



STATE OF MARYLAND
DEPARTMENT OF HUMAN RESOURCES
REQUEST FOR PROPOSALS (RFP)
PRIVATIZATION OF CHILD SUPPORT SERVICES IN BALTIMORE CITY
SOLICITATION NO.:CSEA/PR/18-001-S
AMENDMENT NO. 2

January 13, 2017

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 the 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. Revised Table of Contents - Page 8 RFP ATTACHMENTS and Page 9 RFP EXHIBITS; and Pages 104 and 212 ATTACHMENT Q.

- Attachment Q is deleted from the RFP.
Page 8 ~~ATTACHMENT Q – CUSTOMER SERVICE REPORT DATA ELEMENTS.~~
Pages 104 and 212, ~~ATTACHMENT Q – Customer Service Report Data Elements (See Section 3.2.13 (h))~~
- EXHIBIT 10 – BCOESE ~~CASELOAD~~ NON-CUSTODIAL OBLIGORS BY ZIP CODE DATA. The revised EXHIBIT 10 is attached to this Amendment.

2. Page 40, Section 3.1.2 Baltimore City's Historical Data:

The approximate number of walk-in customers to the BCOESE in the last four federal fiscal years are as follows:

- FFY13 16,317
- FFY14 14,430
- FFY15 ~~15,190~~ 13,832
- FFY16 ~~23,499 (through July 30, 2016)~~ 15,725

[Type text]

3. Page 48, Section 3.2.12.1 IV-D and Non IV-D Payment Collection and Processing

- d. The Contractor shall provide payment kiosks, that accept cash and electronic payments ~~and do charge the at no cost to~~ at no cost to child support customers a fee to use the kiosk. The payment kiosks shall at a minimum be located at the two (2) BCOE office locations and at the Clarence M. Mitchell Jr. Courthouse. Each payer ~~payor~~ shall receive a receipt when a kiosk payment is made. The Contractor shall not operate a payment window or process cash within the two (2) BCOE office locations or at the Clarence M. Mitchell Jr. Courthouse.

4. Page 49, Section 3.2.13 h

~~h. Reporting – The format for the monthly report shall be developed by the Contractor using State established data fields (See Attachment Q) to be pre-approved by the SPM. The report shall include, at a minimum, the following elements:~~

- ~~i. Number of written correspondence received directly by the Contractor and the number of walk-in customers seen at the Contractor's facilities.~~
- ~~ii. Number of inquiries received from the CSEA Central Office located in 311 W. Saratoga Street and local CSE offices.~~
- ~~iii. Total number of full time and part time staff assigned to customer service functions.~~
- ~~iv. Customer service inquiries by type (Hot Calls, correspondence, in person) and category of issues. A description of increases or decreases by type and category, and an analysis of trends or deficiencies related to the delivery of service.~~

h. Reporting – Maintain and make available to the SPM and designated Department personnel upon request, the electronic logs required in sections e and f herein.

5. Page 52, Section 3.2.16.2 Key Personnel

Key Personnel shall perform continuously for the duration of the Contract, or such lesser duration as specified in the Technical Proposal or this RFP. Key Personnel may not be removed by the Contractor from working under this Contract except as described in the RFP. Each At least one BCOE location shall have a Deputy of Operations for Establishment and a Deputy of Operations for Enforcement.

- d. ~~Local Area Network (LAN) Administrators (Chief LAN Administrator and Assistant LAN Administrator)~~ Chief LAN Administrator – The LAN Administrators are Chief LAN Administrator is responsible for coordinating with CSEA and OTHS in providing technical support, resolving minor system operations issues, and notifying the Help Desk to resolve major issues. The LAN Administrators Chief LAN Administrator shall provide training and technical assistance to the Contractor's employees.

[Type text]

6. Page 52, Section 3.2.17 Location of the BCOCSE (Beginning paragraph only)

The current privatization child support contractor is operating the Central BCOCSE Office at 1 North Charles Street, Baltimore, Maryland 21201. However, to be more accessible to child support customers, the Contractor shall acquire ~~additional~~ space for a total of two (2) different locations; within the City based on the current residences of ~~eases~~ non-custodial obligors by zip code (see **Exhibit 10**). One office shall be located within one of the five (5) zip codes identified as East region of the City and one office shall be located within one of the five (5) zip codes identified as West region (see **Exhibit 10**). Contractor's facilities shall, at a minimum:

7. Page 62 – 65, Section 3.2.23 Deliverables

Deliverables/Reports Due during Transition-In Period		
Item	Due Date	State Recipient
Bond for Loss Due to Employee Dishonesty – Section 1.45	Ten (10) Days after notification of recommendation for Contract Award	Procurement Officer
Final Transition-In Plan – Section 3.2.24	Fifteen (15) Days after NTP	SPM
Chief Trainer Participates in CSEA Training Modules	Within the first two weeks of Contract start date	SPM
Completed Logon-ID Request Forms	Fifteen (15) Days after NTP <u>but; no less than thirty (30) days prior to the Go-Live date.</u>	SPM
Standard Operating Policies and Procedures – Section 3.2.15	Thirty (30) Days after Contract start date	SPM
Security Plan (Includes security test plan)	Thirty (30) Days after NTP	SPM
New Standard Operating Procedures – Section 3.2.15	No less than thirty (30) Days prior to implementation for approval	SPM
Purchase and Installation of Furniture and Equipment – Section 3.2.18	Thirty (30) Days after NTP	SPM

[Type text]

Initial internal audit - Section 3.2.19	Due five (5) months after NTP	SPM
Methodology for conducting Internal Audits	No more than ninety (90) Days after NTP	SPM
Format for Monthly Customer Service Report – Section 3.2.13	Forty-five (45) Days after NTP	SPM
Final Staffing Plan with detailed organizational structure	Fifteen (15) Days from the NTP	SPM
Enter into leases for the BCOCSE offices - Section 3.2.17	Within thirty (30) Days of Contract start date.	SPM
Draft Business Continuity Plan – Section 3.3.6.1	Within forty-five (45) Days after NTP	SPM
Business Continuity Plan Back-up Facility Initial Test Results	Within seventy-five (75) Days after NTP	SPM
Final Business Continuity Plan	Within one hundred twenty (120) Days after NTP	SPM
Draft Disaster Recovery Plan - Section 3.3.6.2	Within forty-five (45) Days after NTP	SPM
Final Disaster Recovery Plan	Within seventy-five (75) Days after NTP	SPM
Back-up Procedures – Section 3.3.7	Due within seventy-five (75) Days after NTP	SPM
On-going/Upon Request Reports		
Item	Due Date	State Recipient

[Type text]

Quarterly internal audit reports - Section 3.2.19 B	Due within sixty (60) Days after the end of the report quarter	SPM
Response to Monitoring and Audits Reports – Section 3.2.19	Within thirty (30) Days of the request or as indicated in the request	SPM
Monthly Customer Service Reporting – Section 3.2.13	Due the 10th of each month <u>Upon request</u>	SPM
Prime Contractor Unpaid MBE Invoice Report – Sections 1.33.12	Due the 15 th of each month	SPM
MBE Subcontractor Payment Report – Sections 3.2.1	Due the 15 th of each month	SPM
Corrective Action Plan	As specified in the request	SPM
Meet or exceed annual Minimum Service Levels – Section 3.2.22	Ongoing	SPM
Complete Case Corrections to Quality Control Reviews – Section 3.2.19 c	Within thirty (30) Days of receipt of report or as requested	SPM
Monthly Invoice	Due on the 15 th of each month	SPM
Monthly staffing report to include the number of temporary employees, permanent employees, percent of positions vacant, turn-over rate and monthly value of vacant positions.	Due on the 10 th of each month	SPM

[Type text]

Monthly training report to include the number of staff trained, the name of the training module, and trainings to be performed in the next three months.	Due on the 10 th of each month	SPM
Unprocessed Report	Due on the 15 th of the month after the end of each quarter	SPM
Escrow Report	Due on the 15 th of the month after the end of quarter	SPM
Customer Satisfaction Survey Findings – Section 3.2.13	Due thirty (30) days after the end of each quarter.	SPM
Business Continuity Plan Back-up Facility Semi-Annual Test Results	Within seventy-five (75) Days after the test	SPM
Item		
Due Date		
State Recipient		
Transition-Out Plan	Due one year before the end of the base period of the Contract or	SPM
Transition-Out Plan Updates	Due no later than sixty(60) Calendar Days after the start of each Option year	SPM

[Type text]

8. Page 62, Section 3.2.22.5 Liquidated Damages

Chart 10 Minimum Service Levels

	FFY18	FFY19	FFY20	FFY21	FFY22
Minimum Service Level					
IV-D Disbursed Disbursed Collections	\$84,648,315	\$85,494,798	\$86,349,746	\$87,213,244	\$88,085,376
Parternity Parternity Establishment	90.0%	90.0%	90.0%	90.0%	90.0%
Support Order Establishment	80.0%	82.0%	84.0%	86.0%	88.0%
Current Support Paid	61.0%	62.0%	64.0%	66.0%	68.0%
Cases Paying Arrears	61.0%	62.0%	63.0%	64.0%	65.0%

9. Page 83, Section 3.4.4 Crime Insurance Requirement

The Contractor shall maintain Crime Insurance to cover employee theft with a minimum single loss limit of ~~\$3,000,000~~ \$1,000,000 per loss, and a single loss retention not to exceed \$10,000.

10. Page 89, Section 4.2.1 Proposals

Each Volume shall contain an unbound original, so identified, and five (5) copies. Permanent binding is not acceptable. Proposals must be placed in binders.

11. Page 90, Section 4.4.1 Format of Technical Proposal

Inside a sealed package described in Section 4.2 "Proposals," the unbound original, ~~seven~~ five (5) copies in binders, and the electronic version shall be provided.

12. Page 99, Section 4.5 Volume II – Financial Proposal

Under separate sealed cover from the Technical Proposal and clearly identified in the format identified in the Section 4.2 "Proposals," the Offeror shall submit an original unbound copy, five (5) copies in binders, and an electronic version in Microsoft Word or Microsoft Excel of the Financial Proposal.

[Type text]

Offerors are reminded that they must acknowledge receipt of all amendments issued against the Specifications in their Transmittal Letter (see Revisions to the RFP § 1.18 and Transmittal Letter § 4.4.2.3). If you require clarification of the information provided in this amendment, please contact me at (410) 767-7775, or via email at aung.htut@maryland.gov.

By Aung Htut, Procurement Officer
January 13, 2017

[Type text]

EXHIBIT 10 - BCOCSE CASELOAD NON-CUSTODIAL OBLIGOR BY ZIP CODE DATA

Solicitation Number: CSEA/PR/18-001-S

Baltimore City Caseload <u>Non-Custodial Obligor</u> by Zip Code		Baltimore City Majority Caseload <u>Non-Custodial Obligor</u> Density by Zip Code			
Zip Code	Number of Cases <u>Obligors</u>	Zip Code	Number of Cases <u>Obligors</u>	Region	Percent of Caseload <u>Obligors</u>
21215	8,246	21202	3,322	East	28.8%
21217	7,706	21205	3,246	East	
21213	7,293	21206	5,639	East	
21216	6,105	21213	7,293	East	
21218	6,053	21218	6,053	East	
21229	6,048	21225	3,561	South	10.8%
21206	5,639	21229	6,048	Southwest	
21223	5,475	21207	3,386	West	34.9%
21225	3,561	21215	8,246	West	
21207	3,386	21216	6,105	West	
21202	3,322	21217	7,706	West	
21205	3,246	21223	5,475	West	
21239	2,979	TOTAL	66,080		
21224	2,865				

[Type text]

21230	2,230
21212	2,142
21234	1,875
21201	1,806
21214	1,536
21231	1,302
21222	1,294
21227	792
21208	762
21237	625
21211	572
21228	549
21236	438
21226	332
21209	305
21210	43
21233	23
21203	21
21287	2
Total	88,573