

**REQUEST FOR PROPOSALS
PRIVATIZATION OF CHILD SUPPORT SERVICES
IN BALTIMORE CITY
CSA/PR-24-001-S**

QUESTIONS AND RESPONSES #2

Question 13: Section 2.3.2, page 6 Does “not to exceed a caseload of 600 cases per person” refer to caseworkers or all staff? If the latter, would the State re-consider this ratio given that it would result in very low staffing level? For example, June 2023 staffing for current contract is 356:1; Kansas privatized staffing was 400:1; Tennessee privatized staffing is 390:1 – 450:1; and Mississippi privatized staffing is approximately 600:1. Please consider also that current metro staffing (other than Baltimore City) is 284:1.

Response: This section refers to caseworkers.

Question 14: Section 2.3.2, page 6 In the phrase “not to exceed a caseload of 600 cases per person”, does “person” mean FTE or would part-time staff be allowed in that calculation?

Response: Person means FTE or part-time staff.

Question 15: Section 2.3.4.B, page 9 Currently, there is a Court Unit that prepares contempt cases for court. Will those duties be assumed by the contractor?

Response: Yes, those duties will be assumed by the contractor. Please see letter P in the Table in Section 2.3.4.

Question 16: Section 2.3.9., page 14, Section 5.3.2.F.12, page 76, and Section 6.25, page 81 The RFP mentions the Training Plan in three places but does not have a specific requirement that addresses where offerors are to include the plan. Please clarify.

Response: The Training Plan referenced in Section 5.3.2.F.12 needs to be sent with the Proposal. Per Section 6.2.5., the plan is part of the Evaluation Criteria. The training plan per Section 2.3.9. is due 30 days after the Contract Start date during the transition-in plan as part of the Standard Operating Procedures.

Question 17: Section 2.3.10, page 15 The potential penalties/incentives seem excessive compared to the size of the contract. Would the State consider moderating these amounts, for example, reducing them to \$25,000?

Response: The State prefers to keep the requirement.

Question 18: Section 2.3.15.1.B. and C., page 19 Requirement B. requires that technical support be available during normal business hours. However, Requirement C. requires that technical support (a technical team member) be available 24/7, 365 days per year. Please clarify the difference between the two requirements.

Response: Section B means that the contractor shall provide technical support to its users during Normal State Business Hours. Section C means that the State must be able to contact a Contractor's technical team member 24 hours per day, 7 days a week, 365 days per year in the event of an emergency.

Question 19: Section 2.3.15, pages 18 and 19 Please clarify the contractor's responsibilities in this section. These requirements appear to be applicable to the provision of services and products related to system development life cycle projects.

Response: This section pertains to the ongoing maintenance and support of all systems used to provide services under the Contract.

Question 20: Section 2.4.4., pages 22-24 Please clarify the difference between the "contract start date" and the "NTP" date.

Response: Notice to Proceed (NTP) – Once the contract is fully executed, a written Notice to Proceed (NTP) is issued to the contractor to commence the work. The Contractor will receive a written notice from the Procurement Officer that work under the Contract, project, Task Order (as applicable) is to begin as of a specified date.

The Contract Start Date is the date the Contract is fully executed.

Question 21: Section 2.6, pages 25-28 Please clarify the contractor's responsibilities in this section. A problem is defined as any situation or issue reported via a help desk ticket that is not an enhancement request. However, the system used by staff, CSMS, is provided by the State and help desk tickets are directed to the State, except for those relating to connectivity and desk top hardware. Is the contractor's responsibility in this section limited to "problems" relating to its own hardware and software?

Response: Yes.

Question 22: Sections. 2.6.6. and 2.6.7., page 26 The first sentences in requirement 2.6.6. and 2.6.7. mirror each other. There is no further language/requirements in 2.6.6. Is something missing? Please clarify how the State is expecting offerors to respond to 2.6.6.

Response: Please see Amendment 3 which includes language on Root Cause Analysis.