

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

QUESTIONS AND RESPONSES #5

Question 75: Sections 2.6.4 and 2.6.7 Service Level Reporting; Service Level Measurements Table - Please confirm that the SLA requirements are measured by monthly average.

Response: Yes.

Question 76: Section 2.6.5 - Please confirm whether the percentage calculation for the SLA Credits is based on monthly invoice total.

Response: Yes.

Question 77: Section 2.6.5 and 2.6.7 Service Level Measurements Table The table in section 2.6.7 references a cap for SLA credit percentages in section 2.6.5. However, no cap is mentioned in section 2.6.5. Does the State intend there to be a cap of 14% for SLA credits?

Response: There is no cap per Section 2.6.5.

Question 78: Attachment M, 3.2 Period Of Performance Please confirm that all Renewal Terms or option years under the contract are subject to the mutual agreement of the Parties

Response: The State has the unilateral right to exercise the renewal option under the existing terms and conditions.

Question 79: Appendix 15 BCOCSS Caseload by Zip Code Data - Would the State clarify the time period covered by the caseload count of 27,659 cases? Knowing the answer will help Offerors develop the appropriate size and scale for the project, and needed analytics to forecast project needs that may impact cost drivers like staff.

Response: The information or data in Appendix 15 is the most current when the RFP was issued and only includes cases with Baltimore City zip codes. Offerors

should refer to Section 2.2. of the RFP for the historical data for cases that are handled in Baltimore City.

Question 80: Sections 3.2.4.B.7 & 8 and Sections 3.2.4.C., D., E., and H., These requirements appear to be related to system development life cycle projects and not related to this procurement. Please advise if respondents should address these requirements anyway.

Response: The Transition-Out requirements are applicable.

Question 81: Does the current child support services vendor prepare pleadings for the OAG?

Response: Yes, the new Contractor will also need to prepare pleadings for the attorney's signature.

Question 82: Does the current child support services vendor file signed petitions on behalf of the OAG? If so, how many are pleadings are filed by child support services vendor, and are filing fees the responsibility of the child support services vendor to pay?

Response: The OAG's office files the pleadings.

Question 83: Does of OAG effectuate service of summonses through the use of process servers, or is it the child support vendor's responsibility?

Response: The OAG's office does not participate in service of summons. The process of service is completed and validated through the Sheriff's Office and Baltimore City Circuit Court Clerk's Office.