

DEPARTMENT OF HUMAN SERVICES
REQUEST FOR PROPOSALS (RFP)
MARYLAND STATE DIRECTORY OF NEW HIRES
CSA/MSDNH/20-001 S

QUESTIONS AND RESPONSES NUMBER 3

Question 6: Please clarify if the Dashboard includes any sorting functionality.

Response: Yes, as demonstrated during the Dashboard demonstration on 6/17/19, the Dashboard includes filtering and sorting functionality.

Question 7: Could the State do a demo of CSES and the Dashboard for potential bidders before the submission deadline?

Response: a) The State will not perform a demo of CSES.
b) The Demo of the Dashboard was performed on Monday, June 17, 2019 at 1:00 p.m., at 311 W. Saratoga Street, Conference Room 304, Baltimore, Maryland 21201

Question 8: Can the State confirm when answers to questions will be provided to bidders?

Response: The state shall provide answers to questions as soon as possible.

Question 9: If an NCP has a case in Baltimore City as well as other jurisdictions, and the employer sends one response (i.e. term notice on Baltimore City case), will all cases be updated and the follow up actions removed from the successful vendors' task list? RFP Reference section 2.2. RFP page number 11

Response: The system will update all cases associated with the NCP's IRN number.

Question 10: Can the State provide more insight into the manual termination process? Will terminations be scanned and made available on the Dashboard, regardless of the format of the termination, or will they only be scanned and made available to the vendor if returned on an IWN or NMSN form? RFP Reference section 2.2. RFP page number 12

Response: When a termination notice or notification is received, the Contractor shall update the system, scan, and create a case action log notating the last date of employment, and other key information provided on the termination notice.

Question 11: Can the State provide details on what data is updated/refreshed on the Dashboard and at what frequency (ies)? Please confirm that there are existing automated processes that perform these updates. RFP Reference section 2.2.A. RFP page number 13

Response: The CSA Dashboard provides the following: 1) EWO Data, updated on a weekly basis (each Sunday or Monday morning), via a data feed to CSES; and 2) Mail processing related items are updated daily via a data feed to CSES.

Question 12: Can the State provide an example of changes the contractor would be required to make? If the contractor is required to make significant modifications, will the contractor be reimbursed for development costs? Is this considered a work order as detailed in 2.2.2 (Attachment Q). RFP Reference section 2.2.2. RFP page number 13

Response: Any required updates as a result of, amongst other things, Federal or State Policy/Regulatory changes and/or minor technical updates to accommodate the changes and/or audit implementations, as a result of an audit finding, will not utilize a Work Order, and as a result, the Contractor shall not be reimbursed for such work. Technical updates to any system, database, and/or website, as a direct result of the Modernization effort may constitute a "Work Order". Modifications of this type would go through a review, to determine if a Work Order would be warranted. If a Work Order is warranted, the services will be reimbursed as

appropriate. Consideration for Modernization updates shall be reflected within the financial proposal.

Question 13: Can the State clarify that it is its intent to have the contractor's application interact with the new solution? RFP Reference section 2.2.2D. RFP page number 14

Response: It is the State's intent to have the Contractor's application interact with the new solution. If there is a change due to the implementation and execution of the modernized system, the Contractor will be notified of the actual modernization upgrades as presented within RFP Section 2.2.2.A, 2.2.2.B, 2.2.2.C, and 2.2.2.D.

Question 14: Can the State provide total estimated designees? RFP Reference section 2.3.2 E. RFP page number 15

Response: The State Project Manager will determine and notify the Awarded Offeror the number of designees based on need after Contract Award.

Question 15: Can the State clarify what data is "*transferrable and updated at the same time*"? RFP Reference section 2.3.2 O. RFP page number 16

Response: The State cannot respond appropriately to the question, as the RFP Section referenced above is incorrect.

Question 16: Please provide the number of forms that are typically misdirected. RFP Reference section 2.3.2 W-X. RFP page number 17

Response: The State does not maintain statistics for this request. Examples could include any form, or correspondence completed or submitted by a Maryland Employer relating to the hiring of new employees.

Question 17: Can the State confirm whether the contractor will get access to the email box or will all emails be forwarded for resolution? RFP Reference section 2.3.3. RFP page number 19

Response: The State will provide Awarded Contractor with email addresses to be incorporated into all Program documentation. All outstanding requests not completed by current Contractor will be forwarded for resolution during transition-in, and prior to Go-Live Date.

Question 18: Please Confirm that all updates related to IWNs and NMSNs (including undeliverable mail) will be done by contractor directly in CSES, using existing CSES functionality. Updates include employer addresses (from undeliverable IWNs, NMSNs), mailed-in NMSN Part A and Part B forms, mailed-in notices of termination, etc. New and updated information related to New Hire will be done by employers and contractor staff via the contractor-developed New Hire ESW. RFP Reference section 2.3.3. RFP page number 20-21

Response: The updates related to 1) New Hires Database; 2) IWNs and 3) NMSNs (including undeliverable mail) will be completed by Contractor within the New Hires Database. A daily data feed will transfer the data to CSA's CSES system. Additionally, a daily data feed will transfer data to CSA's Dashboard.

Question 19: Please clarify who is responsible for scanning documents received via mail (e.g., undeliverable IWNs, NMSNs; NMSN Part A and Part B forms, termination notices) – contractor or CSA staff? Confirm that there is an existing process that updates/refreshes Dashboard related to the scanned items. RFP Reference section 2.3.3.A. RFP page number 20

Response: The scanning of undeliverable documents is executed by another Contractor of the State.

Question 20: Please confirm that the State will provide the employer termination file layout employers will use. RFP Reference section 2.3.5 F.10. RFP page number 25

Response: The State will provide appropriate file layouts to the Awarded Contractor after Award of the Contract.

Question 21: Please confirm the specific number of trainings conferences the contractor is expected to attend or host. RFP Reference section 2.3.7A. RFP page number 26

Response: The State has not defined a specific number of training conferences to attend or host. The Contractor shall determine what is most beneficial to the Program with guidance from the SPM.

Question 22: Can the State provide an example of changes the contractor would be required to make? If the contractor is required to make significant modifications, will the contractor be reimbursed for development costs? Is this considered a work order as detailed in 2.2.2 (Attachment Q). RFP Reference section 2.2.2. RFP page number 13

Response: Please refer to response for Question 12.

Question 23: Please confirm if the State has delays on their systems development whether the State expect it to affect the vendor. If so, how could the contractor be affected? RFP Reference section 2.2.2 D. RFP page number 14

Response: The State does not foresee Modernization upgrade delays affecting the Contractor.

Question 24: Can the State provide total estimated designees? RFP Reference section 2.3.2 E. RFP page number 15

Response: The SPM will provide estimated designees to the Awarded Offeror after Contract Award.

Question 25: Please clarify if this requirement is referring to New Hire non-compliance or NMSN/IWN non-compliance. RFP Reference section 2.3.1.O.2. RFP page number 16

Response: Please see Amendment 1

Question 26: Can the State clarify if New Hire non-compliance will be tracked in CSES or the Dashboard? RFP Reference section 2.3.1.O.2. RFP page number 16

Response: **New Hire non-compliance will not be tracked in CSES or the Dashboard.**

Question 27: Can the State verify that the workflow for processing and documenting employer compliance of reject records is contained in the Dashboard? RFP Reference section 2.3.1.O. RFP page number 16

Response: **The Dashboard will not be utilized for any activity or processing of New Hire compliance. In addition, the CSES system will not be utilized for any activity or processing of New Hire compliance.**

Question 28: Confirm that contractor will use existing ECMS to scan non-electronic New Hire records. RFP Reference section 2.3.1.L. RFP page number 16

Response: **The ECMS will not be utilized to scan Non-electronic New Hire records.**

Question 29: Can the state clarify the process for reconciling differences when verifying the new hire report name and address against the Employer Database? RFP Reference section 2.3.1.Q.2. RFP page number 17

Response: **The Contractor is required to develop and maintain a process (SOP) for reconciling differences when verifying New Hire Employer contact info against the Employer Database within CSA's Dashboard.**

Question 30: Can the State clarify the Contract start date and confirm if this is the same as the go live date? RFP Reference section 2.3.1.CC. RFP page number 18

Response: Currently, the Contract Start Date is November 17, 2019. The Go Live Date is December 17, 2019. These dates could change.

Question 31: Please clarify the timeline – is it 60 days from issuance of IWN or does the 60 day period begin after the 45 day period of no payment (i.e. 105 days after IWN issuance)? RFP Reference section 2.3.3.C. RFP page number 20

Response: The 60 days begin at the issuance of Income Withholding Notice.

Question 32: Can the State confirm which system vendors use to generate and mail Employment Verification Letters? RFP Reference section 2.3.3.G. RFP page number 21

Response: This is a manual process the Contractor will execute. The Contractor will be required to process work from within the appropriate Dashboard screens. The specific screens for utilization will be provided after Contract Award.

Question 33: Can the State provide sample Dashboard reports as indicated in section 2.3.3.K? Can the vendor run these reports throughout the month, or can they only be generated monthly for delivery to the State? RFP Reference section 2.3.3. RFP page number 21

Response: There was a Dashboard Demonstration for all potential Offerors on 6/17/19. The Dashboard's developer will work with the Awarded Contractor during transition-in to build any required reports based on existing data fields. All reports will be executed using Crystal Reports to ensure that the data can be exported into any number of formats.

Question 34: Are the Income Withholding Monthly Statistics Report, the Undeliverable IWN Report, the Noncompliant Employers by Jurisdiction Report, and the Employer Termination Notice Completion Summary Report existing reports in Dashboard? RFP Reference section 2.3.3.K. RFP page number 21

Response: The CSA Dashboard currently has a monthly statistical completion and outstanding report. However, as stated above, a review of existing reports as well as, the creation of new reports based on existing data within the Dashboard will be discussed with the Awarded Contractor upon Contract Award.

Question 35: Can the State confirm and clarify that the contractor will attempt contact by phone on day 5, send email or letter on day 8, and a verification letter on day 10? RFP Reference section 2.3.3.D,E,G. RFP page number 21

Response: Confirming Contractor shall conform to the requirements within RFP Section 2.3.3.D, E and G.

Question 36: Please confirm the system the state is referencing is the CSES dashboard. RFP Reference section 2.3.4.A.1. RFP page number 22

Response: CSES and Dashboard are two separate systems. The system reference for RFP Section 2.3.4.A.1 is the CSA Dashboard.

Question 37: Can the State confirm if the vendor will need to update the employer screen in CSES with a response code when the NMSN is completed, or is all work done on the NMSN screen? RFP Reference section 2.3.4.B.2. RFP page number 23

Response: All work for this content will be completed on the CSA Dashboard NMSN screen. This info will also be completed within the New Hires Database, and sent via a daily data feed to CSES.

Question 38: Can the State provide an estimated number of Insurance Cards that will need to be mailed each year? RFP Reference section 2.3.4.C. RFP page number 23

Response: The State does not maintain this statistic.

Question 39: Can the State clarify how the vendor will receive the information that “new notices have been received for their review and/or completion.”? RFP Reference section 2.3.5.F.9. RFP page number 25

Response: The Offeror’s system should have an alert mechanism or develop an alert mechanism to accommodating RFP Section 2.3.5.F.9.

Question 40: Can the State provide the data elements to be included in the annual CSV file of EWS data? RFP Reference section 2.3.5. RFP page number 25

Response: The requested data will be provided to the Contractor after Contract Award.

Question 41: This requirement asks the Contractor to provide the ability for employers to submit employer termination notices electronically via the website and/or mobile application. Please provide more detail on this process. Will the State provide the Contractor with electronic versions of the termination notices sent so that employers can come to the ESW and complete the form electronically? Or should the ESW have the capability to allow the employer to upload a copy of the completed termination form? If this is the case, would the Contractor transmit the image to the State, or would the Contractor review the form and enter the termination information into CSES or another location? RFP Reference section 2.3.5.F.10. RFP page number 25

Response: The requirements and relevant documentation will be provided to the Awarded Offeror after Contract Award.

Question 42: Please define Agency Name data element or provide examples of an agency name relating to the Employer name data element. RFP Reference section 2.3.6.A. RFP page number 26

Response: Definition of Agency Name – either a Federal, State or Municipal entity (an entity providing a public service), as referenced in RFP Section 2.3.6.A.

Question 43: Please confirm that the Contractor can also distribute the NHEIP to new employers via email and contact employers via phone to provide the NHEIP information by word of mouth. RFP Reference section 2.3.7.C. RFP page number 27

Response: The Contractor is required to provide the initial outreach via hardcopy (not email). This is a State and Federal requirement.

Question 44: Can the State confirm if the NHEIP was developed by the State originally? Please confirm that contractor can modify the NHEIP to be more behaviorally responsive (e.g. simple wording, less text, engaging images, etc.), with the approval of materials by the State before use. RFP Reference section 2.3.7.C. RFP page number 27

Response: The State is the original developer of the content contained within the NHEIP. The Contractor's Project Manager will work collaboratively with the State Project Manager for further NHEIP development. All documents shall be approved by the SPM for dissemination to the Public.

Question 45: Can the State clarify if the DLLR New Employer File contain complete new employer information, including FEINs, addresses, phone numbers and emails? RFP Reference section 2.3.7.H. RFP page number 28

Response: Confirmed.

Question 46: Can the State verify the lettering in this section? If there should be a letter B, could the State provide that requirement? RFP Reference section 2.3.8. RFP page number 29

Response: Format is incorrect in this section, and the RFP has been amended. Please see Amendment 1.

Question 47: Can the State clarify the call tracking process if multiple items are addressed during the call (i.e. new hire compliance and address verification in the same call)? RFP Reference section 2.3.8. RFP page number 29

Response: The Contractor is responsible for tracking all inquiries raised during the course of a call to the Help Desk.

Question 48: Will the contractor be responsible for imaging hard copies of Employer correspondence received at the Employer Help Desk? (Doc Management system or just email?) RFP Reference section 2.3.8. RFP page number 29

Response: Yes, a copy is to be provided to the SPM. The Contractor may select the medium transfer type. Must utilize encryption mechanism.

Question 49: Can the State clarify more detail on this requirement? Are the compliance rates and electronic transmission rate related to new hire compliance or something else? RFP Reference section 2.3.9.D. RFP page number 30

Response: The State requires the Contractor to provide Trend Reports of the quarterly EPP Reports. After Contract Award, the additional Trend Report requirements will be provided to the Contractor.

Question 50: Can the State confirm that a cloud-hosted solution, deployed in multiple dispersed geographic regions meet the requirement for a “warm backup” site? RFP Reference section 2.5.6.B. RFP page number 33

Response: The State can accept a cloud-hosted solution to meet the RFP requirement for a “warm backup” site, as referred to in RFP Section 2.5.6.B. However, The State will not accept a cloud-hosted solution deployed in multiple dispersed geographic regions.

Question 51: Can the State clarify the term Notice of Contract Award, and provide an estimate date for this notification? RFP Reference section 2.6.4. RFP page number 36

Response: The State will notify the chosen Offeror when Maryland’s Board of Public Works (BPW) approves the Contract. The notification is generally shared with the successful Offeror the date the BPW approves the Contract. The award notification can be provided via a written “Notice of Contract Award”.

Question 52: Can the state clarify what is meant by “self-service use in responding to outreach materials”? RFP Reference section 3.2.2.A.1. RFP page number 48

Response: Employers may utilize the Employer Service Website (i.e., New Hires Website) as a referenced One-Stop-Shop component to review New Hires FAQs, Policies, and mandates. Employers may download reporting documents, obtain statistics and self-help features in completing required New Hire documentation for submission to the State Directory of New Hires and Contractor.

Question 53: Can the State provide the mailing address for IWNs and NMSNs (or addresses if there is one for undeliverable mail and another for responses from employers? RFP Reference section 3.3.5.D. RFP page number 51

Response: The State will provide this info to the Contractor after Contract Award.

Question 54: Can the State confirm that the annual fixed rate fee will be invoiced and paid in twelve equal monthly installments? RFP Reference section 3.4. RFP page number 51

Response: Confirmed.

Question 55: 5.3.2.A states “A Table of Contents shall follow the Title Page for the Technical Proposal...” 5.3.2.B states “Any information which is claimed to be confidential and/or proprietary information should be identified by page and section number and placed after the Title Page and before the Table of Contents in the Technical Proposal...”.Which is correct? RFP Reference section 5.3.2.A and 5.3.2.B. RFP page number 90

Response: Claim of confidentiality shall come after the Table of Contents. Section 5.3.2.B shall prevail.

Question 56: Can the State confirm that all relevant “existing State enterprise data stores” are listed in the RFP? RFP Reference section 5.3.2.F.13.a.vi. RFP page number 91

Response: State cannot confirm at this time. Please note the specific data stores you require.

Question 57: Can the State clarify what is meant by the phrase “artificial intelligence” as this can be applied broadly to automation or to very costly system’s ability to learn and adjust decision making without human intervention? RFP Reference section 6.2.1.C. RFP page number 98

Response: The State is open to being presented with innovative features the potential Offeror could provide with their proprietary systems for enhancing workflow process potentially incorporating artificial intelligent capabilities into the Maryland State Directory of New Hires and additional programs inclusive within this solicitation.

Question 58: Will the State consider Contractor's security policies, logs, and all other security related deliverables as proprietary/confidential and they will be held in confidence and not made publicly available? RFP Reference section 8.1. RFP page number 125

Response: As stated in Section 8.1, the State shall abide by the requirements of the Maryland Public Information Act.

Question 59: Can the State clarify the term "Notice to Proceed" and provide an estimate date for this notification? RFP Reference section 13.2. RFP page number 126

Response: Notice to Proceed is provided to the Awarded Contractor at the Kick-Off Meeting after Contract Award. Be advised the RFP Section reference above is incorrect.

Question 60: Can Offerers provide criminal background checks and associated affidavits to the State, post award? Please take into consideration the fact that all our employees undergo extensive background checks prior to being hired / onboarded. RFP Reference section 3.8. RFP page number 57-58

Response: The Offeror shall exhaust all efforts to have the confirmed employee info to be inclusive within the Technical Proposal.

Question 61: Please confirm how many initial Income Withholding Notices are generated by the agency (excluding Baltimore City) each month or year. RFP Reference section 2.2. RFP page number 11.

Response: The State confirms the number Income Withholding Notices generated for SFY'16 and SFY'17 within RFP Section 2.2 – Table 2.

Question 62: Please confirm how many initial National Medical Support Notices are generated by the agency (excluding Baltimore City) each month or year. RFP Reference section 2.2. RFP page number 12.

Response: The State confirms the number National Medical Support Notices generated for SFY'16 and SFY'17 within RFP Section 2.2 – Table 3.

Question 63: Can the State clarify if the contractor will be responsible for entering /documenting, in CSES, IWN responses returned by employers that indicate the NCP was terminated? RFP Reference section 2.2; Table 3. RFP page number 12.

Response: The State confirms the Contractor will update the State Directory of New Hires with IWN termination notices, which will be provided to CSES via a data feed.

Question 64: What % of state wide services are in Baltimore city? RFP Reference section 2.2. RFP page number 11

Response: This question is not relevant as the Contractor will not be providing services in Baltimore City.

Question 65: Who is the vendor operating Baltimore city? Will the winning vendor be working with Baltimore city vendor? If so, please describe. RFP Reference section 2.2. RFP page number 11

Response: Please see response to Question 1.

Question 66: Does the vendor have responsibility for any mailings? Are all mailing handled by the state after updates to the dashboard? RFP Reference section 2.2. RFP page number 12

Response: Contractor will be responsible for mailings. Please refer to the requirements of the RFP.

Question 67: How will volume changes be handled if the #'s of transactions change. What are the expectations? Can we agree to cost increase for any increase of 5%? RFP Reference section 2.2. RFP page number 13

Response: **The State cannot agree to any cost increases.**

Question 67: If new or changed tasks are requested does the vendor have an option to quote on changes? RFP Reference section 2.2. RFP page number 13

Response: **The State will notify the Contractor of the specific requirements for Work Order considerations as they relate to the Modernization effort upgrades. Please refer to RFP Section 3.15. Work Orders.**

Question 69: Is the dashboard web based - what is needed by vendor to access dashboard - VPN? Remote access available? RFP Reference section 2.2.1. RFP page number 13

Response: **The CSA Dashboard is web based and the developer will work with the Contractor to ensure connectivity along with the Department's IT Security Department during the transition-in period.**

Question 70: Can the state provide a file extract of the tasks to be completed on dashboard? RFP Reference section 2.2.1. RFP page number 13

Response: **The State will not provide a file extract of the tasks to be completed. Please refer to the requirements contained within the RFP.**

Question 71: Is the state referencing the NH site for changes? RFP Reference section 2.2.2. RFP page number 13

Response: **Please reference RFP Section 2.2.2, page 13. The Note provides the details to the upcoming System Modernization requirements.**

Question 72: What are the expectations for vendor systems? (NH but other tasks are on the states dashboard). - is this correct? RFP Reference section 2.2.2. RFP page number 13

Response: **Please reference RFP Section 2.2.2, page 13. The Note provides the details to the upcoming System Modernization requirements. The Contractor shall incorporate technical**

upgrades as appropriate to accommodate the Modernization requirements.

Question 73: Is the new hire reporting serving the entire state? (Baltimore City)? RFP Reference section 2.3.1. RFP page number 14

Response: The New Hire Directory serves the entire State of Maryland.

Question 74: Is this work / requirement part of the existing NH contract? Who does this work now? RFP Reference section 2.3.1.B RFP page number 14

Response: Yes. The duties referenced in the RFP Section 2.3.1.B are part of the current Contractor's obligations under the current contract.

Question 75: How many come back from the eIWO e-mail? RFP Reference section 2.3.3. RFP page number 19

Response: The State does not track this statistic.

Question 76: Can the State provide screenshots of the dashboard? RFP Reference section 2.3.3.A. RFP page number 20

Response: There was a Dashboard Demonstration. The Awarded Contractor will have access to the Dashboard.

Question 77: What is the potential volume for this process? RFP Reference section 2.3.3.A. RFP page number 20

Response: The State provided statistics within RFP Section 2.2, pages 12 and 13.

Question 78: How is work assigned, tracked measured and reported? RFP Reference section 2.3.3. RFP page number 20

Response: The Contractor will develop an internal process for the tasks presented within RFP Section 2.3.3.

Question 79: Can the State provide an outline of the steps - estimated time to perform this task? RFP Reference section 2.3.3.D. RFP page number 21

Response: The State does not have this information.

Question 80: Is mailing via dashboard (State)? RFP Reference section 2.3.3.E. RFP page number 21

Response: The mailing will not be performed via the Dashboard.

Question 81: How many FTEs do this work today? RFP Reference section 2.3.3.K. RFP page number 21-22

Response: This info will be provided to the Contractor.

Question 82: Does the State have e-IWN portal or is the federal portal? RFP Reference section 2.3.7.B. RFP page number 27

Response: The State does not have it's own eIWN Portal. The Offeror will utilize the Federal eIWN Portal.

Question 83: Is this mailing done by the State - through dashboard? Frequency of file? RFP Reference section 2.3.7.H. RFP page number 28

Response: The NHEIP mailing will be executed by the Contractor. Please be advised there is no mailing of any kind produced via the Dashboard.

Question 84: Would the State consider a regional office site for the project? Out of the state? There is significant potential for cost savings. RFP Reference section 2.4.2. RFP page number 30

Response: The State of Maryland requires the Offeror to set up a physical administrative office within the Baltimore Metropolitan Area. Refer to RFP Section 2.4.2.

Question 85: Is the processing of NMSN and IWN done through the CSA Dashboard?

Response: Negative.

Question 86: How many unique roles within the dashboard will be assigned to the vendor?

Response: None.

Question 87: Number of FTE's used for each function? If these functions are being done by state/county employees, are they designated employees? If so how many or is this work considered part of their caseload performed through their local enforcement agencies?

Response: This information is not available to the Public.

Question 88: Who is doing each component (IWN vs. NMSN)
- State vs. vendor

Response: The Contractor will be performing both functions.

Question 89: How much time does each function outlined in the RFP take? 5, 10, 15 minutes?

Response: The State cannot confirm timeframes as utilized per function spelled out within the RFP.

Question 90: What is the physical address of the post office of the State-supplied mailbox?

Response: The Contractor will be provided this information after Contract Award.

Question 91: Who is operating the Baltimore City child support services? Privatized? Who? Vendor? Who? If it is privatized, will there be an opportunity for the awarded vendor to team with the current vendor to provide services to Baltimore City?

Response: **The current vendor is Veritas HHS, LLC. The State does not believe there will be an opportunity to collaborate.**

Question 92: Can the State provide a formula for which proposals will be scored? Points per section? Evaluation equations? How will points be weighted?

Response: **The State cannot respond to this question. Please refer to Section 6 of the RFP for the evaluation criteria.**

Question 93: During the demo on IWN, employment verification, termination and NMSN processing on the dashboard screens, we'd like to learn: Overview of screen functionality? What are the levels of role and security? What method of scanning the documentation is being utilized currently? How is the completion of these functions within the dashboard monitored? How is the work deemed completed vs. incomplete? Measure and track workload?

Response: **There was a Dashboard Demonstration 6/17/19. The EWO and NMSN processing was reviewed during that demonstration.**

Question 94: What is the document retention time?

Response: **Retention rate is based on the subject content, and as outlined in the RFP Sections by subject matter.**

Question 95: According to the RFP, the child support system will be updated with new enhancements – will this information be designated to the vendor and will SOP's be established?

Response: **Please refer to Section 2.2.2 for System Modernization. SOPs are to be established developed by the Contractor according to the RFP requirements. The Contractor shall submit the SOPs to the SPM for approval.**

Question 96: Where is the current vendor located?

Response: **In the Baltimore Metropolitan Area.**

Question 97: Section 4.2.2 – RFP states that “In order to receive a contract/award, a vendor must be registered on eMM” Does the vendor need to accept the solicitation within eMM? If so, what are the steps that need to be taken? RFP Reference section 4.2.2. RFP page number 74

Response: A vendor is required to be registered with eMM in order to be awarded a contract as per Section 4.2.2 of the RFP.

Question 98: Section 7 – RFP states “For paper submissions, submit two (2) copies of each with original signatures. All signatures must be clearly visible” Does this apply to proposal copies? RFP Reference section 7. RFP page number 102

Response: All copies are required to be signed with an original signature.

Question 99: For all participation goals listed throughout (i.e. MBE, VSBE, etc.) will any additional points be awarded as an incentive?

Response: No additional points will be awarded as an incentive.

Question 100: Will an extension of this proposal be considered taking into account the current time allotted and scope of services being solicited?

Response: If and when decided, Vendors will be notified of any extensions.

Question 101: Does the state currently have an employer help desk (section 2.3.8)? RFP Reference section 2.3.8. RFP page number 28

Response: Yes.

Question 102: What is considered "verified" employer data (section 2.3.6)? RFP Reference section 2.3.6. RFP page number 26

Response: Information that has gone through a verification/validation process, and/or quality assurance process, that is spelled out within your SOPs.

Question 103: Table 3 does not mention USPS undeliverables for IWNs. Can the State provide these figures so that Offerers can accurately project the impact these numbers will have on vendors' workload for verification of employers? RFP Reference section 2.2. RFP page number 12

Response: The State does not track this info. This is a Contractor task. The Contractor shall have a mechanism placed (i.e., Outreach efforts) for gathering this data.

Question 104: Can the State provide an estimated number of IWNs returned to the CSA via USPS as a result of being undeliverable? RFP Reference section 2.3.3. RFP page number 19

Response: This statistic is not tracked.

Question 105: Does the dashboard require NOTES for transactions, i.e. phone calls, outreach results, etc?

esponse: Yes. EWO action will require a case note for each transaction.

Question 106: Is there a real time monitoring feature already in the current dashboard? This would enable the user to monitor each step of the process and ensure follow up is completed. If not, would we have permission for our tech team to create a monitoring feature on the dashboard?

Response: Negative. The CSA Dashboard developer is willing to work with the Awarded Offeror regarding potential tracking items as it relates to existing data elements currently house in the CSA Dashboard.

Question 107: Is there a way to currently track cases for follow ups via the dashboard, or is it currently done by hand?

Response: Yes. The tracking feature can be done via the reminder tool currently available in the CSA Dashboard. However, a

discussion with the Contractor can take place to discuss other potential options as it relates to follow-up reminders.

Question 108: What kind of reports can be run on the dashboard? How detailed are they?

Response: The CSA Dashboard developer will meet with the Contractor after Contractor Award to discuss any needed reports that can be created and customized based on existing data elements within the CSA Dashboard.

Question 109: Are individual analytics being monitored via the dashboard?

Response: All actions are time-stamped and this can be rolled-up into a Report.

Question 110: Do case workers have access to this system and if so, how active are they?

Response: The Contractor will be provided this info after Contract Award.

**Samuel Eduful
Procurement Officer
June 25, 2019**