-Proposal conference for the state of Maryland Department of Human Services Request for Proposals (RFP) entitled Maryland State Directory of New Hires, RFP number CSA/MSDNH-25-001-S. At this time, please use the chat to type in your name, your business name, your email address, and phone number. I'll ask you to introduce yourselves shortly. My name is Henry ThorStraten, the Procurement Officer for the Solicitation, and today we will be presenting information about the RFP. Later, we will take questions that you may have regarding the solicitation.

00:01:08

Henry ThorStraten -DHS-: The agenda for this conference is attached to the Google calendar event and is available for download. As a courtesy to others,

please keep yourself muted unless called on. I am Henry ThorStraten, the Procurement Officer for the Solicitation. I will now call on the other representatives of the state to introduce themselves.

CSA, please go ahead.

Arlette Thomas Fletcher -DHS- CSA: Okay. Hi, my name is Arlette Thomas-Fletcher and I am the Contract Monitor and Grants Manager for the Maryland New Hires RFP once the vendor comes on board. Thank you.

Erin Easton -DHS- CSA: Good afternoon. My name is Erin Easton. I'm the Chief of Staff for the Child Support Administration.

Laticia Muse -DHS- CSA: Good morning.

00:02:17

Henry ThorStraten -DHS-: Okay. Is that all of CSA? Okay, DHS [Procurement], please introduce yourselves.

Tishana Adams -DHS-: Hello, I'm Tishana Adams, Procurement Officer 2 with Central Procurement.

Samuel Eduful -DHS-: Good afternoon.

Henry ThorStraten -DHS-: Okay, Kanisha, you can go ahead. I see you just joined.

Kanisha Reed -DHS-: Hello, I'm Kanisha Reed, Procurement Officer, DHS.

Henry ThorStraten -DHS-: Okay. Anyone else from Procurement?

Nelson Lui -DHS-: Yeah, my name's Nelson.

Henry ThorStraten -DHS-: Okay. And if that's all, would the Assistant Attorney General please introduce herself?

Diane Wessel -DHS-: Good afternoon, everyone. Diane Wessel, Assistant Attorney General working with procurement in DHS.

Henry ThorStraten -DHS-: Okay, if you have not already added your name, business, and contact information to the chat, please do so now. When I call on you, please state your name and the name of your business. If anyone is not available to add information to the chat, I'll give you a chance to identify yourself next. Let me check the chat.

00:03:40

Henry ThorStraten -DHS-: Okay. Brian Zernhelt.

Brian Zernhelt: Hello, I'm Brian Zernhelt with Cyquent. We're an MBE. Thank you.

Henry ThorStraten -DHS-: Okay. Dawn Kennedy.

Dawn Kennedy: Hi, I'm Dawn Kennedy with Kennedy Personnel Services providing recruiting and staffing services and we're certified WBE business. Thank you.

Henry ThorStraten -DHS-: Irvin Lewis.

Irvin Lewis: Good afternoon everyone. Irvin Lewis here with Express Employment Professionals. We are a staffing agency based out of Owens Mills, Maryland. And we are certified veteran-owned business as well.

Henry ThorStraten -DHS-: Okay. Can you, Mr. Lewis, can you go ahead and put your information into the chat as well?

Irvin Lewis: Yes, I've done so.

Henry ThorStraten -DHS-: Okay. Mayo Fakeye.

Moyo Fakeye: Yes. Good afternoon. I'm Mayo, director of operations for Precision Management Solutions. We're also MBWB certified here in Baltimore, Maryland. Thank you for the call.

Henry ThorStraten -DHS-: Okay. Richard Dinnis.

Richard Dinnis: Hi, I'm Richard Dennis with Rubix Solutions.

00:04:45

Richard Dinnis: We're a government contractor and we're NBE, DBE, SBE, and a WSB certified Baltimore City. Thank you.

Henry ThorStraten -DHS-: Okay. N Athreya

N Athreya: Good afternoon. This is Narayan Athreya from iCube Systems. We

are a Maryland MBE SPR and a woman-owned small business with over 20 or 25 years in the IT business and over 17 years working doing work for Maryland agencies. Thank you.

Henry ThorStraten -DHS-: Okay. Lauren Killebrew.

Laura Killebrew: Yes, sorry. Laura Killebrew. I'm with Maximus. I work in our capture division and I've got many years in this line of work.

Henry ThorStraten -DHS-: Okay, we can just keep it to the name and the business. Eric Rubin.

Eric Rubin: Hi, I'm Eric Rubin with Cyquent located in Rockville, Maryland and we are an MBE in Maryland.

Henry ThorStraten -DHS-: Okay. and Miss Killebrew and Mr. Rubin, go ahead and put your information in the chat.

00:05:57

Henry ThorStraten -DHS-: I just see your name there right now. Britney French.

Brittany French: Hello everyone. This is Brittany Bet, formerly Brittany French, and I'm a director at Stellarware Corporation.

Henry ThorStraten -DHS-: Okay. Erica French.

Erika French: Good afternoon everyone. Erica French, also director at Stellarware Corporation. We've run some new hire projects across the country.

Henry ThorStraten -DHS-: Okay. Keith Lewis.

Keith Lewis: Hi there, Keith Lewis, Stellarware Corporation.

Henry ThorStraten -DHS-: Okay. And Laura Killibrew, I see your information now. Gary Johnson.

Gary Johnson: Yep. I'm Gary Johnson with Maximus.

Henry ThorStraten -DHS-: Okay. And Eric Rubin, I see your information farther down. Thank you. Dennis Seeley.

Dennis Seeley: I'm Dennis Seeley with Maximus, the senior project manager, and my information is in the chat.

Henry ThorStraten -DHS-: Okay. Clarissa Combs.

Clarissa Combs: I am Clarissa Combs, director at Stellarware Corporation.

Henry ThorStraten -DHS-: Okay. And George French, unless you've added your information further down, go ahead and add your information to the chat, too.

00:06:56

Henry ThorStraten -DHS-: But go ahead and introduce yourself.

George French: Yes, I'm George French with Stellarware. My information is a little further down. Sorry about that.

Henry ThorStraten -DHS-: All right. I see. Wendy Garcia.

Wendy Garcia: Yes. Wendy Garcia, director of business development, Vantage Point Consulting, Inc. And we are MBE, women and Asian-owned business.

Henry ThorStraten -DHS-: Okay, I think that's everyone. Is there anyone who is here whose name I didn't call? All right. Well, thank you. Questions that you may have will be responded to at the end of the presentation. If you have a question, please add your name and the question to the chat at any time. I'll briefly cover the Key Information Sheet and Minimum Qualifications and then we'll present an overview of the rest of the RFP. Okay, the basics here: Proposals are to be sent via Emma. Don't email them to me.

00:07:55

Henry ThorStraten -DHS-: Submit everything through Emma. I know you know that already. Questions are due by this Friday, August 29th by 2 PM. Submit them by email to me. The proposal closing date as of now is Wednesday, September 10th, 2:00 p.m. local time. That may change. You should definitely monitor eMMA to see if there's an extension or amendments

that push it back. The MBE subcontracting goal is 30%. It is based on these NAICS codes down here, but these are ones that you can use. They're not the only ones you can use. It has a VSB subcontracting goal of 1%. There are no minimum qualifications. All right. Thank you very much. Now, Erin Easton and Arlette Thomas-Fletcher will present Section 2, the Scope of Work. And I believe they're going to do a presentation.

00:08:56

Henry ThorStraten -DHS-: So I will un-present.

Erin Easton -DHS- CSA: Good afternoon everyone. Again, for the record my name is Erin Easton. I'm the Chief of Staff for the Child Support Administration. Just to give a brief background, the Department of Human Services Child Support Administration is federally required to operate a Maryland State Directory of New Hires program for employers to report newly hired employees. Maryland is required to share this information with the federal office of child support for the National Directory of New Hires. Additionally, Maryland State Directory of New Hires provides income withholding management services, national medical support notice management services, employer database manage maintenance services and outreach services. Maryland New Hires System refers to the State's process and requirements for reporting and onboarding new employees. Under Maryland law, all employers are required to report newly hired and rehired employees to the Maryland New Hires reporting system within 20 days of their start date. This helps the state to maintain accurate employment records, enforce child support obligations, and prevent unemployment and workers compensation fraud.

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Erin Easton -DHS- CSA: And with that, I thank you for your time today.

Arlette Thomas Fletcher -DHS- CSA: Can everyone hear me?

Henry ThorStraten -DHS-: Yes.

Arlette Thomas Fletcher -DHS- CSA: Okay. I would like to thank Erin Easton, our Chief of Staff. She did an excellent job. Thank you so very much, Erin. So, I'm going to share my screen again. My name is Arlette Thomas-Fletcher and I work for the Child Support Administration and I am the Contract Monitor and the Grants Manager for the Maryland New Hires RFP. Thank you. Can everyone see my screen?

Henry ThorStraten -DHS-: Yes.

Arlette Thomas Fletcher -DHS- CSA: All right. So I will be going between my presentation and also the RFP.

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Arlette Thomas Fletcher -DHS- CSA: So, I would suggest you follow along in both places. At the end you can ask your questions. The Maryland Child Support Office matches New Hires information against open Child Support cases to locate parents, establish medical, paternity, and child support orders, and enforce existing orders. Once these matches are done, the New Hires information is sent to the National Directory of New Hires and is utilized by the child support agencies nationwide. The Maryland Child Support Office matches New Hires information. What is the Maryland New Hires reporting program? We deal with employers. And currently our vendor is Maximus. So, I'm going to just speak from the perspective of the vendor.

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Arlette Thomas Fletcher -DHS- CSA: What happens is the employer information is coming into the Maryland Directory of New Hires. Maximus is taking the information from the employers and actually going over that information that goes into the State Directory of New Hires. So then that information is going from there to the National Directory of New Hires which is the Office of Child Support Services. So that is pretty much a simplistic way of explaining the process. Any employer conducting business, as Erin so eloquently put it, in the state of Maryland is required to report to the Maryland Directory of New Hires any newly hired, rehired, or returned to work employee or contracted entity within 20 calendar days of employment or reemployment. Employers include all businesses, state, local government employers and not nonprofit organizations regardless of the number of employees. So if you have one employee or 200 employees, you still are reporting this information.

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Arlette Thomas Fletcher -DHS- CSA: The amount of hours an employee is projected to work or the employee's projected wages. Any employee whose employment is discontinued prior to the 20th day of employment must be reported to the system. Employers may upload New Hires records and reports electronically or manually. The contractor shall create and maintain an automated system for collecting, storing, transmitting, and extracting information reported by the employers on the newly hired and rehired employees. When do you report your New Hires? The date of hire, the first day an employee performs services for wages or any other form of compensation. Employers should report their information timely within 20 days of the date of hire. Date of hire must not be older than three years from the current date of the report to the Maryland New Hires reporting program. This information came from the Maryland State Senate bill 541 in the personal

responsibility and work opportunity reconciliation act which is PRWORA of 1996. Who is required to report Maryland New Hires?

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Arlette Thomas Fletcher -DHS- CSA: New employers must report all employees who reside or work in the state of Maryland to whom the employer anticipates paying earnings. Employees must be reported even if they work only one day and are terminated prior to the employer fulfilling the New Hires reporting requirement. Rehired or returning employees. Employers must report rehires or employees who return to work after being laid off, furloughed, separated, granted a leave without pay, or terminated from employment after 60 days. Employers must also report any employee who remains on the payroll during a break in service or gap in pay and then returns to work after 60 days. This includes teachers, substitutes, seasonal workers, etc. Temporary employees. Temporary agencies are responsible for reporting any employees who they hire to report for an assignment. Employees need to be reported only once. They do not need to be reported each time they report to a new client.

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Arlette Thomas Fletcher -DHS- CSA: However, they do need to be reported as a rehire if the worker has a break in service or a gap in wages. 60 days or more. So, we got into what is a new hire already, but I'm going to talk a little bit more about that. It's a full-time or part-time or a salary or hourly or a seasonal even like we said if they just only work one day. So what information do employers report? Employer's full name, employee's address, employee's social security number, employee's first day of work, employee's availability of medical benefits, employee's salary and pay frequency, employer's name,

employer's federal employer identification number, which is called a FEIN, the employer's state of Maryland unemployment insurance number, which is a SUI, and an employer's address. So, employers with employees in more than one state report as multi-state employers. New hire reporting is required in all 50 states.

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Arlette Thomas Fletcher -DHS- CSA: For those employers with employees in more than one state, we recommend registering to report to Maryland as a multi-state employer. Employers can register for multi-state reporting with the federal Office of Child Support. That is the website address which is www.acf.hhs.gov. So this is the multi-state reporting of New Hires. As you can see, you're actually going to be sending that information to the US Department of Health and Human Services. And this is just showing you visually how this would happen. You're reporting from the state to the other state and then ultimately the information is being reported in the end result to the US Department of Health and Human Services. This is where we talk about the vendor responsibilities in regards to the National Medical Support notices which we call NIMS.

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Arlette Thomas Fletcher -DHS- CSA: If the plan administrator indicates that there is a multiple health care option to choose from, notify and assist the custodial parent in choosing a plan which best serves the needs of the children. Contact the custodial parent within 24 hours of receipt of part B to discuss the option and follow procedures as approved by the State Program Manager, which would be me, to include the following. Notifying the custodial parent that a plan must be selected within 20 business days. If the

custodial parent fails to do so within the time allotted, the contractor, which would be the vendor, will allow the plan administrator to enroll the children in the default plan in accordance with regulations 07.07.20.07. I want to talk about a little bit just from the RFP since we are talking about what is required. I'm trying to speak from a practical business and from the RFP so you can understand the process as well as understand what the proposal is putting out in terms of the information that we're requiring.

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Arlette Thomas Fletcher -DHS- CSA: So this is the practical business when you're doing the process. This is also the process, but it's from a standpoint of a guide, but this process is actually the practical. The goals and objectives for the Maryland New Hires are to increase child support collections via wage attachments, enable DLLR to identify and reduce fraudulent UI claims in Maryland, increase the percentage of Maryland New Hires being reported electronically, improve accuracy of employer contact information in the system, and develop and maintain database adjustments for each of the following programs. So, we're going to talk about the website, which you have to have the Maryland Directory of New Hires website, the help desk, which you have to have, and we'll get into that later more in-depth where customers can call in or employers can call in to ask you questions in regards to New Hires or rehires, the IWNs, and which we'll be talking about wage withholding the NIMS which we already talked about and the responsibility of the contractor to do outreach.

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Arlette Thomas Fletcher -DHS- CSA: All right. I want to get back to this part, how employers report New Hires. Employers can report New Hires online on

the website which I already mentioned which would be the Maryland Directory of New Hires. Employer's reports can be entered or uploaded through the Maryland New Hires portal. Employers can contact Maryland New Hires vendor which would be the vendor directly and they can contact them through the website, the Maryland New Hires website or they can contact them through the help desk. The directory is to set up automatic file transfer portal. Employers can do that with the directory using the FTP client software. Non-electronic reporting can be done by paper which you would be mailing that to the actual P.O. box. So non- electronic reporting can be done by paper.

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Arlette Thomas Fletcher -DHS- CSA: New Hires reports being mailed or emailed. The New Hires reporting form is a W4 or another list providing all the required information listed on the website. Is someone raising their hands for a question because I can only see my screen and Henry, I would have to ask you to let me know.

Henry ThorStraten -DHS-: No, that's all right. We'll take all the questions at the end. So, you can just go ahead.

Arlette Thomas Fletcher -DHS- CSA: Okay. So how to report your New Hires? You can do a secure file transfer portal. The secure web upload. You can mail it. The standard postal mail, we don't do fax. So far as I know, there's not a fax number. So you would be sending it through these three ways or I think we do have an email that you would be sending it to as well.

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Arlette Thomas Fletcher -DHS- CSA: The Maryland New Hires vendor responsibilities I talked about how DLLR will provide the contractor with a

monthly new employer file to help identify new employers. So that comes from DLLR. The contractor transmits process New Hires records on a daily basis to CSA. CSA is the Child Support Administration who in turn transmits the file to the Office of Child Support Services. It's not Enforcement anymore. It's called Child Support Services and that's the federal Office of Child Support Services on a daily basis. Now, after the Office of Child Support Services receives the file, it returns it to the Child Support Administration. A file of rejected and warning records on a weekly basis. These are practical things that happen with the current vendor and what is being done with Maryland New Hires. So I just want you to understand what is in the files that we're getting.

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Arlette Thomas Fletcher -DHS- CSA: The Child Support Administration will then transmit this file to the contractor via secure file transfer which is the SFTP portal server. Then the contractor is responsible for correcting and then resubmitting it to the Child Support Administration's records rejected by the federal Office of Child Support Services. This file is created every business day of all new records processed on the system and is in a form the format shall be provided to the successful offer. The file shall be transmitted every business day to DHS SFTP server. I just wanted to go back to that. You create a file every business day of all new records processed on the system format which shall be provided to the successful Offeror. This file shall be transmitted every business day to the Department of Human Services server. And the SFTP, and that's different now.

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Arlette Thomas Fletcher -DHS- CSA: It's the MD Think. It's coming through,

but the SFTP and we'll tell you about that if you are the successful Offeror. The SFTP server, internet portal, IP address, and login credentials will be provided to the contractor at the post award orientation conference. The secure transmit method shall have audit tracking and traceability of data capabilities built into the system to track the length of time to process each record from data point of entry through and inclusive of the file being forwarded to the state. The contract monitoring of Maryland New Hires is monitored by me the Contract Monitor. The Contract Monitor has weekly meetings with the vendor to address any concerns such as non-compliant employers, outreach letters, reject reports, and in invoice questions. So this is the practical day-to-day of what we do as me monitoring the actual vendor or contractor.

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Arlette Thomas Fletcher -DHS- CSA: Also we have weekly progress on vendor compliance, technical issues, employer issues, communication from national New Hires Directory, employer address updates, employer direct question contacts, reconciliation of the monthly Maryland New Hires Directory manual and electronic files to vendors monthly invoice maintaining the post PO box process and maintaining employer portal which is maintained by the vendor. Also, reconciliation of the monthly Maryland New Hires Directory manual and the electronic files to the vendor's monthly invoice. So let's get into the Child Support Management System which is our system which is called CSMS. That's our acronym for it. CSMS monitoring is reviewed two to three times a week by the contract monitor which is me. Screenshots are taken of the current cues to verify two-day turnarounds and what is pending.

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Arlette Thomas Fletcher -DHS- CSA: The vendor actually has a two-day turnaround to work on AEW, interim. They have to pull reports on cases being sent to local offices from the vendor that cannot be completed by the vendor. Case samples are taken and reviewed from completed work to verify the work is completed and corrected by the vendor. I review the EWOQs to ensure they are being completed by the 10-day turnaround. This is a requirement for the vendor but that is what I do to monitor the vendor. I just want to talk a little bit from the RFP. So the manual we're talking about is the operational procedures for every aspect of the Maryland New Hires. Your process and undeliverables which are the IWN letters tracking resolution to IWN letters issued more than 37 days ago. Process and undeliverable NMSNs.

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Arlette Thomas Fletcher -DHS- CSA: Tracking resolutions to all NMSN issues. Processing NMSN received. Tracking resolution to all NMSNs received. Processing employee termination notice. Updating existing employer information. The New Hires database. Identifying and adding information for new employers into the New Hires database. Maintaining and updating the Maryland New Hires Directory. Tracking resolution to all incomplete Maryland New Hires records. Maintaining the electronic transfer of data files to the office of technology for human services for CSA DLLR and the federal Office of Child Support Services. Receipt of electronic data files from DLLR. Employer outreach. Employer help desk. Implementing and maintaining strategies of reporting non-compliant employers and IT security standards, data storage and retention criteria and production and submission of statistical reports to DHS/CSA which is the Child Support Administration. All right, so let's get into this.

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Arlette Thomas Fletcher -DHS- CSA: While exact data is not available, it is determined that 41,800 employee termination notices and 21,100 NMSN excluding Baltimore City are completed and returned by employers annually. It is also estimated that 3,000 NMSN excluding Baltimore City are returned by the United States Postal Service due to bad address or for another reason. So, when you're transitioning as a vendor, we had a vendor transition back in 2022. These are the things that took place. I put this in here so you understand what you would be doing, as the vendor, but we transitioned a vendor from our old system to our new system. I don't think this is really valid for you. What I'll do is I'll just talk about the kinds of things that you would do if you were a successful Offeror. What would happen for you is you would have to be able to manage the existing Maryland New Hires Directory.

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Arlette Thomas Fletcher -DHS- CSA: You would have to be able to work within the Child Support Management System. You would have to be able to do all of the things that we talked about and all of the things that I've spoken on so far in regards to the processes for the Maryland New Hires. So that's giving you an idea of what you would have to do if you were a successful Offeror. Let me just move on to the next thing. So basically, this is just talking about the monthly invoicing. A monthly file is sent from our current vendor to MDN which is the actual other vendor that runs our CSMS system. The current vendor Maximus sends the file monthly to MD Think to a secure server and it is pulled down by the contract monitor which is me. Once it's reconciled to the invoice that is submitted to the vendor, it is then sent to our audit team.

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Arlette Thomas Fletcher -DHS- CSA: They verify it. The file then is submitted through a secure sign in process and our Procurement team submits it to our Executive Director and then it goes through for approval for payment. If you were going to be a successful vendor, you would have to meet or surpass these totals in terms of working because the total New Hires records that have been for these years, they fluctuate. You see that the numbers have been 1,280,775 in 2020 but then it changed, it went up in 2021 to 1,594,385 then it went down to 1,562,550 in 2022 and then it went down in 2023. Employer reporting as you can see fluctuated as well.

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Arlette Thomas Fletcher -DHS- CSA: So the point is these numbers can go up and go down and obviously we had a pandemic during 2020 so those were pretty much our lowest numbers in some respects, but this gives you an idea of what has transpired over these years. All right, income withholding orders management services so that's IWO. When the Child Support Administration learns that a non-custodial parent has a job with a new employer, the Child Support Administration through the Child Support Management System generates an IWO to the identified employer with a copy to the non-custodial parent. This IWN printed and mailed by the Department of Human Services. Now there are instances where the IWS sent to the employer is returned to the Child Support Administration from the United States Post Office Postal Service as undeliverable due to a bad address or for other reasons. In other instances, an employer will respond to the IWO to indicate that the employee is no longer employed by them.

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Arlette Thomas Fletcher -DHS- CSA: This is referred to as an employment termination notice and can be submitted via mail. Now currently the vendor is doing these things and a lot of things are happening through our Child Support Management System and you will find out about this. The process returned IWO mail from employers' terminations from employment AEW/term from within the Child Support System. We verify the case is associated with the mailing and enter the termination date within the case document the termination in a case action log. We maintain the mail is being processed within two days of being received in the Child Support Management System. I'm trying to go from the RFP as well as in my presentation. You access the IWN's returned as undeliverable mail through the dashboard which is actually through the Child Support System.

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Arlette Thomas Fletcher -DHS- CSA: Images of each page or piece of mail that's already in the Child Support Management System. For each undeliverable letter you complete the filing within five business days. You verify the address used for the letter within our CSMS system. The address is if it's different, the contractor shall correct the employee's address. So that's done in our CSMS system and if the address is the same, the contractor shall contact the employee and receive a verbal written confirmation of this correct address. I just wanted to talk about that a little bit. I hope I'm not confusing you guys. This is all in the RFP. So, you process returned IWO mail from United States Post Office for undeliverable mail that's refused, change of address or unknown. You're not just doing the Maryland Directory of New Hires, you're also doing the wage withholdings.

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Arlette Thomas Fletcher -DHS- CSA: And you're also doing the income withholding orders. And you're also as far as entering information into the system, you're also doing the mail, which is the term you're doing the **NMSN** which we talked about earlier. I just want you to understand that it's not just the Maryland Directory of New Hires. The vendor is responsible for earnings wage withholdings within 10 business days from the case appearing on CSMS which is the Child Support Management System. If no contact has been made with the employer generate mail and employee verification letter to the employer if issued is resolved indicates so on the case action log. The case action log is in the Child Support Management System and this is where you're updating information about the particular case you know if you know certain things are not happening in terms of what you did how you tried to get it updated so you're writing this information in the case action log you generated a mail an employer verification letter to the employer Some stuff will be automatic, but you

00:39:08

Arlette Thomas Fletcher -DHS- CSA: have to note what things you did just in case things don't actually go through the way they should. You then have verification that you did the work. The vendor is responsible for earning wage withholding as we said to process unanswered **EWOs** within the Child Support Management System that have not been acknowledged by employers within 45 days or creation of the EWO. Research the internet or contact the employer for updated and current employee status with that employer. Update the employee's address in CSMS which is the Child Support Management System and request a resend of the EWO which is the earnings wage withholding if it is a bad address. Close the EWO case if garnishments are being made. Verify payments with the Child Support Management System. End employer's hiring status if the employee is no longer employed.

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Arlette Thomas Fletcher -DHS- CSA: Verify by employer or internet. So, what is Maryland's New Hires reporting program? We have it here and we went over it earlier. I just wanted to circle you back to it. There's a lot that has to be done in terms of the EWO. The EWO system provides employers with the ability to communicate electronically regarding IWO's related issues that they may have. This communication is received via an email address which will be provided to the state. The contractor is responsible for monitoring and responding to inquiries received by electronic mail. We have a proxy email address which you see there for New Hires. And that is where the contractor can receive information from employers and as well as our local departments as well as the federal Office of Child Support Services.

00:41:07

Arlette Thomas Fletcher -DHS- CSA: So, the Child Support Management System automatically generates a NMSN to an employer when an IW is generated. And the court order requires medical support. The Department of Human Services prints and mails the NMSN.. That's actually the vendor. The contractor is responsible for processing the undeliverable NMSN and tracking employer completion of the NMSN parts A and B. The contractor should use the Child Support Management System because it's not a dashboard anymore to view and process undeliverable or completed NMSN. The vendor is responsible for process and return non mail from the employee with CSMS system. If the form indicates that the participant is subject to a waiting period, monitor the case and issue the NMSN on the date indicated at the end of the waiting period.

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Arlette Thomas Fletcher -DHS- CSA: I'm just trying to make sure I'm covering everything in here. I know that I'm just going to take a pause for a minute from the NMSN. I'll talk to you about it again in a minute, but I know that it says in the RFP about the employer contact data table. That is something that's a work in progress. We'll talk more about that if you become a successful Offeror. I do want to say that the contractor or the vendor or the prospective Offeror would be responsible for ongoing outreach activities for the Maryland New Hires IWN NMSN throughout the actual term of the contract. The contractor would describe in its proposal its approach to increase employee awareness of the requirement to comply with all applicable law and methods of reporting newly hired and rehired employers and components to encouraging electronic reporting of New Hires and records of eIWN for relevant employers.

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Arlette Thomas Fletcher -DHS- CSA: The outreach activities shall include trainings and/or conferences conducted by the contractor to educate its target audience. So basically you have to tell us how you plan to do this as the prospective Offeror according to the RFP. All right. And then I want to talk about a little bit about the help desk. The contractor has to be able to provide employers with assistance related to complying with NIMSN requirements. Completing NMSN forms, navigating, establishing and updating an account on the EWO Maryland Hire's reporting requirements and how to submit reports and understanding the IWN process and how to comply there with it. And answering any questions that the customer may have. So let me get back to this. If the plan administrator indicates that there are multiple health

care options to choose from.

00:44:38

Arlette Thomas Fletcher -DHS- CSA: So this is the NMSN, this is the National Medical Support. You have to be able to choose from and notify and assist the custodial person in choosing a plan which best serves the needs of the children. Contact the custodial person within 24 hours of receipt of part B to discuss the options and follow procedures as approved by the SPM which is the State Program Manager to include the following. Notifying the custodial parent that a plan must be selected within 20 business days. If the custodial parent fails to do so within that time period as we talked about earlier allotted the contractor will allow the plan administrator to enroll the children in that default plan that we talked about earlier and COMAR that we addressed earlier. We talked a lot about NMSN because we have a lot of NMSNs.

00:45:35

Arlette Thomas Fletcher -DHS- CSA: That's why I'm telling you about NMSN, but I'm not going to go over the NMSN yet again. I do have a lot in here about NMSN. So, I'm going to come to through CSMS. The vendor is able to work on AEW/term Nonsense and EWO. Daily files are verified that are sent from the vendor that go to the state file weekly. The DLLR files are verified weekly. The rejection report comes with the files that need to be corrected and updated to go back into the Maryland Directory. The electronic and manual files are reconciled and verified by our audit team procurement and our Executive Director before submitting for payment. The vendor is alerted if there is any concern about the discrepancy in the case review in the Child Support System.

00:46:29

Arlette Thomas Fletcher -DHS- CSA: Child Support Management System.

Sampling is done of all reports and they are reviewed to ensure that the vendor is completing cases correctly. That's done by me and then I monitor all reports and meetings with the vendor on a weekly basis. This is my information. But you know this is actually my information at the bottom that is the information for the Maryland New Hires. The phone numbers that can be reached for any information that anyone would want to know about the Maryland New Hires that we currently have. That is the end of my presentation and I hope I covered all the information that you needed. Thank you very much.

Henry ThorStraten -DHS-: Thank you very much, Erin. Thank you very much, Arlette.

00:47:29

Henry ThorStraten -DHS-: Okay, questions come at the very end. All right. I'm going to go ahead and do a quick presentation of a few points from the rest of the RFP. We're going to talk about the living wage portion and then we will get to the questions. I'm just going to hit some points from sections three, four, five, and six. In terms of the initial requirements, the transition period is going to be 60 days before the go live date and a draft transition plan shall be submitted with a technical proposal. Everything with the RFP is important, but an important part of this RFP is data management, data protection, disaster recovery of data. That's something that we definitely want to see addressed as well as seeing everything in the RFP addressed.

00:48:53

Henry ThorStraten -DHS-: There are several sections in the RFP that deal with how we expect data to be handled for us. Now, we don't have minimum requirements. However, we do have Preferred Offeror Experience, which is important. Preferred Offeror Experience is within the last seven years: have a minimum of three years of experience in operating a State Directory of New Hires program. The engagement must have been statewide and have lasted for at least one year and the service must have been valued at \$100,000 or more. As proof of meeting this requirement, the Offeror shall provide with this proposal at least three references from the past five years from a past client who is able to attest to the offer's required years of experience. In addition, each letter of reference must indicate the services provided by the Offeror, the dollar value of the contract, and that the services were provided for a specific period of time that is equal to or greater than one year duration. Offeror shall include a reliable point of contact for each reference, including a direct contact phone number and email address.

00:50:06

Henry ThorStraten -DHS-: If I need to reach out to someone, I want to have an email address or phone number that goes straight to them, not to a secretary or a department. It needs to go right to the person that is the reference. Offeror must alert each reference that they may be contacted during the evaluation selection process. The following experience is expected and will be evaluated as part of the technical proposal. Within the last seven years Offeror must document that they have a minimum of three years of experience developing databases, using technologies such as SQL, Oracle, MongoDB, cloud-based data storage, i.e. Amazon Web Services, AWS,

Microsoft One Drive or other database technologies, utilizing at minimum Dbase IV database tables, providing data collection and data maintenance. The offer shall provide with this proposal at least three or more references from the past five years who are collectively able to attest to the offer's required years of experience in developing databases. Offeror shall include a reliable point of contact for each reference including a direct contact phone number and email address.

00:51:11

Henry ThorStraten -DHS-: Proposal due date. We discussed that it may be amended. Watch Emma because, once in a while, if we have a round that needs to push the deadline back a little bit, we will amend the due date. And the way that Emma works is that when a new round comes out, anything that you submitted for the current round is not in the next round. So, you need to either submit what is required or you need to resubmit what you already did to stay current in Emma for me to see your proposal when I open it up at the very end. Individual requests for extension of the date or time shall not be granted. Once in a while I have an Offeror call and say somebody's on vacation or whatever. Can we submit ours late? No, you can't. No request for extension will be granted.

00:52:12

Henry ThorStraten -DHS-: The award basis is it shall be awarded to the responsible Offeror submitting the proposal that has been determined to be the most advantageous to the state. And then if there are revisions to the RFP in EMA, those are called rounds. If you're following it on the DHS site, you will see updates. In Emma, they are rounds. And they're not elimination rounds as some people think. They're just new information such as when I

put out the transcription for this conference, that will be a round in Emma. We do have an MBE participation goal, a VSB participation goal, and at this point Tishana will present the Living Wage requirements for this RFP.

Tishana, do you have something to present or should I just leave my screen up?

Tishana Adams -DHS-: You could just leave your screen up. Hello everyone.

Tishana Adams -DHS-: I'll be sharing information with you regarding Maryland's Living Wage law, which has been in effect since October 1st, 2007. The Maryland Living Wage law requires certain contractors and subcontractors to pay a minimum wage rate to its employees working under certain states services contracts.

00:53:31

Tishana Adams -DHS-: A solicitation for services under a state contract valued at \$100,000 or more or \$500,000 or more for contractors with 10 or less employees may be subject to this law which is under title 18 of the state finance and procurement article. The current Maryland living wage law is \$17.17 per hour if the state contract services valued at 50% or more of the total value of the contract is performed in a tier one area. If the state contract services valued at 50% or more of the total contract value is performed in a tier 2 area, then you pay each covered employee at least \$15 per hour. This living wage law is going into effect August the 29th, which is Friday. So that's our updated rates. The specific Living Wage rate is determined by whether the majority of the services take place in the tier 1 or tier 2 area of the state. The tier one area includes Anne Arundel County, Baltimore, Baltimore City, Howard, Montgomery, and Prince George's County.

00:54:56

Tishana Adams -DHS-: The tier 2 area includes any county that's not included in the tier one. If your business has operations in areas with two different wage tiers, the wage you pay is determined by the area in which 50% or more of the contract value is performed. If the employees who perform the services are not located in either tier one or tier 2, the Living Wage rate will be based upon where the majority of the recipients of the services are located.

Additional information regarding Maryland's Living Wage requirement is 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 which is labor.maryland.gov. The living wage rates are subject to annual adjustment by the Department of Labor. However, your prices under the contract may not change because of any Living Wage adjustments. Thank you.

Tishana Adams -DHS-: And I'll pass it back to you, Henry.

00:56:15

Henry ThorStraten -DHS-: All right. Thank you very much, Tishana. The proposal format is a two-part submission. One part is going to be your technical proposal. This section shows you what to include and how to label it for us. And then the second half will be your financial proposal, which we will not look at until we've reviewed your technical. And oh yes, I also wanted to bring up references. When you send us references in this RFP, I think it's pretty clear that you are sending us complete references. Do not just send us a name and address or an email address to reach out to them for the reference. You are sending us the reference. I just want to be clear about that. And then section 6.2 describes how we will be looking at your proposal, what we are rating compared to other things that we're looking at. And then for the financial proposal I'm going to show you the B1 form in just a moment.

00:57:24

Henry ThorStraten -DHS-: It has an area on it which will have a price that we will use for ranking. And we are down to section seven. This is a list of attachments and the list tells you when you need to provide it to us and links to go get it. Some of them are included in the RFP and I think that might be the last thing I had. I want to show you the B1. This is the B1 form. The first page is a page of instructions. Please read through those. On the following pages, if it is yellow, fill it in. If you see something in white it is locked to you. Please do not try to fill that in. It's pretty self-explanatory. And then down here, this is the price that we will use for ranking your proposal.

00:58:33

Henry ThorStraten -DHS-: That'll be the final calculation. And then again, yellow, please fill all this in. And if you're not able to sign a document in Excel, it's acceptable for you to provide us with the Excel B1 form and then a PDF that you have signed. And the one thing I really want to point out is that you should be working in Excel. Please do not take this form into Google Sheets. Google Sheets will break the form. It'll allow you to write in areas that you're not supposed to, potentially accidentally doing a miscalculation and that has the potential certainly to invalidate the form. So, just stay in Excel, work in Excel, and you should be fine. At this point I think we're ready to go to questions. I'm going to start at the top of chat and scroll down and see what people submitted. George French, would you care to ask your question?

00:59:58

George French: Yes. I'm just checking to see if we're going to get a list of the attendees and the contact information for each.

Henry ThorStraten -DHS-: Yes. I'm using Google recording for the first time so I'm not sure of the format it will provide but I'm also copying and pasting the chat so that information will be included in one form or another.

George French: Appreciate it.

George French: Thank you.

Henry ThorStraten -DHS-: Thank you. And then Wendy Garcia, would you like to ask your question?

Wendy Garcia: Yeah, this is Wendy Garcia with Vantage Point and I just wanted to see if you will also be posting the PowerPoint presentation that was shared out after the conference.

Henry ThorStraten -DHS-: I'll need to see what the OAG feels about that. The only caution I have is about potentially creating the impression that the RFP itself is not the final word on things. So, we'll probably figure that one out unless, Diane, is there an obvious answer or should we figure that out later?

01:01:01

Diane Wessel -DHS-: No, I'll always refer back to the RFP for now and we can figure that out later.

Henry ThorStraten -DHS-: Okay, thank you.

Wendy Garcia: Thanks

Henry ThorStraten -DHS-: Okay, and there are no other questions in chat. Does anybody have any questions? You can raise your hand. Okay. Mr. Moyo Fakeye.

Moyo Fakeye: Yeah, Mr. Moya, thanks. Thanks for the presentation, it was really in-depth. Just had a quick question on MBA requirements. I know there are sub goals there. So, usually a lot of MBEs usually take multiple boxes, you know, MB, WB or African-American, all the things. Just wanted to know

what's the state's direction on, you know, are you just kind of just have to be into one category or can you check off multiple categories if you do qualify? So we kind of know how to shape the conversations with the primes when we speak to the potential partners.

Henry ThorStraten -DHS-: Oh, so you're saying that if you're an agency who fulfills women-owned as well as black-owned, etc., you can

01:02:04

Moyo Fakeye: Yeah.

Henry ThorStraten -DHS-: Somebody raised their hand. Was that Diane? No. We do have a liaison who will be able to answer that question much better than I can.

Moyo Fakeye: Okay, I appreciate that.

Henry ThorStraten -DHS-: So that'll be provided in the Questions and Responses.

Moyo Fakeye: That was very helpful.

Henry ThorStraten -DHS-: Thanks. This will be my first RFP with sub goals. I'm going make sure I give you the correct answer.

Moyo Fakeye: Thanks so much.

Henry ThorStraten -DHS-: Okay. And Arlette says she will not be able to share the PowerPoint presentation. So that's fine. Are there any other questions? All right. Well, we do have some extra time. If anybody has questions about an area of the RFP you just want to revisit before we end the meeting, that's also fine.

01:03:03

Henry ThorStraten -DHS-: Well, the question period is open until Friday at two pm. Feel free to email me any questions you have. They can be about the

RFP, anything about Emma. Just remember that to be impartial, I will be answering your question for everybody. And that's why I suggest asking anything you may have. If you can't get Emma to work for you, ask and then I'll put that in the questions and responses, provide a link to Emma help desk or something like that. So, any questions you have, feel free to reach out. And Arlette, did you have something you wanted to say or you just coming back on visual?

Arlette Thomas Fletcher -DHS- CSA: I just was coming back on visual and I wanted to thank you and everyone that participated.

Henry ThorStraten -DHS-: Okay. Well, thank you very much. If there're no other questions, then thank you all for attending the Pre-Proposal Conference for the Maryland State Directory of New Hires.

01:03:56

Henry ThorStraten -DHS-: The type transcript of this conference will be posted to Emma and the DHS site as soon as they become available and I can post them. We look forward to receiving your proposals and thank you very much. Oh, Arlette, go ahead.

Arlette Thomas Fletcher -DHS- CSA: Someone just posted a question. Wendy Garcia, she said, "Who is the incumbent?"

Henry ThorStraten -DHS-: That I will ask Diane. Is it okay to reveal that or should we not?

Sang Kang -DHS-: You can reveal it, but we'll get back to you in writing.

Henry ThorStraten -DHS-: All right. Thank you, Sang. Okay, then. Thank you very much everyone. I'm going to end the recording now.

George French: Thank you very much.

Transcription ended after 01:07:25

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