

**REQUEST FOR PROPOSALS  
CUSTOMER SERVICE CENTER  
OS/CSC-22-001-S**

**QUESTIONS AND RESPONSES #1**

Question 1: What percentage of agents performing live inbound/outbound call center services are required to reside in Maryland?

**Response: The Offeror must propose a solution to carry out the services in the RFP. Offerors should consider Section 5.3.2.O. Economic Benefits when considering their solution.**

Question 2: What are the printing requirements (if any) for the mail processing fulfillment center for services as described in 2.3.7. Postal Mail/Document Fulfillment Requirement? Will the selected vendor provide printing supplies?

**Response: The Department will provide the forms identified in Section 2.3.7. The vendor will not be responsible for printing supplies.**

Question 3: What are the envelope requirements for the mail processing fulfillment center for services as described in 2.3.7. Postal Mail/Document Fulfillment Requirement? Will the selected vendor provide envelopes?

**Response: The Contractor will be responsible for providing the mailing envelopes which will be approved by DHS.**

Question 4: What are the postage requirements for the mail processing fulfillment center for services as described in 2.3.7. Postal Mail/Document Fulfillment Requirement? Will the selected vendor provide postage?

**Response: Yes. The Contractor will be responsible for the cost of postage and mailings.**

Question 5: What NAICS codes will the State of Maryland Department of Human Services accept as covering the services detailed in RFP OS/CSC-22-001-S?

**Response: The recommended subcontracting opportunities include office supplies and training. The NAICS codes are provided below. Although the MBE and VSBE goals are based on these recommendations, Offerors are able to propose MBE and VSBEs in other areas.**

<b>Opportunities</b>	<b>NAICS</b>
<b>OFFICE SUPPLIES</b>	<b>423210, 423510, 459410, 423420, 424120, 423830</b>
<b>STAFFING</b>	<b>541219, 561311, 461320, 561320</b>

Question 6: Will the State allow a single subcontractor with both MBE and VSBE certifications to meet the 15% and 1% goals respectively? Or, does the State require that the MBE and the VSBE subcontractors be separate entities?

**Response: Per COMAR 21.11.13.05 (2), if a solicitation contains an MBE goal and a VSBE goal, participation by a subcontractor dually-certified as an MBE and a VSBE may be counted toward meeting both the MBE and VSBE contract goals to the extent its participation meets the cumulative MBE and VSBE contract goals, or portions thereof that it is committed to perform.**

Question 7: On the eMMA solicitation website, when selecting to “Download Solicitation Contents” only two files are provided. One of the file names starts with “4” and the other with a “5”. Are there additional files (e.g., #1, 2, 3) that were meant to be included with the solicitation?

**Response: No.**

Question 8: The file name of the RFP document, “4.\_Call\_Center\_RFP\_OAG\_Edits\_03.24.23\_-\_DWW\_Review\_3.26.2023\_\_1\_\_4\_\_release”, makes it sound like a draft document. Could you confirm that this file is the correct final version of the RFP document?

**Response: Yes. It is the correct file.**

Question 9: When access the procurement record without logging in, there are links to View Technical Questionnaire and View Financial Questionnaire. When clicking these buttons/links, no documents open. Could you confirm if there are technical and financial questionnaires to complete for this solicitation? If there are, would you provide them?

**Response: There are no Technical or Financial Questionnaires for this RFP.**

Question 10: On the eMMA site for this Solicitation, it states there is an MBE participation percentage of 25%. However, the Key Information Summary Sheet on RFP page iii states the MBE percentage goal is 15% Would you confirm which is correct?

**Response: The MBE goal is 25%. Please see Amendment 1.**

Question 11: Will answers to questions submitted be provided on a rolling basis?

**Response: Yes.**

Question 12: Would you all be willing to allow a 100% remote workforce that would be significantly more cost effective?

**Response: The Offeror must propose a solution to carry out the services in the RFP. Offerors should consider Section 5.3.2.O. Economic Benefits when considering their solution.**

Question 13: Please reconfirm the due date for this procurement by providing it in response to answers to questions.

**Response: The due date is 9/8/2023 at 5:00 pm Eastern.**

Question 14: What is the date by which you will answer these questions?

**Response: Questions will be responded to on a rolling basis.**

Question 15: Why has this bid been released at this time?

**Response: The current Contract will end on 7/31/2024.**

Question 16: When is the anticipated contract start date?

**Response: The anticipated start date is 2/1/2024 which is the start of the six month transition-in period.**

Question 17: When is the anticipated award date?

**Response: The anticipated award date is currently set for late in the fourth quarter of 2023, but is subject to change.**

Question 18: Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?

**Response: No. Bidders need to use the price sheet provided. Attachment B-1 shall be used without modification. Please see Section 5.4.**

Question 19: Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.

**Response: This question is not relevant to Offerors proposal responses.**

Question 20: Has the current contract gone full term?

**Response: Yes.**

Question 21: Have all options to extend the current contract been exercised?

**Response: The Contract has been extended and is scheduled to terminate on 7/31/2024.**

Question 22: Who is the incumbent, and how long has the incumbent been providing the requested services?

**Response: ICF Incorporated, LLC. The contractor has been providing services since 8/1/2015.**

Question 23: How are fees currently being billed by any incumbent(s), by category, and at what rates?

**Response: The current Contract includes both fixed price and indefinite quantity for calls and fulfillment . However, the services under this RFP are different, and the price sheet has been revised.**

Question 24: What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

**Response: The NTE total Contract amount is \$51,470,082 for a period of approximately 8 years.**

Question 25: What is the minimum required total call capacity?

**Response: The Offeror needs to propose a solution that meets the requirements of the RFP. Please use the historical data in Appendix 4 as a reference.**