

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

QUESTIONS AND RESPONSES #4

Question 47: Section 3.1 - Contract Initiation Requirements Please provide the State's anticipated contract execution date.

Response: DHS expects the Transition In period to begin on July 1, 2024. The Contract will need to be fully executed before that date.

Question 48: Section 3.1 - Please provide the State's anticipated Notice to Proceed date.

Response: The Notice to Proceed date will be on or about July 1, 2024.

Question 49: Section 3.1 - Please confirm the State's anticipated Go Live date.

Response: The Transition-In period will be for three months starting July 1, 2024. The Go-Live date is October 1, 2024.

Question 50: Section 3.1 - Is it acceptable to the State for bidders to propose a timeframe that is adequate to ensure a seamless and successful transition?

Response: The State prefers to keep our timeframes.

Question 51: Section 3.5.3.A - Data Ownership and Access Items 4 through 7 - Would the State clarify that the subsections under 3.5.3.A should be numbered 1 through 4?

Response: This issue has been addressed. The numbering has been corrected by Amendment.

Question 52: Section 4.26.4 - Within ten (10) Business Days from notification that it is the recommended awardee or from the date of the actual award, whichever is earlier, the Offeror must provide the following documentation to the Procurement Officer.

- A. Outreach Efforts Compliance Statement (Attachment D-2);
- B. MBE Subcontractor/Prime Project Participation Certification (Attachment D-3A/3B)

Are the Attachment D-2 and D-3 forms required to be submitted even if a Contractor meets the MBE and VSBE participation goals?

Response: Yes, upon award.

Question 53: Section 5.2.3. - Offerors may submit Proposals through the State's internet based electronic procurement system, eMMA. Are there any restrictions on the file size that can be submitted?

Response: The file size limit is 300 MB.

Question 54: RFP Sections 5.3.2.F.1 and 5.3.2.F.3 both require response to RFP Section 2. Since Bidders are required to provide full response to the SOW requirements in response to Section 5.3.2.F.1, would the State confirm the response to Section 5.3.2.F.3 be limited to describing project management methodology and work plan details? Otherwise, there is redundancy between these two RFP sections.

Response: Confirmed.

Question 55: Section 5.3.2.O - Please confirm if all required forms and certifications are to be submitted under Tab N or Tab O.

Response: Please use Tab N.

Question 56: Section 6.2.4 - This section states that a criterion to be used to evaluate each Technical Proposal includes "Satisfaction of the Nonvisual Access requirements (see RFP § 4.33)." Where within the proposal are bidders to respond to RFP Section 4.33?

Response: Please respond in Tab E in addition to Sections 2 and 3 of the RFP.

Question 57: Section 2.3 and Appendix 15 Baltimore City's Historical Data The data provided in the "Baltimore City's Historical Data" table in Section 2.3 shows the caseload changed from 41,555 to 33,692 cases from FFY 20 to FFY 22. The "Baltimore City Caseload by Zip Code" table in Appendix 15 shows a caseload of 27,659 cases which appears to indicate a continued decrease. Was there a policy change, local event or some other point-in-time adjustment causing the decrease that Offerors should take into consideration for planning purposes?

Response: The Agency states that case fluctuation is a norm in this industry.

Question 58: Section 2.3.7.B.2 - Scan and provide an electronic receipt via the State's document imaging system for any documents provided by walk-in customers. The

receipt will include the date, time, name of person receiving the document, and a description of the document received. Will the State provide all necessary hardware and software required to use the State provided ECMS?

Response: The State will provide the software and document scanner.

Question 59: Section 3.8.3 - The Contractor must provide the PEP no later than ten (10) Business Days after notice of recommended award. This requirement indicates the PEP is to be provided by the Contractor following award, and the PEP is not listed as a document to submit with the proposal in Section 7, Table 1, or in the deliverables table in Section 2.4.4. However, section 5.3.2.F.6 states Offerors are to provide a PEP. Would the State please clarify if a PEP is only required of the Contractor following award?

Response: Per Section 5.3.2.F.6, please send a draft PEP. A final PEP is then also due 10 business days after award.

Question 60: Section 5.2.6.A.1), page 73 - This requirement instructs offerors to submit the technical proposal and all supporting documents in Microsoft Suite 365. Technical proposals, with all of the plans and support documentation, will be extremely large. It has been our experience that large Word documents can become unstable. Could you please allow offerors to upload the Word versions of Tabs A-N and any appendices as individual documents in eMMA rather than one combined document? Offerors would still upload the PDF versions of their proposals as a single document.

Response: Please see Amendment 5.

Question 61: What is the current caseload size as of the date of this question?

Response: As of August 2023, the caseload is approximately 34,000 cases.

Question 62: Who is the current subcontracted child support payment kiosk provider currently being utilized by the current child support services vendor?

Response: Touch Pay.

Question 63: How many full-time employees (FTEs) are currently being utilized by the current child support services vendor? How many are the current vendor's employees and how many are provided by a staffing service?

Response: There are approximately 108 full-time employees (FTEs). The Agency does not distinguish between vendor staff or staff provided by staffing services as long as they are full-time.

Question 64: Can the Department provide a current organizational chart for the two offices currently being utilized by the current child support services vendor? If an organizational chart is not available, please provide the names of positions, their descriptions, and number of each position for the project.

Response: The Agency cannot provide this request, as the current organizational chart is the Contractor's work product.

Question 65: Is telework currently being utilized by the current child support services vendor? If so, can DHS provide its approved telework policy for the current child support services vendor?

Response: Teleworking is acceptable, with approval from the State Project Manager

Question 66: Attachment M, 38 Notices Will the State permit email notices under Section 38?

Response: Yes.

Question 67: What is the incumbent vendor's performance for the last 5 fiscal years?

Response: The RFP details performance in the chart in Section 2.2. for three years.

Question 68: Are physical security guards currently being used by the current child support services vendor?

Response: Yes.

Question 69: Section 2.3.12 - Can the Government share metrics on how many minor and major upgrades the current incumbent went through during the last 24 months?

Response: The Agency prefers not disclose this information.

Question 70: Sections 2.3.9.A and 3.10.3 - Section 2.3.9.A Standard Operating Procedures (SOP). A. Develop and maintain internal policies and procedures, including, but not limited to, a hiring plan, training plan, and emergency operations back-up plan. The Contractor shall send these SOPs to the State Project Manager within thirty (30) days after Contract Start Date. In addition, the updated internal policies and procedures will be submitted as needed and/or as required by the State.

Section 3.10.3 The Contractor shall submit a Final Hiring Staffing Plan with detailed organizational structure to the State Project Manager within fifteen (15) days from NTP.

Section 2.3.9.A indicates the SOPs including the Hiring Staffing Plan are due 30 days after the contract start date; however, Section 3.10.3, indicates the final Hiring Staffing Plan is due within 15 days from the NTP.

Would the Department clarify the due date of the Hiring Staffing Plan?

Response: The Final Hiring Staffing Plan is due fifteen (15) days after NTP. The Standard Operating Procedures which includes staffing is due (30) days after contract start date

Question 71: Section 2.4.4 Deliverables Summary Table - Can the Department confirm that the Contract effective date and the Notice to Proceed date are two separate dates?

Response: Both will be on or about July 1, 2024.

Question 72: Section 2.4.4 - Deliverables Summary Table When do you anticipate releasing a notification to the successful bidder of selection for award?

Response: DHS intends to award in March 2024 but cannot guarantee timeframes.

Question 73: Sections 2.6.3 and Appendix 1 - Section 2.6.3 SLA Effective Date (SLA Activation Date): The Contractor shall acknowledge, by execution of this contract, the SLA, listed within, shall be in effect as of the date of NTP document/letter.

Abbreviations and Definitions Section GGGG. SLA Activation Date - The date on which SLA charges commence under this Contract, which may include, but to, the date of (a) completion of Transition in, (b) a delivery, or (c) releases of work.

Section 2.6.3 bases the SLA Activation Date off of the NTP date, which we understand to be before completion of Transition in. Can the State confirm that the SLA Activation Date will not take place prior to completion of the Transition In period? (Section GGGG of Appendix 1 includes Completion of Transition In as a viable date for SLA Activation

date. All activities listed in Section GGGG appear to take place after Transition In would be complete).

Response: Confirmed.

Question 74: Section 4.31.2 And Section 7 Table 1 - All Offerors are advised that this solicitation and any resultant Contract(s) are subject to the terms of the Non-Disclosure Agreement (NDA) contained in this solicitation as Attachment I. This Agreement must be provided within ten (10) Business Days of notification of proposed Contract; however, to expedite processing, it is suggested that this document be completed and submitted with the Proposal.

Section 4.31.2 indicates the Non-Disclosure Agreement (Contractor) is due 10 business days after award; however, the table in Section 7 indicates the NDA is due 5 business days after award.

Would the Department clarify the timeline to submit the Non-Disclosure Agreement (Contractor)?

Response: Please see Amendment 5.