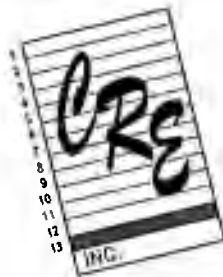


In The Matter Of:
PRE-PROPOSAL CONFERENCE
Privatization of Child Support Services in Balt. City

CSEA/PR/18-001-S
January 11, 2017
REQUEST FOR PROPOSAL

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PRE-PROPOSAL CONFERENCE
FOR
REQUEST FOR PROPOSAL
PRIVATIZATION OF CHILD SUPPORT SERVICES
IN BALTIMORE CITY
CSEA/PR/18-001-S

* * * * *
Wednesday, January 11, 2017
1:00 p.m.

* * * * *

Held at:
State of Maryland
Department of Human Resources
311 West Saratoga Street, Room 104
Baltimore, Maryland

* * * * *

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REQUEST FOR PROPOSAL

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IN ATTENDANCE

MARYLAND DEPARTMENT OF HUMAN RESOURCES:

AUNG HTUT, Procurement Officer
VASHTI GREEN, Director for Grants & Contracts
LAUREN GRAZIANO, MBE Director
LEYLA LAYMAN, Acting Executive Director
TYWANNA TAYLOR, State Project Manager
TANYA WILLIAMS, Deputy CIO (via phone)
KENNETH JESSUP, Workforce Development Coord.
SANG KANG, Procurement
DEBORAH AUSTIN, Procurement
RAMONDA FABIAN
GINA HIGGINBOTHAM
NNEKA WILLIS-GRAY

OFFICE OF THE ATTORNEY GENERAL:

ARETHA ECTOR

MAXIMUS:

JIM GRAETTINGER, Sr. Manager-Ops
CHUK ROBERTS, Project Manager
LAURA ROSENAK, Sr. Vice President

VERITAS-HHS:

ROBERT G. WILLIAMS, President
MICHAEL HENRY

SYMPHONY PLACEMENTS:

WANDA L. SMITH, CEO - President
MARTA CHAVATEL, Vice President

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IN ATTENDANCE (cont'd.)

BITH GROUP:

HARRY WILLIAM HOLT, JR., Vice Pres.-Ops
HABEN TESFAHUNEY, HR Manager

KIDD INTERNATIONAL INC.:

GEORGE CHRISTOPHER, JD, COO

AILERON CONSULTING:

SENTHIL RAMIAH

KENNEDY SERVICES:

JIM BURCH

-oOo-

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1 PRE-PROPOSAL CONFERENCE

2 (1:04 p.m.)

3 Welcome and Introductions

4 AUNG HTUT: Good afternoon, everyone.

5 Please let me introduce myself. My name is Aung
6 Htut, and it is my pleasure to welcome you all to
7 the Department of Human Resources. I'm a
8 Procurement Officer for this RFP CSEA/PR
9 18-001-S.

10 The main purpose of today's
11 Pre-Proposal Conference is to share information
12 with you concerning this RFP entitled
13 Privatization of Child Support Services in
14 Baltimore City.

15 I would like to inform that for the
16 record of this Pre-Proposal Conference, we have
17 the attendance sheet for all this visitor to fill
18 out information and sign in, or you can provide
19 your business card to attach on it. I think you
20 have done it already. If there's anybody who's
21 still not yet signed in that attendance sheet, we

1 would like to request the visitors to do so.

2 Please also note that Court Reporters,
3 ETCetera is recording this conference. Am I
4 pronouncing correct? When asking questions,
5 please identify yourself and your company for the
6 record. A transcript of this conference is
7 available at your expense from Court Reporters,
8 ETCetera, Inc. Their telephone number is
9 1-800-947-DEPO.

10 Now, for the purpose of record, I
11 would like to request all participants of this
12 Pre-Proposal Conference to do self-introduction.
13 We will start with the members of the HR Team.

14 So, again, my name is Aung Htut,
15 Procurement Officer, DHR Division of Procurement.

16 LEYLA LAYMAN: Leyla Layman, Acting
17 Executive Director of the Child Support
18 Enforcement Administration.

19 LAUREN GRAZIANO: Hi. Lauren
20 Graziano. I am the MBE Director, Minority
21 Business Enterprise Group.

1 TYWANNA TAYLOR: Good afternoon.

2 Tywanna Taylor. I'm the State Project Manager
3 for the solicitation.

4 KENNETH JESSUP: Good afternoon. My
5 name is Kenneth Jessup. I am the Hiring
6 Agreements Program Administrator.

7 SANG KANG: Hi. I am Sang Kang,
8 Procurement.

9 TANYA WILLIAMS: And I'm Tanya
10 Williams, DHR Office of Technology, Deputy Chief
11 Information Officer.

12 JIM GRAETTINGER: I'm Jim Graettinger,
13 Senior Operations Manager for Baltimore City
14 Child Support, MAXIMUS.

15 CHUK ROBERTS: And I'm Chuck Roberts,
16 Project Manager for Baltimore City Child Support,
17 MAXIMUS.

18 LAURA ROSENAK: Laura Rosenak,
19 Baltimore City Child Support Executive, MAXIMUS.

20 MICHAEL HENRY: Mike Henry, Veritas
21 HHS.

1 ROBERT WILLIAMS: I'm Bob Williams
2 from Veritas HHS.

3 GEORGE CHRISTOPHER: George
4 Christopher, KIDD International.

5 SENTHIL RAMIAH: Senthil Ramiah from
6 Aileron Consulting.

7 JIM BURCH: Jim Burch with Kennedy
8 Personnel Services.

9 WANDA SMITH: Wanda Smith, CEO of
10 Symphony Placements.

11 HARRY HOLT, JR.: I'm Harry Holt, Vice
12 President of Operations with Bith Group
13 Technologies.

14 MARTA CHAVATEL: Marta Chavatel, Vice
15 President of Symphony Placements.

16 VASHTI GREEN: Vashti Green, Contracts
17 and Procurement for the Child Support
18 Administration.

19 RAMONDA FABIAN: Ramonda Fabian,
20 Procurement Specialist under Grants and Contracts
21 for Child Support Enforcement Administration.

1 DEBORAH AUSTIN: Debbie Austin, DHR,
2 Procurement Specialist.

3 (Inaudible)

4 THE COURT REPORTER: Excuse me. Could
5 you have the people in the back to move closer to
6 the front.

7 AUNG HTUT: The court reporter is
8 requesting again for the people at the back to
9 come in front so that the recording will be
10 proper, please. Thank you very much.

11 Now we invite Ms. Leyla Layman, Acting
12 Executive Director of DHR, Child Support
13 Enforcement Administration, to give us an opening
14 remark for this Pre-Proposal Conference.

15 Opening Remarks

16 LEYLA LAYMAN: Good afternoon,
17 everyone. Again, Leyla Layman, Acting Executive
18 Director for Child Support.

19 I just want to take a few minutes to,
20 A, thank you all for coming out to -- for your
21 interest in this Proposal. We are very excited

1 for the opportunity for how we can improve our
2 services with Baltimore City.

3 Baltimore City comprises about 25
4 percent of our overall Statewide caseload, so
5 that is our biggest jurisdiction by far, and
6 obviously being an urban jurisdiction comes with
7 unique challenges that make the work all that
8 more difficult.

9 As a state, we are very focused on
10 improving services holistically to all parties in
11 a case. As with national trends from the federal
12 offices and the new rules that have come out, you
13 know, we are very much looking towards how we can
14 better serve the family as a whole and all
15 parties within that, and right sizing orders and
16 ensuring that orders are appropriate for the
17 income and situations of families.

18 Beyond that, you know, we work closely
19 with our contractors and our community partners
20 to really provide individual services and meet
21 the needs of our clients where they're at.

1 I don't want to take up too much of
2 your time so that we can get into the important
3 stuff and to your questions, so I will pass the
4 bar back to Aung.

5 AUNG HTUT: Thank you, Ms. Leyla.

6 Section 1: Important Information

7 AUNG HTUT: Okay. Now, we will now
8 start reviewing the important information in the
9 RFP sections. Section Number 1, on behalf of the
10 Department of Human Resources, Child Support
11 Enforcement Administration is issuing this RFP to
12 obtain contractual services for the purpose of
13 managing and operating the Baltimore City Office
14 of Child Support Enforcement. These services
15 include locating parents, establishing paternity
16 and support orders, enforcing support orders, and
17 reviewing cases for possible modification of
18 support orders.

19 The anticipated duration of services
20 to be provided under this Contract is three
21 years, plus a three-month transition period, with

1 two one-year option periods at the sole
2 discretion of the Department.

3 Closing date and time for receipt of
4 Proposal is Monday, February 6, 2017, at 3:00
5 p.m. Local time. Proposal may not be submitted
6 by e-mail or fax. Multiple and alternate
7 Proposals will not be accepted.

8 Proposals submitted by an Offerer must
9 be accompanied by a completed Bid Proposal
10 Affidavit, Attachment B of this RFP.

11 Now we will review about MBE
12 requirements for this RFP. May I invite Ms.
13 Lauren Graziano, Director, DHR, Minority Business
14 Enterprise, to discuss about MBE requirements of
15 the RFP.

16 Section 1: MBE Goal and Requirements

17 LAUREN GRAZIANO: Good afternoon,
18 everyone. I'm Lauren Graziano. I'm the Director
19 of Minority Business Enterprise.

20 Just to introduce myself and a little
21 bit about the program, the MBE Program is to

1 ensure disadvantaged businesses have an
2 opportunity to participate in the State's
3 procurement and contracting opportunities, and in
4 order to do that, we examine each procurement and
5 set a minority participation goal on a
6 contract-to-contract basis.

7 As you may have noted, the
8 participation goal for this particular
9 solicitation is 29%, and we do have MBE sub-goals
10 at 10% and 7% for African American firms and
11 women-owned firms, respectively, and so as the
12 prime contractor, you'll be required to certify
13 that you'll make a good faith effort to meet
14 those MBE goals.

15 As such, you should review the scope
16 of work for subcontracting opportunities and
17 identify MBE firms who can perform that work.

18 I just want to say a bit about some of
19 the MBE forms that are included as attachments in
20 the RFP. Those begin on Page 137, just for your
21 reference.

1 The most important one at this phase
2 is the D-1A. That is the MBE Utilization and
3 Fair Solicitation Affidavit and the MBE Schedule.
4 I say that one is the most important at this time
5 because that is the only one that is required to
6 be submitted with your bid. In fact, if it's not
7 submitted with your bid, your bid's considered
8 unresponsive.

9 So that one is very important, and be
10 sure to submit that with your bid.

11 And note on some of the other forms,
12 if after taking all the necessary and responsible
13 steps to secure an MBE subcontractor, you are
14 unsuccessful, you can request a waiver. The
15 waiver is due within ten business days of
16 notification of award, as are some of the other
17 MBE forms as well, the D-2, Outreach Compliance
18 Form, the 3A and the 3B.

19 And if you're not an auditory learner
20 like me and that went over your head, that's
21 explained in further detail on Page 30 of your

1 solicitation, the timeline for when those forms
2 are due.

3 And know on payment reports, we are
4 required to receive monthly invoice reports from
5 both the prime and the MBE subs. That's part of
6 the compliance monitoring piece of the MBE
7 program, and we do need separate reports from the
8 prime and from the MBE sub, so it's not -- the
9 MBE subs cannot submit their reports to the prime
10 and then the prime submits to us. You each
11 submit your own.

12 That's something that's usually
13 discussed in further detail at the kick-off
14 meeting should you be the awardee, and the
15 logistics of who to submit to and when, those are
16 all things that are discussed at the kick-off
17 meeting. But just be aware that there are those
18 reporting requirements.

19 Last but not least, I did want to
20 mention amendments to your MBE participation
21 schedule. Once the Contract has been awarded and

1 your agreements with your MBE subs are in place,
2 if you choose to terminate an MBE, you must
3 receive prior express written approval from the
4 Administration, and we only grant those for good
5 cause. And some examples of what might
6 constitute good cause are unavailability,
7 ineligibility, failure to perform, but you can't
8 terminate an MBE merely because of convenience.

9 So those are all my items. Again, I'm
10 Lauren Graziano. If you have anymore questions
11 about the MBE process, I'm happy to answer those.

12 And just as a note as well, if there
13 are MBEs in the room today, we encourage you to
14 stick around and sort of mingle with the other
15 vendors for possibilities of working together in
16 the future. And that's it. Thank you.

17 AUNG HTUT: Thank you, Ms. Lauren.

18 Okay. Now we will review about hiring
19 agreement required for this RFP. May I invite
20 Mr. Kenneth Jessup, Interim Program Manager, DHR,
21 Hiring Agreement, Family Investment

1 Administration, to discuss about it for the RFP.

2 Section 1: Hiring Agreement Requirement

3 KENNETH JESSUP: Good afternoon, all.

4 Can you all hear me? All right. First of all, I
5 just want to give you a brief overview of hiring
6 agreements. Is this better?

7 My name is Kenneth Jessup. I'm with
8 the Interim Officer/Program Manager for Hiring
9 Agreements. I just want to give you a brief
10 overview.

11 The purpose of hiring agreements is
12 used as a mechanism for providing current and
13 former family investment program recipients with
14 employment opportunities on State procurement
15 contracts.

16 The authority for this piece, this
17 language within the Contract, comes from State
18 Finance and Procurement Article 13-224, Annotated
19 Code of Maryland, Board of Public Works,
20 Secretary Agenda Items 18, 9 and 4.

21 A hiring agreement basically is a

1 sidebar to a State procurement contract. It's an
2 agreement between a contractor and the Department
3 of Human Resources through which they agree to
4 cooperatively identify and hire former and
5 current family investment program recipients to
6 fill job openings on a contracted State
7 procurement project.

8 The hiring agreement statute enacted
9 into the State procurement law in 1988 required
10 the Board of Public Works to designate the types
11 of procurement contracts that are eligible for
12 contracts, eligible for hiring agreements. The
13 Board approved an action agenda item directing
14 the Departments of Budget and Management, General
15 Services and Transportation and the University of
16 Maryland to select eligible contracts for hiring
17 agreements.

18 The Board also required DHR to submit
19 an annual report as well for those findings, in
20 regards to those targeted populations.

21 Now, as far as the Contract is

1 concerned, basically you would send a job order
2 to me. We have three days in order to do a
3 turnaround on it, to respond back to you, and
4 once we respond back to you, you'll have a list
5 of the candidates that we think have been
6 screened and qualify for positions that you put
7 up in the job order.

8 Now, if it turns out that no one is
9 qualified, that's not a problem. Just send back
10 the data flow form, and that's the end of it, and
11 you've complied with your requirement for hiring
12 agreement.

13 If it turns out you do have qualified
14 candidates and you interviewed them and you find
15 that they were a good fit and you hired them,
16 even better. We love that part as well. But
17 it's not anything that's going to be really
18 complicated.

19 If you have any specific questions
20 about how a hiring agreement would work, please
21 see me after today's meeting, and we can discuss

1 any particular questions.

2 The language for hiring agreement is
3 actually in your packet, Attachment O, excuse me,
4 Page 209, so they'll actually give you the full
5 language of what it is. But basically what I
6 just stated to you is the short version of what
7 hiring agreements is.

8 Presently we're looking at a
9 three-business-day turnaround in order to get a
10 response back to you. If you do not receive a
11 response back within those three business days,
12 go ahead with your normal hiring practice.

13 If you receive a notification after
14 the three business days, the same way you would
15 do for general public, that person would not get
16 any preferential treatment either. Fair enough?

17 All right. So thank you.

18 AUNG HTUT: Thank you, Mr. Jessup.

19 Okay. Now we will now review about
20 living wage requirement and veteran-owned small
21 business enterprise goal and appointment for this

1 RFP.

2 May I invite Mr. Sang Kang, Agency
3 Procurement Specialist, DHR Procurement Division,
4 to discuss about them about, about the RFP.

5 Section 1: Living Wage Requirement

6 SANG KANG: Hello. My name's Sang
7 Kang, and I'll be presenting the Living Wage
8 Requirements and the Veteran-Owned Small Business
9 Enterprise goal for this RFP.

10 Maryland law requires that contractors
11 meeting certain conditions pay a living wage to
12 cover employees on State service contracts worth
13 \$100,000 or more. Offerers must complete and
14 submit Attachment G-1, which is the Maryland
15 Living Wage Requirements Affidavit of Agreement,
16 so please send in this form because the RFP says
17 that if an Offerer fails to submit the required
18 documentation, the State may determine an Offerer
19 to be not responsible.

20 Contractors and subcontractors subject
21 to living wage law shall pay each covered

1 employee at least a minimum amount set by law for
2 the applicable tier area. A specific living wage
3 rate is determined by whether a majority of
4 services take place in a Tier 1 area, where the
5 rate is \$13.63 per hour, or a Tier 2 area, where
6 the rate is \$10.24 per hour.

7 Tier 1 areas are Montgomery County,
8 Prince George's County, Howard County, Anne
9 Arundel County, Baltimore County and Baltimore
10 City. Tier 2 areas are every other county other
11 than those counties.

12 The Contract resulting from this
13 solicitation will be determined to be either a
14 Tier 1 or Tier 2 contract, depending on the
15 location or locations from which the contractor
16 provides 50 percent or more of the services, and
17 the Offerer must identify in the Proposal the
18 location or locations from which you will provide
19 services, including the location or locations
20 from which you will provide 50 percent or more of
21 the Contract services.

1 And if the contractor provides 50
2 percent or more of the services from a location
3 in a Tier 1 jurisdiction, the Contract will be
4 Tier 1. If you provide 50 percent or more of the
5 services from a location at a Tier 2
6 jurisdiction, then the Contract will be Tier 2.

7 If you provide services from an
8 out-of-state location -- I mean if you provide 50
9 percent or more of your services from an
10 out-of-state location, then it will be a Tier 1
11 contract. Okay.

12 And information pertaining to
13 reporting obligations can be found on the DLLR's
14 website, which is the Maryland Department of
15 Labor Licensing and Regulation.

16 And one more thing about living wage.
17 The living wage may change annually, and if the
18 living wage increases, which it tends to do every
19 year, the Contract price cannot be changed
20 because of a living wage change.

21 Yes.

1 WANDA SMITH: If in the event the
2 minimum wage changes during the duration of this
3 contract, and let's hypothetically say it does go
4 up to 15?

5 SANG KANG: Sure.

6 WANDA SMITH: Which is going to take
7 precedent, the living wage or the minimum wage?

8 SANG KANG: I'm not sure. I think
9 we'll have to get back to you in writing. I
10 would think that if the minimum wage changes, the
11 living wage would also change, but we'll give you
12 an answer in writing, though.

13 And that's it for the Living Wage
14 Requirement.

15 Section 1: VOSBE GOAL

16 SANG KANG: Now I'll present the
17 veteran-owned small business subcontractor
18 participation goal, and any questions or concerns
19 regarding this goal must be raised before the due
20 date of submission for Proposals, so please send
21 us any questions about the VSB goal.

1 There is a VSB subcontract
2 participation goal of 1% of the total contract
3 amount established for this procurement. An
4 Offerer must include with the Proposal a
5 completed Veteran-Owned Small Business Enterprise
6 Utilization Affidavit and Subcontractor
7 Participation Schedule. That's Attachment M-1,
8 and that's the only attachment that you'll have
9 to send with your Proposal. All the other
10 veteran-owned small business attachments, you
11 will be sending at later times if you are awarded
12 the Contract for contract administration
13 purposes.

14 So in the Attachment 1, the Offerer
15 will acknowledge either that it intends to meet
16 the VSB goal or you will request a full or
17 partial waiver of the participation goal.

18 And in Attachment M-1, you will also
19 specify the percentage of the contract value
20 associated with each VSBE subcontractor.

21 If the prime contractor, if you are a

1 verified VSBE firm, then up to 100% of the VSBE
2 goal can be met with your work on the Contract.

3 And if you are awarded the Contract,
4 you will have to send in Attachment M-2, and that
5 would be ten business days from notification.

6 And there are also some contract
7 administration requirements. You would have to
8 submit a monthly report listing any unpaid
9 invoices over 45 days old received from any VSB
10 subcontractor, the amount of each invoice and the
11 reason payment has not been made, and that's
12 Attachment M-3, and that is if you are awarded
13 the Contract.

14 And you will also have to maintain
15 records as are necessary to confirm compliance
16 with the VSB participation obligations, and the
17 contractor must retain all records concerning VSB
18 participation and make them available for a state
19 inspection for three years after completion of
20 the Contract.

21 And that's it. That concludes the

1 presentation of the living wage requirements and
2 the veteran small business enterprise
3 requirements for this RFP, and thank you. Have a
4 good day.

5 AUNG HTUT: Thank you, Mr. Sang. Now
6 we're going to invite Ms. Tywana Taylor, DHR
7 Cost, Location and Revenue Management Division,
8 to discuss Section 2, Minimum Qualifications, and
9 Section 3, Scope of Work of this RFP.

10 Section 2: Minimum Qualification

11 TYWANNA TAYLOR: Good afternoon again.
12 So I'm going to cover Section 2, which is the
13 minimum qualifications, and Section 3, which is
14 the scope of work, but since you guys have had
15 the Proposal in your possession, I'm not going to
16 read it verbatim. Rather, I'm going to highlight
17 some specific sections so that we can keep this
18 moving right along.

19 Beginning on Page 38, with minimum
20 qualifications, just to point out that a minimum
21 of five years' experience in the administration,

1 operation and management of a child support
2 enforcement program as funded under Title IV-D is
3 the minimum service requirement -- I mean, excuse
4 me, minimum qualification.

5 Section 3: Scope of Work

6 TYWANNA TAYLOR: Moving into the scope
7 of work, I just want to point out that really
8 everything within Section 3 is for the Department
9 to tend to acquire a contractor that will
10 maximize the performance of the Baltimore City
11 Office of Child Support Enforcement for the
12 Federal IV-D measures.

13 Sections 3.2.3 through 3.2.10 are
14 standard child support functions that are
15 governed by the Code of Federal Regulations, so
16 I'm not going to go over those. You can read
17 those in detail in the RFP.

18 I do want to point out in order for
19 the Child Support Enforcement Administration to
20 align with the Governor's interest of providing
21 quality customer service to both internal and

1 external customers, we have added in a
2 requirement of providing customer satisfaction
3 surveys, and that's noted on Page 50 if you would
4 like additional details around the requirements
5 of those surveys.

6 Another addition is on Page 51, under
7 the standard operating procedures. The
8 contractor shall submit any new or revised SOP
9 and related case initiatives to the State project
10 manager, which is me, for approval prior to
11 implementation. Requests for approval shall
12 include the requested bulleted items mentioned in
13 the RFP.

14 Moving on to Section 3.2.16,
15 Organizational Structure, Staffing and Contract
16 Personnel, the contractor shall minimize the use
17 of temporary staffing and have procedures and
18 incentives to retain quality trained staff and
19 minimize staff turnover.

20 Another one, Section 3.2.17, Location
21 of the Baltimore City Office of Child Support

1 Enforcement, the contractor shall acquire
2 additional space in a total of two different
3 locations within Baltimore City, utilizing the
4 information provided in Exhibit 10, which is on
5 Page 277 of your RFP.

6 Some additional State services,
7 State-supplied services that have not been
8 previously applied, I will highlight. They're
9 listed on -- all of the services are listed on
10 Page 56, but I would like to highlight that this
11 Contract, or this RFP, offers the ECMS service,
12 the Statewide call center toll-free number, the
13 Smart Remote Check Scanning System, and the
14 Dashboard, and details of which each of those
15 are, are also explained on Page 56.

16 The next couple of sections, from Page
17 59 to 61, cover the minimum service levels. I
18 think those are pretty self-explanatory, so I
19 will not repeat those numbers to you. That also
20 includes performance incentive goals on Page 61.

21 So the next important thing that I

1 want to note, and probably the last thing for my
2 section, is the deliverables on Section 3.2.23,
3 Pages 62 through 65, is really a summary of
4 everything that you're required to submit as a
5 part of this RFP, and what timeframes you're
6 supposed to submit them, and to whom you're
7 supposed to submit them to, so I would suggest
8 pulling that out, really using that as a guide of
9 what needs to be submitted and when it needs to
10 be submitted.

11 Other than that, I do not have any
12 additional information to provide you at this
13 time in those sections.

14 AUNG HTUT: Thank you, Ms. Taylor.

15 Now I'm going to review the RFP
16 Section 4 and Section 5 combined. Section 4 is
17 about Proposal Format, and Section 5 is about
18 Evaluation Committee, Criteria and Selection
19 Procedure.

20 Section 4: Proposal Format

21 AUNG HTUT: First, Section 4, Proposal

1 Format: Offerers shall simultaneously submit
2 Proposal in two separate volumes. Volume Number
3 1 is for Technical Proposals. No pricing
4 information is to be included in the Technical
5 Proposal, Volume Number 1.

6 Volume Number 2, Financial Proposal.
7 Pricing information is to be included only in the
8 Financial Proposal, Volume 2.

9 Financial Proposal shall be sealed
10 separately from one another, from Technical
11 Proposal in Volume Number 1. Each volume shall
12 contain an unbound original and five copies.

13 In addition, electronic versions of
14 Volume 1, Technical Proposal, and Volume 2,
15 Financial Proposal, must be provided as per the
16 instruction in Section 4.22 and Section 4.23 of
17 this RFP.

18 Offerers may either e-mail or hand
19 deliver the Proposal in accordance with the
20 instruction in RFP Section 4.3.1 and 4.3.2. A
21 transmittal letter in accordance of instruction

1 in RFP Section 4.4.2.3 shall accompany the
2 Technical Proposal. The purpose of this letter
3 is to transmit the Proposal and acknowledge the
4 receipt of any addenda.

5 As per instruction in RFP Section
6 4.4.2.4, the Offerer shall condense and highlight
7 the contents of Technical Proposal into separate
8 section entitled Executive Summary. The summary
9 should identify the service categories and
10 regions for which the Offerer is proposing to
11 provide services, if applicable. The summary
12 shall also identify any exceptions the Offerer
13 has taken to the requirements of this RFP,
14 Contract Attachment A or any other attachments.

15 Exceptions to terms and conditions may
16 result in having a Proposal deemed unacceptable
17 or classified as not reasonably susceptible of
18 being selected for award. If the Offerer has
19 taken no exceptions to the requirements of this
20 RFP, the Executive Summary shall so state.

21 As stated in RFP Section 4.4.2.9, at

1 least three references are requested from
2 customers who are capable of documenting the
3 Offerer's ability to provide the services
4 specified in this RFP. Each reference shall be
5 from a client for whom the Offerer has provided
6 services within the past five years.

7 And if I could bring to everyone's
8 attention that we have a 3 p.m. local time
9 deadline on 6 February, 2017 for the Proposal to
10 be received by the Department. That time is
11 according to our clock at the hallway outside.

12 We are anticipating receiving all
13 Proposals in time. For your information, we have
14 had some bad experience in the past receiving
15 proposals a bit late due to some unforeseen
16 circumstances, such as traffic jam on the way to
17 our office, so please do not wait until the last
18 minute for submission of the Proposal. We don't
19 want any bad experience of not receiving your
20 Proposal in time.

21

1 Section 5: Evaluation Committee
2 AUNG HTUT: Section 5, Evaluation
3 Committee, Criteria and Selection Procedure.
4 Evaluation of Proposal will be performed in
5 accordance with COMAR 21.05.03 by a committee
6 established for that purpose and based on the
7 evaluation criteria set forth in the RFP Section
8 5.1.2.

9 Those criteria in descending order of
10 importance are Offerer's technical response to
11 RFP requirements and work plan; experience and
12 qualifications of proposed staff, including
13 proposed subcontractors; expertise and innovation
14 reflected in the customer service plan, the
15 training plan, case initiation plan, paternity
16 established outreach process,
17 compliance/collection in high-volume
18 jurisdictions, prioritization schedule, PEP and
19 continuous quality improvement plan; Offerer
20 qualifications and capabilities; economic benefit
21 to State of Maryland.

1 The Evaluation Committee will review
2 Technical Proposal, participate in oral
3 presentations and discussion and provide input to
4 the Procurement Officer. Offerers must confirm
5 in writing any substantive oral clarifications or
6 changes in the Technical Proposal made in the
7 course of discussion. Any such written
8 clarifications or changes then become part of the
9 Offerer's Technical Proposal.

10 If the State finds an Offerer to be
11 not responsible, and Offerer's Technical Proposal
12 to be not reasonably susceptible of being
13 selected for award, that Offerer's Financial
14 Proposal will be returned if the Financial
15 Proposal is unopened at the time of the
16 determination.

17 The Financial Proposal of each
18 qualified Offerer, responsible Offerer found to
19 have submitted an acceptable Proposal, that will
20 be evaluated and ranked separately from the
21 technical evaluation. All qualified Offerers

1 will be ranked from the lowest to the highest
2 price base on the total Proposal price within the
3 State guidelines set forth in this RFP and as
4 submitted on Attachment F, Financial Proposal
5 Form.

6 Upon completion of the Technical
7 Proposal and Financial Proposal evaluations and
8 ranking, each Offerer will receive an order of
9 ranking. Procurement Officer will recommend
10 award of the Contract to the responsible Offerer
11 that submitted the Proposal determined to be the
12 most advantageous to the State. In making this
13 most advantageous Proposal determination,
14 technical factors will receive equal weight with
15 financial factors.

16 Questions & Answers

17 AUNG HTUT: Okay. Now we reach the
18 question and answer time. Now the Department is
19 going to answer the questions you might have.
20 When you have asked question, please state your
21 name and company you represent for the purpose of

1 recording.

2 Before starting, I would like to
3 inform all of you that the Department had already
4 issued Amendment Number 1, and Question and
5 Answer Series Number 1, for this RFP via
6 eMaryland Marketplace and DHR web.

7 In addition, we still have several
8 questions yet to answer which are presently under
9 review by the DHR Team. The Department will try
10 our best to provide answer as soon as possible
11 through eMaryland and DHR web to let everybody
12 know, probably within end of this week.

13 So anymore questions on the RFP?

14 ROBERT WILLIAMS: Yeah. I'm Bob
15 Williams from Veritas HHS. These are kind of
16 follow-ups to questions we've already posted in
17 writing, but I was hoping to get a little bit
18 more nuanced answer, I guess.

19 Could I ask one about the number of
20 offices that you are seeking to have established?
21 Because the RFP talks about two in certain zip

1 codes, and we understand that, but there's an
2 implication that you might want to have a central
3 office as well, and we weren't sure whether you
4 wanted two or three offices. And also, where OCS
5 and the State staff might fit in one of those
6 configurations?

7 AUNG HTUT: Anyone from DHR?

8 TYWANNA TAYLOR: Hi. Tywanna Taylor.
9 Again, the State Project Manager for this
10 solicitation.

11 It's the intent of the RFP to have two
12 field office locations in the zip codes that are
13 outlined in Exhibit 10. However, the program is
14 open to alternate proposals for location.

15 LEYLA LAYMAN: I would just caution
16 against using the term alternate proposals. They
17 are not permitted.

18 Right now the requirement is to have
19 two locations, one location in the western zip
20 code, one location in the eastern zip code.

21 MICHAEL HENRY: Mike Henry, also from

1 Veritas. I think I noticed -- I'm acting from
2 memory here -- there are no cases listed for one
3 of the zip codes, at least in my zip code map. I
4 think it was 20251.

5 You don't need to respond to that now.
6 You just need to check to see whether there are
7 more cases that we don't know.

8 AUNG HTUT: Any other questions?

9 ROBERT WILLIAMS: Well, I had more,
10 but I don't want to monopolize.

11 Could you talk to us a little bit
12 about ECMS in terms of -- because there was
13 really almost no descriptive material in the RFP
14 about ECMS. Has it been implemented in Baltimore
15 City? If not, will it be implemented at the time
16 of Go Live for this Contract? Are there
17 conversion responsibilities of the contractor?
18 Are there licensing fees required? Any
19 information like that, I guess.

20 AUNG HTUT: Tanya, are you still on
21 the line?

1 TANYA WILLIAMS: Yes, I'm here.

2 So we're actually in the process of
3 documenting a response to that question. The
4 system is not currently in place with the
5 incumbent. We hope to have it in place prior to
6 Go Live.

7 There are no conversion costs with the
8 new -- for the incoming contractor.

9 We are also working on a presentation
10 that will have some additional details regarding
11 ECMS.

12 We will not be able to do it a demo,
13 though, so it will be a document.

14 Does that answer the question?

15 ROBERT WILLIAMS: Yes.

16 AUNG HTUT: Anymore questions?

17 WANDA SMITH: Wanda Smith, Symphony
18 Placements.

19 I may not have added correctly. It's
20 a total of 29% MBE -- 1% veteran, 10% African
21 American, 7% woman-owned. That's 17, 18.

1 Where's the remaining 11% for MBE?

2 LAUREN GRAZIANO: Right. So
3 irrespective of the subgoals that have been
4 placed, we encourage you to use a variety of
5 different minority business to achieve the
6 overall 29% goal.

7 WANDA SMITH: Gotcha. Okay. So that
8 additional 11 could be with women-owned, African
9 American?

10 LAUREN GRAZIANO: Yep.

11 WANDA SMITH: And division?

12 LAUREN GRAZIANO: Yeah.

13 WANDA SMITH: Thank you.

14 LAUREN GRAZIANO: You're welcome.

15 LAURA ROSENAK: Laura Rosenak,
16 MAXIMUS.

17 Going back to Mr. Williams from
18 Veritas's question regarding any CSEA space
19 constraints or requirements: The current
20 Contract requires some co-location. Under this
21 Contract, the RFP does not specify any

1 co-location. Should bidders expect any
2 co-location?

3 ARETHA ECTOR: I'm sorry. Can I just
4 make another recommendation? Can you repeat the
5 question? It's very difficult for others to hear
6 the question that's being asked. If you could
7 repeat the question --

8 AUNG HTUT: I think the best way is
9 could you please come to the podium?

10 LAURA ROSENAK: It's the first time in
11 my entire career I was told I was too quiet, and
12 there are many people that can attest to that.

13 (Laughter)

14 LAURA ROSENAK: Laura Rosenak with
15 MAXIMUS.

16 I wanted to clarify Mr. Williams'
17 question and further seek guidance regarding Mr.
18 Williams' question, which I believe, if I
19 paraphrased appropriately, centered on -- one
20 aspect of it centered on whether or not there
21 would be any co-location requirements for any

1 CSEA staff.

2 The current Contract has such a
3 requirement. The RFP is silent, to the best of
4 my knowledge -- I may be wrong -- on that
5 requirement.

6 Is there any co-location requirement?

7 ARETHA ECTOR: Right. Aretha Ector
8 from the Attorney General's Office, and my
9 recollection is that the office that is closest
10 to the courthouse will house the individuals
11 employed by the State. And I can try to get that
12 reference.

13 AUNG HTUT: Any other?

14 ROBERT WILLIAMS: Yeah. Bob Williams
15 for Veritas HHS.

16 This is kind of a technical question
17 about the Contract, one that we asked but I
18 wanted to explain it a little bit more. It's
19 because the RFP has very broad-brush kind of
20 provisions about confidentiality, with no
21 exceptions, in terms of not personal information

1 but kind of program information that's provided
2 to the contractor. This would be an unusual
3 provision from our point of view.

4 In the contract language, there is an
5 appropriate set of exceptions that would limit
6 the applicability of that section, that strikes
7 us as being an appropriate set of exceptions, but
8 those exceptions are not in the RFP.

9 And I guess our concern would be if
10 you looked at the Draft Contract, the order of
11 precedence for documents in the contractual
12 relationship has the RFP in front of the contract
13 document itself, which means that everything
14 passed to the Agency in relationship to running
15 the program, training materials, policy manual,
16 brochures, all these things that are typically
17 public documents would be deemed confidential
18 under the RFP provision, and the RFP provision
19 would have precedence.

20 In our experience in other States,
21 typically the contract language has precedence

1 over the RFP. But we singled out that provision
2 because we thought if, in fact, the RFP language
3 is going to have precedence, it should really
4 have the exceptions with it that are listed in
5 the Draft Contract.

6 That's more of an editorial comment
7 than a question, I think, but I wanted to explain
8 why we asked that.

9 AUNG HTUT: Okay.

10 ARETHA ECTOR: We'll take a look at
11 that.

12 ROBERT WILLIAMS: Yeah. Thank you.

13 ARETHA ECTOR: This is Aretha Ector
14 again.

15 But with respect to location of
16 services, it's Page 53, Section 3.2.17g, as in
17 Greg: Designate the office space at the facility
18 located nearest the Baltimore City Courthouse,
19 gives the address as the Central Baltimore City
20 Office of Child Support, and it shall provide
21 space for the State Court and Investigations Unit

1 and the OSC. So that's the location where we
2 would have the co-location of the contracted and
3 State employees.

4 AUNG HTUT: Okay.

5 ARETHA ECTOR: Just one other point of
6 clarification I may have misheard. Technical
7 Proposals and Financial Proposals may only be
8 hand delivered or mailed, not e-mailed. And I
9 don't know whether I heard it, Aung, but I
10 thought it sounded like you said e-mail.

11 AUNG HTUT: Oh, yeah.

12 ARETHA ECTOR: Proposals may not be
13 submitted via e-mail, period.

14 AUNG HTUT: I meant mail. Sorry about
15 that.

16 ARETHA ECTOR: No exceptions.

17 AUNG HTUT: Okay. Any other
18 questions?

19 ROBERT WILLIAMS: I'm sorry. I had
20 one final.

21 AUNG HTUT: That's all right. No

1 problem.

2 ROBERT WILLIAMS: Bob Williams from
3 Veritas HHS.

4 About Proposal Format, and this is a
5 little bit complicated. But whether you realize
6 it or not, and I'm sure it's not intentional:
7 There are a lot of places where this RFP asks for
8 the same types of information in two different
9 places in two different sections. And we could
10 give you a list of those if you'd like, but that
11 kind of makes it not only more difficult to
12 respond, but also to evaluate the RFP.

13 And I guess I'm wondering whether,
14 when confronted with that situation, whether we
15 should answer -- provide the information in two
16 different places or whether it's generally
17 sufficient to cross-reference back to another
18 place? I think it has to do with whether you're
19 going to be evaluating it section by section, or
20 whether you're going to have people evaluate it
21 across the whole Proposal.

1 AUNG HTUT: Same thing that you had.

2 ARETHA ECTOR: While there may be some
3 overlap, you have to keep in mind Section 3 are
4 the requirements that you have to follow.
5 Section 4 is designed to give you assistance in
6 terms of how the Proposal should be put together
7 and what we're looking for.

8 So in Section 3, you may have a
9 requirement to open an office and to provide
10 certain services. It's not enough just to say
11 "Yes, we'll do that," so Section 4 will say, "We
12 want a work plan."

13 But in your work plan, we need you to
14 cover really most, if not all, of the aspects of
15 Section 3 and not just say you're going to do it,
16 but how you are going to do it.

17 And so when you read those two
18 sections, sometimes there is some overlap, and
19 you may see in Section 4 that we make specific
20 reference to something in Section 2. That means
21 that it's really, really important, and maybe you

1 should give it some extra attention.

2 But Section 3 is where all of your
3 requirements are. That's your scope of work, and
4 you really need to focus on that. And then in
5 Section 4, when you start putting your Proposal
6 together, look at Section 4 and see what the
7 Department is going to look for, and that's
8 usually -- that's where we say we want detail, we
9 want examples, we want to know how, we want to
10 know the benefits rather than yes, we'll do it,
11 yes, we can do it.

12 Proposals that give that kind of
13 detail and explanation will probably be given
14 better consideration and rated higher than those
15 who just say, "Yes, we'll do it. We'll meet all
16 those requirements in Section 3."

17 And so that's sort of the best
18 response. I don't want you to ignore any
19 section. If you have to repeat something, do so
20 just out of an abundance of caution and not
21 missing anything. But Section 4 is really

1 designed to show you how you should put your
2 Proposal together.

3 ROBERT WILLIAMS: But just to clarify
4 then, I mean, do you want that meat mostly in
5 Section 3? Because normally that's where you go
6 through all the requirements and respond to it in
7 some considerable detail.

8 ARETHA ECTOR: Well, you don't look
9 at -- don't look at them in a vacuum. I mean,
10 Section 4 is not necessarily a separate section.
11 It talks about as you go through your scope of
12 work, as you respond to each requirement in
13 Section 3, you should be giving us detail. That
14 should be your work plan. "Here's how we're
15 going to provide the services to you."

16 And as you go through each section, be
17 mindful that the response that tells how, who,
18 why we do certain things will be given more
19 favorable consideration than a response that just
20 says, "Yes, we can do that, we will meet that
21 requirement," or if you just regurgitate our

1 requirement.

2 AUNG HTUT: Anymore questions?

3 (No Response.)

4 Closing

5 AUNG HTUT: Okay. If you don't have
6 anymore questions, I do hereby announce this
7 Pre-Proposal Conference is closed. And on behalf
8 of the Department, I thank you all for attending.

9 Good luck.

10 (Conference concluded at 1:54 p.m.)

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CERTIFICATE OF COURT RECORDER

I, MERINDA EVANS, an electronic court recorder, do hereby certify that the foregoing Pre-Proposal Conference was electronically recorded by me and transcribed to the best of my ability.

As witness my hand this 17th day of January, 2017.



MERINDA EVANS

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