STATE OF MARYLAND
STATE OF MARYLAND DEPARTMENT OF HUMAN SERVICES
(DHS)
REQUEST FOR PROPOSALS (RFP)

MARYLAND STATE DIRECTORY OF NEW HIRES
RFP NUMBER: CSA/MSDNH/25-001-S

QUESTIONS AND RESPONSES

Selection of eMMA and other State procurement resources for potential Offerors:
NOTE: For best results, use the Google Chrome browser to access eMMA.

eMMA Homepage:
https://emma.maryland.gov/page.aspx/en/usr/login?ReturnUrl=%2fpage.aspx%2fen%2fbuy%2fhomepage
Select "Vendor Search," search by chosen parameter, then sort by VSBE to see the available VSBE businesses.

eMMA Quick Reference Guides (QRGs):
https://mdprocurement.freshdesk.com/support/home
Step by step instructions on using eMMA.

eMMA Helpdesk email address:
emma.helpdesk@maryland.gov

Maryland. Department of Transportation (MDOT):
https://marylandmdbe.mdbecert.com/
Select "Search Directory of Certified Firms" to search for MBE businesses.

Governor's Office of Small, Minority & Women Business Affairs
https://gomdsmallbiz.maryland.gov/Pages/default.aspx
Provides a variety of useful resources for businesses.

Department of General Services Office of State Procurement
https://procurement.maryland.gov/
Provides a variety of useful resources for businesses, including eMMA training.

The DHS MBE/VSBE Liaison is available to answer questions related to MBE/VSBE participation goals. Christopher Kelly: Christopher.kelly1@maryland.gov

Question 1: Will a list of the Pre-Proposal Conference attendees and their contact information be provided?

Response: **Please see the document entitled "Pre-Proposal Conference Attendees and Presenters."**

Question 2: Will the PowerPoint presentation be provided?

Response: **The transcription of the PowerPoint presentation is included in the document entitled "CSA/MSDNH/25-001-S Maryland Directory of New Hires RFP Pre-Proposal Conference - Transcript," but the PowerPoint file is not available.**

Question 3: Regarding the MBA subgoal requirements of this RFP, many MBEs include multiple sub-goals in their listings. What is the State's direction on MBEs fulfilling multiple categories?

Response: **COMAR 21.11.03.12-1 F. states:**

Counting Participation of a Certified Business Owned by a Woman of an Ethnic or Racial Group for Subgoals. A certified MBE may be counted to meet a subgoal for woman-owned businesses, a subgoal for businesses owned by a member of an ethnic group or racial group, or both, if the business has been certified in both subgoal categories.

The participation of an MBE certified in both categories may only be counted once for purposes of meeting the overall MBE contract goal.

Question 4: Who is the current Contractor for the Maryland Directory of New Hires?

Response: **The current Contractor is Maximus, Inc.**

Question 5: Can the State provide the staffing levels (full and part time) that support the operations of the current project?

Response: **Staffing levels are to be proposed by the Offeror.**

Question 5a: With that, can the State provide a breakdown for the work being performed for NMSNs and IWNs?

Response: **This information is in the Maryland New Hires RFP section 2.3 for NMSN and section 2.3.3.**

Question 5b: Can the State further provide a breakdown of FTEs as it relates to CSMS updates and overall activity?

Response: **Each vendor would have to determine how they are able to complete the workflow when processing Maryland New Hires and mail items for the contract.**

Question 6: How many employers are in the current database?

Response: **Electronically there are 53,857 employers reporting. Non-Electronic there are 10,521 reporting.**

Question 6a: How many employers have you received a new hire report from in the last 12 months and in the last 24 months?

Response: **The employers reporting for the last 12 months for 2024 are 236,600. The employers reporting for the last 24 months for 2023 - 2024 are 469,695.**

Question 6b: In addition, can the State provide its current electronic rate for new hire records?

Response: **The current electronic rate for new hires records is 96%.**

Question 7: Will the awarded Offeror be able to port over the existing telephone and fax numbers/lines?

Response: **Yes**

Question 8: How many telephone lines are being used for incoming calls?

Response: **One line is dedicated to New Hires and one dedicated to Employer Services.**

Question 8a: How many incoming and outgoing telephone calls were there for 2024 per month?

Response: **On average there were 170 calls per month in 2024.**

Question 9: Is there a transition plan with the current vendor? If so, can the State provide a copy?

Response: **The transition-in plan relevant to Offerors is contained in the RFP in section 3.3. The transition out requirements are in the RFP in section 3.5. The State cannot share the current vendor's transition plan.**

Question 10: Can the State provide a copy of the current compliance and outreach material?

Response: **As stated in Appendix 7- of the Maryland New Hires RFP, the Electronic Reading Room will be on a Maryland Benefits SFTP server. Access will be given upon award.**

Question 11: Can the State provide a copy of the current informational mailing material being sent to employers?

Response: **As stated in Appendix 7- of the Maryland New Hires RFP, the Electronic Reading Room will be on a Maryland Benefits SFTP server. Access will be given upon award.**

Question 11a: What is the breakdown by email, fax, and mail in 2023 and 2024?

Response: **The fax for 2024 was 40,500 and for mail it was 4,100. The current vendor does not receive new hire reports through email. For 2023 the fax was 40,000 and mail was 3,500.**

Question 12: How many employers were notified for EPP outreach in 2023 and 2024?

Response: **There were 24,546 employers notified for EPP outreach in 2023. In 2024 there were 30,856 employers notified for EPP outreach.**

Question 12a: What is the breakdown by email, fax, and mail in 2023 and 2024?

Response: **There is no breakdown by fax. The breakdown for 2023 is 23,823- email and 723- USPS mail. For 2024 is 29,705 emails , 1, 151 are USPS mail.**

Question 13: Please provide details on the outreach activities over the past 24 months.

Response: **Outreach is performed for noncompliance, SSI reject notices, new hire reject notices, proactive compliance and seasonal reminders. (See Section 2.3.38).**

Question 13a: How many mailings monthly? Quarterly? Annually?

Response: **For the past 30 days there are 8,466 emails and 2,629.2 mailings. For the past 3 months there are 25,398 emails and 7,887.6 mailings. For the past 12 months there are 101,592 emails and USPS mail 31,550.**

Question 13b: How many employers in each mailing?

Response: **There is an average of 1 employer for each mailing.**

Question 14: Upon award of the contract, can the awarded Offeror receive a copy of the current employer database?

Response: **Yes, according to the contract the current vendor would supply three years of Maryland New Hires data to the successful offeror during transition in.**

Question 15: Will the State identify all Offerors who submitted questions?

Response: **No.**

Question 16: Will the State provide visibility into the number of other Offerors bidding on this RFP / project?

Response: **This information will be made public at a later time upon publication of the relevant Board of Public Works Agenda.**

Question 17: What is the annual, quarterly, or monthly incoming call volumes and voicemails for this project for 2023 and 2024?

Response: **Call volumes for 2023 are 1,440 and for 2024 are 2,050. There are about one or two voice mails that come in after hours to the vendor. However, most employers contact the vendor during business hours.**

Question 18: What is the annual, quarterly, or monthly incoming email volumes for this project for 2023 and 2024?

Response: **The annual incoming email are 240, and the quarterly are 60 and the monthly are 20 for 2023. The annual incoming emails are 180 and the quarterly are 45 and the monthly are 15 for 2024 .**

Question 19: Will the State provide current transaction rates for processing electronic and non-electronic new hire reports?

Response: **This is a fixed contract, and not based on transaction rates for processing electronic and non-electronic new hire reports**

Question 20: Will the State provide a copy of the last 6 months' invoices?

Response: **No**

Question 21: Section Key Summary Sheet
MBE Subcontracting Goal: 30%: African American: 7% - Hispanic American: 0% - Asian American: 4% - Women: 12%. The MBE Goal is based on the following NAICS codes for subcontractor services. Other codes which represent occupations and services that contribute toward providing the services required by the RFP may be used: 518210, 541511, 541512, 541513, 541519, 541690, 561110

Can the State confirm that the current Contractor is meeting the 30% MBE spend requirement?

Response: **This is not relevant to the current RFP.**

Question 22: Section Key Summary Sheet
African American: 7%, Hispanic American: 0%, Asian American: 4%, Women: 12%

Is it required that the prime contractor with MBEs that fall into each of the categories provided. I.E. All MBE subcontractors must be African American, Asian American and Women?

Response: **Excepting the conditions described in Response 3, MBE subcontractors may only count toward one subgoal per COMAR 21.11.03.12-1 F.**

Question 23: Section Key Summary Sheet
Proposal Due (Closing) Date and Time: Wednesday, September 10, 2025, 2:00pm Local Time. Offerors are reminded that a completed Feedback Form is requested if a no-bid decision is made (see page iv).
We are respectively requesting an extension by a few weeks to be able to prepare a proposal for the RFP for Services, IT, Maryland State Directory of New Hires. As a potential new

vendor, the requirements for a new office and MBE subcontracting cannot be coordinated and finalize within the 23 days from issuance of RFP to proposal due date.

Response: **Section 4.5.2 regarding Proposal Due (Closing) Date and Time states "Requests for extension of this date or time shall not be granted."**

Question 24: Section 2.2 Background, Purpose and Goals
While exact data is unavailable, it is estimated that 24,021 NMSNs are completed and returned by employers annually.
Table 3 on page 5 only provides up to SY 2023. Are there any current statistics for 2024 and 2025?

Response: **Table 3 has been updated to include updated information for SFY 23 and SFY24. Please see Amendment 4.**

Question 24a: It indicates in SFY 22, 2,618 NMSNS were returned as undeliverable, but that number dramatically decreased in 2023 to 36. What is the reason for the significant decrease?

Response: **The data for 2023 was not complete for the full year. In 2023 there were a total of 2935 NMSNS returned undeliverable. In 2024 there were 5433 NMSNS returned undeliverable.**

Question 24b: Similarly, the Table indicates that in SY22, 1,680 were completed by employers, but in SY2023, there was a substantial increase to 10,314. Can you explain the rise?

Response: **The total NMSNS completed by employers in 2022 was 21,212, the chart incorrectly calculated the total number. Please see Amendment 4. However, numbers do fluctuate year to year.**

Question 24b: If 10,314 were completed by employers, does that mean that 10,314 out of the 24,021 issued (minus 36 as undeliverable) did not require follow-up for completeness?

Response: **Correct. NMSNs Completed by Employers do not require follow-up**

Question 25: Section 2.2.1.F Project Goals
Develop an innovative System that will enhance the current Maryland State Directory of New Hires.

Can the State define what specific enhancements or features would qualify as 'innovative' for the new system? For example, would the State be interested in a one-stop-shop solution that handles all work (including IWNs, NMSNs, Employer Database Maintenance) in place of CSMS? We would provide a file to update CSMS accordingly.

Response: **The specific requirements are contained in the RFP. Other enhancements may be proposed by the Offeror. The state has developed the Child Support Management System and intends to continue using this system.**

Question 25a: Further are there any preferred technologies, automation capabilities, or analytics features the State considers priorities?

Response: **The preferred technologies are specified in the Maryland New Hires RFP section 2.3.45.**

Question 26: Section 2.3 Responsibilities and Tasks
The Contractor shall create and maintain an automated system for collecting, storing, transmitting, and extracting information reported by employers and/or independent contractors on newly hired and rehired employees.

Will the State continue issuing the IWN and report to the contractor information regarding date of issuance and other information for monitoring/or will the Contractor be able to issue the IWN electronically and provide a report for CSMS?

Response: **The state will continue utilizing the CSMS system that will continue issuing the IWNs to employers.**

Question 27: Section 2.3 Responsibilities and Tasks
MDOL will provide the Contractor with a monthly New Employer file to help identify new employers and/or independent contractors.

How does MDOL identify the difference between new employers and Independent contractors within the file being shared?

Response: **MDOL does not currently collect information from independent contractors. However, there may be a requirement to do so in the future.**

Question 28: Section 2.3.2.A
Employer's name, physical address, phone number, fax number, payroll address (if different), payroll phone number (if different), payroll fax number (if different), payroll contact, federal Unique Entity ID (UEI), Federal Employment Identification Number (FEIN), State Unemployment Insurance Number (SUIN), and email address; and

Employers mailing in documents may not provide an email address. Is the vendor expected to reject a file for the missing data element such as email address?

Response: **Currently email is not a required field and is not a reason for rejection.**

Question 29: Section 2.3.14 Responsibilities and Tasks
Contact employers and/or independent contractors that have failed to comply with the requirements of the MSDNH. In order to accomplish this, CSA will provide the Contractor with access to the CSMS.

Can the State confirm if this is a separate report from the EPP and the UI Employer file already detailed in the RFP?

Response: **Information and reports generated from CSMS are independent of EPP report and UI Employer file from MDOL.**

Question 30: Section 2.3.18
Monitor compliance of all employers and/or independent contractors reporting newly hired employees within the mandated twenty (20) Calendar Day period.

How does the state identify within the system which record is a New Hire and which record is an Independent contractor?

Response: **We do not currently receive information for independent contractors. However, this may be a requirement in the future.**

Question 31: Section 2.3.25
Compare the current UI employer file from MDOL with the previous month's UI employer file to identify new employers and/or independent contractors and employers and/or independent contractors that are no longer reporting new hires. The Contractor shall update the System within five (5) Business Days after receipt of the MDOL employer file.

How does the state identify within the system which record is a New Hire and which record is an Independent contractor?

Response: **We do not currently receive information for independent contractors. However, this may be a requirement in the future.**

Question 32: Section 2.3.29 Administrative and Operational Procedures Manual
The Manual shall document the Contractor's day-to-day administrative and operational procedures for every aspect of the MSDNH to include at minimum:

Can the State confirm what the offeror's Administrative and Operational Procedures Manual is used for at the State level?

Response: **This manual is used as a reference to understand the process that the vendor is using to perform the functions of the Maryland New Hires contract and ensuring compliance with requirements in the RFP.**

Question 32a: This information may contain confidential and proprietary details as it relates to internal processes. Can the State confirm that the contents shall remain confidential?

Response: **All information which is proprietary is protected. The RFP (Section 5.2.6) requires Two Part (Double Envelope) Submission. Section 5.2.6.A.3 requires the Offeror to submit a second searchable Adobe copy of the Technical Proposal, with confidential and proprietary information redacted (also see Section 4.8).**

Question 33: Section 2.1 Scope of Work Income Withholding Notice Management Services (IWN)
When CSA learns that a non-custodial parent has a job with a new employer, CSA through the CSMS generates an IWN to the identified employer with a copy to the NCP. This IWN is printed and mailed by DHS.

Would the State consider sending the print file to the contractor to deliver IWN's to registered employers electronically through the MSDNH and the contractor return a file of IWN responses to update CSMS? This method would allow non-federal eIWO employers the ability to receive IWNs directly through the new hire system and increase response times

Response: **No. DHS will continue to print and mail IWNs**

Question 34: Section 2.3.30.1 Benchmarks
The Child Support Administration has set benchmarks for each mail type according to caseload. A completion percentage has been determined that will need to be achieved within a specific

period of time for the Contractor to be determined to be compliant with the Contract

If the State is mailing the IWN, how can the Contractor be held accountable for timeliness?

Response: **The timelines and criteria are outlined in the current RFP in our deliverable descriptions/acceptance criteria section 2.4.4.**

Question 34a: Would the State consider allowing the Contractor to issue the IWN and provide details of issuance in a return file?

Response: **No.**

Question 35: Section 2.3.32
Quarterly, the State receives the federal Employer Participation Project (EPP) Report. The EPP Report lists potentially non-compliant employers and/or independent contractors (those who may not have complied with new hire reporting requirements)

The current EPP file doesn't identify if a record belongs to an employer or independent contractor. Is the vendor supposed to identify the difference between a record type other than the record is non-compliant?

Response: **We do not currently receive information for independent contractors. However, this may be a requirement in the future.**

Question 36: Section 2.3.32.B Benchmarks
B. Within ten (10) Business Days of receipt of the quarterly EPP report, send a 20- Day Non-Compliant Warning Notice to Employers and/or Independent Contractors, which will be provided to Contractor upon Contract Award, to potentially non-compliant employers and/or independent contractors via first-class mail, as mandated by State and Federal Regulations.

Can the State provide the number of 20-day Non-Compliant Warning Notices mailed to employers in the last year?

Response: **Please refer to Response to Question 12 for EPP outreach numbers.**

Question 36a: In additional, can the State advise whether these notices may be transmitted electronically?

Response: **Yes, they may be transmitted electronically**

Question 37: Section 2.3.33.C Income Withholding Notice Management Services (IWN)
C. Contact employers who have failed to comply with an IWN letter. The cases will be provided to the Contractor via an Earnings Withholding Work Order Case Load Pool within CSMS

Is the Earnings Withholding Work Order Case Load Pool available in a file format to the contractor to allow tracking of employers and to utilize internal outreach processes for resolution, auditing and monitoring purposes?

Response: **No.**

Question 37a: Further, would the State accept updates to CSMS by way of an electronic feed file?

Response: **No.**

Question 38: Section 2.3.34 National Medical Support Notice (NMSN)
CSMS automatically generates a NMSN to an employer when an IWN is generated, and the court order requires medical support. DHS prints and mails the NMSN.

Please verify that the Contractor will not issue the NMSN but will only process the undeliverable NMSN and track the completion of NMSN Parts A and B by entering information directly into the state system, CSMS.

Response: **This is correct, however the contractor will be doing NMSN Follow Up.**

Question 39: Section 2.3.34 National Medical Support Notices (NMSN)
CSMS automatically generates a NMSN to an employer when an IWN is generated, and the court order requires medical support. DHS prints and mails the NMSN.

Would the State consider sending the print file to the contractor to deliver NMSN's to registered employers electronically through the MSDNH and the contractor return a file of NMSN responses to update CSMS? This method would reduce postage fees and allow for tracking of waiting periods.

Response: **No.**

Question 40: Section 2.3.34 National Medical Support Notices (NMSN)
The Contractor is responsible for processing the undeliverable NMSN and tracking employer completion of NMSN parts A and B. The Contractor shall use CSMS to view and process undeliverable and/or completed NMSN.

Are the undelivered letters via the Mail Pool available in a file format to the contractor to allow tracking of employers requiring updates for outreach, auditing and monitoring purposes?

Response: **No.**

Question 41: Section 2.3.34.C National Medical Support Notices (NMSN)
If insurance cards from the employer were included in the response, mail the insurance card(s) and any other applicable plan information to the custodial parent or to the designated local Title IV-D child support liaison. In cases involving domestic violence indicators, as indicated on CSMS, and in which health insurance coverage is available, mail the health insurance card(s) and any other applicable plan information to the attention of a designated local Title IV-D child support liaison. The vendor will make a note in the case action log that copies of the cards were

included in the NMSN documents and send them back to the custodial parent.

Could you please provide the number of cases where it was necessary to send insurance cards to the custodial parent?

Response: **The vendor is responsible for mailing insurance cards to the custodial parent or local office. The current vendor generally sends insurance cards to the local offices.**

Question 42: Section 2.3.35 (F) 1.
F. Ensure the ESW website has the following features:
1. Ability for employers and/or independent contractors to self-register and create a user account for the purpose of interacting with the System.

Does the ESW site differentiate employers vs Independent contractors for users registering at the site? (**See response above for independent contractors.)**

If so, is this information to be delivered daily with the file created and sent daily to the state?

Response: **We do not currently receive information for independent contractors. However, this may be a requirement in the future.**

Question 43: Section 2.3.35 O.
O. Provide the ability for employers and/or independent contractors to submit employer termination notices electronically via the website and/or mobile application.
The current process requests the vendor to work Terminations through the state CSMS.

Does the state want the vendor to build an additional function to process Terminations in ESW?

Response: **No**

Question 43:a If so, does the state have preferred data record layout to collect terminations that it will share?

Response: **N/A**

Question 44: Section 2.3.38.C New Hires Employer Services Website (ESW) – Outreach
After the initial three (3) month supply provided by the Department, the Contractor is responsible for the continued maintenance, replenishing and mailing of hard copy NHEIPs to employers and/or independent contractors for the remainder of the Contract.

Can the New Hires Employer Information Package (NHEIP) be delivered to new employers electronically instead of mailing hard copies?

Response: **No**

Question 45: Section 2.3.39 Employer Help Desk (EHD)
Call volume is unknown for IWN and NMSN processing.

Can the State provide historical or projected call volumes for IWN and NMSN to better estimate staffing needs?

Response: **Most of the calls are outgoing rather than incoming. On average, there are about 200 outbound calls a month to employers.**

Question 45: If unavailable, what service-level expectations (e.g., max wait time, average handle time) should be assumed?

Response: **N/A**

Question 46: Section 2.3.42 Contractor's Office Location
The State requires the Contractor to have an office to administer and manage the Contract. This allows for meetings with State Management to receive the executed contract deliverables. This

site shall not be accessible to employers and/or independent contractors to visit and complete the services of this RFP. The Office site must be within the Baltimore Metropolitan Area. The contractor shall make two (2) work stations available to DHS/CSA staff and State Auditors. This facility shall also house support staff for processing of MSDNH, employer data, IWN, and NMSN.

As a leading vendor in new hire reporting services, we currently operate 15 new hire projects are across the country. All these projects are operated out of our regional facilities operating and exceeding all the requirements outlined in the Services, IT, Maryland State Directory of New Hires. Our approach offers all States the economies of scale, resulting in significant cost savings at the same time offering State of the art technology, functionality, and new hire reporting modules to support a truly one-stop-shop for the employer community.

Will the State consider allowing the vendor to operate the Services, IT, Maryland State Directory of New Hires with some or all of the operations out of State?

Response: **No.**

Question 47: Section 4.17 Acceptance of Terms and Conditions:
By submitting a Proposal in response to this RFP, the Offeror, if selected for award, shall be deemed to have accepted the terms and conditions of this RFP and the Contract, attached hereto as Attachment M. Any exceptions to this RFP or the Contract shall be clearly identified in the Executive Summary of the Technical Proposal. All exceptions will be taken into consideration when evaluating the Offeror's Proposal. The Department reserves the right to accept or reject any exception."

If negotiations are unsuccessful or if the State rejects the Contractor's exceptions; is the Contractor obligated to perform the contract without their exceptions or will the State select a different qualifying bidder?

Response: **As stated, *by submitting a Proposal in response to this RFP, the Offeror, if selected for award, shall be deemed to have accepted the terms and conditions of this RFP and the***

Contract, attached hereto as Attachment M*. Any exceptions to this RFP or the Contract shall be clearly identified in the Executive Summary of the Technical Proposal. All exceptions will be taken into consideration when evaluating the Offeror's Proposal. *The Department reserves the right to accept or reject any exceptions. (emphasis added.)

Question 48: Section 4.26 MBE Participation Goal
An Offeror that does not commit to meeting the entire MBE participation goal outlined in this Section 4.26 implies that it is requesting a full or partial waiver for the remainder of the MBE goal or subgoals as applicable and, if recommended for award, shall submit documentation supporting its good faith efforts to meet the MBE goal made prior to submission of its proposal as outlined in Attachment D- 1B, Waiver Guidance. Failure of an Offeror to properly complete, sign, and submit Attachment D-1A at the time it submits its Technical Response(s) to the RFP may result in the State's rejection of the Offeror's Proposal.

Is the good faith waiver form required if the prime contractor is committing to use a MBE/VSBE for the execution of services outlined in the RFP?

Response: **A waiver is requested when the Offeror is proposing to not meet the MBE and VSBE goals of the RFP.**

Question 49: Section 4.26 MBE Participation Goal
Do any Good Faith Efforts documentation need to be submitted if the prime contractor is fulfilling the MBE participation goal?

Response: **Documentation related to Good Faith Efforts only needs to be provided when the Prime Contractor has exhausted options but has been unsuccessful to confirm the utilization of Subcontractors to meet an MBE goal stated in the RFP.**

If a Prime Contractor is fulfilling the MBE participation goal, the Prime Contractor can only be used for up to 50% of the MBE goal.

Question 50: Section 4.26 MBE Participation Goal
Is there an opportunity to ask questions around the MBE/VSBE participation goals after the question and answer period has closed?

Will there be an MBE liaison?

Response: **The DHS MBE/VSBE Liaison can be available to answer questions related to MBE/VSBE participation goals even after the question and answer period has closed.**

DHS MBE/VSBE Liaison
Christopher Kelly
Christopher.kelly1@maryland.gov

Question 51: Section 4.33.8 Nonvisual Access
Ten percent (10%) of all invoiced amounts shall be held back from each payment (the "Retention Amount"), as retention money to guarantee Contractor's performance of the obligations set forth in this clause. Contractor may invoice the State for release of the Retention Amount upon DoIT's written approval to place the IT solution into production. DoIT reserves the right to use the Retention Amount to pay for third-party solutions to remediate WCAG 2.1 Level A and AA accessibility issues if the Contractor is unable to remediate after 90 days following launch of the website or application.

Will the Contractor be able to invoice the State for the release of the Retention Amount upon DoIT's written approval at the completion of all requirements and/or at the end of each term?

Response: **No, this is not allowed. What the contractor is able to invoice is already stipulated in the RFP and will be in the contract between the contractor and the state of Maryland.**

Question 52: Section 4.38 Bonds
Can the State elaborate on the bond requirement, in particular, the amount of the bond?

Response: **There is no bond requirement for this contact.**

Question 53: Section 4.38.1
Acceptable security shall be as described below, identified within and excerpted from COMAR 21.06.07:
A. Acceptable security for Proposal, performance, and payment bonds is limited to:
1. A bond in a form satisfactory to the State underwritten by a surety company authorized to do business in this State;
2. A bank certified check, bank cashier's check, bank treasurer's check, cash, or trust account;
3. Pledge of securities backed by the full faith and credit of the United States government or bonds issued by the State;
An irrevocable letter of credit in a form satisfactory to the Attorney General and issued by a financial institution approved by the State Treasurer

Please confirm that no proposal, performance, or payment bonds are required.

Response: **A Bond is not required for this RFP.**

Question 54: Section 5.2.3 Proposal Delivery and Packaging
Does the State have any style-based formatting preferences for technical responses that Offerors should consider? For example, typeface (serif vs. sanserif), type size, color, spacing, document margins, etc.

Response: **See Section 5. Proposal Format**

Question 55: Section 5.2.3 Proposal Delivery and Packaging
Can the State advise whether the eMMA procurement system has a file size threshold for uploads?

Response: **eMMA has a file upload size limit of 300,000 KB. If the combined size of files exceeds this limit, compress them into a ZIP file before uploading.**

Question 56: Section 5.2.3 Proposal Delivery and Packaging
Will Offerors be given an opportunity to test the submission of their responses via the eMMA procurement system prior to the due date?

Response: **Please reach out to the eMMA Helpdesk at emma.helpdesk@maryland.gov for assistance with eMMA. Additionally, please see the eMMA Vendor Quick Reference Guides available at**
https://mdprocurement.freshdesk.com/support/home

Question 57: Section 5.3.2.A & B
A. Title Page and Table of Contents (Submit under TAB A)
The Technical Proposal should begin with a Title Page bearing the name and address of the Offeror and the name and number of this RFP. A Table of Contents shall follow the Title Page for the Technical Proposal, organized by section, subsection, and page number.
B. Claim of Confidentiality (If applicable, submit under TAB A-1)
Any information which is claimed to be confidential and/or proprietary information should be identified by page and section number and placed after the Title Page and before the Table of Contents in the Technical Proposal, and if applicable, separately in the Financial Proposal

In 5.3.2.A, it says to place the Table of Contents (TOC) under Tab A. For 5.3.2.B, it says to place the Claim of Confidentiality under Tab A-1, however, it then says to place it between the Title Page and TOC.

Please confirm the change to tabs and the order in alignment with the written instructions in 5.3.2.A and B would be presented as below:

Tab A Title Page
Tab A-1 Claim of Confidentiality
Tab A-2 Table of Contents

Response: **Tab A-1 is inserted into Tab 1 after the title Page and before the Table of Contents, as stated in Section 5.3.2.B.**

Question 58: Section 5.2.6.A
Technical Proposal consisting of: Technical Proposal and all supporting material in Microsoft Word format, version 2007 or greater, Technical Proposal in searchable Adobe PDF format, a second searchable Adobe copy of the Technical Proposal, with confidential and proprietary information redacted (see Section 4.8)
In the redaction process, Acrobat may convert some pages to images. Please confirm that it is acceptable that the redacted PDF copy will not be searchable as it may make it susceptible to portions being released publicly.

Response: **The redacted version must be searchable.**

Question 59: Section 5.3.1
All pages of both Proposal volumes shall be consecutively numbered from beginning (Page 1) to end (Page "x"). Can Bidders Offerors number the pages by major tab (i.e., A-1, B-1)?

Response: **Offerors may label the pages how they wish, but must also follow Section 5.3.1, which states, "All pages of both Proposal volumes shall be consecutively numbered from beginning (Page 1) to end (Page "x")."**

Question 60: Attach. D D-11 D-1B Waiver Guidance
Is there a minimum number of MBE suppliers the prime contractor must reach out to? Are there timelines that need to be met for outreach?

Response: **The Offeror should reach out to the Certified MBE providers included in the results returned by searches on the MDOT site to be able to support that they exhausted ways to meet the MBE goal. The Table 1: RFP Attachments and Appendices in Section 7 of the RFP states when forms are due.**

Question 61: Attach. D D-20 D-2 Outreach Efforts Compliance Statement
Is this form required to be submitted if the prime contractor is meeting MBE participation goals?

Response: **A Prime Contractor may only meet up to 50% of the MBE goal.**

Question 62: Attach. D D-6 MBE Forms
I understand that if I am notified that I am the apparent awardee or as requested by the Procurement Officer, I must submit the following documentation within 10 working days of receiving notice of the potential award or from date of conditional award... Can the State confirm that the Good Faith Efforts Documentation, Outreach Efforts Compliance Statement, and MBE Subcontractor/MBE Prime Project Participation Statement are not due at the time of proposal submission, but are due to the State within 10 days of contract award?

Response: **The Table 1: RFP Attachments and Appendices in Section 7 of the RFP states when forms are due.**