

Welcome

Good Morning, Welcome to the Pre-Proposal Conference for Access and Visitation RFGP. My name is Kanisha Reed, I am the Procurement Officer for this RFGP and today we will be presenting information about the solicitation, and we will also try to answer any questions that you may have concerning this RFGP.

Please note that this meeting will be recorded in order to keep record of this preproposal conference. When asking questions, please state your name and the name of your company for the record. A transcript of this conference will be made available on the DHS website.

Rule : Please stay mute unless you ask a question

Introduction

Now, let's begin the conference with introductions.

Please state your name and the name of your organization.

While we are doing introductions, could everyone please put your name, company and contact information for the Attendee list which will be published.

Let's start and go around the room.

And my name is Kanisha Reed and I am part of DHS Procurement.

Thanks Everyone, Now Arlette will do the Opening remarks

**Opening Remarks will be made by Arlette Thomas
Fletcher, Deputy Executive Director of Child Support
Admin**

Thanks , Arlette !

RFP Sections

Now we will present Key information Summary Sheet .

.Kanisha Reed

Request for Grant Proposals: CSA Access and

Visitation Program Solicitation Number:

CSA/AV/26-001-S

RFGP Issue Date: April 16, 2025

RFGP Issuing Office: Maryland Department of

Human Services

Child Support Administration

Procurement Officer: Kanisha Reed

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Closing Date and Time: May 16, 2025 -2:00pm (local
time)

Section 1 – General Information

The Department of Human Services (Department or DHS), Child Support Administration (CSA), intends to acquire the services of multiple

Grantees to operate programs providing access and visitation services to non-custodial parents and their children. The services include mediation (both voluntary and mandatory), counseling, education, development of parenting plans, visitation enforcement (including monitoring, supervision, and neutral drop-off and pick-up), and maintaining and implementing standard procedures to maximize safety for all persons, including the children.

The Department intends to award up to five (5) Grants (one grant award per region – see chart in section 3.1) to the highest-ranked Applicants as a result of this RFGP.

Applicants may not submit a Proposal for more than one region.

Eligible applicants include public, non-public, or private organizations in the State. There is a 10% in-kind match required of all Grantees for this solicitation.

The grants will be awarded for approximately four (4) years with an estimated start date of October 1, 2025, and an end date of September 30, 2029, the total Grant amount combined for all regions may not exceed \$159,196 per year. Each grant awarded under this solicitation will receive a portion of the \$159,196 based on the regions awarded.

Duration of Proposal

Proposals submitted in response to this RFGP are irrevocable for 120 days following the closing date for submission of Proposals or best and final offers if requested. This period may be extended at the Procurement Officer's request only with the Applicant's written agreement.

1.18 All subcontractors must be identified and a complete description of their role relative to the Proposal must be included in the Applicant's Proposal.

1.25 Prompt Payment Policy

This solicitation and the Grant(s) to be awarded pursuant to this solicitation are subject to the Prompt Payment Policy Directive issued by the Governor's Office of Small, Minority & Women Business Affairs (GOSBA) and dated August 1, 2008

1.22 Verification of Registration and Tax Payment

Before a business entity can do business in the State it must be registered with the State Department of Assessments and Taxation (SDAT). SDAT is located at State Office Building, Room 803; 301 West Preston Street, Baltimore, Maryland 21201. The SDAT website is <https://dat.maryland.gov/Pages/sdatform.aspx>.

Applicants are advised that Md. Code Ann., State Finance and Procurement Article, § 11-205.1 provides as follows:

In connection with a solicitation a person may not willfully:

- (a) Falsify, conceal, or suppress a material fact by any scheme or device;
- (b) Make a false or fraudulent statement or representation of a material fact; or
- (c) Use a false writing or document that contains a false or fraudulent statement or entry of a material fact.

1.23.2 A person may not aid or conspire with another person to commit an act under subsection (1) of this section.

A person who violates any provision of this section is guilty of a felony and on conviction is subject to a fine not exceeding \$20,000 or imprisonment not exceeding five years or both.

1.24 Payments by Electronic Funds Transfer

By submitting a response to this solicitation, the Applicant agrees to accept payments by electronic funds transfer (EFT) unless the State Comptroller's Office grants an exemption. Payment by EFT is mandatory for Grants exceeding \$100,000. The selected Applicant shall register using the **COT/GAD X-10 Vendor Electronic Funds (EFT) Registration Request Form**. Any request for exemption must be submitted to the State Comptroller's Office for approval at the address specified on the COT/GAD X-10 form, must include the business identification information as stated on the form, and must include the reason for the exemption. The COT/GAD X-10 form may be downloaded from the Comptroller's website at: <https://dda.health.maryland.gov/Pages/Developments/2015/gadx-10.pdf>

1.25 Prompt Payment Policy

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1.26 Electronic Procurements Authorized

1.23 The following transactions are authorized to be conducted by electronic means on the terms described. "Electronic means" refers to exchanges or communications using electronic, digital, magnetic, wireless, optical, electromagnetic, or other means of electronically conducting transactions. Electronic means includes facsimile, electronic mail, internet-based

communications, electronic funds transfer, specific electronic bidding platforms (e.g. DHS's website), and electronic data interchange.

A. The Procurement Officer may conduct the RFGP using the DHS website, or e-mail the issue:

1. the solicitation (e.g. the RFGP);
2. any amendments;
3. Pre-Proposal Conference documents;
4. questions and responses;
5. communications regarding the solicitation or proposal to any Applicant including requests for clarification, explanation, or removal of elements of an Applicant's Proposal deemed not acceptable; and

6. notices of award selection or non-selection.

B. An Applicant or potential Applicant may use e-mail to:

1. ask questions regarding the solicitation; and
2. reply to any material received from the Procurement Officer by electronic means that includes a Procurement Officer's request or direction to reply by e-mail or facsimile, but only on the terms specifically approved and directed by the Procurement Officer.

C. The Procurement Officer, the State Project Manager and the Grantee may conduct day-to-day Grant administration, except as outlined in section B of this subsection utilizing e-mail, facsimile or other electronic means if authorized by the Procurement Officer or State Project Manager.

1.26.2 The following transactions related to this Grant and any Grant awarded pursuant to it are ***not authorized*** to be conducted by electronic means:

- A. submission of documents determined by DHS to require original signatures (e.g. Grant execution, Grant modifications, etc.); or
- B. any transaction, submission, or communication where the Procurement Officer has specifically directed that a response from the Grantee or Applicant be provided in writing or hard copy.

1.26.3 Any facsimile or electronic mail transmission is only authorized to the facsimile numbers or electronic mail addresses for the identified person(s) as provided in the RFGP, the Grant, or at the direction from the Procurement Officer or State Project Manager.

The Procurement Officer may conduct the RFGP using the DHS website, or e-mail the issue:

1. the solicitation (e.g. the RFGP);
2. any amendments;
3. Pre-Proposal Conference documents;
4. questions and responses;

Communications regarding the solicitation or proposal to any Applicant including requests for clarification, explanation, or removal of elements of an Applicant's Proposal deemed not acceptable; and

All Applicants are advised that this solicitation and any resultant Grant(s) are subject to the terms of the **Non-Disclosure Agreement (NDA)** contained in this solicitation as **Attachment G**. This Agreement must be provided within five (5) Business Days of notification of proposed Grant award; however, to expedite processing, it is suggested that this document be completed and submitted with the Proposal.

This Grant contains federal Funds

The total amount of federal funds allocated for the Child Support Administration is \$ \$30,570,163 in Maryland State fiscal year '25. This represents 58% of all funds budgeted for the unit in that fiscal year. This does not necessarily represent the amount of funding available for any particular grant, contract, or solicitation.

Section 2 - Minimum Qualification ... There are no minimum Qualification for this RFGP

Section 3 –Scope of Work Arlette
Thomas Fletcher

The State is issuing this solicitation for the purposes of identifying organizations that will provide a variety of Access and Visitation (AV) Services in accordance with Federal OCSS Access and Visitation Grant Program policy. The overall goal of this solicitation is to increase parenting time for non-custodial parents and their children with the hope of increasing compliance of child support payments by the non-custodial parents. According to the annual Federal "State and Local Child Access Program Survey" for Federal Fiscal Year 2019, Maryland Access and Visitation vendors served 561 parents and caretakers and 274 children. Non-custodial parents participated in 305 mediation activities, 56 counseling sessions and customers had developed 339 parenting plans. Additionally, vendors provided 140 supervised visitation and visitation enforcement activities including therapeutic monitoring, supervised visitation, and neutral drop-off services. This data coupled with child support caseload and collection statistics indicate the continued need for access and visitation services in Maryland.

Referrals may be made via mail, fax, and email.

Remote Mediation Efforts

Provide Mediation Services (including Conflict Resolution services) as referred or ordered by the Court.

ADMINISTRATIVE REQUIREMENTS

The Grantee shall:

- A. Have a methodology to track and report expenses related to program funds. The Grantee shall submit an annual audit or financial statement for the Access and Visitation program as well as its Form 990

annual report. **Grant funds shall not be co-mingled with any other funding source.**

- B. Attend annual Grantee meeting with all AV Grantees as scheduled by the Department's State Project Manager, to ensure that Grantees remain current with State and Federal policies and initiatives. Grantees must also participate in quarterly AV technical assistance teleconference calls as scheduled by the State Project Manager. Advance notice of meetings will be provided to all Grantees.
- C. Submit progress reports and federal surveys and attend performance conference calls. (See Section 3.2.5 – Deliverables)

Failure to submit required reports/information within timeframes identified may result in termination of any Grant awarded through this RFGP or reduction/withholding of Grant Payment as identified in Section 3.5.1 of this RFGP. Final invoice payment is contingent upon receipt of all reports identified above.

3.3 Security Requirements

3.3.1 Employee Identification

Each person who is an employee or agent of the Grantee or subcontractor shall display his or her company ID badge at all times while on State premises.

At all times at any facility, the Grantee's personnel shall cooperate with State site requirements that include but are not limited to being prepared to be always escorted, providing information for badge issuance, and wearing the badge in a visual location at all times.

Information Technology

Grantees shall comply with and adhere to the State IT Security Policy and Standards. These policies may be revised from time to time and the Grantee shall comply with all such revisions. Updated and revised versions of the State IT Policy and Standards are available online at: www.doit.maryland.gov – keyword: Security Policy. In accordance with State and Federal regulations the Grantee is required to comply with and complete the following background check requirements.

The Grantee shall maintain, at a minimum, the insurance coverages outlined below, or any minimum requirements established by law if higher, for the duration of the Contract, including option periods, if exercised:

3.5 Invoicing

General

As a part of the Monthly Expenditure Report, an invoice shall be submitted for all expenses listed for reimbursement. All invoices for services shall be signed by the Grantee and submitted to the State Project Manager. All invoices shall include the following information:

The Grantee shall identify an individual to serve as the Grantee’s Project Manager (see RFGP Section 4.4.2.8). The Grantee’s Project Manager shall manage the daily operations of the program and be available on a daily basis to discuss the same.

Within two weeks prior to the Grant start date, the State Project Manager, Grantee and/or Grantee’s Project Manager, and any other DHS or Grantee staff deemed appropriate shall attend a Post-Award Kick-Off Meeting.

The Grantee must provide and maintain a Problem Escalation Procedure (PEP) for both routine and emergency situations. The PEP must state how the Grantee will address problem situations as they occur during the performance of the Grant, especially problems that are not resolved to the satisfaction of the State within appropriate timeframes.

Section 4 – Proposal Format..... Kanisha Reed

Applicants shall simultaneously submit Proposals in separate volumes:

- Volume I – TECHNICAL PROPOSAL
- Volume II – FINANCIAL PROPOSAL

Applicants shall submit Proposals to the Procurement Officer (see Section 1.4 “Procurement Officer”) prior to the date and time for receipt of Proposals (see Section 1.8 “Proposals Due (Closing) Date and Time”).

A second electronic version of Volume I and Volume II in searchable Adobe .pdf format shall be submitted for Public Information Act (PIA) requests. This copy shall be redacted so that confidential and/or proprietary information has been removed (see section 1.11 “Public Information Act Notice”).

All pages of both Proposal volumes shall be consecutively numbered from beginning (Page 1) to end (Page “x”).

- 4 For email deliveries, Proposals should be sent as an attached PDF to the Procurement Officer’s email address as listed on the Key Information Sheet. If an Applicant chooses to password protect its Proposal, the Applicant shall provide the password to the Procurement Officer via email as well.

Applicants shall email Proposals.

4.3.1 For email deliveries, Proposals should be sent as an attached PDF to the Procurement Officer’s email address as listed on the Key Information Sheet. If an Applicant chooses to password protect its Proposal, the Applicant shall provide the password to the Procurement Officer via email as well.

Executive Summary (Submit under TAB C)

The Applicant shall condense and highlight the contents of the Technical Proposal in a separate section titled “Executive Summary.” The Summary should identify the Service Category(ies) and Region(s) for which the Applicant is proposing to provide services (if applicable). The Summary shall also identify any exceptions the Applicant has taken to the requirements of this RFGP, the **Grant (Attachment A)**, or any other attachments. Exceptions to terms and conditions may result in having the Proposal deemed unacceptable or classified as not reasonably susceptible of being selected for award.

If the Applicant has taken no exceptions to the requirements of this RFGP, the Executive Summary shall so state.

Minimum Qualifications Documentation (If applicable, Submit under TAB D)

The Applicant shall submit any Minimum Qualifications documentation that may be required, as set forth in Section 2 “Applicant Minimum Qualifications” (if references are required as proof of meeting any Minimum Qualification(s), see Section 4.4.2.9).

Any subcontractor(s) used to fulfill the minimum qualifications shall also be included as a proposed subcontractor(s) in response to the RFGP (Sections 4.4.2.8 and 4.4.2.13) and said subcontractor(s) shall provide a letter of commitment that it will be involved for the duration of the Grant, if awarded.

Applicant Technical Response to RFGP Requirements and Proposed Work Plan (Submit under TAB E)

The Applicant shall address each Scope of Work requirement (Section 3.2) in its Technical Proposal and describe, in detail, its proposed processes, procedures, plans, and overall approach to providing all required services.

process for resolving billing errors); and explain how problems with work under the Grant will be escalated in order to resolve any issues in a timely manner.

Final procedures must be submitted as indicated in RFGP Section 3.8.

- a. The Applicant shall affirm that, if selected for the award, they will attend the Post Award Kick-Off Meeting (Section 3.7).
- b. The Applicant shall include a description of its cost allocation methodology and detailed information on how it will document and allocate staff time and expenses.
- c. The Applicant shall provide Letters of Support from the local judiciary authority and/or at least three community partners as demonstration of their experience providing services commitment to working with the program.
- d. The Applicant shall provide copies of all cooperative agreements with off-site facilities.
- e. The Applicant shall provide a comprehensive sample Domestic Violence Plan.

Applicant Qualifications and Capabilities (Submit under TAB F)

The Applicant shall include information on past experience with similar projects and/or services. The Applicant shall describe how its organization can meet the requirements of this RFGP and shall also include the following information:

The number of years the Applicant has provided the similar services;

The number of clients/customers and geographic locations that the Applicant currently serves;

The names and titles of headquarters or regional management personnel who may be involved with supervising the services to be performed under this Grant;

An organizational chart that identifies the complete structure of the Applicant including any parent company, headquarters, regional offices, and subsidiaries of the Applicant.

Experience and Qualifications of Proposed Staff, including proposed Sub- recipients (Submit under TAB G)

The Applicant shall identify the number and types of staff proposed to be utilized under the Grant. In addition, the Applicant may supplement its response to this Section by including one or more of the following with its response:

Dun and Bradstreet Rating;
Standard and Poor's Rating;
Lines of credit;
Evidence of a successful financial track record; and
Evidence of adequate working capital.

Certificate of Insurance (Submit under TAB J)

The Applicant shall provide a copy of its current certificate of insurance showing the types and limits of insurance in effect as of the Proposal submission date. The current insurance types and limits do not have to be the same as described in Section 3.4. See Sections 3.4 and 5.5 for the required insurance certificate submission for the recommended Applicant.

Subcontractors (Submit under TAB K)

The Applicant shall provide a complete list of all subcontractors that will work on the Grant if the Applicant receives an award. This list shall include a full description of the duties each subcontractor will perform and why/how each subcontractor was deemed the most qualified for this project. See taband 4.4.2.8 for additional Applicant requirements related to Subcontractors.

Legal Action Summary (Submit under TAB L)

This summary shall include:

A statement as to whether there are any outstanding legal actions or potential claims against the Applicant and a brief description of any action;

A brief description of any settled or closed legal actions or claims against the Applicant over the past five (5) years;

A description of any judgments against the Applicant within the past five (5) years, including the case name, court case docket number, and what the final ruling or determination was from the court; and

In instances where litigation is ongoing and the Applicant has been directed not to disclose information by the court, provide the name of the judge and location of the court.

Additional Required Technical Submissions (Submit under TAB M)

The following documents shall be completed, signed, and included in the Technical Proposal, under TAB M that follows the material submitted in response to Section 4.4.2.

5.3 Financial Proposal Evaluation Criteria

The Financial Proposal will be evaluated for compliance with the terms of this RFGP, including but not limited to evidence of the Applicant’s matching contribution. In addition, any Financial Proposal that proposes an excessive or unreasonable budget either in total or for any particular line item may be deemed not reasonably susceptible for award. The Financial Proposals will not be ranked.

For Electronic Submissions:

The Applicant shall submit an electronic version in Microsoft Word or Microsoft Excel of the **Financial Proposal** for each region it proposes. The Financial Proposal shall contain all price information in the format specified in **Attachment D-1 and D2**. The Applicant shall complete the Financial Proposal Form only as provided in the Financial Proposal Instructions and the Financial Proposal Form itself.

Selection Procedures

General

The Grant will be awarded in accordance with the Competitive Sealed Proposals (CSP) method found at COMAR 21.05.03. The RFGP process allows for the conducting of discussions and the revision of Proposals during these discussions. Therefore, the State may conduct discussions with all Applicants that have submitted Proposals that are determined to be reasonably susceptible of being selected for grant award or potentially so. However, the State reserves the right to make an award without holding discussions.

5.4 Selection Procedures

The Grant will be awarded in accordance with the Competitive Sealed Proposals (CSP) method found at COMAR 21.05.03. The RFGP process allows for the conducting of discussions and the revision of Proposals during these discussions.

Technical Proposals are evaluated for technical merit and ranked. During this review, oral presentations and discussions may be held. The purpose of such discussions will be to assure a full understanding of the State's requirements and

the Applicant's ability to perform the services, as well as to facilitate arrival at a Grant that is most advantageous to the State

Award Determination

Upon completion of the Selection Process Sequence described in Section 5.4.2, each Applicant will receive an overall ranking. The Procurement Officer will recommend award of the Grant to the responsible Applicant that submitted the Proposal determined to be the most advantageous to the State. In making the most advantageous Proposal determination, technical factors will be central focus, while bidders must also meet the base financial proposal requirements.

Upon receipt of a Notification of Recommendation for Grant Award, the following documents shall be completed, signed if applicable with original signatures, and submitted by the recommended awardee within five (5) Business Days, unless noted otherwise. Submit three (3) copies of each of the following documents:

- a. Grant Agreement (**Attachment A**),
- b. Non-Disclosure Agreement (**Attachment G**), if applicable; ***see Section 1.29**,
- c. HIPAA Business Associate Agreement (**Attachment H**), if applicable; ***see Section 1.30**, and
- d. Copy of a current Certificate of Insurance with the prescribed limits set forth in Section 3.4 "Insurance Requirements," listing the State as an additional insured, if applicable; ***see Section 3.4**.

REGP ATTACHMENTS

ATTACHMENT A – Grant Agreement

This is the sample Grant Agreement used by the Department. It is provided with the RFGP for informational purposes and is not required to be submitted at Proposal submission time. Upon notification of recommendation for award, a completed Grant Agreement will be sent to the recommended awardee for signature. The recommended awardee must return to the Procurement Officer three (3) executed copies of the Grant Agreement within five (5) Business Days after receipt. Upon Grant award, a fully-executed copy will be sent to the Grantee.

ATTACHMENT B – Bid/Proposal Affidavit

This Exhibit must be completed and submitted with the Technical Proposal.

ATTACHMENT C – Pre-Proposal Conference Response Form

It is requested that this form be completed and submitted as described in Section 1.6 by those potential Applicants that plan on attending the Pre-Proposal Conference.

ATTACHMENT D – Financial Proposal Instructions and Form

The Financial Proposal Form must be completed and submitted in the Financial Proposal package.

ATTACHMENT E – Federal Funds Attachment

These Attachments must be completed and submitted with the Technical Proposal as instructed in the Attachments.

ATTACHMENT F – Conflict of Interest Affidavit and Disclosure

If required, this Exhibit must be completed and submitted with the Technical Proposal.

ATTACHMENT G – Non-Disclosure Agreement

If required, this Exhibit must be completed and submitted within five (5) Business Days of receiving notification of recommendation for award. However, to expedite processing, it is suggested that this document be completed and submitted with the Technical Proposal.

ATTACHMENT H – HIPAA Business Associate Agreement

If required, this Attachment is to be completed and submitted within five (5) Business Days of receiving notification of recommendation for award. However, to expedite processing, it is suggested that this document be completed and submitted with the Technical Proposal.

ATTACHMENT I – Location of the Performance of Services Disclosure

If required, this Exhibit must be completed and submitted with the Technical Proposal.

EXHIBIT 1 – Monthly Expenditure Report

Sample template included as a separate Excel attachment.

If awarded, this report must be completed and submitted by the 15th of each month.

EXHIBIT 2 – Monthly Progress Report

If awarded, this report must be completed and submitted by the 15th of each month.

EXHIBIT 3 – Mediation Confidentiality Agreement