

**REQUEST FOR PROPOSALS
PRIVATIZATION OF CHILD SUPPORT SERVICES
IN BALTIMORE CITY
CSA/PR-24-001-S**

QUESTIONS AND RESPONSES #3

Question 23: Section 3.5.1.B, page 35 - Would the State consider alternative proposals to a DR site at least 100 miles from the primary site given that such a site would be inaccessible to customers and difficult to reach by staff?

Response: No, the state will not consider modifying the requirement.

Question 24: Section 3.5.3, pages 35 and 36 - Are requirements missing from this section or are the sub-requirements simply mis-numbered?

Response: Please see Amendment 2.

Question 25: Section 3.6.1.D., page 37 - Would the State consider substantially reducing the Cyber Liability insurance requirement of \$5 million (to \$1 million, for example), given that the State operates CSMS and stores all the electronic case data (including all imaged documents) and that the contractor exposure to a breach would, therefore, be very limited?

Response: Please see Amendment 4.

Question 26: Section 3.10.2.B., page 49 - Please explain the role and location of the Court Case Manager?

Response: Please see Amendment 4.

Question 27: Section 3.11.3.A., Page 51 - This requires that proposed substitutes for key personnel must have qualifications at least equal to those of the Contractor personnel proposed to be replaced. This requirement exceeds the qualifications required in Section 3.10.2 and would significantly restrict internal promotions, given that subordinates in most organizations have less experience than their superiors. Would the State modify this to state that the proposed substitute has qualifications at least equal to those established in Section 3.10.2 of the RFP?

Response: All substitutions for key personnel must meet the same qualifications as identified in Section 3.10.2.

Question 28: Section 3.11.5.A.6., page 51 - The requirement references 3.11.4.A.1, which does not exist. Please correct this reference.

Response: Please see Amendment 4.

Question 29: Section 5.3.2.11, page 76 - This section instructs offerors to provide a Customer Services Plan that “shall include the requirements as outlined in Section 6.2.4. However, Section 6.2.4. relates to Technical Evaluation Criteria. Please clarify.

Response: Section 6.2.4 involves the Non-Visual Access requirements found in Section 4.33 which must be included in the Customer Service Plan.

Question 30: Section 5.3.2.13, page 76 and Section 6.25, page 81 - Section 5.3.1.13 directs the “Offeror to its plan for continuous quality improvement with regard to outreach, case initiation, establishment, collection, compliance, education of the customer base, and regular public service announcements.” Section 6.2.5. lists a Continuous Quality Improvement Plan as one of the items on which an offeror’s proposal will be evaluated. However, neither Section 2 or Section 3 has a corresponding requirement. Please clarify where it their proposals offerors should include a Continuous Quality Improvement Plan.

Response: The Offeror is to submit the requested information under Tab E.

Question 31: Key Information Summary Sheet - While this page indicates a 5% VSBE goal, Table 1 in Section 7 indicates in the “Applies” column that VSBE forms are not applicable to this procurement. Please clarify which VSBE forms, if any, are required to be submitted with the proposal and which are required following notification of recommended award.

Response: Please submit Attachment E1-A with the Proposal and see Amendment #4.

Question 32: Section 2.2 Baltimore City’s Historical Data - Would the state please confirm the current year-to-date monthly child support caseload?

Response: As of August 2023, there are approximately 34,000 cases.

Question 33: Section 2.2 Baltimore City's Historical Data - How many staff currently support the child support contract?

Response: Currently, there are 108 contracted employees.

Question 34: Section 2.2 Baltimore City's Historical Data - What is current staff-to-caseload ratio?

Response: This information is not available.

Question 35: Section 2.2 Baltimore City's Historical Data - What is the projected case load trend for the duration of the new contract term?

Response: This information is unknown.

Question 36: Section 2.2.3.E Smart Remote Check Scanning System - The State's electronic system, which scans and records check and cash payments.- Will the State include all necessary software and hardware, including desktop computer and scanning hardware required for this solution?

Response: The State will provide software and a scanner for the Remote System. The vendor will provide the desktop or laptop computer.

Question 37: Section 2.2.3.E Smart Remote Check Scanning System - The State's electronic system, which scans and records check and cash payments. If there is any vendor provided hardware required, please detail the system requirements for this solution.

Response: The vendor will provide the desktop or laptop computer.

Question 38: Section 2.3.4.A.4 - Provide payment kiosks that accept cash and electronic payments at no cost to child support customers to use the kiosk. The payment kiosks shall be located at the two (2) BCOCSS office locations and at the Clarence M. Mitchell Jr. Courthouse. Each payor receives a receipt when a kiosk payment is made. Please provide the current kiosk vendor and information on the equipment in place.

Response: Touch Pay provides the payment kiosk. Touch Pay provides the equipment.

Question 39: Section 2.3.4.A.4 - Provide payment kiosks that accept cash and electronic payments at no cost to child support customers to use the kiosk. The payment kiosks shall be located at the two (2) BCOCSS office locations and at the Clarence M. Mitchell Jr. Courthouse. Each payor receives a receipt when a kiosk payment is made. Will the Kiosk be required to integrate with the State's SDU or any other departments?

Response: Yes. It needs to integrate with the State's SDU.

Question 40: Section 2.3.4.A.4 - Provide payment kiosks that accept cash and electronic payments at no cost to child support customers to use the kiosk. The payment kiosks shall be located at the two (2) BCOCSS office locations and at the Clarence M. Mitchell Jr. Courthouse. Each payor receives a receipt when a kiosk payment is made. How will electronic payments be transferred to the State?

Response: The kiosks integrate with the State's SDU and payments are transferred and reconciled every day.

Question 41: Section 2.3.4.A.4 - Provide payment kiosks that accept cash and electronic payments at no cost to child support customers to use the kiosk. The payment kiosks shall be located at the two (2) BCOCSS office locations and at the Clarence M. Mitchell Jr. Courthouse. Each payor receives a receipt when a kiosk payment is made. Would it be an option for the incoming Contractor to assume responsibility for the existing Kiosks? Is the incumbent meeting the kiosks requirements as stated in the RFP?

Response: Any agreement for kiosks is between the vendor and the kiosk provider of the vendor's choosing. The incumbent is meeting the requirements.

Question 42: Section 2.3.7 Customer Service - Does the State require the sites to be able to take inbound live calls transferred from the call center or will the sites only receive work orders?

Response: The Contractor would be responsible for taking live calls transferred by the call center as well as work orders.

Question 43: Section 2.3.7 Customer Service - If support of inbound calls is required, please provide the expected monthly volume.

Response: The expected monthly volume varies. The average number of calls transferred from the call center is approximately 3,000-4,000 calls per month.

Question 44: Section 2.3.7.B.2 - Scan and provide an electronic receipt via the State's document imaging system for any documents provided by walk-in customers. The receipt will include the date, time, name of person receiving the document, and a description of the document received. Will the State provide all necessary hardware and software required to use the State provided ECMS?

Response: State will provide the software and document scanner.

Question 45: Section 4.36. Department of Human Services (DHS) Hiring Agreement

All Offerors are advised that if a Contract is awarded as a result of this solicitation, the successful Offeror will be required to complete a DHS Hiring Agreement. A copy of this Agreement is included as Attachment O. This Agreement must be provided within five (5) Business Days of notification of recommended award. This section requires the Contractor to provide a DHS Hiring Agreement, however Table 1 in Section 7 indicates in the "Applies" column that this agreement is not applicable to this procurement. Please clarify if a DHS Hiring Agreement is required following notification of recommended award.

Response: Please see Amendment 4.

Question 46: Please advise how you would like Offerors to address the following:

- On the "Base Period Price" tab, Cell E17 is incorrectly linked to the Budget tab. Cell E17 is for Year 3 of the Base Contract's budget but is linked Cell H20 on the Budget tab, which is Option Year 1. It should be linked to Cell E20. As a result, the budget for the base years does not match the price.
- On the "Base Period Price" tab, Cell E18 is said to be the sum of a 5-Year Base proposed budget, when the base period is 3 years.
- On the "1st Option Period Price" tab, Cells C16 and D16 are incorrectly linked to the Budget tab. Cell C16 is linked to Cell H20 but should be linked to Cell F20. Cell D16 is linked to Cell I20 but should be linked to cell G20. As a result, the budget total does not match the price for the option years.

Response: Please see Amendment 4.