



REQUEST FOR PROPOSALS (RFP)

STATE OF MARYLAND DEPARTMENT OF HUMAN RESOURCES ASSET VERIFICATION SYSTEM SERVICES FIA/AVS-17-001-S

AMENDMENT NO. 4

February 28, 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. Revise RFP Section 1.1 (Summary Statement) as follows:

1.1.2. It is the State's intention to obtain services, as specified in this RFP, from a Contract between the selected Offeror(s) and the State. The anticipated duration of services to be provided under this Contract is ~~one year~~ **two years, plus a transition-in period of no more than 90 days**, with ~~two~~ **1** one-year ~~options~~ **option** to be renewed at the sole discretion of the State. See Section 1.4 for more information.

2. Revise RFP Section 1.4 (Contract Duration) as follows:

1.4.3 As of the Go-Live Date contained in a Notice to Proceed (see Section 1.2 definition), anticipated to be on or about ~~March~~ **June** 1, 2017, the Contractor shall perform all activities required by the Contract, including the requirements of this solicitation, and the offerings in its Technical Proposal, for the compensation described in its Financial Proposal.

1.4.4 The duration of the Contract will be for the period of time from Contract Commencement to the Go-Live Date (the Start-Up Period as described in Section 1.4.2) plus ~~one year~~ **two years** from the Go-Live Date for the provision of all services required by the Contract and the requirements of this solicitation. This Contract may be extended for ~~2 periods~~ **1 period** of one year ~~each~~ at the sole discretion of the Department and at the prices quoted in the Financial Proposal Form for Option Years.

3. Revise RFP Section 1.12 (Multiple or Alternate Proposals) as follows:

Multiple and/or alternate Proposals will not be accepted. Submitting a proposal for one (1) or both Functional Areas is not considered a multiple proposal, but **so long as the Offeror follows the submission instructions separate Technical Proposals for each Functional Area and Financial Proposal submissions as described in Section 4.1 must be prepared for each Functional Area.** (Also See Sections 1.1.3 and ~~2.1.1~~)

4. Revise RFP Section 3.1 (Background and Purpose) as follows:

DHR is the State’s social services provider and Maryland’s fourth largest agency. Its critical mission is to assist people in economic need, provide prevention services, and protect vulnerable children and adults. To serve this critical mission, DHR coordinates with DHMH in the administration of medical assistance programs that serve two populations: (1) the aged, blind, and disabled, and (2) long-term care patients.

In order to ensure that the medical assistance programs serve the designated populations, DHR **and DHMH determine** the eligibility of Applicants and Recipients based, in part, on the total assets available to the Applicants and Recipients for purposes of paying their medical expenses. Those assets include financial assets such as checking, savings, money market, retirement, and annuity accounts as well as real property owned by the Applicant, Recipient, or any Responsible Party.

By issuing this RFP, DHR seeks to acquire the services of up to two (2) qualified Contractors to obtain verified financial records from financial institutions as well as real property records for Applicants, Recipients, and Responsible Parties. DHR intends that the services shall comply with the verification method proscribed by Section 1940 of the Social Security Act (codified at 42 U.S.C. 1396w).

Currently, DHR **and DHMH** administers on-going Medicaid eligibility determinations for 65,000 Recipients of Medicaid benefits for the Aged, Blind or Disabled (including recipients of long-term care benefits). DHR **and DHMH** also makes eligibility determinations for approximately 34,000 new Applicants for those services each year. ~~Including spouses and other Responsible Parties related to those Applicants and Recipients,~~ DHR **and DHMH estimates** that ~~they~~ **it** will request approximately **one-third of the total case volume in 150,000 asset verification reports each year in each Functional Area. Including spouses and other Responsible Parties, a total of approximately 55,000 requests will be made each year in each Functional Area.**

5. Revise RFP Section 3.2.3 (General Application Requirements for Applications in Both Functional Areas) as follows:

The Contractor shall configure the Financial AVS Application and/or the Real Property AVS Application (as appropriate; either or both are referred to hereafter as the “Application”) with the following requirements:

- A. Controlled access by approximately 120 active users among State personnel (including approximately 50 concurrent users) over the Internet. **The Application must track all user activity sufficiently to generate the reports specified in Section 3.2.7 of this RFP, including without limitation the user’s name, user ID, the user’s supervisor’s name and ID, the user’s district office number, and identifying information regarding each verification report requested by each user.**

6. Revise Section 3.2.7 (Reporting Requirements) as follows:

- A. The Contractor providing services under Functional Area I (Assets Held by Financial Institutions) shall submit the following required program reports by e-mail, to the State Project Manager, unless otherwise specified:

3. The Monthly Financial Asset Verification Report (see illustrative sample report at **Attachment T**) provides a monthly summary of all financial asset verification reports which were completed in the calendar month. This report should include all asset verification reports that were completed regardless of whether any assets were located (~~data indicating that no assets were located should be marked as not billable on the Monthly Financial Asset Verification Report~~). This report is due to the State Project Manager on the fifth day of the month following the reporting month.
- B. The Contractor providing services under Functional Area II (Real Property Assets) shall submit the following required program reports by e-mail to the State Project Manager, unless otherwise specified:
3. The Monthly Real Property Asset Verification Report (see illustrative sample report at **Attachment V**) provides a monthly summary of all real property asset verification reports which were completed in the calendar month. This report should include all real property asset verification reports that were completed regardless of whether any assets were located (~~data indicating that no assets were located should be marked as not billable on the Monthly Financial Asset Verification Report~~). This report is due to the State Project Manager on the fifth day of the month following the reporting month.
7. **Revise RFP Section 3.3 (Security Requirements) as follows:**
- 3.3.1 Information Technology
- (d) The Contractor, including any and all subcontractor(s), agrees to abide by all applicable federal, State and local laws concerning information security. ~~and comply with current State of Maryland Department of Information Technology Security Policy.:~~
<http://doit.maryland.gov/support/Pages/SecurityPolicies.aspx>. The State IT Security Policy may be revised from time to time. The Contractor and all subcontractors shall comply with all such revisions. Updated and revised versions of the State IT Policy and Standards are available online at: www.doit.maryland.gov keyword: Security Policy.
8. **Revise RFP Section 3.6 (Invoicing) as follows:**
- 3.6.2 Invoice Submission Schedule
- A. Invoices (**Attachment P**) are due by the 10th of the month following the month in which services were performed. **A separate invoice shall be submitted for each Functional Area.**
 - B. Payment will be made based upon the successful Offeror's FLFUP for each ~~Successful~~ Financial Asset Verification Report and each ~~Successful~~ Real Property Asset Verification Report completed on a specific Applicant, Recipient, or Responsible Party. ~~A successful verification report is a report that complies with the requirements in this RFP and that locates, as appropriate, one or more financial accounts or one or more pieces of real property owned in whole or in part by the Applicant, Recipient, or Responsible Party.~~ Consistently with the **Financial Proposal Form (Attachment F)**, the Contractor's FLFUP per case shall take into consideration all activity associated with fulfilling the requirements of this RFP and no price adjustments will be allowed.
9. **Revise RFP Section 4.1 (Two Part Submission) as follows:**

Offerors shall submit Proposals in separate volumes:

- Volume I – TECHNICAL PROPOSAL
- Volume II – FINANCIAL PROPOSAL

NOTE:

If proposing only to Functional Area I, Offerors are to submit a Technical Proposal for F-1 and must complete and submit a Financial Proposal Form Attachment F-1. The Technical Proposal and Financial Proposal are to be sealed separately and submitted together.

If proposing only to Functional Area II, Offerors are to submit a Technical Proposal for F-2 and must complete and submit a Financial Proposal Form Attachment F-2. The Technical Proposal and F-2 Financial Proposal are to be sealed separately and submitted together.

If proposing to both Functional Areas I and II, Offerors are to submit a separately enclosed Technical Proposal for F-1, a separately enclosed Technical Proposal for F-2, and a combined Financial Proposal Form Attachment F-1 and F-2, ~~a separately enclosed Technical Proposal for F-2, and a separately enclosed Financial Proposal Form Attachment F-2.~~

10. Revise RFP Section 4.5 (Volume II – Financial Proposal) as follows:

Under separate sealed cover from the Technical Proposal and clearly identified in the format identified in Section 4.2 “Proposals,” the Offeror shall submit an original unbound copy, five (5) copies, and an electronic version in Microsoft Excel of the Financial Proposal. The Financial Proposal shall contain all price information in the format specified in **Attachment F**. The Offeror shall complete the Financial Proposal Form only as provided in the Financial Proposal Instructions and the Financial Proposal Form itself.

Offeror(s) are to submit separate pricing forms ~~if proposing to Functional Area 1 (F1) or Functional Area 2 (F2); included as Financial Proposal Forms Attachment F-1 and F-2~~ as follows:

If proposing only to Functional Area I, Offerors are to submit a Financial Proposal Form Attachment F-1.

If proposing only to Functional Area II, Offerors are to submit a Financial Proposal Form Attachment F-2.

If proposing to both Functional Areas I and II, Offerors are to submit a combined Financial Proposal Form Attachment F-1 and F-2.

11. Remove Financial Proposal Form (Attachment F) and Replace with REVISED Attachment F dated 02/28/2017.

12. Remove Invoice (Attachment P-1 and P-2) and Replace with REVISED Attachment P dated 02/28/2017

13. Remove Sample Contract (Attachment A) and Replace with REVISED Attachment A dated 02/28/2017.

If you require clarification of the information provided in this amendment, please contact me at (410) 767-7044, or via email at juanita.mcgill@maryland.gov.

By:

Juanita McGill

Juanita McGill
Procurement Officer