



DEPARTMENT OF HUMAN RESOURCES
Request for Proposals for
Maryland State Directory of New Hires

CSEA/SDNH/14-001-S

QUESTIONS AND RESPONSES SERIES #2

- 50. Question: What is the percentage (%) breakdown of new hire reports via the following methods per month for SFY10, SFY11, and SFY12?
a. Mail
b. Fax
c. Online
d. FTP / Upload
e. Diskette
f. CD
g. Magnetic Tape (Cartridge)
h. Telephone
i. Email
j. Other

Response: CSEA is providing the Annual Percentage Breakdown per Reporting Medium Type for Calendar Years 2011 and 2012 below:

Table with 3 columns: Annual Reporting Method %, 2011, 2012. Rows include Mail, Fax/List, Online, FTP/Upload, Diskette, CD, Magnetic Tape (Cartridge), Telephone, Email, Other, and TOTALS.

51. **Question:** What is the percentage (%) breakdown of new hire reports via the following non-electronic methods per month for SFY10, SFY11, and SFY12?
- a. Form
 - b. List
 - c. W-4
 - d. Other

Response: Please see response to Question #50.

52. **Question:** A database (dbase) has been mentioned in the RFP, however, we couldn't find any mention of the online application that is being used. What is expected of the selected contractor in terms of this online application. Does it have a web-based front-end built in Java or .Net or some other platform? Is it part of the scope of this RFP in terms of maintenance?

Response: The vendor is expected to take over the data in the format specified. During the transition, the new Contractor will receive the database as well as phone numbers, fax numbers, web address and voice/data circuits. Employers may enter new hires information via the Department's New Hires website, www.MDNewHire.com. The successful Offeror will be responsible for ongoing maintenance, enhancements and updates to the website during the term of the Contract.

Note: Question #34 is revised per this response. See also Section 3.3.1 of the RFP.

53. **Question:** On page 31, 3.4.2 – A – 2 says that the contractor shall provide to the State Project Manager for approval its proposal for database software. Does this mean that you are looking for migrating your existing database to another software?

Response: The Contractor is expected to take over the data in the format specified and must demonstrate that it meets the State's minimum security and technical requirements to maintain the database and conduct the necessary file transfers. An Offeror may propose solutions or other best practices to carry out the requirements of the RFP.

54. **Question:** Various reports have been highlighted in the RFP as being required from the Contractor, such as, Attachment U, U1, V, Q1 through Q4, O, O1, R and so on. Are these generated automatically from the existing database or is this to be developed by the selected contractor or is this accomplished manually?

Response: The Department has provided the data elements and requirements for each report in the RFP. It is up to the Contractor to develop the actual format of the reports so long as the required information is captured. **Please note:**

- **Attachment U** contains all reporting elements required for the monthly report. **Attachment U-1** is the Monthly Cumulative Summary Cover Sheet required for each monthly report.

- **Attachments Q-1, Q-2, and Q-3** are not reports.
- **Attachment Q-4** is submitted to the Contractor by Maryland Employers.
- **Attachments O, O-1, and R** are reports generated by the Contractor.

55. **Question:** **RE: Attachment A-** Estimated Annual Units related to postage (row 6) appear to correlate with units for mailings (rows 4 & 5) in Year 1 – Base and Option Year 1, however the postage unit volumes appears to escalate faster than mailing volumes in subsequent years. Please verify that Estimated Annual Units related to postage are correct.

Response: Amendment No. 3 has been issued and revises **Attachment A-** Maryland State Directory of New Hires Pricing Proposal. Amendment No. 3 also revises **Attachment A-1-** Maryland State Directory of New Hires Monthly Invoice.

56. **Question:** Who is the incumbent Contractor?

Response: The incumbent Contractor for the current Contract, CSEA/NHR/07-001 is PSI/MAXIMUS.

57. **Question:** Do Offerors include their proposed sub-contractors with their technical proposals or are they selected after award?

Response: Offerors shall identify and describe in the technical proposal, the role of sub-contractors that are considered Key Personnel or have a significant role in the services required under the RFP, which may include certified MBEs. Additionally, Offerors shall submit **Attachment F-** MDOT Certified MBE Utilization and Fair Solicitation Affidavit with the proposal.

58. **Question:** There are no Penalty Assessment Notice mailings currently. Will the State please provide bidders with either a description of the mailing contents (including printing specifications for all components) or an assumed price that all bidders can use in their Financial Proposals?

Response: See **Attachment Z-** Penalty Assessment Notice to Non-Compliant Employers and the Estimated Annual Units on **Attachment A-** Maryland State Directory of New Hires Pricing Proposal.

59. **Question:** Question and Response 33 provides the call volume received during calendar years 2011 and 2012. Can you please provide additional information for how the call volume increased by almost four times from 2011 to 2012?

Response: For a period of time during calendar year 2011, the 20-Day Warning Notices to Non-Compliant Employers were not disbursed. The increase in call volume was a result of the State resuming the distribution of Warning Notices to Non-Compliant Employers.

Revised Questions and Responses per Amendment NO. 3

7. **Question:** Is there a preference for the work site of the Contractor's staff?
- Response (revised):** No. See Amendment NO. 3 issued on June 13, 2013.
12. **Question:** Please confirm that the vendor must provide new hire services within the state of Maryland.
- Response (revised):** There is no requirement that the Contractor's facility must be located in Maryland. See Amendment NO. 3 issued on June 13, 2013.
13. **Question:** If the vendor is not required to provide new hire services in Maryland, is the vendor required to meet the MBE goals?
- Response (revised):** Yes.
34. **Question:** Can the Vendor have the telephone and fax numbers ported over to them during the contract time frame?
- Response (revised):** Yes. In addition, see Question #52 response.
46. **Question:** **Living wage requirements (Attachment M)** – if the Vendor is not located in Maryland and has zero employees located in Maryland, does the living wage requirement still apply?
- Response (revised):** Yes. See Section 2.40 of the RFP or DLLR's "Maryland's Living Wage Frequently Asked Questions (FAQ)" at <http://www.dllr.maryland.gov/labor/prev/livingwagefaqs.shtml#22>.