

DEPARTMENT OF HUMAN SERVICES
REQUEST FOR PROPOSALS
DISABILITY BENEFITS ADVOCACY PROGRAM
FIA/DBA-21-001-S

QUESTIONS AND RESPONSES #1

Question 1: Per RFP section 2.2 Background, Purpose and Goals paragraph 2.2.3 Other State Responsibilities A. it is stated that "The State will provide normal office working facilities and equipment reasonably necessary for Contractor performance under the Contract." Can the State clarify what it means by "provide normal office working facilities"? Are these permanent work stations or are they on an as needed basis? Is it the intention that the contractor co-locates in the DHS offices or is this for when onsite visits are necessary?

Response: **See Amendment 2.**

Question 2: Per RFP section 2.3 Responsibilities and Tasks paragraph 2.3.1 General Requirements F. it is stated that " The contractor shall conduct the following activities during Normal State Business Hours at all LDSS locations:" Specifically # 1-3 regarding onsite screenings and support. Is it a requirement to have a local office in Maryland and if so is there a requirement on the location of the office?

Response: **See Amendment 2. Yes**

Question 3: Section 2.3.2 Children in Foster Care paragraph A. states "The Contractor's staff may need to travel to LDSS offices and coordinate with LDSS Assistant Directors in order to perform this work." How often will each of the LDSS locations need to be visited in a contract period?

Are face to face meetings required for the Contractor and Contract Monitor/DHS? If they are required how frequent are these meetings?

Response: **The Contractor will need to visit the LDSS offices depending on the documentation that is needed for each foster children case. There is no set limit on the visits because of caseload.**

There is at least but not limited to a monthly meeting with the State Contract Monitor and representatives from both Functional Areas.

Please see Amendment 2.

Question 4: Attachment B-1-Adult Pricing, proposal tab Adult Base Years Row 1 Column C lists number of cases as 43,200 and the Adult-Option Period tab has a Number of cases of 28,800. It is understood that the number of cases are only estimates and the State does not guarantee that this number will be achieved during the contract period. However, given the population size outlined in RFP section 2.2 Background, Purpose and Goals for Functional Area II the population sizes are listed as being 9,002 long term disabled TDAP recipients, 4,000 TCA recipients, and 500 PAA recipients not receiving any type of SSA benefit. Are the number of cases of 43,200 and 28,800 the correct number of cases to screen? If not, what is the accurate number of cases to screen by the contractor?

Response: **These numbers are based on the Contract base and the contract option term respectively.**

Question 5: Can the State provide the total number of referred cases to the current contractor for both Functional Area I and II as well as the number of SSI and SSDI applications filed and allowed for both Functional areas?

Response: **For the last 3 years, the numbers are as followed:**

**FA 1: Referred: 1040
Submitted: 124
Approvals: 95**

**FA 2: Referred 45047
Submitted: 463
Approvals: 92**

Question 6: 2.3.6 Staffing Requirements - For Functional Area I, is it a requirement of the contract for the Project Manager to be located in Maryland?

Response: **See Amendment 2.**

Question 7: 2.3.6 Staffing Requirements – For Functional Area II, is it a requirement of the contract for the Project Manager to be located in Maryland?

Response: **See Amendment 2.**

Question 8: Section 2.3.8 Payout Points outlines the specific Payout Points for this contract for both Functional Area I and Functional Area II. Could the state provide how much was paid to the current vendor for each service outlined

for both Functional Area's I and II over the last 2 years? This would be helpful with understanding how much the 29% MBE and 6% VSBE would be.

Response: **The State does not keep track of how much was paid for each service outlined.**

Question 9: Section 2.3.6 Staffing Requirements states "The Contractor shall: Provide an individual to serve as the Contractor's Project Manager, who will be the chief point of contact during the entire term of the Contract. The Contractor's Project Manager's duties shall include overall oversight of project operations, maintaining quality assurance, and providing input and recommendations regarding Title II and XVI Benefit claiming process, where applicable." Does the state require a Project Manager for Functional Area I and a different Project Manager for Functional Area II? If not, is one Project Manager for both Functional Areas combined, given one contractor is awarded both Functional Areas, sufficient along with additional management support and sufficient qualified staff?

Response: **If the contractor is awarded both Functional Areas, then one Contractor's Project Manager will be sufficient just as long as the Project Manager meets the contract's requirements.**

Question 10: Section 4.6, Multiple or Alternative Proposals and Section 5.1, Two Part Submission

Regarding Sections 1.6 and 5.1 from the RFP, please clarify that prohibition against submitting "multiple or alternate proposals" applies to each functional area separately. Please also confirm that the technical and financial volumes submitted for each functional area will be treated and evaluated as a separate proposal. For example, if a offeror submits a proposal for functional area 1 (FA1) and a proposal for functional area 2 (FA2), the evaluation of the FA1 technical volume will have no bearing on the evaluation of the FA2 technical volume, and vice versa.

It is critical to clearly understand if bidders should approach a response with two proposals if submitting for both scopes of work.

Response: **Please see Amendment 1.**

Question 11: In light of the additional time it will take to prepare two separate

proposals – one for FA1 and the other for FA2, we request a two-week extension to the proposal response date, to 5/31/2022.

Response: **See Amendment 2.**

Question 12: Please recognize that the combination of changes communicated by Amendment 1 (e.g. one technical proposal versus two separate ones); and the relevance of answers to be received expected to impact our project staffing and approach; will result in significant changes to the form and format of the technical proposal

Given these changes, we would like to reiterate our request for an extension. We had originally asked for a two-week extension but now request a three-week extension, as all offerors will need to go back to the outlining stage to accommodate the Amendment 1 change to one technical proposal.

Response: **Please see Amendment #2. Two week extension is granted.**

Sang Kang
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May 11, 2022