

MARYLAND DEPARTMENT OF HUMAN SERVICES  
PRE-PROPOSAL CONFERENCE

REQUEST FOR PROPOSALS  
RFP NUMBER SSA/RCC-19-001-S  
RESIDENTIAL CHILD CARE PROGRAMS

THURSDAY, DECEMBER 5, 2019  
10:30 A.M.

Enoch Pratt Free Library  
Wheeler Auditorium  
400 Cathedral Street  
Baltimore, Maryland

PRESENT FROM MARYLAND DEPARTMENT OF HUMAN SERVICES:

ARDENA M. WALKER, Program Manager  
Contracts and Monitoring Unit, SSA

DEBBIE MARINI, Director, Placement and Permanency  
Social Services Administration

DAVID AYER, Deputy Executive Director  
Operations, SSA

KENNETH L. JESSUP, Program Manager, Hiring  
Agreements, Family Investment Administration

ARETHA ECTOR, Assistant Attorney General

SANDRA JOHNSON, Director of Procurement

NIA GRAVES, Procurement Specialist

RICHARD MASON, IV, Supervisor  
Contracts and Monitoring Unit, SSA

PRESENT FROM MARYLAND DEPARTMENT OF HUMAN RESOURCES:

SANG KANG, Procurement Officer

ANDRE J. THOMAS, Program Manager  
Office of Licensing and Monitoring (OLM)

HELEN MURRAY-MILLER, Quality Assurance/  
Data Management, OLM

REPORTED BY: DEBORAH B. GAUTHIER, Notary Public

1                   P R O C E E D I N G S

2                   MR. KANG: Good morning. Today is -- welcome  
3                   to the pre-proposal conference for the Residential  
4                   Child Care Programs RFP. My name is Sang Kang, and  
5                   today we will be presenting information about the  
6                   Request for Proposals, and we will also be trying to  
7                   answer any questions that you may have about the RFP.  
8                   If you have not already done so, please make sure that  
9                   you sign in outside, and when you are signing in please  
10                  indicate whether you are a Minority Business Enterprise  
11                  or a Small Business Enterprise.

12                  Please note that the court reporter will be  
13                  transcribing the event, so when you ask questions, we  
14                  are going to have a microphone go around. Just please  
15                  make sure you state your name and your company for the  
16                  record. The transcript of -- a transcript of this  
17                  conference will be -- will be made available on  
18                  eMaryland Marketplace Advantage and also the DHS  
19                  website. So I'd like to begin the conference with  
20                  introductions. We're going to have Henry and Danny go  
21                  around with the mics so everybody can introduce

1       themselves. I think -- I was expecting more people, so  
2       I think everybody can introduce themselves, so just  
3       please state your name and your organization, and,  
4       also, if you're an MBE or VSBE -- please let us know if  
5       you're an MBE or VSBE and you can give a description of  
6       the type of services that you provide. Okay. I guess  
7       we'll start over here.

8                    MR. BERRY: Rufus Berry, DHS Procurement.

9                    AUDIENCE MEMBER: Hi, I'm Jacqueline  
10                  (indiscernible).

11                  MR. JESSUP: Good morning. My name is  
12                  Kenneth Jessup. I'm here as the Program Manager for  
13                  Hiring Agreements Programs.

14                  MS. ECTOR: Aretha Ector, Assistant Attorney  
15                  General, DHS.

16                  MS. JOHNSON: Sandy Johnson, Director of  
17                  Procurement for DHS.

18                  MR. CORNHEY: Simon Cornhey, Office of the  
19                  Attorney General, DHS.

20                  MS. WIMBISH: Sharone Wimbish, Contract  
21                  Monitor, Social Services Administration.

1 MS. ROSETTE: Londa Rosette, Contract  
2 Monitor, SSA.

3 MS. DUNN: Beatrice Dunn, Gibbs Place, LLC.

4 MR. MADDEN: Nathaniel Madden, SSA  
5 Operations.

6 MS. KOLLEH: Christie Kolleh, Program  
7 Manager, Community Options.

8 MS. PEREZ: Chloe Perez, Hearts and Homes for  
9 Youth.

10 MR. CLEMENT: Paul Clement, Hearts and Homes  
11 for Youth.

12 MS. HAYES: Hi. I'm Melanie Geddings Hayes,  
13 Hearts and Homes for Youth.

14 MS. TETREAULT: Hi. I'm Kathryn Tetreault  
15 with (indiscernible).

16 MR. BUCHDAHL: Ezra Buchdahl, Catholic  
17 Charities, St. Vincent's Villa.

18 MR. MASON: Richard Mason, Social Services  
19 Administration, Contracts and Monitoring Supervisor.

20 MR. EDUFUL: Samuel Eduful, Contracts and  
21 Monitoring, DHS.

1 MS. FROST: Shilda Frost, Second Family.

2 MS. THOMAS: Dovia Thomas, Second Family.

3 MR. LABULE: Joseph Labule, Second Family.

4 MR. FLEMMONS: David Flemmons, Second Family.

5 AUDIENCE MEMBER: Aquan (indiscernible).

6 MS. EBY: Hi. I'm Beth Eby, COO of Creative  
7 Options.

8 MS. CARTER: Pamela Carter (indiscernible).

9 MR. DOKA: Mohammed Doka, NCCF.

10 MR. OKHOMINA: Omore Okhomina, National  
11 Center for Children and Families.

12 AUDIENCE MEMBER: (Indiscernible).

13 MR. TEASLEY: Isaiah Teasley, Program  
14 Director, Bridgeway.

15 MS. BRITT: Elizabeth Britt from Britt's  
16 Industries. I'm an MBE and I'm certified for  
17 commercial printing.

18 MR. FORD: John Ford with the Arc of  
19 Washington County, Incorporated in Hagerstown.

20 MR. DINGLE: Good morning. Zachary Dingle,  
21 Executive Director of Jumoke.

1 MS. MCGLOTHLIN-RENAULT: Jennifer McGlothlin-  
2 Renault, Arrow Child and Family Ministries, Vice  
3 President of Maryland Operations.

4 MR. BASLER: Robert Basler, Arrow Child and  
5 Family Ministries.

6 MR. PRUETT: Jay Pruett, Arrow Child and  
7 Family Ministries.

8 MS. RIDGLEY: Nikeya Ridgley, Ardmore  
9 Enterprises.

10 MS. POWELL: Karen Powell, Maryland State  
11 Department of Education.

12 MR. HUBNER: Louis Hubner, Controller at The  
13 Children's Guild.

14 MS. FRIES: Allisa Fries, Children's Guild.

15 MS. FURMAN: Janet Furman, Department of  
16 Health, Developmental Disabilities Administration.

17 MS. ANDERSON: Lisa Anderson with the  
18 Children's Guild.

19 MR. HOWE: Steve Howe with Children's Guild.

20 MR. MCNEIL: Walter McNeil, Challengers  
21 Independent Living.

1 MR. BAIRD: Bobby Baird, Board of Child Care.

2 MS. SMITH: Good morning. Nicole Smith,

3 Board of Child Care.

4 MS. BERGER: Kelly Berger, Board of Child  
5 Care.

6 MS. JOHNSON: Danielle Johnson, Inner County  
7 Outreach.

8 MR. COOPER: Andre Cooper, The Children's  
9 Home.

10 MS. REID: Nicky Reid, The Children's Home.

11 MS. LUCAS: Yvette Lucas, The Children's  
12 Home.

13 MS. SHATZER: Paula Shatzer, Cedar Ridge  
14 Children's Home.

15 MR. BADLEY: Tom Badley, Cedar Ridge.

16 AUDIENCE MEMBER: (Indiscernible) Central  
17 Office, Procurement Supervisor.

18 MR. THOMAS: Andre Thomas, DHS, Office of  
19 Licensing and Monitoring.

20 AUDIENCE MEMBER: (Indiscernible) DHS, Office  
21 of Licensing and Monitoring.

1 MS. BULLUCK: Odetta Bulluck, Office of  
2 Licensing and Monitoring.

3 MR. OYEFUSI: Good morning. Tunji Oyefusi,  
4 Innovative Services.

5 MR. MCCOURT: Paul McCourt, Innovative  
6 Services.

7 MS. MCCABE: Jennifer McCabe, Office of  
8 Licensing and Monitoring.

9 MS. MURRAY-MILLER: Helen Murray-Miller,  
10 Office of Licensing and Monitoring.

11 MS. SPARROW: Patricia Sparrow, Office of  
12 Licensing and Monitoring.

13 MS. JARVIS: Kisah Jarvis, Office of  
14 Licensing and Monitoring.

15 MS. CHAPMAN: Sheryl Brissett Chapman, The  
16 National Center for Children and Families.

17 MR. AYER: Hi, everyone. David Ayer, Social  
18 Services Administration.

19 MS. MARINI: Good morning, everyone. Debbie  
20 Marini, Director of Placement and Permanency, SSA.

21 MS. WALKER: Ardena Walker, Program Monitor,

1       SSA Contracts and Monitoring.

2                   MR. KANG: Okay. Thank you. Today to make  
3 opening remarks is David Ayer, who is Deputy Executive  
4 Director of SSA.

5                   (Whereupon, there were comments off the  
6 record.)

7                   MR. AYER: Welcome, everyone. Welcome to our  
8 providers and various State representatives. Really  
9 glad to have the group together today. I don't think  
10 anyone's arrived mistakenly to this pre-proposal  
11 conference for the RCC's RFP.

12                  I wanted to just briefly review that we're  
13 focusing on several kinds of placement services that we  
14 very much need to have for our foster children; group  
15 homes, high intensity group homes, therapeutic group  
16 home programs. We have programs for the  
17 developmentally disabled; we have diagnostic evaluation  
18 and treatment programs, as well as some recent  
19 additions over the last year, year-and-a-half, two  
20 years maybe, the high intensity group home services  
21 that are serving the commercially sexually exploited,

1       as well as those with emotional and cognitive  
2       developmental disabilities. And so we have a broad  
3       range of needs that continue to need to be met as we  
4       move forward. We have, as you know and as reflected  
5       somewhat in the RFP, itself, some core principles that  
6       we're espousing and trying harder and harder with,  
7       through our own efforts and, obviously, through  
8       emphasis of our federal partners, on placing only when  
9       necessary in these special kinds of placement services  
10      so that we have the right services being matched to the  
11      needs of the children for whom they're designed. You  
12      know, we're shifting as we go along, paying more  
13      attention to trauma-informed services, family  
14      involvement, as we continue to work with these children  
15      and youth, even though they're in group home kinds of  
16      settings, and being as community-based as we can be --  
17      well, actually, very community-based in all the other  
18      facets of the lives of children who live in the homes.

19           I'll also just make a brief pitch for what's  
20      to come, in terms of modernization. A lot of my time  
21      lately has been focused on modernizing information

1       systems and we do envision a future. I can't say I  
2       have it in hand right this very moment, but always  
3       having the hope of reaching this vision of being able  
4       to have a decent kind of collaboration and data sharing  
5       be able to take place between the providers and the  
6       State agency, the Social Services Administration, in  
7       relation to serving our children and our families. And  
8       there are the beginnings of a portal that we're going  
9       to -- a portal that is being developed and will provide  
10      a conduit for us to have various kinds of exchanges and  
11      data sharing that will be appropriate to serving the  
12      needs of the children and families that we have. So,  
13      like I said, it's not quite entirely in hand just yet,  
14      but we're going to continue to aim for that as we go  
15      along.

16                  This RFP was issued on November 4th, and it  
17                  will be -- proposals will be due by two o'clock on  
18                  February 6th, 2020, next year. A lot of questions have  
19                  been received and are being answered, and the  
20                  clarifications will continue to be made, particularly  
21                  following feedback and questions from today's meeting.

1       And so I really wanted to welcome you again. Thank you  
2       so much for serving the children with all the love,  
3       care, and, very importantly, the expertise and  
4       professional services that you provide for each of  
5       these children and that each of these children deserve  
6       as they move through their lives. And so we're very  
7       appreciative of all the efforts that you and the folks  
8       that you hire to help take care of these children and  
9       help them thrive as they go through this what's  
10      supposed to be a temporary experience of foster care  
11      and we all work together to try to achieve that for  
12      these children. So without further ado, the next part  
13      would be to hand over to Sang, and thank you -- thank  
14      you again. And I'll send this back over here.

15                   MR. KANG: Thank you, David. Okay. Now I  
16      will present Section 1 of the RFP. I know the agenda  
17      states that we are going to have two sets of questions,  
18      but we're just going to hold off questions till the end  
19      and we're going to go through each section of the RFP  
20      first.

21                   So Section 1 is Offeror Minimum

1       Qualifications, and I'll go quickly. For the following  
2       programs, Developmentally Disabled, Diagnostic  
3       Evaluation and Treatment Program, Group Home, High  
4       Intensity Group Home, Therapeutic Group Home, and  
5       Medically Fragile, you must be in good standing with  
6       the appropriate licensing agency and have a current,  
7       valid Maryland license to provide residential child  
8       care services. As proof of meeting this requirement,  
9       you need to submit a copy of the current license with  
10      your proposal.

11                  For High Intensity Group Home Services-  
12                  Commercially Sexually Exploited and High Intensity  
13                  Group Home Services-Emotional and Cognitive  
14                  Developmentally Disabled, the Offeror needs to have a  
15                  Maryland license to provide these services by the time  
16                  of recommendation for award, and you need to submit a  
17                  copy of a Letter of Intent to OLM expressing interest  
18                  in obtaining a license to provide either CSE or ECDD  
19                  services.

20                  So we have one preferred qualification for  
21                  this RFP, and I know that there are some questions

1 about it, but just please wait till the end and we'll  
2 try to answer them. The preferred qualification is to  
3 be accredited as a Qualified Residential Treatment  
4 Program or QRTP, and you would have to be certified or  
5 accredited by any of the following three bodies, which  
6 are Council on Accreditation, Commission on  
7 Accreditation of Rehabilitation Facilities, and the  
8 Joint Commission on Accreditation on Health Care  
9 Organizations, so -- and if you have that  
10 accreditation, please submit it with your Proposal.  
11 And so those are the minimum and preferred  
12 qualifications for this RFP. To present the Scope of  
13 Work will be Ardena Walker, who is the Program Manager  
14 at SSA. Ardena.

15 (Whereupon, there were comments off the  
16 record.)

17 MS. WALKER: Good morning. Okay. Contractor  
18 Requirements: Scope of Work. Sang just went through  
19 the programs that were -- that this Proposal is for.  
20 Technical Proposals must be submitted in accordance  
21 with Section 5.3 of your RFP. All services provided to

1       the children shall be provided in the IRC budget/rate.  
2       The Department will also only pay for the rate  
3       established by the IRC. Offerors can -- directly or  
4       through its subcontractors must be able to provide all  
5       goods and services and meet all of the requirements. A  
6       contract award with the State does not insure any State  
7       business.

8                  For the Background and Scope (sic), DHS  
9       oversees the administration of Child Welfare Services  
10      in the State of Maryland. Also under the Scope, the  
11      focus of Place Matters and the Families First  
12      Prevention Services Act is to shift the foster care  
13      population in the family settings. The Department  
14      intends to enter into performance-based contracts with  
15      multiple RCC providers, and the geographical areas are  
16      on page five of your RFP. If you don't have the RFP,  
17      it would be the Southern Maryland region, Central  
18      Maryland, Western Maryland, D.C. Metro, Eastern Shore,  
19      and Baltimore City. Baltimore City is considered a  
20      part of the Central region.

21                  Services provided by RCC programs must be

1 appropriate to the age, gender, sexual orientation,  
2 cultural heritage, and the developmental and functional  
3 level of children. Sang went through the eight program  
4 categories that this solicitation is intended to  
5 solicit providers for. Those, again, are the  
6 Developmentally Disabled Program; the Diagnostic  
7 Evaluation and Treatment Program; the Group Home  
8 Program; High Intensity Group Home Program; Therapeutic  
9 Group Home Program; Medically Fragile; High Intensity  
10 Group Home Services for Commercially Sexually  
11 Exploited; High Intensity Group Home Program Services-  
12 Emotional and Cognitive Developmentally Disabled.

13 The Department intends to award a number of  
14 contracts as may be necessary to meet the projected  
15 number of beds needed for each program, taking into  
16 consideration the gender and age of the children in a  
17 geographical region. The chart -- there's a chart on  
18 page seven of the RFP that describes the estimated  
19 Department needs for RCC services per program. And  
20 please note that the number of beds in the chart may  
21 change. And the chart that I'm referencing is figure

1       four on page seven. The Department can also not make  
2       any promises about referrals or the number of referrals  
3       that any provider will receive. Technical factors will  
4       be given greater weight than the Financial factors.

5                   Under General Requirements, Contractors must  
6       possess and maintain a current, valid Maryland RCC  
7       license and remain in good standing with the  
8       appropriate licensing agencies, and those agencies are  
9       listed in Section 2.2.10 of the RFP. The RCC must  
10      operate in the State of Maryland. It must be open 24  
11      hours a day, 365 days per year, and have 24-hour awake  
12      overnight staff. The RCC must comply with all  
13      applicable State and federal laws, regulations, DHS  
14      policies, standards, and guidelines, and also remain  
15      abreast of and comply with any current and new or  
16      revised laws, regulations, or DHS policies.

17                  The Contractor must also maintain a policy  
18       and procedures manual describing in detail your  
19       philosophy and your approach to care and delivery, and  
20       it also must include the Maryland DHS IPM and Ready by  
21       21 initiatives. The RCC must comply with the Scope of

1 Work. It must develop a Behavior Management Plan that  
2 employs positive behavior interventions. It must also  
3 plan, facilitate, and coordinate all preventive,  
4 routine, and emergency medical, mental health, and  
5 dental care services; arrange for and insure that each  
6 child -- each school-age resident attends an  
7 educational or vocational program; insure that the  
8 Program's residential care workers are certified by the  
9 State Board for the Certification of Residential Child  
10 Care Program Professionals.

11 Under Staffing, you must maintain a Board of  
12 Directors, employ a significant number of RCYCPs, and,  
13 again, that's an acronym that's kind of new to me as  
14 well, but that would be Residential Child Care Program  
15 Professionals. Identify the Certified Program  
16 Administrator who is considered under this solicitation  
17 to be Key Personnel. For QRTP providers, identify  
18 registered or licensed nursing and clinical staff who  
19 provide care within the scope of the practice, and they  
20 would be considered Key Personnel. Based on the level  
21 of care, insure that there are at least two persons,

1       excluding volunteers and staff not providing direct  
2       care and supervision, present and on duty in the  
3       facility at all times when a resident is present in the  
4       facility. And I want to just make the note, because  
5       there's been I think one set of questions published,  
6       that the requirement that at least two staff persons be  
7       present and on duty in the facility at all times  
8       applies even if the -- if there are more staff present  
9       and on duty at the facility than otherwise required by  
10      the minimum resident to staff ratios provided. You  
11      need to insure that staff receives appropriate  
12      orientation and ongoing training, and that means insure  
13      that all staff receive 40 hours of initial and 40 hours  
14      of annual training, and that you maintain training  
15      records, including the names and credentials of  
16      trainers.

17           And under Cultural and Linguistic Competence,  
18      Contractors shall insure that all staff persons who  
19      come in contact with the child are aware of and  
20      sensitive to the child's cultural, ethnic, and  
21      linguistic differences, which may include -- or which

1 does include hearing-impaired children. All costs for  
2 these services shall be included in your IRC rate.

3                 The Intake and Admission, accept all  
4 referrals 24 hours a day, seven days a week, that are  
5 made in accordance with the provider's profile; have a  
6 no reject policy on the identified needs in the RFP;  
7 insure that children reside in quarters with persons of  
8 their own age groups, and the suggested age groups are  
9 14 through 17 and 18 through 21.

10               For providers who have multiple site  
11 locations, as it relates to moving children, children  
12 shall not move -- Contractors shall not move a child to  
13 another site location without prior written notice to  
14 and written consent from the local case worker, and  
15 that notice can be given via fax, mail, e-mail, or  
16 hand-delivery to the local case worker of your intent,  
17 and that's within at least 30 calendar days before the  
18 move occurs. You should proceed, however, with an  
19 emergency move and then immediately let the case worker  
20 know or the on-call staff. The Contractor shall  
21 participate in all local Family Involved Meetings,

1 reviews, and court hearings pertaining to case  
2 planning, treatment, placement setting, permanency, and  
3 family resources to include, at a minimum, all ISP  
4 reviews.

5 Visitation and Transportation, you are to  
6 insure and facilitate family -- regular family and  
7 sibling visitation; provide transportation to children  
8 to all medical and mental health appointments,  
9 school/educational extracurricular and vocational  
10 activities, recreational activities, and community  
11 activities.

12 For Staff Security, Contractors should insure  
13 that all staff, including all employees, consultants,  
14 subcontractors, are cleared through the Child  
15 Protection Registry and that the background checks  
16 include the jurisdictions in which the staff member  
17 resides prior to beginning work.

18 There's a mandatory incident requirement, and  
19 those requirements are under 2.3.12 of the RFP, and  
20 you're to follow the procedures for mandatory reporting  
21 of incidents. Report any alleged child abuse, neglect,

1       or other risk to residents to the local case worker,  
2       Child Protective Services, DHS OLM, SSA Resource  
3       Development, and MDH/OHCQ via the DHS OLM Incident  
4       Report Form. Failure to report shall be sufficient  
5       cause to restrict or suspend placement of the  
6       Contractor.

7                  Under Normal Daily Routines, Contractors  
8       shall insure a structured routine and schedule of  
9       events and activities. And under Community  
10      Integration, make community resources available and  
11      encourage participation; insure that every child has an  
12      opportunity to participate in religious services of his  
13      or her choice or to refrain if it's so desired; insure  
14      that any gay, lesbian, bisexual, transgendered, and  
15      questioning children be linked with organizations.

16                 Under Education, enroll the child in the  
17      locally zoned school serving the geographic attendance  
18      area; initiate and monitor the transfer of academic  
19      records; attend a meeting with appropriate school  
20      personnel at the time of enrollment and at any other  
21      time upon request.

1                    Demonstrate compliance with the Bill of  
2 Rights for Maryland's Children. Ready by 21, align  
3 your practice and principles and core values with Ready  
4 by 21.

5                    Under Discharge, provide, in the absence of  
6 extenuating circumstances, prior to any and all  
7 discharges, 30 day's calendar notice and a Discharge  
8 Plan.

9                    For Recordkeeping, comply with all processes  
10 and requests made by the SSA Contracts and Monitoring  
11 Unit. Specific requirements for Contractor's providing  
12 services to Qualified Residential Treatment Programs,  
13 which is your QRTP, that's in Section 2.3.21.

14                  For Contractors providing DD services, you  
15 will use the minimum -- the following minimum LOI  
16 standards, and that's under Section 2.3.22.1, and it  
17 must also have a MSDE-approved Type III school or  
18 utilize the local school systems and serve male and  
19 female youths ages 14 through 20.

20                  For DETP Contractors, there are minimum LOI  
21 standards, and that's on page 19, and that's under

1       2.3.22.2, and, for that program type, serve male and  
2       female youth ages five through 20. The staffing ratio  
3       is listed under letter "H" for DETP Programs, and that  
4       would be three to one during waking hours and eight to  
5       one during sleeping hours.

6                  For Contractors providing Group Home, you're  
7       required to have a 24-hour awake overnight and the  
8       minimum LOI standards are under 2.3.22.3, Letter "B",  
9       and that program will serve male and female youth ages  
10      14 through 20. The staffing ratio is four point (sic)  
11      one during waking hours, eight point (sic) -- I'm sorry  
12      -- eight through -- eight to one during sleeping hours.

13                 For providers for High Group Home Programs,  
14       following the LOI standards under 2.3.22.4; serve an  
15       age group for males and females ages 14 through 20;  
16       staffing ratio is three point (sic) -- I'm sorry --  
17       three to two during waking hours and eight to one  
18       during sleeping hours.

19                 For Contractors for Therapeutic Group Home  
20       Programs, you're to follow the LOI standards under  
21       2.3.22.5. The program is serving males and females

1       ages 14 through 20. The staffing ratio is three to two  
2       during waking hours and eight to one during sleeping  
3       hours.

4                  For Medically Fragile Programs, following the  
5       minimum LOI standards, and that's under 2.3.22.6. This  
6       program is serving youth, male and female, ages 14  
7       through 20. Staffing ratio is three to one during  
8       waking hours and eight to one during sleeping hours.

9                  For Contractors providing HIGH-CSE,  
10      Contractors shall house and care for no more than four  
11      children in this population in one setting with one  
12      youth per bedroom. The LOI standards are under  
13      2.3.22.7. Staffing ratio is one to two during waking  
14      hours, eight to one during sleeping hours.

15                 For Contractors providing HIGH-ECDD, the LOI  
16      standards are under 2.3.22.8. That serves male,  
17      female, and/or transgendered children ages 14 to 20.  
18      You must have a facility for male, female, and  
19      transgendered youth ages 14 through 20. Staff ratio is  
20      one to two during waking hours, eight to one during  
21      sleeping hours.

1                   Under the RCC Performance Requirements, the  
2        performance measures for each RCC Program category will  
3        be compiled, monitored, and rated four times each  
4        contract year, after the third, sixth, ninth, and  
5        twelfth month. There's a chart under Section 2.2.25  
6        that lays that out. All Offerors awarded a Contract  
7        will be monitored by DHS for performance measures,  
8        weighted, and that's under Chart A. That would be on  
9        your page 25, and that's under Section 2.3.23; it's  
10      letter "C", and the chart under it is "A", and it  
11      basically lays out the indicators for your child safety  
12      and the percentage, licensing and monitoring and the  
13      percentage, child well-being and the percentage, and  
14      the incentive points for child stability and  
15      permanency. Under RCC Performance Requirements are  
16      also your licensing and monitoring and the details  
17      behind that; the child safety, child well-being, child  
18      stability and permanency, and then there are subsequent  
19      charts, and those would be on -- you would find in your  
20      RFP under page 28.

21                   Corrective Action Plans. At any given three-

1 month rating period, Contractors who perform -- whose  
2 performance scores fall below the minimum standard will  
3 be required to submit a Corrective Action Plan, and the  
4 details behind that are under 2.3.27. There's also a  
5 performance report used for the contract award and the  
6 performance measures outlined in Section 2.3.29 will be  
7 used as part of the evaluation of these Proposals for  
8 awarding Contracts.

9 Again, I believe I stated that the Technical  
10 will have more weight than the Financial. For Contract  
11 award, the performance measures are weighted, as shown,  
12 and there's a chart under 2.3.30; that's on page 33, so  
13 that gives percentages of the weighting.

14 There will also be deliverables and there's a  
15 deliverables acceptance requirement, a description of  
16 the deliverables, and that's the end of Section 2.  
17 Let's move to Section 3, and I'm just going to skim  
18 through those because these are your General Contractor  
19 Requirements, and so they begin on page 39, and so just  
20 know that I'm not really going to read all of this to  
21 you or get into the details, but there is an end of

1 contract transition. There's also invoicing -- general  
2 invoicing and about payments. There's travel  
3 reimbursement. Your insurance requirements, that's  
4 under 3.6. Criminal background checks, and that's  
5 under Section 3.71. All staff, including employees,  
6 Board members, consultants, subcontractors, must be  
7 cleared through the Child Protection Registry.

8 There's your Information Technology, your  
9 Security Incident Responses. And the Contractor shall  
10 notify the Department within 24 hours and it talks  
11 about data breaching, problem escalation procedures.  
12 And for your Technical Proposals, your personnel  
13 experience must be noted for your Project Manager, for  
14 your RCYCPs, and the RCYCPs must be certified by the  
15 State Board for the certification of Child -- of  
16 Residential Child Care Programs, and that's under  
17 Section 3.10.2.

18 Your Key Personnel is your Certified Program  
19 Administrator, and for QRTPs, that's going to be your  
20 licensed nursing and clinical staff. There's a section  
21 in here about Substitution of Personnel, and that's

1 under 3.11. I'm not really feeling good about  
2 mentioning this, but there is an MBE requirement on  
3 this Proposal. That's under 3.12. And also a  
4 Veteran's Small Business Enterprise requirement of one  
5 percent, and that would be General Requirements under  
6 Section 3. Thank you.

7 MR. KANG: Thank you, Ardena. Okay. So I  
8 will present Sections -- Section 4, 5, and 6, and, at a  
9 later point, Nia and Kenneth will present Living Wage  
10 and Hiring Agreements. Let's see here. So I'd like to  
11 begin with Section 4.2. It's about eMaryland  
12 Marketplace Advantage. And since it's necessary to be  
13 registered with eMaryland Marketplace Advantage, I'm  
14 going to ask that everyone -- all Offerors register  
15 with the new eMMA system. And if you've already  
16 registered, please make sure that you sign up for the  
17 Foster Care -- I'm sorry -- Foster Home Care Services  
18 and Orphanage commodity code, and you can contact me  
19 about that. I saw that some of you were signed up on  
20 the new system, but not for that commodity code.

21 Okay. Questions. Please send all questions

1 in writing. We have already sent out one question and  
2 response document and so I'll gather all the questions,  
3 and we're in the process of sending out a second one.

17                       Okay. Multiple or Alternate Proposals. I  
18 just want to note that multiple or alternate Proposals  
19 will not be accepted, but you are sending a separate  
20 Proposal for each program that you actually -- you're  
21 applying for. So if you're applying for

1 Developmentally Disabled and DETP, that's two separate  
2 Proposals -- Technical Proposals you have to send to  
3 us. Section 4.7, Economy of Preparation. Please try  
4 to make your Proposals straightforward and concise.

5               Okay. Award Basis. I'm going to skip a few  
6 cases here and there. Award Basis. Please note that  
7 this is an RFP and that you're going to be ranked first  
8 technically, and then you're going to be ranked  
9 financially, based on your provider rate letters, and  
10 then you're going to be given an overall ranking.  
11 There will be an overall ranking given for each  
12 geographical location within a given program, so you  
13 can -- Offerors may receive an award for more than one  
14 geographical location and you can also receive an award  
15 for more than one program.

16               Oral Presentations. There will be oral  
17 presentations, and the oral presentations then become a  
18 part of the Technical Proposal. Any substantive  
19 material, whether that had to be from the writing, and  
20 that becomes part of your Proposal. I will notify you  
21 of the time and place of the oral presentations.

1                   Revisions to the RFP. Please -- I already  
2                   sent out three amendments and one question and response  
3                   document, so you should've received those. Please on  
4                   the lookout for amendments. I've also been sending all  
5                   the amendments and the questions and responses to our  
6                   list of e-mails. If you want to get on that list, just  
7                   contact me and I'll put you on that list so that you  
8                   receive all the addenda.

9                   Okay. I'm going to skip ahead here.

10                  Proposal Affidavits. There are certain affidavits that  
11                  you have to submit with the Proposal. One is the  
12                  Proposal Affidavit. The Contract Affidavit you send  
13                  after you are given an award. I'm at Section 4.21.  
14                  Please register with SDAT, which is the State  
15                  Department of Assessments and Taxation. You need to  
16                  have -- you need to be registered in order to get an  
17                  award.

18                  Okay. So I'll present the MBE portion of  
19                  this RFP. There is a five percent MBE goal. That's  
20                  Minority Business Enterprise, and that's only for those  
21                  Offerors that are proposing 25 or more beds. The MBE

1       Program, we -- at the State, we believe that is an  
2       important initiative, and we want our contractors to  
3       work with Minority Business Enterprise companies. So  
4       you are supposed to contact your MBEs prior to  
5       submitting a Proposal, and you're supposed to give us  
6       then what's called an MBE Utilization and Fair  
7       Solicitation Affidavit. That's Attachment D-1A. And  
8       in that attachment you are essentially saying that  
9       we're going to meet our MBE goal by subcontracting with  
10      these companies, so -- and it's very important that you  
11      send that D-1A, and it's very important that you reach  
12      out to the contractors -- or subcontractors prior to  
13      submitting a Proposal. You need to do that for each  
14      Proposal that you're submitting, so if you're  
15      submitting for more than one program, that means you  
16      will be sending us a separate Attachment D-1A for each  
17      Technical Proposal, each program. Okay. The other MBE  
18      documents will be due upon award.

19                   All right. VSBE Goal. There is a one  
20      percent goal for Veteran-Owned Small Businesses, and  
21      regardless of how many beds you're providing there's a

1       one percent goal. And, again, as with the MBE goal,  
2       you are required to solicit your VSBE companies and  
3       then give us an attachment. It's E-1. It's called the  
4       VSBE Utilization Affidavit and Prime/Subcontractor  
5       Participation Schedule, but it's Attachment E-1, and in  
6       that attachment you're saying that you're going to work  
7       with these VSBEs to meet the goal, so -- and, again,  
8       you have to submit one of those for each program that  
9       you're applying for, which would be a separate  
10      Technical Proposal. I'm sorry. Okay. So the other  
11      VSBE documents are due upon award. It's very important  
12      that you send your MBE and VSBE documents on time, and  
13      if you need help with them, just contact me by phone or  
14      e-mail.

15               Okay. So for Living Wage, Nia Graves will  
16      present the Living Wage portion of this RFP.

17               MS. GRAVES: Hello, everyone. All right. So  
18      the Living Wage law requires certain contractors and  
19      some subcontractors to pay minimum wage rates to  
20      employees working under certain State services  
21      contracts -- volume contracts valued at \$100,000 or

1 more. So effective as of September 28th, 2019,  
2 contractors and subcontractors subject to the Living  
3 Wage law must pay each covered employee at least \$14.24  
4 per hour if State contract services valued at 50  
5 percent or more of the total value of the contract are  
6 performed in the Tier 1 area. And the Tier 1 area  
7 includes Anne Arundel County, Baltimore City,  
8 Baltimore, Howard, Montgomery, and Prince George's  
9 Counties. And for those in the Tier 2 area, the rate  
10 is \$10.70, and that includes all area that aren't  
11 listed in the Tier 1 area. The Affidavit of Agreement  
12 must be completed and submitted with the Technical  
13 Proposal. Failure to complete the -- and submit the  
14 Living Wage Affidavit of Agreement will result in a  
15 determination that the Offeror is not responsible.  
16 Please note that the Living Wage rates are subject to  
17 annual change by the Department -- Maryland Department  
18 of Labor, Licensing and Regulation, but the  
19 contractor's prices under the contract may not change  
20 because of the Living Wage changes, so Offerors must  
21 factor this into their pricing proposal submissions.

1 Any additional information can be found on the Maryland  
2 DLLR website about Living Wage. So next we're going to  
3 have Kenneth Jessup talk about the Hiring Agreement.

4 MR. JESSUP: Good morning, everyone. Sorry  
5 (indiscernible). For those of you who may not be  
6 familiar with the Hiring Agreement process, it is a  
7 legislative piece that was developed to encourage the  
8 use of -- kind of really just a mechanism for providing  
9 current and former Family Investment Program recipients  
10 with employment opportunities on State Procurement  
11 contracts. The populations that we work with are  
12 Temporary Cash Assistance families and children that  
13 are seeking employment opportunities, so what we are  
14 looking for is an opportunity just to see if we can get  
15 some people with the quality and skills that need  
16 employment with the contractors to have the positions  
17 they need. If you have any questions regarding that,  
18 you can also check on the BPW website. Just type in  
19 "BPW Advisory Hiring Agreement" and it will give you a  
20 brief overview of it there. And if you want even more  
21 information, you can just contact me and I'll be around

1 with my card and my e-mail. Thank you.

2 MR. KANG: Thank you, Nia, and thank you,  
3 Kenneth. I'm going to present Section 5 -- I'm sorry  
4 -- Section 5 and Section 6 of the RFP now. Section 5  
5 has to do with the Proposal format. Proposal  
6 submission will be in two parts. Technical Proposal;  
7 we would like the Technical Proposal, as I said before,  
8 through Citrix ShareFile. However, if you want to send  
9 the Proposal in, please contact me. Financial  
10 Proposals should not be sent through Citrix ShareFile.  
11 Financial Proposals should not be sent through Citrix  
12 ShareFile. Please send those to me by mail or hand-  
13 delivery. So I'm on Section 5 here. So if you are a  
14 Offeror proposing to serve one program category in one  
15 geographical location, you've got to send in one  
16 Proposal. If you are sending in for one program  
17 category in more than one geographical location, you  
18 are still submitting one Proposal, but you are sending  
19 in two separate -- it should be Attachment P's which  
20 are RCC Program Service Forms. So if you are an  
21 Offeror that wants to submit for multiple or one

1 category -- more than one program category in a single  
2 geographical location, you will be sending in two  
3 Proposals, so you'll be sending one for each program.  
4 For each program you're sending in a different  
5 Proposal. And the last one is Offeror's proposing to  
6 serve multiple RCC program categories located in more  
7 than one region. So you are sending in a different  
8 Proposal for each program essentially.

9 All right. Section 5.2. Please don't send  
10 anything by fax or e-mail. Please provide no pricing  
11 information on the Technical Proposal. When you send  
12 through Citrix ShareFile, if you already have a Citrix  
13 ID, a current log-on, then you have to send the  
14 Technical Proposal -- you can do it through your  
15 current log-on, but you have to send it to our folder,  
16 so make sure it's marked "RFP" and, you know, just  
17 submit it there. If you don't have a log-on to the  
18 system, please contact me and I will get you one, try  
19 to get you some instructions on how to submit  
20 proposals.

21 All right. Please send your Proposals in on

1 time. If they are not on time, then I think I have to  
2 declare them not on time. It's not what I want to do.  
3 Please make sure your Technical Proposal is password-  
4 protected, and I will reach out to you to get the  
5 password. Let's see here. Technical Proposal  
6 submissions should consist of Microsoft Word -- one  
7 Technical Proposal in Microsoft Word, one in Adobe PDF,  
8 and one also in Adobe PDF with your confidential and  
9 proprietary information redacted, so that's your PIA  
10 copy there. All right. Try to put the name of the  
11 program and the jurisdiction in the -- in the file name  
12 for us so that we can -- so we'll have them.

13 Financial Proposal submissions. Like I said,  
14 please send them in by hand-delivery or mail to me, to  
15 311 West Saratoga Street. Let's see here. If you are  
16 submitting a budget, and I'll go into detail about this  
17 a little later -- if you're submitting a budget to me,  
18 you need to submit two originals -- two original signed  
19 and dated budgets, and then also a CD or a DVD of the  
20 budget, which is -- the exact same thing that you would  
21 send to IRC you're going to be sending to me, but

1       that's only if you're sending a budget, and I'll get  
2       into that in a little bit.

3                   Let me go over Technical Proposal first.

4       Technical Proposal. And I'm on Section 5.3. So you're  
5       going to be responding to Section 2 and Section 3 of  
6       the RFP. What I would do and what we're going to ask  
7       you to do is I would respond to each section, section  
8       by section, so that it's really easy for us to review.

9       If you could just put like a section -- you know,  
10      Section 2.1 or whatever, you can -- if you could  
11      respond to that section, just go through it that way,  
12      and that way your Proposal is organized and it's easy  
13      for the Evaluation Committee to see exactly how you  
14      responded to each requirement in the RFP. So I would  
15      do that for Sections 2 and 3.

16                  Please note your Technical Proposal should be  
17       broken down into tabs. Tab A is your Title Page and  
18       Table of Contents. Tab A-1 is your confidential and  
19       proprietary information. Okay. Tab B is your  
20       Transmittal Letter. Please remember to acknowledge  
21       receipt of the addenda, your -- the question and

1 response documents, as well as any amendments.

2 Tab C is your Executive Summary, and we need  
3 -- we need the service -- the program and the regions  
4 that you're -- that you're going to be providing  
5 services for. We need that in the Executive Summary.

6 All right. Tab D, that's Minimum Qualifications.

7 You're going to be putting your licenses there. And  
8 Tab E, this is -- this is your -- this is the main part  
9 of your response. This is where you're going to be  
10 responding to each section of the Scope of Work,  
11 Sections 2 and 3. And you will receive -- well,  
12 Proposals that -- you know, you're going to explain how  
13 the work is done essentially. Proposals -- you can  
14 either say we're going to agree to this requirement or  
15 you can say exactly how you're going to do it, and  
16 those Proposals will be deemed better.

17 All right. I'm on Tab F, which is Experience  
18 and Qualifications of Proposed Staff. There is one Key  
19 Personnel for this RFP and that's your Certified  
20 Program Administrator, so please submit the  
21 documentation that we need for your Certified Program

1       Administrator. You should have one for each of the  
2       programs that you're applying for. Also, if you are a  
3       QRTP provider, please provide information about your  
4       registered or licensed nursing and clinical staff.

5                 All right. I am on Tab G, Offeror  
6       Qualifications and Capabilities. Please give us your  
7       past experience there. References; please just send us  
8       your information -- oh, I'm sorry -- the information  
9       for three references -- for these three references and  
10      we will contact them. Your list of current and prior  
11      State contracts, so please list any contracts that you  
12      have with us already there. Financial Capability;  
13      you're going to be putting your financial statements  
14      there. Certificate of Insurance; we'd like a copy of  
15      that. Tab L; please list your subcontractors and the  
16      type of work they'll be doing. Tab M is your Legal  
17      Action Summary. And Tab N is Economic Benefit Factors.  
18      Please describe how your program will benefit the State  
19      of Maryland. All right. Almost done with the  
20      Technical Proposal. Tab O; that's where you're going  
21      to put all your affidavits. And that's it for the

1       Technical Proposal.

2                     Your Financial Proposal; so you're going to  
3       be sending those to me, and some of you are going to be  
4       sending a rate letter, some of you are going to be  
5       sending a budget, so you should know who you are. For  
6       -- if you have 2020 IRC rate letter, just please send  
7       that to me, and that'll be your Financial Proposal. If  
8       you are an Offeror proposing to serve a new program --  
9       so if it's a new program, then you're going to be  
10      sending me what you would normally send the IRC; you're  
11      going to be sending the budget, two originals, as well  
12      as a CD. So, yeah, please note that. That's Section  
13      5.43 and 5.44 of the RFP. All right. That's it for  
14      Section 5.

15                     Section 6. As I said before, this is a  
16      Request for Proposals, so there will be an Evaluation  
17      Committee to evaluate your Proposals. We evaluate the  
18      Technical Proposal first. During that evaluation of  
19      Technical Proposals we'll have oral presentations,  
20      which we'll add to your Proposal. We then rank the  
21      Technical Proposals, and then we open up your Financial

1 Proposals, but -- one second. I'm sorry.

2 When we rank the Technical Proposals, we're  
3 going to be using the following evaluation criteria.

4 So the first evaluation criteria -- and this is Section  
5 6.2, and these are listed in order of importance. This  
6 is how we're going to evaluate your Technical Proposal.  
7 The first one is Offerors who have been certified and  
8 accredited as QRTP providers under the FFPSA. That's  
9 your first evaluation criteria.

10 The second one is your response to the Scope  
11 of Work, and we're going to -- we're going to look at a  
12 number of subcriteria under this. This is your -- this  
13 is Section -- Tab B of your Technical Proposal. We're  
14 going to look at your methodology, your proposed  
15 services; how they align with the proposed LOIs; how  
16 your proposed services align with our Ready by 21  
17 initiative; your methodology to -- used to implement  
18 services and programs that assist children at  
19 developing the necessary age-appropriate skills, as  
20 outlined in our policies; how your proposed services  
21 align with the Department's IPM, and that's in Section

1       2.37; and also your methodology used to demonstrate  
2       that the Offeror's organization has implemented a  
3       family-centered child focus model, including  
4       maintenance of a -- of community connections, as  
5       described in the Community Integration section. So  
6       those are things we're going to be looking for.

7                  The third evaluation are the Performance  
8       Reports. The fourth one is the Experience and  
9       Qualifications of Proposed Staff. That's your  
10      Certified Program Administrator. And the last two  
11      evaluation criteria are your Offeror Qualifications  
12      Capabilities and Economic Benefit to the State. So as  
13      I was saying before, we get your Technical Proposals  
14      in, we have an Evaluation Committee that reviews them,  
15      and then we rank your Technical Proposals. After we  
16      rank the Technical Proposals, we'll open your  
17      Financials, and your financial ranking will be based on  
18      the provider rates from IRC. And so after we -- after  
19      we rank the Financials, we're going to do an overall  
20      ranking, and then from that overall ranking -- the  
21      overall ranking will be determined, and we're going to

1 give more weight for the for the Technical Proposal  
2 ranking than the Financial Proposal ranking, so  
3 Technical outweighs Financial in the ultimate decision.  
4 So I think that concludes our presentation of the RFP.  
5 Are there any questions?

6 MS. JOHNSON: Good morning. I just wanted to  
7 make one clarification. When Ms. Graves gave the  
8 Living Wage information, she gave you the Tier 2,  
9 stating that it's currently \$10.10. As you all are  
10 well aware -- \$10.70 -- I'm sorry -- but as you all are  
11 well aware, during the legislative session this year  
12 Maryland passed -- the Senate proposed -- they approved  
13 a bill to increase the State minimum wage for companies  
14 with at least 14 employees from the 10.70 to \$15 an  
15 hour by the year -- within a five-year period, in 2025.  
16 So, with that, effective January the 1st, the minimum  
17 wage will increase to \$11 per hour. That being stated,  
18 it solely will be on Tier 2, so I just wanted to make  
19 that clarification.

20 MR. KANG: Yeah. And the Living Wage program  
21 is very important to us, and I trust that everyone out

1       there is paying everybody a Living Wage to do their  
2       work. So are there any questions for the RFP? We're  
3       going to use the mics I think.

4                   AUDIENCE MEMBER: Hi. Thank you for going  
5       over everything. In terms of the QRTPs, so if you're  
6       not currently accredited, the wait time is extensive.  
7       Is there any way to get accredited prior to submitting  
8       this? So I'm a little concerned about that being the  
9       first thing that's considered, because there's also a  
10      huge financial cost to it. So how does that balance  
11      out for the nonprofits that are not accredited, and  
12      then what if we become accredited or we become QRTPs?

13                  MR. KANG: I'm going to let Debbie answer all  
14      the QRTP questions. It's Debbie Marini from SSA.

15                  MS. MARINI: All right. First of all, thank  
16      you for your question. I wanted to just say that --  
17      one thing, just to open up, 'cause I know there's a lot  
18      of questions about QRTP, and I also want to say that  
19      it's difficult with the RFP process, you know, to --  
20      especially with the changes that are coming down with  
21      the Children's Bureaus and Family First, to capture

1        everything timingwise, so I just want to be clear that  
2        we will be making clarifications and we're answering  
3        your questions as they come with the clarifications  
4        that we're getting from the Children's Bureau as well  
5        and to convey that, while I know that the Family First  
6        QRTP requirements are quite extensive and an  
7        opportunity for us all to I guess focus on best  
8        practices and look at aligning not just what you all  
9        are doing at your facilities, but also the way in which  
10      we refer our youth to you, that that is an effort that  
11      we're making from the program standpoint at DHS and  
12      SSA, and so I just want to assure you that I know that  
13      those pieces are happening at the same time, and that  
14      while the RFP may not have captured all of that -- it's  
15      difficult to do in a document like that -- we look  
16      forward to continuing to partner with you on this  
17      process.

18                  In terms of the accreditation pieces, in  
19        answer to your question, we do recognize that it takes  
20        time and resources to become accredited. We do not  
21        have a way around requiring that as -- in order to

1       become a QRTP. That is a Family First requirement to  
2       be considered as a QRTP. In terms of the question  
3       about whether when you become accredited, that you're  
4       making efforts to becoming accredited, I'm actually  
5       going to ask -- I'm not sure whether that would need to  
6       be considered in the next RFP. I am not clear -- I'm  
7       not sure on that, so I'm going to either defer, if  
8       somebody knows the answer, or get back to you on that  
9       piece of it. But I do know that for those of you --  
10      for this RFP, my understanding is that you would need  
11      to have the accreditation in order to be considered in  
12      that status at this time.

13                   AUDIENCE MEMBER: And I think equally  
14      important though is, if that's the first thing that's  
15      being considered and given the most weight, it puts the  
16      people that are not QRTPs at a disadvantage, and it's  
17      impossible to become a QRTP in that time frame. So is  
18      there any consideration around --

19                   MS. MARINI: The only other clarification I  
20      can give to this (indiscernible) is we just received  
21      clarification and we're going to be responding to the

1 question that came about regarding the wording in the  
2 RFP where -- the question was, QRTP accreditation is  
3 not a category, and so we're getting ready to submit  
4 our response to that to say that DHS has just received  
5 clarification from the Children's Bureau and the  
6 statute does not require that a child care institution  
7 has to be accredited as a QRTP, but only that it is a  
8 program accredited by one of the -- one of the  
9 accreditation bodies, if that makes sense. So  
10 accreditation as a QRTP is not a requirement, but  
11 accreditation from one of the bodies, and we will be  
12 responding to that. We will be responding with the  
13 Children's Bureau's statute sections referencing that.

14 AUDIENCE MEMBER: Okay.

15 MS. ECTOR: Just to try and answer your  
16 question, the RFP has a requirement that if there's any  
17 provider that is certified as a QRTP (indiscernible)  
18 then submit that certificate with your Proposal. If  
19 there is a provider that may be in the process of  
20 becoming a QRTP, then you would submit your proposal  
21 based on those requirements, whatever the Family First

1     Act requires. Whatever you have submitted or intend to  
2     submit for certification, that's what your Proposal  
3     would look like. Submit it to the Department. Let the  
4     Department know that you are under consideration for a  
5     QRTP. You identify your QRT program as your intended  
6     program, and it will be reviewed in that manner. It  
7     will be given preference because the Department needs  
8     QRT programs because of the statute. They're moving in  
9     a different direction, and so we do need those  
10    providers and there will be a preference for those  
11    providers. If we don't get any, then we don't get any.  
12    Then we will just review the Proposals for whatever  
13    category or whatever jurisdiction as they come in. If  
14    you are in the process now or start the process, you  
15    have until the Department makes a recommendation for  
16    award to get your certification. I don't know how long  
17    it takes, but if you are in the process now, you  
18    probably have until April, May, at the time of  
19    recommendation to become certified.

20                   MS. MARINI: Thank you.

21                   AUDIENCE MEMBER: Can you also -- I just want

1 to clarify the no reject policy. Does that mean that  
2 everything that's referred to us there's not an option  
3 to reject?

4 MS. WALKER: I just want to go into the RFP.  
5 What section was that?

6 AUDIENCE MEMBER: It's on page ten, 2.3.5.B.

7 MS. WALKER: I think we answered that in our  
8 questions.

9 MR. KANG: Yeah. We answered that in our  
10 questions. If the child doesn't meet your provider  
11 profile, then it's okay, you can reject. That's  
12 correct.

13 MS. WALKER: Yes. Right. That was Question  
14 -- I'm sorry -- that was Question 10 under the series  
15 one that was released or published. And so if the --  
16 you may reject a youth if she -- if he or she does not  
17 fit your provider profile. And that's under your  
18 2.3.5; that's about the no reject policy.

19 AUDIENCE MEMBER: And then I had submitted a  
20 question about the travel reimbursement, but the answer  
21 was a little confusing. It does say that there is no

1 reimbursement for travel, that we're responsible for  
2 transportation, so are we submitting that in our budget  
3 or on the --

4 MR. KANG: Right.

5 MS. WALKER: Yes.

6 AUDIENCE MEMBER: So travel is reimbursed?

7 MS. WALKER: Travel will be submitted with  
8 your budget.

9 AUDIENCE MEMBER: Okay.

10 MR. BADLEY: Good afternoon. Tom Badley,  
11 Cedar Ridge. I had a question about the ratios. You  
12 say the minimum is two kids on -- or two staff on duty  
13 at all times. Does that include overnight staff?

14 MR. KANG: For overnight?

15 MR. BADLEY: Yes.

16 MR. KANG: I received your question. I think  
17 we're going to look at that and we're going to have to  
18 get back to you on that. Yeah, we're working on it  
19 right now.

20 MR. BADLEY: And also in the same area, it  
21 says male and female, you must have the ability to

1 accept (indiscernible) and I don't know if that means  
2 we have to change anything.

3 MR. KANG: I'm not sure what you're referring  
4 to there.

5 MR. BADLEY: Well, it says you must be able  
6 to have the ability to serve male and female youth ages  
7 14 to 20.

8 MR. KANG: Okay. I'm sorry. I know you sent  
9 that question to me yesterday, but I will -- do you  
10 have a section number there that you're looking at?

11 MR. BADLEY: Yes, 2.3.22.3.E.

12 (Whereupon, there was a discussion off the  
13 record between staff regarding answer to question.)

14 AUDIENCE MEMBER: Ardena --

15 MS. WALKER: Yes.

16 AUDIENCE MEMBER: -- it's answered on page  
17 seven of eight of the questions.

18 MS. WALKER: Thank you.

19 AUDIENCE MEMBER: I submitted the question,  
20 "DETP requirements state 'must serve male and female.'  
21 Can a vendor serve one gender at a location or must

1       they serve both at the location?" "The vendor can  
2       serve one gender at a location, as described."

3                   MS. WALKER: Thank you.

4                   MR. BADLEY: I just wanted to make sure that  
5       applied to the TTH's and group homes?

6                   MS. WALKER: Yes.

7                   MR. BADLEY: Does that apply to all ages?

8                   MS. WALKER: Yes.

9                   MR. BADLEY: Okay.

10                  MR. KANG: Any other questions?

11                  AUDIENCE MEMBER: Good morning.

12                  MR. KANG: Good morning.

13                  AUDIENCE MEMBER: I have a question about the  
14       MBE requirement.

15                  MR. KANG: Yeah.

16                  AUDIENCE MEMBER: I wanted to know if -- you  
17       said something about 25 or more beds per program. Is  
18       it per program or is it the whole -- across all the  
19       programs that you're submitting the RFP for?

20                  MR. KANG: Actually, I'm sorry. I don't know  
21       the answer to that.

1 MS. WALKER: I don't either.

2 MR. KANG: Yeah, I'm sorry. Yeah, we'll put  
3 that one in writing. Yeah, I'm sorry. Yeah, we'll get  
4 back to you.

5 AUDIENCE MEMBER: And then I had another  
6 question about the VSBEs. Is that something new?  
7 That's something new, right?

8 MR. KANG: It's relatively new to the State,  
9 yes.

10 AUDIENCE MEMBER: Okay. And you said that's  
11 across any of the RFP you have to submit one percent,  
12 right, for every program?

13 MR. KANG: Yes, for every program, yes.

14 AUDIENCE MEMBER: Another question I had is,  
15 can the Certified Program Administrator be the same for  
16 all the Proposals?

17 MR. KANG: It said in the Proposal that you  
18 would need a different Certified Program Administrator.

19 AUDIENCE MEMBER: For every proposal?

20 MR. KANG: Actually, I'm going to defer to  
21 SSA on this.

1                   MS. WALKER: I'm sorry. So your question is,  
2 can the Certified Administrator -- say you want to  
3 apply for multiple programs and can that Certified  
4 Administrator be the Certified Administrator for all of  
5 the programs?

6                   AUDIENCE MEMBER: That's correct.

7                   MS. WALKER: Is that the question?

8                   AUDIENCE MEMBER: Uh-huh.

9                   MS. WALKER: And so at this point I -- let me  
10 get back to you on that question. I don't think so.  
11 I'm going to say it's no, because they are different  
12 programs. I just can't --

13                  AUDIENCE MEMBER: Okay. Because what if you  
14 have an organization that only has one Certified  
15 Program Administrator but you have multiple programs?

16                  MS. WALKER: Let me -- Aretha, you want to  
17 take that? Is Licensing here?

18                  MS. ECTOR: Is anyone here from Licensing  
19 that would like to address that question? Thank you.

20                  MR. THOMAS: It's never been a requirement to  
21 have more than one Certified Residential Program

1       Administrator; just one per provider to oversee all of  
2       the sites and so forth.

3                     AUDIENCE MEMBER: Thank you, guys, for  
4       answering all of our questions. My first one is I  
5       think on page 13. For Section 2.3.14.A, the statement  
6       ends with the word "and", and I was wondering if there  
7       was more to that statement that we needed to know.

8                     MS. WALKER: What was the section again?

9                     AUDIENCE MEMBER: On "A".

10                  MR. KANG: I'll look into it and see if it  
11       printed wrong or something.

12                  AUDIENCE MEMBER: Thank you.

13                  MR. KANG: Okay.

14                  AUDIENCE MEMBER: I have three more. Who  
15       will serve as the State Project Manager and in what  
16       department of SSA will that person reside?

17                  MS. WALKER: I will be serving as the State  
18       Project Officer, and it'll be under the SSA Contracts  
19       and Monitoring.

20                  AUDIENCE MEMBER: For Section 3.11,  
21       substitution of the Key Personnel, with the State

1       Project Manager approval requirements that have been  
2       added, there in one of the sections is a two-week  
3       requirement to fill open positions for such positions  
4       as your RCC PA, your clinicians, and your nurses, and  
5       those historically have been very difficult positions  
6       to fill. If we can demonstrate a good faith effort to  
7       fill the position and have internal people substituting  
8       in that position, will that be acceptable as part of  
9       the Contract?

10                  MS. WALKER: I think we will make that  
11       determined on a case by case basis, so as that occurs,  
12       then the requirement under the RFP is to still notify  
13       me, the State Project Officer, and then have that  
14       discussion, and then that determination will be made.

15                  AUDIENCE MEMBER: Okay. And my final  
16       question is regarding the MBE goal. It was clarified  
17       at a recent RFP meeting that the MBE is a goal and the  
18       VSBE are goals and not requirements, but, in reading  
19       the Contract, there are liquidated damages that can be  
20       assessed in the Contract, and it says they can be, not  
21       will be. So in what circumstances would SSA opt to

1       enact those liquidated damages and what would  
2       (indiscernible) the threshold of good faith in  
3       determining that?

4                  MS. WALKER: We have an MBE liaison and  
5       coordinator, and I'm probably going to defer that  
6       question to her, so if you could put that question in  
7       writing and we will get our MBE liaison/representative  
8       to answer that.

9                  MS. JOHNSON: Can I?

10                 MS. WALKER: Sure.

11                 MS. JOHNSON: Thank you. So for the MBE,  
12       liquidated damages are usually applied on a case by  
13       case basis, but that's upon your good effort that you  
14       showed that you tried to comply with the goal, so if  
15       you try to get MBEs and you show that, that's the first  
16       step. But if you have an MBE goal, and, for example,  
17       the MBE is not working out for some reason and you try  
18       to work with them to comply with the goal, you've done  
19       everything you can to try to reach that goal and you're  
20       unable to do that, but if we see that you aren't doing  
21       everything you can or you're not paying your MBE --

1       they've provided services and you're not paying them,  
2       that's a reason for liquidated damages possibly being  
3       sought, because what we would do is, if you did not  
4       meet the goal and we ask you for a Corrective Action  
5       Plan on how you would intend to meet the goal, you're  
6       still not meeting that goal, we don't see a good faith  
7       effort that you're attempting to meet the goal, then we  
8       may apply liquidated damages that way. And I want to  
9       make sure that you're clear and you understand what I'm  
10      getting at. I'm not sure who asked the question. Did  
11      I answer your question?

12                   AUDIENCE MEMBER: I don't want to take over  
13      the room. Yes, but the question is, so in the last  
14      contract I have a history of fires, as I was attempting  
15      in good faith to meet the requirement and then  
16      escalated (indiscernible) through the MBE Office  
17      stating that the next step could be terminating the  
18      contract, and so we modified our business arrangement  
19      and we made a business decision to try to meet the  
20      goal. And, with the new RFP, we're looking at our  
21      business practices and what we want to sustain and what

1       we want to do differently in the welfare of children,  
2       and it may require us to move away from one of our MBE  
3       providers for that, which would we mean we fall under  
4       the MBE goal again, which we would try to regroup in  
5       another effort or with a new MBE subcontractor, but  
6       what would be visible in your office would be we met  
7       our goal, now we're not meeting our goal. And there is  
8       a concern that there would be an effort to -- if it  
9       took another year or two to get that back up to where  
10      we are, that now there is an assessment of damages for  
11      that, which was not in the last contract.

12                  MS. JOHNSON: Again, a good faith effort.  
13                  You have to show a good faith effort. That means that  
14                  you made good tries to reach the goal. You have to  
15                  show that. If we think you're attempting to do all  
16                  that you can do to reach that goal, liquidated damages  
17                  would not apply.

18                  AUDIENCE MEMBER: Okay.

19                  MS. JOHNSON: But if we see that you aren't  
20                  doing that (indiscernible) --

21                  AUDIENCE MEMBER: Okay. Thank you.

1 MS. JOHNSON: You're welcome.

2 AUDIENCE MEMBER: I had sent a question in,  
3 but I'm still a little confused about the ratio,  
4 because some of the ratio is -- for example, for group  
5 homes, it says four to one, and then it says during the  
6 day it has to be two to one, that the COMAR regs are  
7 different, so what -- based on this RFP, we have to  
8 submit with these ratio guidelines?

9 MR. KANG: Right.

10 AUDIENCE MEMBER: Even though -- so like for  
11 the group home, where it says four to one and it says  
12 you have to have -- for every kid, you have to have two  
13 staff, so then that would be a two to one?

14 MR. KANG: I'm not understanding.

15 MS. WALKER: What she's saying -- what  
16 (indiscernible) saying and what the question is, is  
17 there are different ratios established for each program  
18 type. However, the State is requiring that there be  
19 two staff for every one child, so I know it kind of  
20 sounds kind of confusing. So while the ratio may be  
21 say one -- four to one, there must always be two

1 employees on duty at all times.

2 AUDIENCE MEMBER: So then it wouldn't be a  
3 four to one ratio; it would be a four to two ratio,  
4 even though it says four to one?

5 MS. WALKER: Right. And I think we responded  
6 to that question, but, essentially, there must always  
7 be two employees per one kid.

8 AUDIENCE MEMBER: Okay. And so -- and I was  
9 just confused, because COMAR says something different,  
10 so this is essentially overriding COMAR?

11 MS. WALKER: It's the State requirement --

12 AUDIENCE MEMBER: It's a requirement.

13 MS. WALKER: -- to have two employees per  
14 every one kid.

15 AUDIENCE MEMBER: Okay. And so in terms of  
16 budget submission, obviously, we're going to have to --

17 MS. WALKER: Build that in your budget.

18 AUDIENCE MEMBER: And -- okay. And so the --  
19 it's the expectation -- then obviously that's supported  
20 in the budget (indiscernible) --

21 MS. WALKER: That's going to be a

1 requirement, and you're going to have to, you know,  
2 put it in your budget so that it's supported, but it's  
3 still two employees to one kid.

4 AUDIENCE MEMBER: And then other -- similar  
5 with the LOIs, some of the LOIs are jumping up, so some  
6 of the LOIs for, say, therapeutic group homes that  
7 didn't previously require on-site nursing is now --  
8 since the LOI is increasing, so is it the same concept,  
9 that we're just going with --

10 MS. WALKER: I can defer that question to  
11 Licensing regarding the level of intensity and the  
12 changes.

13 AUDIENCE MEMBER: Okay.

14 MS. MARINI: I think there's a question over  
15 here that --

16 MS. CHAPMAN: I asked (indiscernible)  
17 essentially, because I didn't get the answers to the  
18 first questions that were sent out (indiscernible).  
19 The first one, I'm trying to understand the 5.4.3,  
20 which leads to the Offeror's approved 2020 IRC rate  
21 letter. I'm trying to understand, that rate letter

1       (indiscernible) and if we submit that, we would not  
2       have the option refine the budget based on the ratio,  
3       on (indiscernible) they're a little bit more  
4       sophisticated than what our model is, there would be a  
5       cost impact. So I'm kind of confused about the 2020  
6       rate and it's approval before we submit it. Can  
7       someone clarify that for me?

8                   MS. WALKER: Yes. So for your submission  
9       purposes for the RFP, the FY 20 rate is essentially  
10      going to be a place hold. That's really what it's  
11      going to be for your submission package, but you  
12      attended -- or the IRC had three separate meetings in  
13      reference to the FY 21 submissions, and so trying to  
14      give some more detail in reference to that, so you're  
15      really want to be doing two things. You're going to  
16      basically submit the FY 20 rate for current providers.  
17      That's going to be listed in your Financial. And then  
18      you're going to be -- if you're a current provider and  
19      you're adding a new program, then you're going to be  
20      submitting that budget to the IRC and to Sang as well.  
21      So you are, in essence -- this RFP is considered the FY

1       21 Proposal, and so you would have or would be basing  
2       your budget based on your submission -- your Technical  
3       submissions in this RFP, so you're doing both.

4                   MS. CHAPMAN: So we're only submitting the  
5       current approved rates for this Proposal  
6       (indiscernible) budget.

7                   MS. WALKER: For the Proposal.

8       Okay. So now what you're doing is this. You're  
9       submitting the FY 20 Rate Letter with your Proposal.  
10      That's says, okay, that's my Financial. However, in  
11     order to get or obtain an FY 21 rating, then you would  
12     follow the requirements of the IRC to obtain your FY 21  
13     rate and --

14                  MS. CHAPMAN: Okay. Got it. And that would  
15     be (indiscernible) the enhancement of the one that you  
16     submitted already?

17                  MS. WALKER: Say that one more time.

18                  MS. CHAPMAN: So that would include the  
19     enhancement of the program that you are resubmitting  
20     with the ratio expectation?

21                  MS. WALKER: Yes, ma'am.

1 MS. CHAPMAN: And then the rate expectation?

2 MS. WALKER: Yes.

3 MS. CHAPMAN: -- and then the enhancement  
4 expectation, the family engagement and any treatment  
5 expectations?

6 MS. WALKER: Yes.

7 MS. CHAPMAN: Okay. Thank you. The second  
8 question, regarding the gender issue, we're seeing a  
9 lot more transkids and we get transgirls -- actually,  
10 transboys -- they're girls going to boys. Would that  
11 be okay in a high intensity level that is not  
12 specializing but integrating those kids into our  
13 current population or do we separate them in a  
14 specialty model or can we mainstream them in with other  
15 youth, which is what we are actually doing now?

16 MS. MARINI: Yeah. I would think it's on a  
17 case by case basis, Sheryl. We would have to examine  
18 that, but I know that there is -- and I'm not sure on  
19 -- with OLM if there's a response, but I know that we  
20 are looking at making sure that you have a policy  
21 related to those youth and how they will be handled and

1 how they will be, you know, incorporated into your  
2 programming, and so that's the primary piece, and then,  
3 of course, examining whether or not you're following  
4 that protocol and whether the -- our Licensing and  
5 Monitoring is reviewing it with you and insuring that  
6 that youth is safe and, you know, supported.

7 MS. CHAPMAN: And my final question, at least  
8 at this point, speaks to we are now really  
9 mainstreaming and we're being held appropriately  
10 accountable for the certification of child care youth  
11 workers and administrators. Is there any expectation  
12 (indiscernible) recruit them and then pay them with the  
13 current salaries that would be the standard across the  
14 State? In certain geographical (indiscernible) you're  
15 creating a challenge on the retention of the  
16 professionals (indiscernible) -- is there any  
17 expectation that this RFP is going to accommodate some  
18 professional increase on the same workers other than  
19 the two percent cost-of-living increases that we are  
20 looking at (indiscernible) -- I know this is probably  
21 (indiscernible) question, but I was wondering

1       (indiscernible) in terms of the market impact of the  
2 certification, professionalizing counselors.

3                   MS. WALKER: (Indiscernible) respond to that  
4 particular question, but I believe the response that  
5 you received before (indiscernible) the increase in the  
6 minimum wage increases, things like that. And maybe  
7 I'm not the person to answer that particular question,  
8 but feel free to write it in and we'll find, you know,  
9 an answer for you.

10                  MS. CHAPMAN: Well, maybe (indiscernible) we  
11 went through the non-preferred status, which simply  
12 allows the regular rate shows up (indiscernible) and  
13 frequently for me that been (indiscernible) because  
14 we're trying to maintain staff and we have to  
15 compensate with (indiscernible). What would be a non-  
16 preferred bias in this approach? There's an  
17 expectation for us to hold the cost down  
18 (indiscernible) because we've been penalized for paying  
19 (indiscernible) --

20                  MS. WALKER: That's really not a question for  
21 SSA, because SSA does not determine the rate for the

1 budget. It's an IRC matter and its committee that  
2 determines what the rates will be and what's  
3 (indiscernible). They determine whether your project  
4 is approved or not, not SSA.

5 MS. CHAPMAN: Okay. Because in the past  
6 throughout the nonpreferred status issue, which has  
7 been bounced around (indiscernible) go ahead and do  
8 that and then we're told that we're not (indiscernible)  
9 so -- but that will go to IRC is what you're saying?

10 MS. WALKER: Right.

11 MS. CHAPMAN: Okay.

12 MS. WALKER: I want to call Karen, if you  
13 wanted to respond to her question.

14 MS. POWELL: So as you submit your records to  
15 the IRC, as we said in our provider meeting, please put  
16 your actual cost and any changes in your expenses,  
17 based on the requirements for the RFP, and the IRC will  
18 consider those budgets based on what your submissions  
19 are.

20 AUDIENCE MEMBER: I have a few questions.

21 The first question. There were several references made

1 to the ages of 14 through 20. Currently on licenses or  
2 (indiscernible) it's 13 through 21. Is that going to  
3 require the licensing to change?

4 MS. WALKER: Andre?

5 MR. THOMAS: (Indiscernible response.)

6 AUDIENCE MEMBER: The other question I had --

7 MS. WALKER: Excuse me. Wait a minute. What  
8 was that? Andre, get the mic, so that way everybody  
9 can hear your response.

10 MR. THOMAS: So based on the RFP, your  
11 licensing should have the ages of what --

12 AUDIENCE MEMBER: 14 to 20?

13 MR. THOMAS: -- 14 through 21.

14 MS. WALKER: 20.

15 AUDIENCE MEMBER: And I have another  
16 question.

17 (Whereupon, there was a discussion off the  
18 record clarifying the section to refer to.)

19 MS. WALKER: Section 2. He's talking about  
20 the age ranges on the different programs throughout  
21 Section 2 in the age group 14 through 20. And what his

1 question was, was that the license has age 13 through  
2 21. And so Andre -- you know, I wanted Andre to  
3 respond to his question as to -- and Andre's response  
4 was that, as far as this RFP is concerned, then that  
5 age range should match the ages for those programs in  
6 the RFP.

7 AUDIENCE MEMBER: So with that, I just want  
8 to be clear that when providers get calls or referrals  
9 for any kids ages 13 --

10 MS. WALKER: That's typically what's called a  
11 variance, and initially that's coordinated between SSA  
12 and Licensing. So, Andre, would you like to respond to  
13 -- he's asking Licensing questions here.

14 AUDIENCE MEMBER: So if a provider receives a  
15 referral or a call to take a kid age 13, will that  
16 require a waiver?

17 MS. WALKER: Yes, it does.

18 AUDIENCE MEMBER: And my other question --  
19 and I'm sorry I can't remember what section it referred  
20 to, but it was earlier on in the opening of the  
21 conference, and that was "based upon the needs of the

1 RFP" was stated, so that was with regards to the client  
2 profile I believe or the kid profile based upon the  
3 needs of the RFP. How does that correspond to the  
4 (indiscernible) what we have in our provider profile or  
5 the level of intensities, because we make that referral  
6 that's reflective of the needs of the RFP, but, as a  
7 provider, we also have a provider profile. What would  
8 be -- I don't think it's -- it could be related to the  
9 no reject, but that's not the context I'm asking the  
10 question in.

11 MS. WALKER: Could you put that question in  
12 writing, because the syllabus -- I want to make sure I  
13 respond appropriately, so if you could just kind of  
14 send us that in writing, because I don't have the  
15 section you're referring to, so I can't really -- you  
16 know, I can't really respond to it.

17 AUDIENCE MEMBER: Okay. It was earlier on in  
18 Mr. Kang's part of the (indiscernible) in the first  
19 section of the RFP and he said based upon the needs of  
20 the RFP.

21 MS. WALKER: Sang, he's saying it's something

1       that -- when you presented. He's asking a question.  
2       He can't remember what section, but you said earlier on  
3       it was based on the needs of the RFP.

4                    MR. KANG: Right. What section are you  
5       referring to?

6                    MS. WALKER: He doesn't know what section.

7                    AUDIENCE MEMBER: I'm sorry. I didn't write  
8       the section down. It was earlier on when you talked  
9       about the types of youth referred to programs and it  
10      was a requirement based upon the needs of the RFP.

11     That was the reference you made. And I just wanted to  
12      make sure that --

13     MR. KANG: I said that?

14     AUDIENCE MEMBER: It was nine or ten. It was  
15      page nine.

16     MR. KANG: Page nine. Okay.

17                   (Cross-talk between audience and staff  
18      regarding page numbers in RFP.)

19     MS. ECTOR: I think the numbers that are  
20      requested on the types of programs are certainly  
21      indicated in the RFP and based on the needs of the

1 State SSA. However, with respect to referrals,  
2 children will be referred to your program based on your  
3 provider profile. The other question about the age  
4 grouping, when you send that in, definitely reference  
5 the section, because the only section I see that talks  
6 about age is the DETP has specific age groups, and then  
7 there's a suggested grouping of kids in group homes and  
8 it says 14 to 17 and then it goes up, so make sure you  
9 reference the section you were referring to, because I  
10 don't see where it requires these certain age groups,  
11 other than that limited DETP program.

12 MR. HUBNER: Hi. This is Louis Hubner with  
13 The Children's Guild. A question with regard to  
14 ratios. Simple example, to the extent that we have  
15 eight children in one house, all asleep, eight  
16 children, we're having four staff?

17 MS. WALKER: So you're talking in the middle  
18 of the night and the ratio is one to eight?

19 MR. HUBNER: If I have eight children,  
20 they're all asleep, it's two o'clock in the morning,  
21 what is my staffing requirement?

1                   MS. WALKER: If they say there needs to be  
2       two staff on duty at all times, then it would be two to  
3       eight.

4                   MR. HUBNER: Okay. It's not two to one then  
5       for 24 hour staff? If it's two to one, I need four  
6       staff?

7                   MS. WALKER: No.

8                   MR. KANG: What program are you talking  
9       about?

10                  MS. MARINI: What programs?

11                  MR. HUBNER: Therapeutic group home.

12                  MS. WALKER: Therapeutic group home.

13                  MR. HUBNER: I thought I heard -- I though it  
14       would be four to one, but later I thought I heard I  
15       thought I heard him say maybe it's two to one during  
16       the night, so I'm just trying to get that clarified.

17                  (Whereupon, there was cross-talk regarding  
18       question.)

19                  MR. KANG: Okay. Yeah. Can you send that  
20       one in writing? Yeah, you're right.

21                  AUDIENCE MEMBER: May I -- the issue with

1 waiting for that in writing is December 16th we have to  
2 have our staffing patterns to the IRC based on what  
3 we're going to propose, correct? And so my question is  
4 how do we get this to you in writing, how do we get the  
5 response and have enough time to prepare our budgets  
6 responsibly to meet that December 16th, time frame?

7 AUDIENCE MEMBER: Or is there any option to  
8 push back that December 16th?

9 MS. WALKER: That's not an SSA -- a response  
10 for SSA. That would come from Licensing. Currently --

11 MS. ECTOR: Well, I mean, thank you for  
12 letting us know about the December 16th. We'll get  
13 that out to you. The question that we're considering  
14 is the overnight ratio. During the day, it's still two  
15 staff must be present. We are -- as they indicated,  
16 we'll consider whether that same requirement is  
17 necessary for overnight or get that out as soon as we  
18 can within the next day or two.

19 AUDIENCE MEMBER: Can I follow up on that?

20 MR. KANG: Yes.

21 AUDIENCE MEMBER: Because If you have two

1       kids -- two kids -- or three kids you're supposed to  
2       have two staff, right? So with six kids, we're  
3       supposed to have four staff, right, and (indiscernible  
4       due to cross-talk of audience) -- with eight kids in  
5       the daytime, how many staff do we need?

6                   MS. WALKER: Look at your staffing ratios.

7                   MS. ECTOR: Staffing ratios based on levels  
8       of care.

9                   MS. WALKER: Right.

10                  MS. ECTOR: Look at that ratio. If you have  
11       eight children for one staff person, that's what the  
12       level of care is. SSA's requirement is that you have  
13       another staff person, so it's eight to two. And part  
14       of that is if there's an emergency, something happens  
15       that one staff person has to leave, the kids are left  
16       alone. So it's eight residents, one staff person plus  
17       one staff one person, so it's eight to two. The level  
18       of care ratio does not change.

19                  MS. WALKER: Thank you. Any other questions?

20                  AUDIENCE MEMBER: Just a follow-up with that.

21       Just operationally, I understand having extra staff on

1 at all times, but people are always out in the  
2 community. That means leaving one staff back in the  
3 unit. Is that also applicable here or is it just  
4 overall on shifts you have to that ratio?

5 MS. WALKER: Yes, that's just based on the  
6 shift.

7 AUDIENCE MEMBER: Thank you. And just  
8 another follow-up on that. How does that apply for  
9 transportation? So if you're -- if two staff need to  
10 be with one -- at least one -- at least two staff are  
11 left with one child at all times, what if they're  
12 transporting, do you need two staff for transport?

13 MS. WALKER: No.

14 AUDIENCE MEMBER: Okay. I have another  
15 question also about the ages on the licensure. If your  
16 -- so if your license is beyond that 14 to 20 age range  
17 that's required within this RFP, are you able to serve  
18 youth outside of that 14 to 20 age range within the RFP  
19 contracted programs?

20 MS. WALKER: Andre, you want to answer that  
21 question? I would say -- my response would be no,

1 because the age requirements are stated within the RFP.  
2 Now, again, with the other gentleman that asked the  
3 question if there was a 13 year old, these are -- you  
4 now, there are variance requirements for things that  
5 happen that OLM decides, so, Andre, do you want to  
6 answer that question?

7 MR. THOMAS: That question would need to be  
8 posed to us in writing. Good answers.

9 MS. WALKER: Andre, I didn't hear your  
10 response. We didn't hear it up here.

11 MR. THOMAS: I need people to put your  
12 questions in writing to us for a response.

13 MS. WALKER: Okay. Okay.

14 AUDIENCE MEMBER: One other question.

15 Related to the Key Personnel and the approval for the  
16 clinical and the nursing staff, again, it's really  
17 clearly laid out in the solicitation what the  
18 contractor's responsibility is, but just with the  
19 challenging workforce environment, how can we -- what's  
20 the time frame we can expect to get a response to be  
21 sent in for approval for hiring for these positions?

1                   MS. WALKER: Debbie, she's talking about the  
2 QRTP for the nursing staff.

3                   MS. MARINI: I'm sorry. You asked what --  
4 you asked what is the requirement for hiring if you  
5 don't already have them on --

6                   AUDIENCE MEMBER: What would be the time  
7 frame that we can expect to get approval to hire the  
8 Key Personnel that is -- we need to have that approval  
9 before we can hire them from the -- I thought it was  
10 the State Project Manager.

11                  AUDIENCE MEMBER: Yes, Key Personnel. It's  
12 under the Key Personnel section that if we want to  
13 substitute one of our Key Personnel, there's  
14 requirements for within 30 days of the contract; then  
15 there's requirements within the contract. I thought it  
16 said 10 days, but did we have to submit within 10 days?

17                  AUDIENCE MEMBER: (Indiscernible) on the  
18 contractor's side it was clear about like how long we  
19 had to permit that. I was just wondering, because the  
20 market's so competitive right now and we have to offer  
21 very quickly these positions, when we could expect to

1 get a response for approving those positions to offer.

2 MS. MARINI: Well, I think I'm understanding  
3 -- I understand the question and I understand the  
4 change in practice, so I would say that we would need  
5 to get back to you with -- if it's not clear in the RFP  
6 how long the Project Manager would take to get back to  
7 you on the approval, we will clarify that.

8 AUDIENCE MEMBER: Okay. Thank you. I just  
9 have one more question about the rates and the budget  
10 submission. So I understand that we have a 2020 rate  
11 for our current program; that's what we submit. But if  
12 we are -- as an agency, we have multiple locations --  
13 we are proposing to build a program that we have a rate  
14 for but at a different location, so at a new location  
15 it's going to be a new program. Should that be our  
16 rate for the program we offer somewhere else or should  
17 that be a budget that gets submitted?

18 MS. WALKER: Karen. IRC, can you get the  
19 mic?

20 MS. POWELL: Going into that in two ways.  
21 One, I'd defer to the requirements for the RFP for the

1 financial requirements, but if you are submitting a new  
2 program that is different than what you are currently  
3 offering, then you will need to submit that to the IRC  
4 by February 15th and a request for us to consider a new  
5 rate, so it's two separate steps. So follow what the  
6 RFP is asking you to do, but if you are asking for a  
7 different rate for a new program, then submit that to  
8 the IRC by February 15th.

9                   AUDIENCE MEMBER: Thank you. For -- again on  
10 page 77, for the RFP requirements for Key Personnel,  
11 letter "G", numbers three and four, we have to include  
12 three references for Key Personnel. Is that the same  
13 as our references; we just provide you the contact  
14 information and the references would be done that way  
15 or is that us providing reference -- written reference  
16 letters for those personnel?

17                   MR. KANG: No. You're just giving us contact  
18 information so that we can contact the references.

19                   AUDIENCE MEMBER: Thank you. And for number  
20 four, "Include letters of intended commitment to work  
21 on the project, including letters from any proposed

1 subcontractors." Subcontractors I don't have a problem  
2 with. Asking our clinicians and our nursing staff to  
3 sign letters of commitment that they will continue to  
4 work at our agency gets a little dicey, because then it  
5 is deemed -- are they under a contract with us, so my  
6 HR Department is a little concerned about us requiring  
7 our personnel to write a -- to sign a letter of intent  
8 to continue with us for a time period, as that seems to  
9 get -- and on our part as well, within a new realm of  
10 Human Resources.

11 MR. KANG: Can you put that one in writing to  
12 me?

13 AUDIENCE MEMBER: Sure.

14 MR. KANG: Yeah. We'll take care of it.

15 AUDIENCE MEMBER: And I promise only two  
16 more. In terms of the financial, when you're ranking  
17 the financials, if we're just submitting a rate letter,  
18 how is -- what is the ranking based on?

19 MR. KANG: Your Financial Proposals -- or  
20 your financial ranking will be based on your provider  
21 rates.

1                   AUDIENCE MEMBER: Right, but so like --

2                   MR. KANG: It'll be your FY 21 provider  
3                   rates.

4                   AUDIENCE MEMBER: So -- but does that carry a  
5                   certain amount of weight, so if, what, you have a lower  
6                   rate you get lower points or a higher rate you get more  
7                   points?

8                   MR. KANG: Lower rates would be higher ranked  
9                   and -- the highest ranked would be the lowest rate.

10                  AUDIENCE MEMBER: Okay. And then just  
11                  logistically, in terms of time frames, we're submitting  
12                  this is in February. When will we get the final  
13                  verification of if we're awarded a contract or not?

14                  MS. JOHNSON: You'll get that information  
15                  once the evaluations have been completed and the  
16                  recommendations have been approved.

17                  AUDIENCE MEMBER: Like will it come out  
18                  before the usual (indiscernible) at the end or --

19                  MS. JOHNSON: That depends upon how long it  
20                  takes us to evaluate all of the Proposals.

21                  MS. ECTOR: And just to follow up on the

1 substitution of personnel issue, the Department is not  
2 necessarily approving your hires. That's not what the  
3 Department does. But the Department does want notice  
4 if you are substituting Key Personnel, which is that  
5 program mechanism, and part of that is because it's an  
6 evaluation criteria, and if you propose, for instance,  
7 one Program Manager for purposes of the evaluation and  
8 then after awarding the contract that person is gone,  
9 we have concerns about that, because we've seen that  
10 kind of bait and switch, but the Department wants to  
11 know this; or if someone leaves because they resign and  
12 have another job, the Department needs notice of that  
13 and that substitution. Ideally, if you can do it 15  
14 days in advance (indiscernible) if not, because  
15 (indiscernible) get it in when you can. The Department  
16 will acknowledge that notice, but we are not approving  
17 your hires.

18 AUDIENCE MEMBER: So just one last  
19 clarification about the rate issue. So I understand  
20 this lady's question earlier. There's, at least in  
21 part, some amount of points that are being -- that are

1       considered regarding the 20 rate -- FY 20 rate. So you  
2       have a program, you submit your FY 20 rate letter; that  
3       is considered in the evaluation and, ultimately, the  
4       award of a contract, but that FY 20 rate is in no way  
5       related to the Technical Proposal that was submitted or  
6       FY 21, and -- I mean, I would contend that we will see  
7       rates escalate because of some of the changes in the  
8       requirements of this RFP, some of the ratio changes,  
9       providers who aren't accredited, who aren't a QRTP that  
10      are moving in that direction and that comes with a  
11      cost, so when they go through IRC for their 21 rate,  
12      it's going to be more than the FY 20 letter, but that's  
13      just being considered when making an award, and so I'm  
14      just -- I'm trying to understand how that makes sense.

15                    MR. KANG: Your financial ranking will be  
16        based on FY 21 rates. That FY 20 rate that you're  
17        sending to me, that's just like a placeholder. That's  
18        your Financial Proposal sent to me.

19                    AUDIENCE MEMBER: So, ultimately, you will  
20        wait until FY 21 rates are assessed?

21                    MR. KANG: Right. And so if you have a

1       current program, you're going to be sending that rate  
2       letter to me and you're going to send your budget to  
3       IRC. The IRC's going to give you the FY 21 letter and  
4       then everything will be based on FY 21 rates.

5                   AUDIENCE MEMBER: Okay.

6                   AUDIENCE MEMBER: So that gets back to the  
7       evaluation period. In recent years, the letters from  
8       the IRC have not been received until mid-June.

9                   MR. KANG: Right.

10                  AUDIENCE MEMBER: And July 1st is  
11       (indiscernible) so if we are waiting for evaluation on  
12       FY 21 rates --

13                  MR. KANG: Right.

14                  AUDIENCE MEMBER: -- it feels that logic  
15       would preclude us from having an answer before July 1st  
16       on the RFP.

17                  MR. KANG: Your current contracts will  
18       probably be extended a little bit.

19                  AUDIENCE MEMBER: Okay. I had a second  
20       question on the Key Personnel. I apologize. Coming  
21       back to -- I did read and it does not say, technically,

1       that the State Project Manager is approving our hires,  
2       but I think the confusion comes from the State Project  
3       Manager will notify the contractor in writing of the  
4       receipt or the denial for a specified time. So there  
5       is an implication that if we submit someone to replace  
6       -- if I need to replace somebody, that there is a  
7       chance for denial of that person.

8                   MS. WALKER: And I believe that denial would  
9       be based on them not meeting the requirements of the  
10      RFP; that's what that means.

11                  AUDIENCE MEMBER: Okay. Got it. Thank you.

12                  AUDIENCE MEMBER: I have a question. And I  
13       apologize if this was already answered and I may have  
14       missed it. Can you clarify in the previous question  
15       and answer responses, question and response number 26,  
16       does this mean -- is this stating, in this current RFP,  
17       if want to add new programs, you're only able to  
18       respond to the RFP based on the current licensed  
19       programs; you're not able to request any new programs  
20       under your agency?

21                  MS. WALKER: This RFP is for current

1 providers and you are able to expand, yes.

2 AUDIENCE MEMBER: Okay.

3 MR. THOMAS: I need to let everyone know that  
4 when you submit your proposal and the Letter of Intent  
5 that goes through -- that comes to the Office of  
6 Licensing and Monitoring, it should be addressed to  
7 Helen Murray-Miller. She'll be your contact at OLM,  
8 Helen Murray-Miller.

9 MS. WALKER: We just had a question up front  
10 here.

11 MR. LABULE: Good afternoon. This is Joseph  
12 Labule with Second Family. We provide medically  
13 fragile services and we have nurses as employees. Are  
14 they considered Key Personnel?

15 MS. WALKER: Your nurses -- okay. So the Key  
16 Personnel under this RFP would be the Administrator,  
17 and then the QRTP, that's your nursing and licensed  
18 status, so if you're going to be a QRTP-certified  
19 provider then, yes, they would be considered Key  
20 Personnel.

21 MR. KANG: Hold on. You don't have to send

1       the resumes for the nurses though. They're not  
2       technically Key Personnel. I mean, they're key to your  
3       project, but the only Key Personnel is the Certified  
4       Program Administrator.

5                   AUDIENCE MEMBER: Not if you're a QRTP. It  
6       specifically says on page 77 --

7                   MS. WALKER: Right.

8                   AUDIENCE MEMBER: -- that, "For QRTP  
9       providers, Offerors shall propose their registered or  
10      licensed nursing and clinical staff who provide care  
11      within the scope of their practice as Key Personnel."

12                  MS. WALKER: Right.

13                  AUDIENCE MEMBER: So that means all of my  
14      resumes, all the references, and Letters of Intent for  
15      my nurses, my clinicians, and my RCCPA.

16                  MS. WALKER: Your Key Personnel, under the  
17      RFP, is the Contract -- the Administrator, and then if  
18      you are a QRTP (indiscernible) but as -- under the  
19      second frame of his question regarded a medically  
20      fragile program, and so they're not QRTP-certified. So  
21      your Key Personnel would be your Administrator.

1                   MR. LABULE: I have another question. This  
2   relates to the MBE goal. For nonprofits, a lot of the  
3   funds go to pay salaries. We're not allowed to  
4   consider this towards the MBE goal?

5                   MS. WALKER: I didn't hear you, sir. Could  
6   you say it one more time.

7                   MR. LABULE: For nonprofits, a lot of the  
8   funds to pay salaries to staff. We're not allowed to  
9   consider that towards the MBE goal?

10                  MS. WALKER: Well, the MBE goal is a  
11   requirement for any provider having 25 or more beds,  
12   and that comes from the Governor's Office of Small  
13   Business Administration.

14                  MR. LABULE: Yeah, I know, but, as I said,  
15   for nonprofits, you know (indiscernible) so how can we  
16   be expected to meet five percent goals, I mean  
17   (indiscernible) are part of the MBE goal?

18                  MS. WALKER: Well, Sandy, I can defer to you,  
19   but I believe the last response was as long as you're  
20   showing due diligence.

21                  MS. JOHNSON: So nonprofits can no longer be

1 certified as MBEs as of 2015. February of 2015,  
2 nonprofits can no longer be considered as certified  
3 MBEs.

4 MR. LABULE: Yeah, I mean, you know, we still  
5 have the five percent goal to meet, correct?

6 MS. JOHNSON: A nonprofit still has to meet  
7 the goal. That's correct.

8 MR. LABULE: Yeah. So my question is if I  
9 run out of funds (indiscernible) we pay salaries to  
10 staff, so in order to meet that five percent goal, can  
11 I consider the staff salaries as part of meeting that  
12 goal? (Indiscernible) might hurt the employees.

13 MS. JOHNSON: You must make a good faith  
14 effort to meet the five percent goal set  
15 (indiscernible) so if you're proposing beds of 25 or  
16 more, you're required to comply with the MBE.

17 MR. LABULE: Thank you.

18 MS. WALKER: Anymore questions?  
19 (No response.)

20 MR. KANG: So if you want a written response  
21 to your questions, please give them to me in writing.

1 So if some of the questions haven't been answered,  
2 please send them to me, because it's going to take time  
3 otherwise. And the question about the overnight ratio,  
4 we'll get that to you as soon as possible, next day or  
5 so. Other than that, thank you all for attending the  
6 pre-proposal conference. I hope everyone has a good  
7 day.

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