

DEPARTMENT OF HUMAN SERVICES  
REQUEST FOR PROPOSALS (RFP)  
MARYLAND STATE DIRECTORY OF NEW HIRES  
CSA/MSDNH/20-001 S

**QUESTIONS AND RESPONSES NUMBER 4**

Question 111: Section 2.2 notes that 41,800 IWN notices are completed and returned by employers annually, but Table 3 on page 12 shows 41,833 "Employer Term Notices from Employers". Is the 41,800 number inclusive of all completed and returned IWNs, or only returned IWNs that indicate employee has been terminated? RFP Reference section 2.2. RFP page number 10

**Response:** **Response to Question A – As stated in the RFP, the 41,800 is an estimate. The total displayed within Table 3 of the RFP is the actual numbers of IWNs processed.**

**Response to Question B - The total displayed within Table 3 of the RFP includes IWNs that indicate employee have been terminated.**

Question 112: Requirement 2.2.1 on states “Develop and maintain Database Adjustment Reports for each of following Programs: MSDNH, ESW, EHD, IWN, NMSN, and outreach.” Sections 2.3.5 and 2.3.6 provide specific requirements about what should be included for these reports for the ESW and the Employer Database clean up, however, we do not find descriptions for the content of these reports for the MSDNH, EHD, IWN, NMSN, or outreach. Please confirm that Database Adjustment Reports should only be compiled to log updates to the ESW and Employer Database Cleanup. RFP Reference section 2.2.1. RFP page number 13

**Response:** **The Database Adjustment Reports as referenced in RFP Section 2.2.1 is specific to this section. This deliverable shall contain narratives for adjustments and/or enhancements to the Employer Services Website, as well as, the ongoing cleanup to the Dashboard’s Employer Database activities required documenting activity of the previous month. The data from the reports will document the evolution of adjustments, enhancements and cleanup activities for monitoring and auditing purposes.**

Question 113: Can the State detail the expectation for what to do if the employer name and address do not match? Does a non-match on these data elements preclude that new hire record from being transmitted to CSA, assuming the record is complete and passes all validation rules established? RFP Reference section 2.3.1.Q.2. RFP page number 17

**Response: The Awarded Contractor shall develop a process to maintain and update the Employer Database (SOP) within CSA's Dashboard with Employers names and addresses based on the New Hire data obtained from the New Hire Database. This process should include data matching to confirm the Employer contact info matches both the Contractor's New Hire Database, and the Employer Database within CSA's Dashboard. A non-match of data elements does not necessary stop a record from being forwarded to CSA. All efforts should be utilized by the Contractor to confirm the discrepancy between the two sources.**

Question 114: Can the State clarify what information would be required in the QA report? Would it be statistical or a breakdown for each record received? RFP Reference section 2.3.1.U. RFP page number 17

**Response: The Contractor is required to develop and maintain a report of the quality assurance mechanism (SOP) utilized to ensure no errors are forwarded to the State and Federal entities. Sample data elements would include daily data checks and validations for the data submissions. The report shall contain a breakdown for each record and include an overall statistical snapshot of quality assurance activities.**

Question 115: Does the State currently have a Quality Assurance Monitoring Plan for the IWN work? If so, could you include in the Reading Room? If not, are there specific Quality Assurance activities that State staff currently complete related to this IWN work? RFP Reference section 2.3.3.J. RFP page number 21

**Response: The Contractor is required to develop their Quality Assurance Monitoring Plan, based on the requirements of RFP Section 2.3.3.I.**

Question 116: This requirement states that “Within eight (8) Business Days from the case appearing on the Dashboard, attempt to contact the employer by email or mailing address at least one (1) time and document action taken by writing a CAL using standard text provided by the SPM in CSES. If the issue is resolved, indicate so on the Dashboard.” Please confirm that this requirement relates to the employer follow up for employers who have not responded to an IWN as discussed in the previous requirement (2.3.3.D). For instance, if the contractor is unable to reach the employer by phone within five days, the contractor will follow up via mail within eight days. RFP Reference section 2.3.3.E. RFP page number 21

**RESPONSE: The State confirms this requirement relates to the employer follow up for employers who have not responded to an IWN notification.**

Question 117: Please confirm that the contractor will provide its own website and functionality and not take over the current website, but only the current URL. RFP Reference section 2.3.5. RFP page number 24

**Response: Confirming the Contractor shall take over the current website and URL. The current website and URL is the property of the State of Maryland.**

Question 118: Does the State currently have a Quality Assurance Monitoring Plan for the NMSN work? If so, could you include in the Reading Room? If not, are there specific Quality Assurance activities that state staff currently complete related to this NMSN work? RFP Reference section 2.3.4.E. RFP page number 24

**Response: The Contractor is required to develop their Quality Assurance Monitoring Plan, based on the requirements of RFP Section 2.3.4.E.**

Question 119: Please clarify if the Database Adjustment Report is only related to database changes or if the report encompasses all web pages, coding and associated databases. RFP Reference section 2.3.5.F.13. RFP page number 25

**Response:**           **The Contractor is to develop their Quality Assurance Report specifically based on the State requirement specific to the New Hire website is defined within RFP Section 2.3.5.F.13.**

Question 120:       Can the State clarify how it wants to receive requests for employer/income verifications, returned NMSN, IWNs and MSDNH received by the ESW? RFP Reference section 3.2.2.B.1. RFP page number 49

**Response:**           **The current New Hire Contractor will continue to receive MSDNH data until the transition-in period and prepare for data to be transition to the Awarded Contractor by the Go-Live Date (if a Contractor transfer is warranted). Employer/Income verifications and returned NMSN, IWNs will continue to be accepted under current operations until the awarded Contract's Go-Live date. The Department's Technical Team and State Project Manager will work with the Contractor in mapping out the daily transition activities to be executed during the Transition Phase, inclusive of acceptance of activities listed above.**

Question 121:       Can the State clarify what is meant by "accept requests for Employer/Income verifications" as this was not previously addressed in the RFP? Can the State provide more detail about this requirement, including data elements, file layouts, etc.? RFP Reference section 3.2.2.A.B. RFP page number 49

**Response:**           **The Department's Technical Team and State Project Manager will work with the Contractor in mapping out the daily transition activities to be executed during the Transition Phase, inclusive of acceptance of activities listed above.**

Question 122:       Can the State confirm if the counts for "NMSNs Completed by Employers" in the second and third columns in Table 3 include both Part A and Part B responses returned by employers and plan administrators? RFP Reference section 2.2; Table 3. RFP page number 12.

**Response:**           **The State is confirming the volume of NMSNs completed by Employers within RFP Section 2.2 Table 3, contains Part and and Part B responses returned.**

Question 123: Regarding the requirement to "...deny all access to Information Resources except what is explicitly authorized..." Can the State clarify if the user network needs to be behind a firewall, or is it only the systems they access? RFP Reference section 2.5.2.B. RFP page number 31.

**Response:** Please adhere to Maryland's Security Requirements as referenced in RFP Sections 2.5.2, 2.5.3, and 3.8, as well as the IRS Safeguarding Security Requirements

Question 124: Can the State please clarify the requirement to "provide a Backup solution/strategy recommendation as part of its proposal"? Does the State require a solution related to the requirement in RFP Section 2.5.6 Backup or an overall alternate solution to how the Offeror proposes to meet the RFP Section 2 and 3 requirements? RFP Reference section 5.3.2.F.7. RFP page number 91.

**Response:** The State requires a solution related to the requirement in RFP Section 2.5.6, and an overall alternative solution to how the Offeror proposes to meet the backup solution/strategy recommendation to covering RFP Sections 2 and 3 requirements. In addition, the Offeror must adhere to the reference in RFP Section 2.5.6.A-L, and within the Technical Proposal, a formal response to RFP Section 5.3.2, submitted within TAB E.

Question 125: Is MD expecting the vendor to issue IWN or just follow up? RFP Reference section 2.2. RFP page number 13

**Response:** The Contractor will complete follow-up for issued IWNs, released by the State's System. This is the requirement of RFP Section 2.3.3 Income Withholding Notices.

Question 126: Are these reports on the dashboard or something the vendor builds - if the work is done on the dashboard how to obtain data for reports? RFP Reference section 2.2.1.E. RFP page number 13

**Response:** RFP Section 2.2.1.E states the objective for the Offeror shall be to develop and maintain database adjustment reports for each of the following Programs: MSDNH, Employer Services Website (ESW), Employer Help Desk (EHD), IWN, NMSN, and the Outreach Program.

Question 127: Will the state allow vendor to use phone calls, fax and e-mail to contact employers where possible? RFP Reference section 2.3.2. RFP page number 19

**Response: Yes, in certain cases the Contractor may contact employers via the above-mentioned methods. The SPM will provide the specific program outreach approvals during Transition-In. A specific program (i.e., Mailing of Non-Compliance Notices), is an example that contacting the employer via phone calls, fax, and email is not an acceptable format for contacting employers.**

Question 128: Can the IWN information be made available in a file? Is it possible to download the information? RFP Reference section 2.3.3.A. RFP page number 20

**Response: The Contractor will be provided access to the Dashboard to obtain the IWN information. A separate file will not be produced and forwarded.**

Question 129: Is e-mail from dashboard or vendor? What e-mail address - provided by State? RFP Reference section 2.3.3.E. RFP page number 21

**Response: The Contractor will disseminate emails from their system. Email addresses will be provided to the Awarded Offeror after Contract Award, during Transition-In.**

Question 130: Employment verification letter - mailed by vendor or State? RFP Reference section 2.3.3.G. RFP page number 21

**Response: Confirming the Contractor shall mail employment verification letters, based on information contained within the CSA Dashboard.**

Question 131: What is meant by modification - custody change? What is the volume? RFP Reference section 2.3.3.H.3.i. RFP page number 21

**Response:** Be advised, the Awarded Contractor is not a participant in RFP Section 2.3.3.H.3.i. An amendment will be provided with the update.

Question 132: Can we update with the daily file? What is the volume being processed updated today - monthly average? RFP Reference section 2.3.6.C. RFP page number 26

**Response:** The Contractor will produce a daily file (to include updates) based on the required submission per RFP Section 2.3.6.C. The State does not have the statistics for the current volume of updates maintained within the CSA Dashboard.

Question 133: What is the volume of NHEIP mailed monthly - any electronic? RFP Reference section 2.3.7.C. RFP page number 27

**Response:** Please review inserted chart below. The State is providing the NHEIP Mailing volumes for the past 5 years.

Month	Calendar Year - NHEIP Mailings					
	2014	2015	2016	2017	2018	2019
January	0	292	668	526	952	1838
February	0	1031	788	1454	683	0
March	1214	1236	1337	1236	846	287
April	0	898	1134	1210	1209	
May	2665	873	1054	980	1200	
June	1970	705	1427	853	1200	
July	1180	1504	1014	951	1165	
August	1133	1368	1120	1219	996	
September	873	1769	983	1065	883	
October	639	1081	687	717	729	
November	1067	1093	1200	1136	904	
December	1364	1068	1098	556	0	

\* If the month has zero, it could have been the timing of the mailing, and was credited to the month the mailing actually was dispursed.

Question 134: If the mailings exceed the volume projections in the RFP will / does the state cover the cost? Can the state provide Monthly cost for

past 2 years? RFP Reference section 3.2.1.A. RFP page number 47

**Response:** **The State will not cover these costs. The State cannot produce a projection for monthly costs for mailings for the new Contract, as the service requirements have significantly changed over the current contract requirements.**

Question 135: How is this work being done now? Current process includes all functions in this RFP?

**Response:** **The State cannot respond to this question, as there is not enough information to formally respond.**

Question 136: Do we need to store source documentation verifying the change to employer data (section 2.3.6)? RFP Reference section 2.3.6. RFP page number 26

**Response:** **Yes. The process should be executed through your SOPs.**

Question 137: - Is there a requirement for phone calls or number of attempts prior to noting the employer as non-responsive? Is there a timeframe to complete the referral? How does the vendor receive these referrals (File? thru dashboard?) Is verification only required on those employers with NCP's attached? What is the difference between the requirement in 2.3.6 A (1) business day and the requirement in B (2) business days? Is there a backlog of employers that require verification? If so, how many? What is the file layout for the requirement in C for the CSV file? Is the CSV file used to update the employer information on the Dashboard or is that expected of the Contractor? Will the contractor be allowed to automate the update of the dashboard with information gathered from the employer? Will the vendor be able to automate any feasible action required by the RFP? RFP Reference section 2.3.6. RFP page number 26

**Response:** **The State will provide initial information to the Contractor during Transition In. The questions above delve into system processes, and SOPs to be developed by the Contractor.**



Question 138: What is the requirement for documents received through the mail, as most are now? Can they be scanned and attached to the referral? Do the originals have to be stored or once scanned / converted to PDF, can the originals be destroyed? RFP Reference section 2.2. RFP page number 12

**Response: Be advised the RFP Section referenced above is incorrect, and this prevents the State from formally responding to the question.**

Question 139: Is the generation of IWN's and NMSN's done thru automation on the CSA dashboard? For example: Once a verified employer is located does the dashboard generate the Income Verification, and what is the time frame; Once employer verification is complete does the dashboard automatically generate an IWN and what is the timeframe? At what point does the NMSN generate and is it generated thru the dashboards or is this a manual process. If this is not automated can the vendor receive a file nightly that would allow the vendor to generate the notices and submit to the employer via email or mail.

**Response: IWNs and NMSNs are not generated from the Dashboard. Please refer to RFP Section 2.3.3, Income Withholding Notice Management Services (IWN), and RFP Section 2.3.4 National Medical Support Notices (NMSN). The generation of the IWNs and National Medical Support Notices are not executed by the Contractor.**

Question 140: In what form would we receive electronic NMSN's? Uploaded images? Webs? Faxes?

**Response: The Awarded Contractor will receive NMSNs via the CSA Dashboard, which are scanned in.**

Question 141: How are RPOs (undeliverable mail) worked? What is the retention range for RPO's?

**Response: The Awarded Contractor will have access to undeliverable mail via the CSA Dashboard. The retention range is 6 months.**

Question 142: Does the State have preferred frequencies for NMSN outreach like it does for IWN?

**Response: The State's frequency requirements are provided. The Awarded Contractor must adhere to the references listed. Please refer to RFP Section 2.3.4.B.**

Question 143: Can the vendor download referrals from the dashboard into its proprietary system, take the appropriate actions, then provide the responses to the State in a file (i.e. data feed) vs. individual keystrokes?

**Response: Yes, this is appropriate. There is also consideration for mail images associated that would have to be taken into account.**

Question 144: Can the State elaborate on Domestic Violence (DV) roles, for example, provide Offerer's with the specific number of roles required to work DV cases?

**Response: There are no specific roles attached to the domestic violence category.**

Question 145: Will certain roles have more accessibility than normal roles?

**Response: There are different accessibility roles that shall be provided to the Awarded Contractor after Contract Award.**

Question 146: When the vendor is working through the dashboard how will information be disseminated?

**Response: The information will be disseminated via a data feed.**

Question 147: Employer maintenance table – can the State describe how transactions are generated?

**Response: The State will provide this info to the Contractor, after Award.**

Question 148: Will local officials receive updates through the system?

**Response: The State can not accurately respond to the question as presented. Not enough information.**

Question 149: Is the system case-based or member-based?

**Response: It depends on the System utilized. One system utilizes case-based scenarios and another system utilizes member-based scenarios.**

Question 150: Is a VPN required to setup system access?

**Response: The State's technical team will provide the appropriate requirements after Award.**

Question 151: Is medical addressed in every child support order?

**Response: Medical Support is not addressed in every child support order.**

Question 152: Termination/end dating employment - is it case-based or member-based?

**Response: Depends on system utilized.**

Question 153: IWNs returned via mail – does the vendor enter / scan these or is this something that is done on the other end?

**Response: Returned mail documentation for IWNs and NMSM are uploaded by another vendor and will be available via the CSA Dashboard.**

#### **NMSN PROCESS RELATED QUESTIONS:**

NMSN Undeliverable mail:

Question 154: Undeliverable is currently scanned into SMI using the dashboard will enable the user to view and start the outreach process to locate the employer, if possible, In the event the employer is unlocated: What is the process: Is the employer end dated in the dashboard and then manually end dated on the employer screen in the Child Support system?

**Response: The CSA Dashboard does not have the ability to update an end date. In the event the Contractor is unable to identify a proper address for the Employer, outreach efforts are to be initiated for locate services.**

Question 155: How many screens in the CS system need to be touched by the vendor regarding undeliverable, unlocated mail?

**Response: The Contractor will be provided this info after Contract Award.**

Question 156: Is a note required stating the event(s) that took place in the dashboard and the child support system?

**Response: Yes. Every action must be noted within the appropriate system.**

Question 157: Are there SOP's in-place now dedicating what elements should be included in said note?

**Response: No. At Contract Award, SPM will provide the generic outline for notes.**

Question 158: Is it possible to receive dictated steps for this function?

**Response: Please refer to the related RFP Sections for requirements.**

Question 159: In the event a new address is located for the employer: Is the employer address end dated in the dashboard and then manually end dated on the employer screen in the Child Support system?

**Response: Please refer to the response of Question 154.**

Question 160: What is the process for ensuring the CS System receives the updated address for the employer?

**Response: Please refer to the response of Question 154.**

Question 161: How many screens in the CS system need to be touched by the vendor regarding undeliverable, unlocated mail?

**Response: Please refer to the response of Question 155.**

Question 162: Is a note required stating the event(s) that took place in the dashboard and the child support system?

**Response: Please refer to the response of Question 156.**

Question 163: Are there SOP's in-place now dedicating what elements should be included in said note?

**Response: Please refer to the response of Question 157.**

Question 164: NMSN returned Part A (Internal document generated thru the MD CS System): When the NMSN, Part A is return and viewable thru the Dashboard what screen and how many are updated in the CS System after the dashboard is completed?

**Response: The Contractor will be provided this information after Contract Award.**

Question 165: If the form is returned with an address for the NCP or CP (whichever is court ordered), who updates that address information and if it is the vendor how many screens in the CS System require the input?

**Response: The Contractor will update address information. The update will be forwarded via the data feed.**

Question 166: Is a note required stating the event(s) that took place in the dashboard and the child support system?

**Response: Yes.**

Question 167: Are there SOP's in-place now dedicating what elements should be included in said note?

**Response: The initial narrative scripts will be provided to the Contractor after Award of the Contract**

Question 168: Do NMSN's go to multiple employers for the same NCP? If so, how does the dashboard keep track of what employer is the primary employer for the NCP and re-issue, if necessary to the primary employer?

**Response: Yes, the system(s) has the ability to send NMSNs to multiple employers. No, the system cannot identify the primary employer.**

Question 169: If the form is returned with a corrected FEIN, who updates that information and what screens are updated in the CS System?

**Response: The Contractor will update rejected records, and submit via the data feed to the State.**

Question 170: Below is the response page from the employer-Part A. For each section is it possible to get the screens, if any, that are updated in the CS System? Does the dashboard allow for all the below choices regarding Part A? How many screens are touched in the CS System and is a Note required.

**Part A**

**EMPLOYER RESPONSE**

If 1, 2, 3, 4 or 5 below applies, check the appropriate box and return this Part A to the Issuing Agency within 20 business days after the date of the Notice, or sooner if reasonable. NO OTHER ACTION IS NECESSARY. If 1 through 5 does not apply, complete item 7 and forward **Part B** to the appropriate Plan Administrator(s) within 20 business days after the date of the Notice, or sooner if reasonable. This includes any organization or labor union that provides group health care benefits to the employee. Check number 5 and return this **Part A** to the **Issuing Agency** if the Plan Administrator informs you that the child(ren) would be enrolled in or qualify(ies) for an option under the plan for which you have determined that the employee contribution exceeds the amount that may be withheld from the employee's income due to State or Federal withholding limitations and/or prioritization. You are required to respond to the Issuing Agency by returning this **Employer Response** regardless of whether you provide group health benefits or the employee named herein is no longer employed by your organization. Information for the Plan Administrator and the Employer Representative at the bottom of this section is required.

- 1. The employee named in this Notice has never been employed by this employer.
- 2. We, the employer, do not offer our employees the option of purchasing dependent or family health care coverage as a benefit of their employment.
- 3. The employee is among a class of employees (for example, parttime or non-union) that are not eligible for family health coverage under any group health plan maintained by the employer or to which the employer contributes. Do not check this box if the employee is only temporarily ineligible for health care coverage.
- 4. Health care coverage is not available because employee is no longer employed by the employer:  
  
Date of termination: \_\_\_\_\_  
Last known telephone number: \_\_\_\_\_  
Last known address: \_\_\_\_\_  
New employer (if known): \_\_\_\_\_  
New employer telephone number: \_\_\_\_\_  
New employer address: \_\_\_\_\_
- 5. State or Federal withholding limitations and/or prioritization prevent the withholding from the employee's income of the amount required to obtain coverage under the terms of the plan.
- 6. The participant is subject to a waiting period that expires \_\_\_\_\_ (more than 90 days from the date of receipt of this Notice), or has not completed a waiting period, which is determined by some measure other than the passage of time, such as the completion of a certain number of hours worked (describe here: \_\_\_\_\_). At the completion of the waiting period, the Plan Administrator will process the enrollment.
- 7. Employer forwarded Part B to Plan Administrator on \_\_\_\_\_ MM/DD/YY.

**CONTACT FOR QUESTIONS**

Plan Administrator Name: _____	FAX Number: _____
Contact Person: _____	Telephone Number: _____
Employer Name: _____	Telephone Number: _____
Employer Representative Name/Title: _____	Federal EIN: _____
Employee Name: _____	(if not provided on Page 1 of this Notice)
	Date: _____

**Part B**

**PLAN ADMINISTRATOR RESPONSE**

(To be completed and returned to the Issuing Agency within 40 business days after the date of the Notice, or sooner if reasonable)

Case # \_\_\_\_\_ (to be completed by the issuing agency)

This Notice was received by the plan administrator on \_\_\_\_\_.

1. This Notice was determined to be a "qualified medical child support order," on \_\_\_\_\_.  
Complete **Response 2 or 3, and 4**, if applicable.

2. The participant (employee) and alternate recipient(s) (child(ren)) are to be enrolled in the following family coverage.

- a. The child(ren) is/are currently enrolled in the plan as a dependent of the participant.
- b. There is only one type of coverage provided under the plan. The child(ren) is/are included as dependents of the participant under the plan.
- c. The participant is enrolled in an option that is providing dependent coverage and the child(ren) will be enrolled in the same option.
- d. The participant is enrolled in an option that permits dependent coverage that has not been elected; dependent coverage will be provided.

Coverage is effective as of \_\_\_\_\_ (includes waiting period of less than 90 days from date of receipt of this Notice). The child(ren) has/have been enrolled in the following option (if plan is insured, identify provider, policy and group numbers): \_\_\_\_\_. Any necessary withholding should commence if the employer determines that it is permitted under State and Federal withholding and/or prioritization limitations.

3. There is more than one option available under the plan and the participant is not enrolled. The Issuing Agency must select from the available options. Each child is to be included as a dependent under one of the available options that provide family coverage. If the Issuing Agency does not reply within 20 business days of the date this Response is returned, the child(ren), and the participant if necessary, will be enrolled in the plan's default option, if any: \_\_\_\_\_.

4. The participant is subject to a waiting period that expires \_\_\_\_\_ (more than 90 days from the date of receipt of this Notice), or has not completed a waiting period which is determined by some measure other than the passage of time, such as the completion of a certain number of hours worked (describe here: \_\_\_\_\_). At the completion of the waiting period, the plan administrator will process the enrollment.

5. This Notice does not constitute a "qualified medical child support order" because:

The name of the child(ren) or participant is unavailable.

The mailing address of the child(ren) (or a substituted official) or participant is unavailable.

The following child(ren) is/are at or above the age at which dependents are no longer eligible for coverage under the plan \_\_\_\_\_ (insert name(s) of child(ren)).

Plan Administrator or Representative:

Name: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

Title: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_



**Response: There is no individualized action taken within the Dashboard for NMSNs. All updates are completed in CSES.**

Question 171: What is the process for completing and or updating when part B is received with any of the above information completed?

**Response: There is no individualized action taken within the Dashboard for NMSNs. All updates are be completed in CSES**

Question 172: Where is the medical information entered once received from employer on the dashboard and or CS System? How many screens in the CS System are affiliated and need updating based on these functions: Is a note required stating the event(s) that took place in the dashboard and the child support system?

**Response: The Contractor will update their system with the medical information provided, and send via the data feed.**

Question 173: Are there SOP's in-place now dedicating what elements should be included in said note?

**Response: The State Project Manager will provide the Contractor with initial narrative scripts for inclusion within notes.**

Question 174: Is it possible to receive dictated steps for this function?

**Response: Please refer to the related RFP Sections for requirements.**

**Samuel Eduful  
Procurement Officer  
June 27, 2019**