

REQUEST FOR PROPOSALS (RFP)

STATE OF MARYLAND DEPARTMENT OF HUMAN SERVICES PRIVATIZATION OF CHILD SUPPORT SERVICES IN BALTIMORE CITY CSA/PR-24-001-S

AMENDMENT # 3 October 4, 2023

Dear Prospective Offerors:

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

1. Revise Section 2.6.6.:

2.6.6. Root Cause Analysis

~~In the event the Contractor fails to achieve the stated minimum performance levels at the end of the FFY, the Contractor will be issued a request for a Corrective Action Plan (CAP).~~

If the same SLA measurement yields an SLA credit more than once, the Contractor shall conduct a root cause analysis. Such root cause analysis shall be provided within 30 days of the second breach, and every breach thereafter.

In addition, for each 'Emergency' or 'High' priority Problem, the affected parties will perform a root cause analysis and institute a process of problem management to prevent recurrence of the issue.

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

Sang Kang, Procurement Officer
October 13, 2023

