

PRE-PROPOSAL CONFERENCE
REQUEST FOR PROPOSALS (RFP)
COMMUNITY BASED PREVENTION SUPPORT SERVICES
SSA/CMPS-23-001-S

December 5, 2024, at 10:00 AM – 12:00 PM Local Time

Transcript

Attendees

Aaron Cook – Department of Human Services (DHS),
Amy Reid,
Brian Auchincloss - Department of Human Services,
Chanda Miller - Department of Human Services,
Christopher Kelly - Department of Human Services,
Courtney Ross Escobar,
Dr. Christopher L. Maith Sr. - The Family Tree,
Gable Barmer,
Katie Larrivee, Grants and Development Manager, Safe Exit Initiative
Lolita Gleaton - Department of Human Services,
Marcia Morris - Department of Human Services,
Monica Hariri - Department of Human Services,
Nelson Lui - Department of Human Services,
Samuel Eduful - Department of Human Services,
Stacey Brown - Executive Director, The Family Tree,
Yvette Rose - Foundations Relations Officer, The Family Tree,

Transcript

Samuel Eduful -DHS-: Good morning and welcome to the pre-proposal conference. for the community based prevention support services. My name is Samuel Eduful and today we will be presenting information about the RFP. We will also try to answer questions that you may have concerning this Solicitation. The Agenda for this Conference is attached and available for download in the Google Meet.

Please use the chat feature to type in your organization’s name, the names of those attending today, and your contact information. This will help us when making the transcript.

Please keep yourself muted unless identifying yourself during roll call or when asking a question after being called on, so that everyone can hear during the meeting. If I hear a background noise during the presentation, I’ll attempt to mute the open mic.

Let's begin the conference with introductions. I'll begin with the DHS – Procurement staff and let them introduce themselves.

I will begin with myself; once again my name is Samuel Eduful, and I am the Procurement Officer for this Solicitation.

Samuel Eduful -DHS-: The procurement team can please introduce themselves.

Chanda Miller -DHS-: Hi, I'm Chanda Miller with the CPU procurement coordinator.

Monica Hariri -DHS-: Good morning, everyone. And my name is Monica Hariri, Deputy director procurement administrative operations.

Nelson Lui -DHS-: Hello, Nelson Lou, DPU, procurement officer.

Christopher Kelly -DHS-: Hey, good morning everyone.

Christopher Kelly -DHS-: My name is Chris Kelly. I am the minority business enterprise liaison.

Aaron Cook -DHS-: This is Aaron Cook, CPU procurement officer.

Marcia Morris -DHS-: Good morning, everyone. I'm Marcia Morris and I'm the prevention services program manager at SSA.

Lolita Gleaton -DHS-: Good morning. My name is Lolita Gleaton.

Samuel Eduful -DHS-: We move on to the office of the attorney general.

Brian Auchincloss -DHS-: Hey, good morning. Brian Auchincloss with the Office of the Attorney General.

Samuel Eduful -DHS-: All right. do we have anyone from DHS that I've not called on you to introduce yourself? If not, please unmute yourself and then introduce yourself. Now, we will begin with the introduction of the providers. Please unmute yourself and then introduce yourselves.

Stacey Brown: So, I'll go Stacy Brown, the executive director of the family tree, and I'll turn it over to Dr. Maith.

Dr. Maith, The Family Tree: Dr. Christopher Maith, the Family Tree, Director of Community Based Services.

Yvette Rose: Good morning everyone.

Yvette Rose: My name is Yvette Rose. I'm with the family tree and I'm the foundation relations and grants officer.

Samuel Eduful -DHS-: Thank you all. Once again, please use the chat to type your name and the company that you're representing. All right. There will be the opportunity to ask questions right after the presentation. That will be after section 6 of the presentation, please refer to the pre-proposal meeting agenda attached to the meeting invite.

I'll now hand over to Marcia Morris to give us the opening remarks.

Samuel Eduful -DHS-: Marcia, if you're on the call, can you please give us the opening remarks?

Samuel Eduful -DHS-: I think Marcia has a problem with her mic.

Samuel Eduful -DHS-: Lolita are you able to assist with the opening remarks ...

Lolita Gleaton -DHS-: Yeah, I think Marcia might be having technical issues.

Lolita Gleaton -DHS-: So basically, this is a community based prevention support services solicitation. and their goal is to serve a few counties.

Lolita Gleaton -DHS-: You have Prince George's County,...

Lolita Gleaton -DHS-: Baltimore City, and Baltimore County. as well as offering virtual services that we'll go over as we do the scope of work.

Samuel Eduful -DHS-: Thank All. I will go over the key information summary sheet. This a services solicitation and the title of this RFP is community based prevention support services.

Samuel Eduful -DHS-: the solid solicitation number is SSA/CMPS-23-001-S. It was issued on November 26, 2024. And the issuing office is the Department of Human Services. The procurement officer is Samuel Eduful with the Department of Human Services. My address, my email and then the phone number is provided on the key information summary sheet. Proposals are to be sent through the eMaryland Market Place Advantage. If you click on the link provided it will take you there the instructions and then what is needed. There is also a no bid feedback form for you to provide your feedback.

Samuel Eduful -DHS-: Attachment 1 is the no bid/ proposal notice feedback form. We will encourage all of you the provider your feedback. Questions are due on December 20, 2024 at 2:00 pm local time. The deadline for submission of proposal is on January 17, 2025 at 2:00 pm local time.

Samuel Eduful -DHS-: This RFP has a 10% MBE subcontracting goal with no subgoals. Details can be found in this RFP. later there will be a section for the MBE presentation. This procurement is a competitive sealed proposal method under COMAR 21.05.03. There will be no multiple or alternate proposals, that is multiple or alternate proposals will not be accepted.

Samuel Eduful -DHS-: We will accept only one proposal from each provider. This RFP has a contract type of firm fixed price contract. The term of this contract is 2-year base period with one year option renewal period. The primary place of performance is going to be statewide. This solicitation has not been designated SBR. It has a federal funding of 92.3% and 7.7% general funding. I'll now hand over to either Lolita or Marcia to take us through sections 2 and 3.

Lolita Gleaton -DHS-: Okay, thank you Samuel. So the scope of work section two and 2.1 the summary statement the department of human services is issuing this request this RFP in order to promote the safety for children and vulnerable adults. by issuing this solicitation, we seek to obtain services designed to reduce and ultimately prevent the incident of child abuse and to direct in-person services, I'm sorry, we want direct in-person services, and these services will include parents and education classes, parent support groups, lay therapy, and in-home visitation services.

Lolita Gleaton -DHS-: it is our intention to obtain goods and services as specified in this RFP from a contract between the selected offeror and the state SSA. The anticipated duration of services to be

provided under this contract, like Samuel just said, is a two-year base period with a one-year option period. Marcia, do you want to continue?

Samuel Eduful -DHS-: I skipped section one, I'm sorry about that. This contract, there's a minimum of a 2-year experience providing child welfare services to children and families at risk of child abuse and neglect. As proof of meeting this requirement, the Offeror shall provide with its Proposal a signed attestation describing the duration and nature of social services performed to the target population. Thank you. Please continue.

Lolita Gleaton -DHS-: So let's go back down to 2.13. Okay. So, the department intends to make a single award as a result of this RFP. there will not be multiple awards issued. the award basis is for contract award information and the offeror will either directly or through its subcontractor must be able to provide all goods and services and meet all of the requirements requested in this solicitation. and the successful contractor shall remain responsible for the contract performance regardless of their subcontractor's participation in the work.

Lolita Gleaton -DHS-: 2.15 Maryland state and local entities and not for-profit entities within the state of Maryland as defined in state finance and procurement 13-11 085 through 7 may purchase from the contractor goods or services covered by the contract at the same price chargeable to the state. or purchases by non-executive branch entities, non-state governments, government agencies, or profit entities. This contract does not have an indefinite quantity with firm fixed prices or indefinite quantity with fixed unit prices subject to adjustment cost reimbursement or a combination of indefinite quantity and cost reimbursement.

Lolita Gleaton -DHS-: as you'll see through D. you can constitute contracts between the contractor and that government agency or nonprofit entity. you can constitute purchases by the state or state agencies under the contract. the contract shall not be binding or enforceable against the state and may be subject to other terms and conditions agreed to by the contractor and the purchaser. 2.16. all contract prices, terms, conditions, must be provided to any Maryland local government or not for-profit entity requesting services under the contract. The contractor bears the risk of determining whether or not a government agency or organization with which the contractor is dealing is a state entity.

Lolita Gleaton -DHS-: So just to give you some background so the background and purpose again DHS SSA we are responsible for administering programs that promotes the safety for children and vulnerable adults and this contract is to promote that. So the administration's child welfare programs have a primary focus on safety performance and being of children and families. And by issuing this solicitation, SSA seeks to obtain services designed to reduce and ultimately prevent the incidence of child abuse and neglect. This is a part of our prevention services, the direct person and virtual. I just want to make that really poignant. so we're looking for person and virtual services.

Lolita Gleaton -DHS-: which will include parenting education classes, parent support groups, late therapy, and in-home visitation services. The services will include conducting at least 20 parenting education classes for at least 400 participants, facilitating six support groups involving at least 60 participants, and providing home visitation services for between 40 through 60 families. Each of the direct person and virtual services must be provided in at least two juris jurisdictions across the state. At least one of the jurisdictions in which direct person and virtual services shall be provided must be Baltimore County, or Prince George's County.

Lolita Gleaton -DHS-: In addition to the in-person services, the services shall include a 24-hour statewide free telephone parent helpline that provides resources and support to parents experiencing stress and needing help with appropriate discipline methods. child interactions, concerns that children have, referrals to public and private social service agencies throughout the state, or other relevant information concerning parenting decisions. just a note, in the last contract year from 2022 through September 30 of, 2023, we know of a parent helpline that received approximately 2400 calls. So, this, offer must be able to at least handle that.

Lolita Gleaton -DHS-: The project goals the department's objective for community- based prevention support services include the following. So again it's direct person services 24hour statewide free parent helpline. And then there are existing reporting. So you will need to submit a monthly minority business enterprise report and monthly and annual reports. the staff and roles will include a The state project manager will provide the following. they will reserve the right to perform an audit. So we will preserve the right to perform an audit of the contractor subcontract contractor's performance under this contract.

Lolita Gleaton -DHS-: We will also evaluate the contractor's data, compliance, statements, records, operations, and performance practices, financial or otherwise, including but not limited to adequacy and compliance with established procedures and internal controls over the contract services being performed for the state. We will also ensure compliance with certified subcontract participation goals. Other responsibilities will include providing technical assistance and guidance as necessary in relation to contractor deliverables and we will be responsible for providing required information as necessary data assistance and guidance contract performance feedback and will provide such additional assistance and services as is specifically set forth.

Lolita Gleaton -DHS-: the contractor/offer responsibilities and task. There are general requirements. the contractor shall ensure that prior to the assignment of paid or volunteer personnel to provide services under the contract resulting from this solicitation, the personnel the personnel understanding and can identify circumstances that require emergency intervention to protect the safety and well-being of children and other household members, but not limited to suicidal or homicidal emergencies, domestic violence, violence, substance abuse crisis, sexual abuse and sexual tra sex trafficking situations, homelessness, and the abuse or neglect of children or other vulnerable persons.

Lolita Gleaton -DHS-: The contractor shall maintain active up-to-date directories listing contact information for appropriate federal, state, local, and nonprofit agencies that are equipped to assist and resolve emergency crisis identified by its paid and volunteer personnel and shall require its paid and volunteer personnel to refer appropriate cases to those agencies.

Lolita Gleaton -DHS-: The contractor shall require all paid or volunteer personnel assigned to provide services under this contract to report any allegations or suspicion of child abuse or neglect consistently with Maryland family law 5-704 which states that reporters should make an oral report as soon as possible and a written report within 48 hours to the appropriate local law enforcement agency or local department of social services. The contractor shall ensure that it's paid and volunteer personnel understand and can help persons comply with Maryland safe haven law, Maryland code annotated courts and judicial proceeding article 5-641.

Lolita Gleaton -DHS-: The contractor shall ensure that its paid and volunteer personnel take reasonable steps to ensure that equal access to the services provided under this solicitation are provided to individuals with limited English proficiency pursuant to Maryland code annotated state government article

10-11 I'm sorry one yeah 1103 including but not limited to the appropriate utilization of state telephone translation services identified by the state project manager. lastly, the contractor shall ensure that all services under the contract resulting from this solicitation are provided free of charge to the participants.

Lolita Gleaton -DHS-: So, just like I stated earlier, the parent hotline, we know that in one year it was 20 over 2400 people were served. This hotline should be available 24 hours a day, 365 days a year. So, it's staffed continuously. and again, I stated earlier, it is really about providing resources to parents throughout the state of Maryland. and having access to quality active resources though, phone numbers, emails, whatever contact individuals should be available via this helpline every day. and then there are the late therapy home visitation services. I will go over this a little bit. the contractor shall develop family service plans that describe specific interventions.

Lolita Gleaton -DHS-: to minimize the risk of child abuse, neglect, inquiries in the family home. the goal is to keep children at home and keep families from coming to the attention to their local departments of social services and to keep children safe at all times and with their families. the contractor personnel they shall visit the home for each family at least once a month. while that plan is in effect they must verify progress toward and the help of the family to achieve identified goals in their plan. The contractor shall utilize such techniques as role playing behavioral modeling mentoring and feedback during the home visit.

Lolita Gleaton -DHS-: The contractor shall continue providing services under the family service plan until the contractor finds that the goals have been achieved. and if the family declines to receive further services, that's and if the family fails to attend two consecutive family home visits, then that should be noted. The contractor shall recruit the families to participate in the late therapy home visitation services program by promoting the program through federal, state, and private agencies including local departments of social services, hospitals, schools, and other agencies.

Lolita Gleaton -DHS-: The contractor's family from these family service plans shall be developed to serve between 40 to 60 families across the state each contract year including at least 10 families in at least two of the jurisdictions that I stated earlier. and then the parenting education classes we kind of went over how often they should be managed. and then again they should be the contractor shall develop and teach in person and virtual. I just want to make that again just a key statement. Virtual parenting education classes focused on developing parenting skills utilizing an improved title 4E prevention services clearing house parenting skill-based program. That is extremely key. the parenting education classes must include information regarding how and when to access the parent helpline.

Lolita Gleaton -DHS-: Each class shall have a minimum of 20 and a maximum of 30 enrolled participants. let's go down and let's see. also we're going to go to F. The contractor shall maintain attendance sheets including location, so whether they were in person or virtual and then the date for each classroom session. 23 2.33 the parents and support groups. The contractor shall develop and conduct facilitated in-person and virtual support groups for parents that involve group discussions of topics included but not limited to engaging children in positive age appropriate activities, child development, appropriate disciplinary techniques and alternate discipline techniques to cooperate punishment.

Lolita Gleaton -DHS-: mechanisms for reducing and managing parental stress and the benefits of utilizing the parent helpline. The parent support group shall meet weekly for six consecutive weeks with the same pool of participants and each support group shall have at least 10 but no more than 15 participants. The

contractor shall develop and administer evaluation instruments like a survey or something like that at the start of each new group and then there should be a exit survey at the end of each group.

Lolita Gleaton -DHS-: I just kind of summarized that the contractor shall recruit families to participate I'm on D to participate in the parents support groups by promoting the program through federal, state, local and private agencies again and the social services again your ability to find your participants is really on your recruitment efforts. the recruitment efforts shall ensure that a sufficient number of participants enroll in each support group to result in at least 10 participants attending each group session. At least two support groups must consist of participants from a jurisdiction other than Baltimore City each contract year.

Lolita Gleaton -DHS-: And then you shall designate the contractor's project manager as key personnel. the project manager shall be responsible for ensuring that all services under the contract are fulfilled in a timely and professional manner and is the state's primary point of contact regarding all services under the contract resulting from this solicitation. The contract's project manager shall attend meetings with the state project manager regarding operational and performance outcomes. These meetings will be conducted quarterly at the state project manager's office location and additional meetings in person may be required when deemed necessary by the state project manager.

Lolita Gleaton -DHS-: The contract's project manager must have oversight responsibility over all of the contract's assigned personnel, including paid and volunteer personnel assigned to the services under the contract resulting from this solicitation. And the contract's project manager shall meet at least weekly either by phone or in person with all contractor personnel who provide direct services under this contract to assess the appropriateness of the guidance provided and their intervention taken with participants in these services. I just want to go over B.

Lolita Gleaton -DHS-: The contractor's project manager shall have a master's degree in a human services field and at least two years of experience in human services preferably including work in maltreatment prevention. Strong knowledge of child abuse and neglect prevention is required. it's not a recommendation. It is required. In addition, the contractor shall also designate the teacher of the parent education class and the facilitator of the parent support groups as key personnel. Each of whom must have a minimum either of a bachelor's degree in a human services related field or at least two years of work experience in human services. we talked about this before. There will be reports. you have a monthly report.

Lolita Gleaton -DHS-: you have an annual report and you have an MBE report. 2.4 the deliverable submission is pretty detailed but for each deliverable the contractor shall request the contract monitor to confirm receipt of that deliverable by sending an email identifying the deliverable name and date of receipt. So this is very detailed and you must follow through in order to submit your deliverables. I'm going to respect your intelligence and know that you can go through this and read that. and then deliverable acceptance a final deliverable shall satisfy the scope and requirements of this RFP for including the quality and acceptance criteria for a final deliverable as defined in section 2.4.4.

Lolita Gleaton -DHS-: for deliverable descriptions, acceptance criteria. again, if you want it accepted, you have to specifically adhere to what's in the scope of work. and then 2.4.3, minimal deliver The contractor shall subject each deliverable to its internal quality control process prior to submitting deliverable to the state. So, it's really not up to the state to send something back to you to say that it was incorrect. it really needs to be done on your end prior to submitting to the state. And each deliverable shall meet the

following minimum acceptance criteria. located here, which is A through again, I will let you read that at your 4 descriptions acceptance criteria.

Lolita Gleaton -DHS-: there is a table and we'll just go through kind of quickly that there are initial and ongoing monthly reports with invoice and the MBE report. Those are required. They are due monthly to the state project manager no later than 15 calendar days following The first monthly report is due the 15th of the month. Then you have your quarterly reports which are due to the state project manager no later than 90 days after the start of the contract on the 15th of the reporting month. Your annual report, excuse me, is due to the state project manager no later than 15 calendar days following the end of the contract year. Everything must be Microsoft compatible. let's see.

Marcia Morris -DHS-: Can you hear me?

Lolita Gleaton -DHS-: So I can hear you.

Marcia Morris -DHS-: Okay, so I apologize. Not quite sure what's going on with my audio, but that you can hear me,...

Marcia Morris -DHS-: I'm not going to mute myself Lolita, so I can help and give you a rest. So, absolutely. The contractor requirements again are here. I'm going to go through these quickly because you'll have access to these things or you have access to them. So the contract initiation requirements will require that there be a scheduled and hold of a kickoff meeting within 10 business days. at the kickoff the contractor will provide an updated project schedule describing the activities for the contractor the state as well as any other third parties for fully transitioning to the solution.

Lolita Gleaton -DHS-: I appreciate

Marcia Morris -DHS-: in part B we talk about holding of a meeting 60 days after initiate initiating the contract. During the meeting the contractor will provide reports that outline client participation including count of children and adults served the volume of parent helpline calls received and a tally of community referrals resulting from those calls. at 180 days after contract initiation, the contractor will schedule and hold a meeting and provide a detailed report outlining program updates, strengths, weaknesses, staffing changes if applicable, and the number of adults and children served.

Marcia Morris -DHS-: At the end of the contract the contractor will provide transition assistance as requested by the state to facilitate the order orderly transfer of services to the state and follow-on contractor for a period of up to 60 days prior to the contract's ending or determination thereof. And so by doing so providing additional services and support as requested to s successfully complete the transition maintain services called for at the required level of proficiency excuse me provide current operating procedures 3.2.2 the contractor will work toward a prompt and timely transition proceeding in accordance with the directions of the contract monitor.

Marcia Morris -DHS-: The contract monitor may provide a contractor with additional instructions to meet specific transition requirements prior to the end of the contract. Also ensuring that all necessary knowledge and materials for the task completed are transferred to the custody of the state personnel or a third party as directed by the contract monitor. The contractor shall end of contract transition efforts with technical and project support to include but are not limited to providing a draft transition out plan 120 business days in advance of the contract end date.

Marcia Morris -DHS-: Also in the transition out plan address at a minimum any staffing concerns or issues related to the close out of the contract communications and reporting process between a contractor the department or state and a contract monitor security and system access any final training orientation of department staff connectivity services provided activities and appropriate time timelines required for the transition out

Marcia Morris -DHS-: plan knowledge transfer number seven to include a working knowledge of the general business practices of the department reviewing the department's procedures and practices to support the business process and current system environments working a knowledge of all technical functional matters associated with the solution its architecture data file structure interfaces any batch program and any hardware or software tool

Marcia Morris -DHS-: tools utilized for the performance of said contract. E a working knowledge of various utilities. Thank you. and its software products used in support of the Plans to complete task and any unfinished work which includes open change request and known bugs or other issues or other technical issues. any risk factors with the time with the timing and the transition out schedule and its process the contractor shall document any risk factors and suggested solutions.

Marcia Morris -DHS-: and then Yep. Thank you. is showing that the currency and completeness of all documentation and data encompassing program outcomes and general operating procedures with both hard and soft copies available in a format specified by the contract monitor and access to any data shall be available after expiration of the contract as described in 3.2 which we are about to do. return and maintenance of state data upon the expiration of the contract term. The contractor shall return the state return to the state all state data in either the form it was provided to the contractor on a mutually agreed format along with the scheme necessary to read such data. B preserve maintain and

Marcia Morris -DHS-: Thank maintain and protect all state data until the earlier of the direction by the state to delete such data. and you can move on down. I think that that covers B enough. thank you. during any period of service suspension, a contractor shall maintain all state data in its then existing forms unless otherwise directed. In addition to the foregoing, the state shall be entitled to any post-termination or expiration assistance generally made available by contracting with respect to All right. So invoices will be signed and authorized and emailed to the email made available there.

Marcia Morris -DHS-: All in sell services shall be verified by the contractor as accurate at the time of submission. invoice not satisfying the requirements of the proper invoice as defined in Komar cannot be processed for payment. and then you have the information available there for you can keep scrolling down. Thanks Samuel. All right. So invoice submission schedule. Lolita already pretty much touched on the expectation around having those into us by the 15th of the month to ensure timely processing on our end and up to Annapolis to process those voicing Deliverable invoices shall be accompanied by notices of acceptance issued by the state for all invoices submitted Payment of invoices will be withheld if assigned DPF AF is not submitted. The link is provided there for you.

Marcia Morris -DHS-: Payment for deliverables will only be made upon completion and acceptance of the deliverables as defined in section 2.4. that information is there. Time sheets are not required. Let's Want to make sure we touch on things we need to travel reimbursement that is part of the existing of the scope. and with that there should be no reimbursement for non- Routine travel is defined as travel within 50 mile radius of the family trees base location as identified in the contract. There will be no payment for

travel time or reimbursement for any travel expenses for work performed outside the 50 mile radius. liquidated damages are identified in attachment M for you.

Marcia Morris -DHS-: let's see we can go down to 35. so unless specified for disaster recovery and data in the RFP contractor shall maintain or cause to be maintained disaster avoidance procedures designed to safeguard state data and other critical Contractor's processing capability and the available availability to host services in each case throughout the contract term. the contractor shall have a robust contingency for disaster recovery or DR plans in place to ensure that the services provided under the contract will be maintained. any event of disruption to the contractor or subcontractor's operation but not limited to disruption of information to information technology systems.

Marcia Morris -DHS-: the contingency and DR disruption plans must be designed to ensure that services under the contract are restored after the disruption within 24 hours from the notification and a recovery point objective of 1 hour or less prior to the outage. D. The contractor shall test the contingency or DR plans at least twice annually to identify any changes that need to be made to the plan or plans to ensure a minimum interruption to such contingencies and DR plans shall be available for the department to inspect and practically test at any reasonable time and subject to regular updating, revising and testing throughout the terms.

Marcia Morris -DHS-: data import contractor shall at no additional cost or charge to the state in an industry standard non-proprietary format perform all or partial import exports of the state data within 24 hours of a request. and two provide the state with the ability to import export data at will and provide the state with access and instructions which are needed for the state to import 3 data ownership and access data databases derive and derive data products created collected manipulated and directly purchased as part of a RFP or the property of the state.

Marcia Morris -DHS-: The purchasing state agency is considered the custodian of the data and shall determine its user accounts and public jurisdiction data shall not be accessed except in the course of data center operations in response to service or technical issues. Three, as required by the express terms of the contract, including as necessary to perform the services here under and with the state's All at no time shall any data processes that either belong to are intended for the use of the state or its officers, agents or employees be copied, disclosed or retained by the contractor or any party related to the contractor for sub subsequent use in any transaction that does not include the state.

Marcia Morris -DHS-: And the contractor shall not use any information collected in connection with services furnished under this contract for any purpose other than fulfilling such All right. insurance requirements. I'll do this really quickly. So the contractor is expected to maintain at the insurance coverages outlined below or minimum requires requirement established as established by law if higher for the duration of the contract. and so you see those numbers there. \$1 million for commercial general liability combined with limited occurrence for bodily injury.

Marcia Morris -DHS-: errors and omissions, professional liability, \$1 million per combined single limit per com Crime insurance, theft insurance to cover employee theft with a minimum single loss limit of \$1 million. B cyber security data breach insurance. The contractor shall possess and maintain throughout the term of the contract and for three years thereafter cyber risk data breach insurance either separately as a part of a broad professional liability or errors and omissions insurance.

Marcia Morris -DHS-: and so you see that you have workers comp and I think it's all workers comp and automobile and commercial truck insurance is there as well. 362 the state shall be listed as an additional

insured on the faces of the certificates associated with the coverage. 363. All insurance policies shall be endorsed to include a clause requiring the insurance courier to provide the procurement officer by certified mail not less than 30 days advanced notice of any nonrenewal, cancellation, or expirations. 364. Any insurance furnished as a condition of the contract shall be issued by a company authorized to do business in the state.

Marcia Morris -DHS-: The recommended awardee must provide current certificates of insurance with the prescribed coverages, limits and requirements set forth in this section within five business days from the notice of recommended award and then we have the or insurance. The contractor shall require any subcontractors to obtain and maintain comparable levels of coverage and shall provide the contract monitor with the same documentation as required of the Security requirements. so we have A contract personnel shall display his her company badge in a visible location at all times while on state premises.

Marcia Morris -DHS-: the contractor personnel shall cooperate with state site requirements but not limited to being prepared to be escorted at all times and providing information for state badge issuance. let's see. The state reserves the right to request that the contractor submit proof of employment authorization of non US citizens prior to commencements of work under the contract. 372 is the requirement for the background check for any contract personnel providing on-site or virtual services for clients. The contractor shall obtain from each individual assigned to work on a contract a statement permitting a criminal background check. The department will obtain a criminal background check for each individual using a source of his choosing.

Marcia Morris -DHS-: The contractor shall obtain criminal background checks on candidates it sends for employment at the department. At a minimum, these checks must contain convictions and probation before judgment PBJ's pleadings within the state of Maryland. C. The contractor shall provide certification to the department and to the department that the contractor has completed the required criminal background checks as described in this RFP. Persons with criminal history may not perform services under the contract unless prior authorization is obtained from The contract monitor reserves the right to reject any individual based upon the results of that background check.

Marcia Morris -DHS-: E. The sieges criminal record check of each contractor personnel who will work on state premises shall be reviewed by the contractor for convictions of the below listed crimes as described in Komar. All right. So 373 onsite security requirements for the conditions noted below the contract personnel may be barred from entrance or leaving any site until such time that the state's conditions and queries are satisfied. So number one contractor personnel may be subject to random security checks when entering and leaving state secured areas.

Marcia Morris -DHS-: Some state sites, especially those premises of the Department of Public Safety and Correctional Services, require each person entering the premises to document in inventory items. Such items may include tools and other equipment that are brought onto the site. thank you. All right. on to information technology. So contractors shall comply with and adhere to the state security policies and standards. These policies may be revised from time to time and a with all such revisions. The contractor shall not connect any of its equipment to a state land prior written approval by the state.

Marcia Morris -DHS-: The contractor shall complete any necessary paperwork as directed and coordinate with the contract monitor to obtain approval by the state to connect contractor own equipment to the state system data protection and controls. contractor shall ensure a secure environment for all state data and any hardware and software in but not limited to servers, network and

data components provided or used in connection with the performance of the contract to ensure appropriate data protection safeguards are in place. The contractor shall implement and maintain the following controls at all times throughout the terms of the contract. and I'll do a couple of those.

Marcia Morris -DHS-: So, the SAS or non-state hosted solution, a contractor shall provide reports to the state in its mutually agreed format. and Lolita talked about some of the formatting requirements earlier.

Marcia Morris -DHS-: 377, a security plan, a contractor shall protect state data according to a written security policy. no less rigorous than that of the state and shall supply a copy of such policy to the state for validation with any appropriate updates on an annual basis. Security incident response. The contractor shall notify DHS, SSA in accordance with section 3.7.9 A through D when any contracted system that may access, process or store state data or state system experiences a security incident or a data breach. So our request is to notify DHS SSA within 24 hours when an incident has been discovered.

Marcia Morris -DHS-: Notify DHS, SSA within two hours if there is a threat to contract the solution as it pertains to the use disclosure or security of state data. Provide written notice to DHSS SSA within one business day after contracted discovery of unauthorized use or disclosure of state data. we can go keep Samuel. All right. So data breach responsibilities. If the contractor reasonably believes has actual knowledge of a data breach, the contractor shall unless otherwise directed notify the appropriate state identified contact within 24 hours cooperate with the state to investigate and resolve the data breach.

Marcia Morris -DHS-: promptly implement commercially reasonable remedial measures to remedy the Document responsive actions taken related to the data breach including any post incident review of events and actions taken to make changes to business practices and providing the services and we can keep going. Yeah. problem escalation procedure. again just informing the contract monitor. The contractor must provide and maintain a problem escalation procedure or PEP for both routine and emergency situations. The PEP must state how the contractor will address the problem and solutions. The contractor shall provide contact information to the contract monitor as well as to other state personnel as directed should the contract monitor not be available.

Marcia Morris -DHS-: The contractor must provide the PEP no later than 10 business days after the notice of recommended The PEP including any revisions there too must also be provided within 10 business days after the start of each contract year and within 10 business days. experience and personnel experience the following experience is expected and will be evaluated as part of the technical proposal. So the contractor shall designate a contract's project manager as key personnel.

Marcia Morris -DHS-: The contractor's project manager shall be responsible for ensuring that all services provided under the contract are fulfilled in a timely and professional manner and is the state's primary point of contact regarding all services under the contract resulting from the solicitation. The contract's project manager shall attend meetings with the state project manager regarding operational and performance outcomes. These meetings will be conducted quarterly at the state project manager's office location and additional meetings in person may be required. B. The contract project manager shall have a master's degree in human services and at least two years experience in the human services field.

Marcia Morris -DHS-: Contractors shall also designate the teacher of the parent education class and facilitator of the parent support group as key personnel, each of whom must have at a minimum either a bachelor's degree in human services related field or at least two years of work experience in human services. let's see number of personnel to propose evaluation offerors shall propose exactly at least nine personnel who are expected to be available as part of the start date specified in the notice to precede the

NTP date, excuse me. Offerors shall describe in a staffing plan how additional resources shall be acquired to meet the needs of the department.

Marcia Morris -DHS-: All right. and so again this information is made available but some of those key personnel that identified here the program director, community education specialist which is two positions there. the family education services manager, home visitor, parent hot helpline coordinator, volunteer coordinator, program assistant, and manager of home visiting services. 394 The labor categories are identified and described below for you to be responsive to this RFP offerors must be capable of providing personnel meeting the minimum requirements for all the labor categories listed.

Marcia Morris -DHS-: offerors shall submit a financial proposal form which is attachment B that provides labor rates for all labor categories for all contract years and initial term and any option periods. I'm done with that. Thanks Samuel. 395 I think we're on 395 Yes. contractor personnel experience equivalency including key personnel submitted in response to the RFP. A substitution of education for experience a bachelor's degree or higher may be substituted for the general and specialized experience for labor categories requiring high school diploma. B substitute of experience for education.

Marcia Morris -DHS-: Substitute of experience for education may be permitted at the discretion of the state. Substitution of professional certificates for experience professional certification which includes parenting education or addiction counseling or counselor may substitute up to two years for general specialized experience at the discretion of the state. let's see. 396 any contracted personnel provided under this RFP shall maintain a good any required professional certificate certifications for the duration of the contract. 397 work hours unless otherwise specified. those hours requirements are made available. So we have business hour support.

Marcia Morris -DHS-: again the most important thing all of this is important right but again just with the understanding of the 24-hour helpline and ensuring that that's maintained by staff 365 contractor personnel you skip but it's so we can do 310. but I think we kind of talked about that substitution for personnel when key personnel are identified for the contract the following Key personnel shall be available to perform contract requirements as of the NTP date. unless explicitly authorized by the contract monitor or specified in the contract key personnel shall be assigned to the state of Maryland as a dedicated resource.

Marcia Morris -DHS-: these key personnel shall perform continuously for the duration of the contract or such lesser duration as specified in the technical proposal. The provision of this section apply to key personnel identified in any proposal and agreement. Then we have our definitions there. 3103 contractor personnel general substitution these provisions for all circumstances of contractor personnel substitutions as described in 3114. The contractor shall demonstrate to the contract monitor satisfaction that the proposed substitute has qualifications at least equal to those of the contractor personnel proposed to be replaced.

Marcia Morris -DHS-: The contractor shall provide the contract monitor with a substitution request that will include a detailed explanation for the reasons for the request, the resume of the proposed substitute signed by individual, the official resume of the current personnel for comparison purposes, and evidence of any required credentials. the contract monitor may request additional information concerning the proposed substitution and may interview the proposed substitute personnel prior to deciding whether to approve the substitution request replacement circumstances.

Marcia Morris -DHS-: A directed personnel replacement. The contract monitor may direct the contractor to replace any contractor personnel who in the sole discretion of the contract monitor are perceived as being unqualified, non-productive, unable to fully perform job duties, disruptive or known or reasonably believed to have committed a major infraction of law. Number two, if deemed appropriate in the discretion of the contract monitor may give written notice of any contracted personnel performance issues to the contractor describing a problem and delineating the remediation requirements requirement or requirements.

Marcia Morris -DHS-: three, should performance issues persist despite an approved remediation plan, the contract monitor may give written notice of the continuing performance issues and either request a new remediation plan within a specified time limit or direct the substitution of a contract personnel whose performance is an or substitution of contract personnel under the section shall be in addition to and not in lie of the state's remedies under the contract which otherwise may be available at law.

Marcia Morris -DHS-: All right. 3105. and Prior to contract execution or within 30 days after contract execution, the offeror may not substitute proposed key personnel except under the following circumstances for actual full-time personnel employed directly by the offeror. The vacancy occurs due to sudden termination, resignation or approved leave of absence due to an extraordinary personal event or the death of such personnel. And B, for any temporary staff, subcontractors or 1099 contractors, the vacancy occurs due to an incapacitating event or the death of c such personnel. All right.

Marcia Morris -DHS-: MBE 311 minority business enterprise reports. If this solicitation includes an MBE goal, the contractor shall submit the following reports by the 10th of each month to the contract monitor and the department's MBE liaison. A prime contractor paid unpaid invoice report, which is a listing of any unpaid invoices over 45 days receive received from any certified MBE contractor and two if applicable an prime contract report identifying MBE's prime self-performing work to be counted towards the MBE participation goals.

Marcia Morris -DHS-: this one so the veteran small business enterprise yeah it's not applicable for this RFP. All right. 33. This section is not applicable for this cost extensions according with BPW advisory 1995-1 item 7B. in the event that there are unspent funds remaining on the contract prior to the contract's expiration date, the procurement officer may modify the contract to extend the contract beyond its expiration.

Samuel Eduful -DHS-: All Thank you. So, I'll go over section four that is a procurement instruction. I'll start with section 4.2 that is 4.2 eMaryland Marketplace Advantage (eMMA). Proposals are to be submitted through the email marketplace advantage. if you click on the link below, you will find the instructions about how to upload your documents. All questions are to be submitted by email to the procurement officer. Submit your questions to my email address has been provided on the key information summary sheet no later than the date and the time that has been specified in the RFP. Section 4.4 talks about the procurement method. this contract will be awarded in accordance with a competitive sealed proposal method under COMAR 21.05.03. Proposals must be received by the procurement officer no later than the proposal date and time indicated on the key information summary sheet that is going to be on the January 17th, 2025 at 2:00 p.m. local time.

Samuel Eduful -DHS-: Section 4.6 multiple or alternate proposal will not be accepted. I'm going to move on to section 4.9. Award Basis. A Contract shall be awarded to the responsible Offeror(s) submitting the Proposal that has been determined to be the most advantageous to the State, considering price and

evaluation factors set forth in this RFP (see COMAR 21.05.03.03F), for providing the goods and services as specified in this RFP. See RFP Section 6 for further award information.

Samuel Eduful -DHS-: Section 4.10 – Oral Presentation. Offerors may be required to make oral presentations to State representatives. Oral presentations are considered part of the Technical Proposal. Offerors must confirm in writing any substantive oral clarification of, or change in, their Proposals made in the course of discussions. Any such written clarifications or changes then become part of the Offeror’s Proposal. The Procurement Officer will notify Offerors of the time and place of oral presentations.

I will move on to section 4.13 - Cancellations. The State reserves the right to cancel this RFP, accept or reject any and all Proposals, in whole or in part, received in response to this RFP, waive or permit the cure of minor irregularities, and conduct discussions with all qualified or potentially qualified Offerors in any manner necessary to serve the best interests of the State.

Samuel Eduful -DHS-: Incurred expenses – Section 4.14. The State will not be responsible for any costs incurred by any Offeror in preparing and submitting a Proposal, in making an oral presentation, providing a demonstration, or performing any other activities related to submitting a Proposal in response to this solicitation.

Samuel Eduful -DHS-: Section 4.19 - Contract Affidavit. All Offerors are advised that if a Contract is awarded as a result of this solicitation, the successful Offeror will be required to complete a Contract Affidavit. A copy of this Affidavit is included for informational purposes as Attachment N of this RFP. This Affidavit must be provided within five (5) Business Days of notification of recommended award. For purposes of completing Section “B” of this Affidavit (Certification of Registration or Qualification with the State Department of Assessments and Taxation), a business entity that is organized outside of the State of Maryland is considered a “foreign” business.

Samuel Eduful -DHS-: I'll now hand over to Chris Kelly to walk us through the MBE.

Christopher Kelly -DHS-: Thank you for that I. Good morning, everyone. Again, my name is Chris Kelly and I'm the minority business enterprise liaison for Department of Human Services. So, I did note that Safe Exit Initiative is on the call and Family Tree is also on the call. I think we had another provider join us late. if you could share your provider’s name in the chat that would be helpful. so I know some of the providers on the line today may be familiar already with the MBE process. However, for the purpose of the recording, I did want to provide just some general information related to the MBE program as it relates to this specific RFP. so I am going to include my information in the chat.

Christopher Kelly -DHS-: So, if there are any questions in regards to what I covered today, you can definitely reach out to me and we can set up a one-on-one be able to further discuss. I'm also sharing a two links. one is related to MDOT. You'll hear me reference MDOT or the Maryland Department of Transportation. Another link is for the Governor's Office of Small Minority and Women Business Affairs. so, the MB program is commonly referred as the minority business enterprise program. it's managed by the Maryland Department of Transportation and specifically in their office of minority business enterprise. the MBE certification is based on specific classification types and that's based off of the code of Maryland regulations also known as Comar in section 21. so in that section they specifically outline the parameters around being an MBE.

Christopher Kelly -DHS-: the certification is free of cost through the Maryland Department of Transportation and it does roughly take around 3 to four months to be pending a complete and accurate application is submitted. So that is something to be able to keep in mind because we did note as Sam mentioned earlier questions specifically related to this RFP are due December 20th and then the actual proposals are due January 17th. MDOT, if you're not familiar with the Millan Department of Transportation or the MBE process, MDOT does offer free monthly training online. you can visit their website and then sign up for a training. they have one upcoming I believe next week. and then you can sign up to be able to learn more about the MBE process.

Christopher Kelly -DHS-: so basically the MBE certification once allows businesses to be considered for solicitations that have an MBEs may serve as a prime or sub and on MDOT's website you can actually access an online directory of certified firms. you can search the certified firms based on certification types NAICS codes as so in the Maryland regulations it states that MBE's program aspirational goal is at 29%. meaning state agencies are encouraged and in some in circumstances required to use MBE certified firms. the purpose of this is to be able to increase state procurement and doing business with small minority woman or veteran owned businesses.

Christopher Kelly -DHS-: I do want to stress that firms must be certified prior to submitting a bid or proposal that has a specific MB requirement. As it relates to the RFP that we're discussing today, as Sam noted on page three, there is a 10% MB goal with no sub goals. also on page three, there's a couple of NAICS codes that are recommended for meeting that type of goal. if you want to be able to search based off NAICS codes and the MDOT MB certified directory, you can do so as well. There's a search box there and that can help you further reach your goal. in regard to the MBE requirements, I know we already touched on section 3.11, which highlights some of the MBE reports. section 4.26,

Christopher Kelly -DHS-: 26 which we see on the screen right now highlights the MBE participation goal. so referenced in both of these sections are documents that will be provided upon award and other documents that will be provided once the contract is actually in place. those documents cover the MBE participation schedule. they cover the MB performance and how it's BE compensation and the reports that it do related to the invoicing for MBEs and then also just overall MBE compliance. it also highlights any corrective actions that may be taken during the life cycle of the contract. So monitoring of MB compliance is done by the MB liaison and the governor's office of small minority and women business affairs. I did include my information here in the chat as well.

Christopher Kelly -DHS-: did want to just provide a brief overview of what it looks like as it relates to this specific RFP. If you have any questions, you can feel free reach to reach out to me as well.

Samuel Eduful -DHS-: Thank you, Chris. I will invite Aaron Cook to walk us through the Maryland living wage requirement.

Aaron Cook -DHS-: Good morning everyone. please excuse my camera decided to malfunction on me this morning. second. Okay. Maryland's living wage law. I'll be sharing information with you regarding Maryland's living wage law which has been in effect since October 1st, 2007. The Maryland living wage law requires certain contractors and subcontractors to play a minimum wage rate to its employees working under A solicitation for services under a state contract valued at \$100,000 or more or 500,000 or more for contractors with 10 or less employees may be subject to this law which is under title 18 of the state finance procurement article the annotated code of Maryland.

Aaron Cook -DHS-: The current Maryland living wage law is \$14.55 per hour if the state contract services valued at 50% or more of the total value of the contract is performed in a tier one area. If the state contract services valued at 50% or more of the total value of the contract is performed in the tier 2 area, then you pay each covered employee at least 10.93 per hour. The specific living wage rate is determined by whether the majority of the services take place in the tier one or tier 2 area of the state. The tier one area includes Anna Rundle, Baltimore, Howard, Montgomery, and Prince George's counties, and Baltimore City. The tier 2 area includes any county in the state not included in the tier one area.

Aaron Cook -DHS-: If your business has operations in areas with two different wage tiers, the wage you pay is determined by the area in which 50% or more of the contract value is performed. If you deploy employees who perform the services and are not located in either the tier one or tier 2, the living wage rate will be based upon whether the majority of the recipients of the services are located in either tier. Additional information regarding Maryland's living wage requirement is contained in attachment F of the RFP which is entitled 'Maryland living wage affidavit of agreement for service contracts'. Information may also be found on the Department of Labor website. That's maryland.gov. Click labor in the top tabs living wage under the offices heading then the quick link for quick frequently asked questions.

Aaron Cook -DHS-: This will take you to the page entitled 'Maryland's living wage frequently asked questions Living wage for state service contracts'. The living wage rates are subject to an annual adjustment by the Department of Labor. However, your prices under the contract may not change because of any living wage adjustments. Thank you.

Samuel Eduful -DHS-: Thank you, I'll move on to section 5 - Proposal Submission Information and Instructions. Offerors shall submit Proposals in separate volumes (or envelopes): volume I – Technical Proposal and volume II – Financial Proposal. Each of these needs to be labeled and needs to be submitted through the eMaryland Marketplace Advantage. If you submit your proposal by email to me, it's will not be accepted.

Samuel Eduful -DHS-: Section 5.2 - Proposal Delivery and Packaging. Proposals delivered by facsimile and e-mail shall not be considered. Provide no pricing information in the Technical Proposal. Provide no pricing information on the media submitted in the Technical Proposal. Offerors may submit Proposals through the State's internet based electronic procurement system, eMMA. The Procurement Officer must receive all electronic Proposal material by the RFP due date and time specified in the Key Information Summary Sheet. Requests for extension of this date or time will not be granted. Except as provided in COMAR 21.05.03.02F, Proposals received by the Procurement Officer after the due date will not be considered. Offerors shall provide their Proposals in two separate envelopes through eMMA following the Quick Reference Guides (QRG) labelled "5 - eMMA QRG Responding to Solicitations (RFP)" for double envelope submissions.

Samuel Eduful -DHS-: Section 6 - evaluation and selection process. Evaluation of Proposals will be performed in accordance with COMAR 21.05.03 by a committee established for that purpose and based on the evaluation criteria set forth below. The Evaluation Committee will review Proposals, participate in Offeror oral presentations and discussions, and provide input to the Procurement Officer. The Department reserves the right to utilize the services of individuals outside of the established Evaluation Committee for advice and assistance, as deemed appropriate.

Samuel Eduful -DHS-: The criteria to be used to evaluate each Technical Proposal are listed below in descending order of importance. Unless stated otherwise, any sub-criteria within each criterion have equal weight.

Section 6.3 - Financial Proposal Evaluation Criteria. All Qualified Offerors (see Section 6.5.2.D) will be ranked from the lowest (most advantageous) to the highest (least advantageous) price based on the Total Proposal Price within the stated guidelines set forth in this RFP and as submitted on Attachment B - Financial Proposal Form.

Samuel Eduful -DHS-: Section 6.5 - Selection Procedures. The Contract will be awarded in accordance with the Competitive Sealed Proposals (CSP) method found at COMAR 21.05.03. The CSP method allows for the conducting of discussions and the revision of Proposals during these discussions. Therefore, the State may conduct discussions with all Offerors that have submitted Proposals that are determined to be reasonably susceptible of being selected for contract award or potentially so. However, the State reserves the right to make an award without holding discussions. With or without discussions, the State may determine the Offeror to be not responsible or the Offeror's Proposal to be not reasonably susceptible of being selected for award at any time after the initial closing date for receipt of Proposals and prior to Contract award.

Samuel Eduful -DHS-: Section 6.5.3 - Award Determination. Upon completion of the Technical Proposal and Financial Proposal evaluations and rankings, each Offeror will receive an overall ranking. The Procurement Officer will recommend award of the Contract to the responsible Offeror that submitted the Proposal determined to be the most advantageous to the State. In making this most advantageous Proposal determination, technical factors will receive equal weight with financial factors.

Samuel Eduful -DHS-: And this concludes our presentation for this RFP.

Samuel Eduful -DHS-: Questions, are there any questions regarding any section of the RFP? Please type your name and company into the chat so that I may call on you.

Yvette Rose: Good morning.

Yvette Rose: Yes, my name is Evette Rose. I'm the foundation relations officer at the family tree and I have some questions for you. Let me just get to them. I am referencing section 2. 4 parent education classes. On page 12 of the RFP, it says that we must use an approved Title 4 prevention services clearing house parent skilled space program. So, the provider gets to choose the program they would like to use. Is that correct?

Lolita Gleaton -DHS-:

Samuel Eduful -DHS-: So, I'll defer that question to Lolita and Maria.

Lolita Gleaton -DHS-: Yes, that is correct.

Yvette Rose: And okay,...

Yvette Rose: And then the other I have several questions. further down of that section, it says that at least three sessions, 12 classes must consist of participants from jurisdictions other than Baltimore City. so that's suggesting I guess the class would be four weeks, but just to clarify, the provider would then

choose a model based on the clearing house that they would like to use and the model may not be four weeks.

Marcia Morris -DHS-: So, that's a great question. that's something we may need to review. if the provider selects a specific intervention that has less time. that's just something we would have to be aware of in your proposal and have some time to research it. I don't want to provide a definite answer without having an example of what initiative you may be referring to or you would want to propose to use.

Yvette Rose: And it says that at least three sessions must consist of participants from jurisdictions other than Baltimore City. So how would that requirement work with virtual classes? And then to dovetail with that question, virtual options must be offered to all prospective participants. So if no one chooses an in-person option then would the providers I guess...

Marcia Morris -DHS-:

Yvette Rose: if no one chooses an in person option then we would not have to offer then there would be no one to provide in person services too.

Marcia Morris -DHS-: they elected not to, but again, that's where the reporting comes from and ensuring that we have that regular communication between us to ensure that the state is aware of those things because if our clients are choosing virtual for whatever reason, we would certainly want to honor that. They don't want to create hardships for our people.

Yvette Rose: So then how would the virtual work for classes that are held in specific jurisdictions intended to be so many classes need to be from certain jurisdictions.

Yvette Rose: So would we have to recruit in those jurisdictions and only allow persons in the virtual classes from that specific jurisdiction? So, if we're offering a virtual class, and would it have to be a virtual class exclusive to Baltimore County? And I'm just wondering because as the current holder of the contract, our virtual classes are open to participants throughout the state.

Marcia Morris -DHS-: so again we want to make sure that we are offering these services across the board and that's why that specific language is there. but if we reach out to Prince George's County or Baltimore County and only two of the families are consistent or sign up for those things, obviously we want to, we're not going to say absolutely don't, ignore Baltimore referrals because those folks need services, they need support, So again, it's just about looking at those numbers. what is reasonable, what's actually doable. and maintaining that communication with the department to ensure that we are aware that those things are happening. again, we put these things in place because the deliverables that we want to ensure are happening across the board, but we're working with people. And so, sometimes we get greater numbers, sometimes we don't.

Marcia Morris -DHS-: And so, the more we are in communication, we have an understanding of those things that are happening, we can certainly support you on a case-by case basis.

Lolita Gleaton -DHS-: And again, I just wanted to make sure I understood because if they're already being offered to people across the entire state, the spectrum of our state. So that still stands. So those are things that you can continue to do. It's not that you have to only have PG County or Anne Arundel County. It can be from multiple counties in one virtual class at the same time.

Marcia Morris -DHS-: from outside of Baltimore City.

Marcia Morris -DHS-: Yeah. Mhm.

Yvette Rose: out of Baltimore City.

Lolita Gleaton -DHS-: correct. Yeah.

Lolita Gleaton -DHS-: Baltimore City and...

Yvette Rose: Okay,...

Lolita Gleaton -DHS-: Yeah, maybe it's the language, but Baltimore City and so we just don't want people just from Baltimore City.

Lolita Gleaton -DHS-: We want it to be open to everyone. That's why there's the virtual option so that anyone across the 24 local jurisdictions can participate in the classes.

Marcia Morris -DHS-: All right.

Yvette Rose: also and I'm sorry I have a number of questions so if anybody else has questions please I don't want to dominate but I was also wondering about the parent support groups and the model that is being used for that. So if I'm understanding this support group it's a closed model and it has to meet for at least six consecutive weeks and there has to be discussion of very specific topics such as child development alternative discipline techniques of corporal punishments parental stress etc.

Yvette Rose: So that seems to parallel what would be occurring in the parenting education classes.

Marcia Morris -DHS-: Are you saying are you feeling like it's a duplicate of those services...

Marcia Morris -DHS-: because it's in the classes as well as a support group? I just want to understand your question

Yvette Rose: Yes, it certainly feels that way because the way that it's written in the RFP, it's not structured. It, really is more of a traditional support group where people come and go each week and the group is available for parents is needed and they would like to receive support and in other types of support groups the participants are usually guiding the conversation and talking about those issues or stresses and

Yvette Rose: concerns or problems that and they're bringing them to the group whatever they may be and the group is then providing support around what the participants are bringing to the group

Stacey Brown: I have a question I can hold on for a moment.

Marcia Morris -DHS-: Okay, gotcha. so what I would say to that, Evette and others on the call, in your response or in your proposal, offer that, Because that's something that we can certainly take a look at. again, our intention is not to create any barriers or hardship. So, in listening to you, we have the train the classes, right, where it's more structured. you have this professional leading and what I'm hearing from you is with the support groups it's a bit more informal to ensure that's another space without having a professional person...

Marcia Morris -DHS-: if you will leading and guiding in a more structured way. am I capturing that correctly?

Yvette Rose: Yes. ...

Yvette Rose: that's not to say that there isn't a professional there or a trained parent leader that is facilitating the group, but that the parents it is their group for their interests. And so they're bringing what they choose to the group and it's also groups this sounds closed like it's a six weeks open and closed group whereas traditionally par support groups are just ongoing and parents come and join as they choose.

Marcia Morris -DHS-: reaction as well.

Marcia Morris -DHS-: Again, I would just offer to you in your response in your proposal to us for this RFP to note that that's something we can certainly consider...

Yvette Rose: then we can propose how just to be clear, we can propose...

Marcia Morris -DHS-: what that would look like.

Yvette Rose: how we would like...

Marcia Morris -DHS-: Yeah. Yes.

Yvette Rose: what that would look like if we were to And how we would like that to Great.

Marcia Morris -DHS-: Yeah. I'm going to stay off Samuel, I know you want us to, but the minute I mute myself,...

Marcia Morris -DHS-: I'm going to have audio issues, so please forget me for that. go ahead, Stacy.

Samuel Eduful -DHS-: Okay.

Samuel Eduful -DHS-: that's fine.

Stacey Brown: All And it's wonderful because my questions are probably for you, Marcia. So, if I'm looking at page 12, section 2.3.4 where we talk about parenting classes, in that it says that we must use an approved title 4 e prevention services clearing on that clearing house, there are home visiting programs and there are kinship programs. There are not traditional parenting classes on there. Historically, we offer general parenting classes what was funded by this. And that means that you have your parent trying to either get to obtain or maintain culture of their children. As you all know, preach the choir, kinship is a little bit different. So, if we're looking at kinship, it should that be our focus now and...

Stacey Brown: not primary caregivers because that's not what's on this clearing house.

Marcia Morris -DHS-: that's something we can take a look at.

Marcia Morris -DHS-: I appreciate that information. Stacy, again what I would propose is in your response just to share that rationale with us. that's something we can certainly take a look at and bring back to our team to make some decisions around the language here in the RFP to ensure that it makes the most sense. And if that's something that's not currently recognized on the clearing house, then that's not something that we could hold you all to. But at the same time, we would want to at least see what ...

Marcia Morris -DHS-: what alternates or what you may propose in its place.

Stacey Brown: All right.

Marcia Morris -DHS-: So, definitely want to make sure if just to confirm, looking at the clearing house, seeing what's on there, but I do feel confident in saying that I would not, refocus it specifically to Kim because this isn't a kin specific solicitation. And we definitely don't want to do that.

Stacey Brown: And so my second question is on page 37 we talk about work hours. I don't even know how to formulate this question but I'll try. So in there are things that I guess I would need clarification on. So if this is awarded to an organization that works the organization itself outside of this is a 35-hour week organization but this requires 40 how would that work? And there was something in here about state holidays, if the awarded agency does not honor all of those holidays, again, how would that work? Because some of the language in here is really almost as if the employer is the state and not the agency that is sort of overseeing this. So just trying to understand how that works.

Marcia Morris -DHS-: in the reports as well as the proposal when you all respond to us. and in that proposal if you don't have a 40-hour day, but what does that look like with your 35 hours? it's really just about seeing what structure you have in place to ensure that you have the staffing for the deliverables in the current scope. And so, again, this is what we're asking for, but if you're able to demonstrate that in that 35 hours you're doing these things and maybe the additional 5 hours is because of breaks or travel or whatever, that's still something that can be considered and it's still 40 hours, but I hear what you're saying about it being like those 35 real work hours, in the services that you're providing.

Stacey Brown: my two main questions because it was a lot of things in that 3.97 but from what I hear you're saying as long as we can explain in a proposal.

Marcia Morris -DHS-: Yeah. Yeah.

Stacey Brown: All right.

Marcia Morris -DHS-: We spend time. We know what's in the solicitation. We want to make sure that we're close to that as possible. But again, in recognizing that we're working with people, it's All of our checks say 40 hours, but we're entitled to break. So again you may have trouble and things like that. So if you're able to demonstrate in that 35 hours what that will look like that's something we can still take into consideration. Yeah.

Lolita Gleaton -DHS-: And I would just also say be as detailed as possible. this administration expects great attention to detail. So I would just say in your explanation, you can't probably overexplain. So I was just be very detailed.

Marcia Morris -DHS-: Okay.

Stacey Brown: You bet.

Stacey Brown: You didn't hear that.

Yvette Rose: So I heard that I also have some additional questions. I would like to ask going back to the support group again. If we are proposing a model it looks a little different than what is in the RFP, can I make the assumption that the evaluation of that model may also look a little different? Because in the RFP it's saying that the evaluation instruments would be administered to each support group before and

each and after each new support group session each after the six weeks. So could we then propose how we would like to evaluate that service.

Marcia Morris -DHS-: post evaluations, the reporting, those things. So, if we need to make some changes, that's where those conversations with us as the contract monitor will come in so that we can ensure that those things align and we're still getting the information that we need from you all

Yvette Rose: I'm going to get a little technical here. I'm going I'm bumping down to 2 point section 2.3 2.3.7 on page 15 where we're talking about reports and it's talking about having to email them to the project manager in a password protected and encrypted Adobe PDF format. that's something that did not really work well in the past and currently we're just emailing them as regular PDFs, not in any encrypted format. So, I didn't know if that's something I just wanted to point that out. I guess that that has been a challenge in the past doing that.

Marcia Morris -DHS-: and yeah and so there's some risk and not ensuring that that share information isn't protected. I would just offer in your response to share the information with us. obviously those type of decisions I won't make here at this level but the more information that you provide to us when your response is shared with leadership we can see what flexibility is there but as it stands we just want to make sure that data is protected and that's the best way when receiving information to the state it works for us.

Marcia Morris -DHS-: So, just put in your response what has worked, what hasn't worked, and if you all have a proposal for another option against as far as a secure means of submitting those things, we will be open to it.

Yvette Rose: Also in that section it references monthly reports and... annual reports. But then when you jump down to the deliverable tables, it includes will quarterly reports be a new addition to this solicitation.

Marcia Morris -DHS-: That's a good question. and you're right. It does say quarterly down there. we'll take a look at that and get back to you for sure. that could have been just a user error and putting one of the other two,...

Marcia Morris -DHS-: the monthly and the annual as opposed to including a quarterly one.

Samuel Eduful -DHS-: Is it possible you send me the questions? we'll look at it and then if there's a need for us to amend this RFP, that section will be amended and then publish.

Yvette Rose: orderly report. Okay. Yes.

Samuel Eduful -DHS-: And also if you have any other questions in relation to this RFP that needs to be addressed, you can include that in your questions and then send it to me. There's a deadline for submission of questions, please refer to the key information summary sheet.

Yvette Rose: And regarding the delivery submission in 2.4.1 on number B, it references the agency deliverable product acceptance form. Is that something that would have to be completed with this submission or is the deliverable submission really referring to post award deliverables awarding?

Marcia Morris -DHS-: for the purposes of the solicitation or as part of reporting for the awardee. Is that what your question was?

Yvette Rose: Yes. Yes, that's my question.

Marcia Morris -DHS-: Yeah. this is following.

Yvette Rose: Is that Yeah.

Marcia Morris -DHS-: And I can't think of the procurement term, so forgive me, Samuel. but once the provider is selected, that's a part of that piece. Yes. I just don't want to mute myself...

Yvette Rose: I'm just moving through the RFP quickly to see what remaining questions that I may have. I think that's actually all the questions that I may have.

Marcia Morris -DHS-: because I'm sure I won't be able to talk again.

Yvette Rose: Thank you.

Marcia Morris -DHS-: Okay, thanks Evette.

Marcia Morris -DHS-: We're going to make

Samuel Eduful -DHS-: earning this RFP. All right. So if you don't have any at the moment and then you have any other question or comment you can send it to me and then we'll look at it and then have it we'll address that and as I indicated earlier on if there's a need for us to amend the RFP we'll do that and then we'll publish that before the deadline.

Yvette Rose: Samuel, is it possible for me to sneak in one last question here?

Samuel Eduful -DHS-: Yeah, sure.

Yvette Rose: On page 72 when we're talking about the RFP attachments, appendices, and exhibits, I am looking at it says for documents required as part of this proposal. And then it says number one, for email submissions, submit one copy of each with signatures. And number two, for paper submission, submit two copies. So is it my correct understanding that attachments and appendices are not being submitted through the portal?

Yvette Rose: They're being submitted differently either by email or paper 72 on the top.

Samuel Eduful -DHS-: let me refer to that. page 72.

Yvette Rose: I was just a little confused by that.

Samuel Eduful -DHS-: All in the chat in the page 72, there are a couple of documents that needs to accompany your technical proposals. On your extreme left where you see applies it says those that are marked yes/no. the no documents are to be submitted after the award. We will reach out to the successful awardee to provide this documentation. Those indicated yes, means it needs to accompany the technical proposals.

Yvette Rose: Thank you.

Samuel Eduful -DHS-: Any other question or comment? I would like to thank you all for attending this pre-proposal conference. We look forward to receiving your proposals. And then please remember that

proposals are due on January 17, 2025 at 2:00 p.m. local time through the eMaryland Marketplace Advantage.

Lolita Gleaton -DHS-: Thank you.