

MARYLAND DEPARTMENT OF HUMAN SERVICES  
CAROLINE COUNTY DEPARTMENT OF SOCIAL SERVICES

PRE-PROPOSAL CONFERENCE

RFP NO. CARLN/SERV 21-006-S  
BPM 022589

RESPITE CARE SERVICES

Held via Google Meet

February 10, 2021

ATTENDANCE:

AGENCY:

Xylina Sanders, Procurement Officer

Vern Shird, Procurement Supervisor

Aretha Ector, Assistant Attorney General

ATTENDEES:

CAROLINE COUNTY DEPARTMENT OF SOCIAL SERVICES:

Trish Chapman  
Jean Marshall  
RonQuel Friend

SOMERSET COUNTY DEPARTMENT OF SOCIAL SERVICES:

Carey Kelley  
Claudia Nelson

KENT COUNTY DEPARTMENT OF SOCIAL SERVICES:

Nikki Strong

ADK HOME HEALTH CARE, INC.:

Kenneth Ayer, Administrator  
Shirley Wordie

COMFORT KEEPERS:

Richard Howe, Owner  
Ashley Howe

DELMARVA COMMUNITY SERVICES:

Donna Wilson, Respite Care Coordinator  
Santo Grande  
Andy Hollis  
Steven Douth

PROMISING FUTURES, INC.:

Angelique Gray Thompson, CEO/President  
Lori Marshall

SERVING YOU HOME CARE, LLC:

Jacquelyn Husted

VISITING ANGELS:

Sherry McFarland, Director  
Elise Good

Reported by: Carol O'Brocki, Notary Public  
Hunt Reporting Company, Glen Burnie, Maryland

P R O C E E D I N G S

(10:01 a.m.)

MS. SANDERS: Welcome to the Pre-Proposal Conference leading for the Caroline County Department of Social Services Respite Care RFP. My name is Xylina Sanders and I am the DHS Procurement Officer for this solicitation.

The Contract Number for this RFP is CARLN/SERV 21-006-S and the eMMA Solicitation Number is BPM022589. And before we get started I would like to take roll call so that we do know for the record who is present.

So, when you hear your name, if you can just say "yes" or "present," that would be great. Aretha?

(No audible response.)

MS. SANDERS: Aretha, you're here, right? Okay. Vern?

MR. SHIRD: Yeah, I'm here and I'll spell out my name for the transcriptionist. First name is Vern. It's V-E-R-N. Last name is Shird, S-H-I-R-D, and I'm the procurement supervisor.

1 THE REPORTER: Okay. Thank you.

2 MS. SANDERS: Trish Chapman?

3 MS. CHAPMAN: Here.

4 MS. SANDERS: Jean Marshall?

5 MS. MARSHALL: Present.

6 MS. SANDERS: RonQuel Friend?

7 MS. FRIEND: Here.

8 MS. SANDERS: Carey Kelley?

9 MS. KELLEY: Here.

10 MS. SANDERS: Claudia Nelson?

11 MS. NELSON: Here.

12 MS. SANDERS: Nikki Strong?

13 MS. STRONG: Here.

14 MS. SANDERS: Okay. We have our Hunt

15 reporter, Carol. Okay. ADK Home Health Care,

16 Incorporated?

17 MR. AYER: Yes, I'm here.

18 MS. SANDERS: And that's Kenneth Ayer?

19 MR. AYER: Yes, I'm here.

20 MS. SANDERS: Okay. Is Shirley Wordie on the

21 line?

1 (No audible response.)

2 MS. SANDERS: No? Okay. Delmarva Community  
3 Services, Donna Wilson?

4 MS. WILSON: I'm here.

5 MS. SANDERS: Okay. Is Santo Grande on the  
6 line?

7 (No audible response.)

8 MS. SANDERS: Okay. Andy Hollis from  
9 Delmarva?

10 (No audible response.)

11 MS. SANDERS: Steven Douth from Delmarva?

12 (No audible response.)

13 MS. SANDERS: Okay. Promising Futures?

14 MS. THOMPSON: Here.

15 MS. SANDERS: Is that Angelique Gray  
16 Thompson?

17 MS. THOMPSON: Yes.

18 MS. SANDERS: Okay. Is Lori Marshall on the  
19 line?

20 MS. MARSHALL: Yes, I'm here.

21 MS. SANDERS: Serving You Home Care,

1 Jacquelyn Husted?

2 MS. HUSTEAD: Present.

3 MS. SANDERS: Okay. And Visiting Angels,  
4 Sherry McFarland?

5 MS. MCFARLAND: Here.

6 MS. SANDERS: Okay. And Elise Good?

7 (No audible response.)

8 MS. SANDERS: Is Elise on the line?

9 MS. MCFARLAND: She raised her hand.

10 MS. SANDERS: Okay. Wonderful. All right.

11 So, at this time some of our DHS employees have already  
12 introduced themselves but I would like to give the  
13 other State employees in attendance an opportunity to  
14 introduce themselves to the vendors.

15 We'll start with Central DHS. DHS employees,  
16 again for the record please state your name, title, and  
17 which office you represent. We can start with Central.  
18 Again, my name is Xylina Sanders. I am the procurement  
19 officer with the Department of Human Services Central  
20 Office.

21 Vern or Aretha, do you want to introduce

1 yourselves?

2 MS. ECTOR: I thought there were other people  
3 -- new people. Again, my name is Aretha Ector and I am  
4 the Assistant Attorney General working on this  
5 procurement. Just here for any questions.

6 MR. SHIRD: And I'll reintroduce myself. My  
7 name is Vern Shird. I'm the procurement supervisor and  
8 I'm also here to provide guidance for my procurement  
9 staff on this procurement.

10 MS. SANDERS: Thank you, Vern. Caroline  
11 County?

12 MS. CHAPMAN: This is Trish Chapman. I'm the  
13 assistant director for Operations here at the local,  
14 and this is a mid-shore endeavor so we have five  
15 counties that work together on this, but we're the lead  
16 county on this procurement.

17 MS. SANDERS: Okay.

18 MS. MARSHALL: I'm Jean Marshall, fiscal  
19 accounts tech and I'm with Caroline County.

20 MS. SANDERS: RonQuel?

21 MS. FRIEND: Good morning. My name is



1 RonQuel Friend from Caroline County DSS. I'm the Adult  
2 Services supervisor.

3 MS. SANDERS: Somerset County?

4 MS. KELLEY: Carey Kelley, the Adult Services  
5 supervisor.

6 MS. NELSON: Claudia Nelson, director for  
7 Somerset County Social Services.

8 MS. SANDERS: Okay. And Kent County?

9 (No audible response.)

10 MS. SANDERS: Kent County are you there?  
11 Nikki, you there? Okay. We've lost Nikki so maybe she  
12 can come back on.

13 Okay. So thank you all for the  
14 introductions. The purpose of this meeting is to  
15 address any questions or concerns that prospective  
16 offerors may have with regard to the scope of work or  
17 the procurement process prior to submission of their  
18 proposals.

19 Changes to the scope of work will be  
20 published on eMaryland Marketplace Advantage as  
21 amendments or rounds (phonetic) and they will supercede

1 the original published document as per COMAR  
2 21.05.02.07. The Pre-Proposal meeting minutes will be  
3 published as an amendment or round and become part of  
4 this solicitation.

5 Proposals are due no later than 10:00 a.m. on  
6 March 17th, 2021. Proposals will not be accepted via  
7 fax. If you decide not to submit a proposal, please  
8 fill out the No Bid form attached to the RFP and email  
9 it directly to me at xylina.sanders@maryland.gov. Do  
10 not submit a bid for zero dollars.

11 Please note that once the proposal is opened  
12 I cannot give out results. However, the award  
13 information will be published on eMaryland Marketplace  
14 Advantage. I also cannot comment during the proposal  
15 review process. As soon as practicable, after an  
16 contractor is selected, all offerors will be notified  
17 of the recommendation for award.

18 The contract will be for two years starting  
19 July 1st, 2021 with three one-year renewal options.  
20 The award of this contract shall be made to the  
21 responsible offeror that submits the proposal that is

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1 determined to be the most advantageous to the State.

2 Please be mindful that a responsible  
3 determination must be made. "Responsible" as defined  
4 in COMAR Title 21 refers to the capability in all  
5 respects (phonetic) to perform fully the contract  
6 requirements and the integrity and reliability that  
7 shall assure good faith performance.

8 The RFP document can be downloaded free of  
9 charge at the eMaryland Marketplace Advantage website  
10 at [procurement.maryland.gov](http://procurement.maryland.gov). In order to receive a  
11 contract award, a vendor must be registered on eMMA.  
12 Registration is free.

13 If you are not currently registered on eMMA,  
14 you will find a link for registration under Section 4,  
15 Procurement Instructions. If you need any assistance,  
16 you may call the eMaryland Marketplace Advantage help  
17 desk number at 410-767-1492.

18 I do want to notify you that there will be an  
19 amendment updated on eMMA that will address a change in  
20 the deadline for the Q&A. So currently the Q&A is  
21 slated to close on Wednesday, February 24th, 2021 at

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1 12:00 p.m. The new close date of the Q&A will now be  
2 Friday, March 12th, 2021 at 12:00 p.m.

3 We will now begin the Q&A and I would like to  
4 request that vendors kindly state their name again and  
5 the company that they represent before posing their  
6 question.

7 Any questions?

8 MS. WILSON: Hi. I'm Donna Wilson, Delmarva  
9 Community Services. I had a few questions. I don't  
10 know if you want me to just do one at a time. The part  
11 where it says reference letters, they were mentioned  
12 three different times. I wasn't sure how many total  
13 reference letters you're asking for and from whom.

14 MS. SANDERS: Okay. Donna, where did you --  
15 do you have the RFP in front of you? I think you gave  
16 us three reference letters but I'm not sure which  
17 section you're looking at.

18 MS. WILSON: Like we usually get letters from  
19 either clients, families --

20 MS. SANDERS: Yes. Yes.

21 MS. WILSON: They were mentioned in three

1 different places and I just wanted to know how many  
2 total of those type letters you're looking for.

3 MS. SANDERS: I believe it was three.

4 MS. WILSON: Okay.

5 MS. ECTOR: So if you look at Section 5.3  
6 (I), it's my page 39.

7 MS. SANDERS: Yes. At least three references  
8 are requested from customers.

9 MS. WILSON: Okay. I also had another  
10 question about the application at the end. I do have  
11 my own. Is this an application that you want us to use  
12 instead?

13 MS. SANDERS: The Respite Care application?

14 MS. WILSON: Yes.

15 MS. SANDERS: Yes. This is the application  
16 that is to be used.

17 MS. WILSON: How about the medical piece? Is  
18 there a piece to send to the doctor to get the medical  
19 part?

20 MS. SANDERS: Caroline County, I'll defer  
21 that to you because I do not recall seeing that.

1 MS. CHAPMAN: I'm sorry. Can you repeat  
2 that?

3 MS. WILSON: Usually as part of the  
4 application I use already, there is a medical statement  
5 that the doctor fills out just to verify disability.

6 MS. CHAPMAN: And we didn't request that? Is  
7 that what you're saying?

8 MS. WILSON: I didn't see that as part of the  
9 application. It was, I believe, one page.

10 MS. CHAPMAN: Okay. So what you're saying is  
11 you would like to submit something more than what we've  
12 asked for?

13 MS. WILSON: Usually like my application has  
14 like my own agency attachments as well as the medical  
15 part just to verify disability.

16 MS. CHAPMAN: We would certainly be happy to  
17 see that, yes.

18 MS. WILSON: Okay.

19 MS. ECTOR: So just is there a requirement  
20 that the provider verify eligibility, perhaps you can  
21 go through the process to determine whether or not this

1 additional documentation is necessary, whether we  
2 should amend the proposal or not.

3 MS. CHAPMAN: I think that in the RFP it  
4 indicates that it's a vendor's responsibility to  
5 determine eligibility and we have not asked for them to  
6 show us how they do that. I don't know that it's  
7 necessary that they do, but if they wanted to include  
8 that we certainly would not opposed to seeing how they  
9 would accomplish that. But I don't think it's required  
10 anywhere in the documentation, nor do I think -- it  
11 really doesn't matter how they do it so long as it's  
12 done.

13 MS. ECTOR: Okay. Thank you.

14 MS. SANDERS: Were there any other questions?

15 MS. WILSON: I did have another question.

16 MS. SANDERS: Sure.

17 MS. WILSON: Delmarva Community Services.

18 I'm sorry.

19 MS. SANDERS: No, no worries.

20 MS. WILSON: The part in the proposal where  
21 it says the RN and the CNA are required, I wasn't sure

1 what that was about.

2 MS. CHAPMAN: I don't see where that is that  
3 she's speaking about. Where is it, Donna?

4 MS. SANDERS: Donna, can you verify what  
5 section of the RFP you're referencing? The local is  
6 asking.

7 MS. WILSON: Sorry.

8 MS. SANDERS: That's okay.

9 MS. WILSON: I've got them all in front of  
10 me, but I'm just looking. It said it had to be part of  
11 your proposal. Let me -- I'm just trying to locate the  
12 page. Now I can't find it. It just said in order to  
13 be considered that had to be part of your proposal, an  
14 RN and a CNA.

15 MS. SANDERS: Are you referencing Experience  
16 and Qualifications of Proposed Staff? G on page 38?

17 MS. ECTOR: Or it may be page 21, Section  
18 3.10.2, Personnel Experience. There's a reference to a  
19 registered nurse --

20 MS. WILSON: Yes.

21 MS. ECTOR: -- and it gives those



1       qualifications, and the CNA. So what is your question  
2       concerning that requirement?

3               MS. WILSON: I wasn't sure what the need for  
4       the RN and the CNA are.

5               MS. ECTOR: Okay. Perhaps someone from the  
6       program can answer that question, and also it may be  
7       helpful for someone from the program to give us some  
8       (indiscernible) services that we're asking for and kind  
9       of go through the process of referrals. That may be  
10      helpful and could possibly answer your question, as  
11      well.

12              MS. CHAPMAN: RonQuel, do you think you can  
13      give us an overview of the services?

14              MS. FRIEND: I'm sorry. Can you repeat that  
15      one more time?

16              MS. CHAPMAN: Aretha was requesting that  
17      someone from the program give an overview of how the  
18      program works, the services that are provided, and  
19      exactly how the referral process works. Do you think  
20      you can do that?

21              MS. FRIEND: I can give it a try and you can

1 fill in wherever I'm missing, Trish, if you don't mind.

2 Basically -- this is my first year doing it  
3 so I'm a little rough with this. Basically community  
4 clients reach out to our provider and request respite  
5 care for their disabled adults that live in their  
6 household. The program is able to private pay the  
7 provider themselves or they're able to provide  
8 financial income to the family members who then  
9 reimburse the family that has identified to care for  
10 their disabled adult in their home.

11 The clients are able to receive up to -- the  
12 contract was, I think, 100 hours per year, with the  
13 understanding we are able to increase if we need it  
14 based on the need of the family up to a certain amount.

15 Does that answer your question or do you need  
16 more information?

17 MS. CHAPMAN: My understanding, and correct  
18 me if I'm wrong, RonQuel, is that they have the option  
19 of either providing their own care and that we  
20 reimburse them for or that the vendor could provide  
21 staff to do that care, that there is an option to do

1 either one; is that correct?

2 MS. FRIEND: That's correct.

3 MS. CHAPMAN: Okay. So if we are saying they  
4 can hire -- the family can hire someone for respite and  
5 we would reimburse them, then they would not need to  
6 provide credentials for those respite care providers.

7 But if they were thinking that they were  
8 going to do it themselves, hire staff that would then  
9 go into the home and do the respite care, then we would  
10 want credentials for those nurses, RNs, and CNAs. Does  
11 that make sense?

12 MS. FRIEND: Yes, that makes sense.

13 MS. CHAPMAN: Okay. And that's basically I  
14 guess why that was in there because we did have that  
15 option. So, you know, a majority of what we have seen  
16 in history of this program is that the families want to  
17 choose their own respite provider and be able to be  
18 reimbursed for that, but there is an option for the  
19 vendor to also be able to provide, especially the  
20 higher level care when that's needed.

21 We don't typically get a lot of that, but

1 when the higher level care is needed, we want that  
2 option that it can be somebody that the vendor would  
3 hire. So that's --

4 MS. ECTOR: And that higher level of care,  
5 would that involve perhaps the services of a registered  
6 nurse --

7 MS. CHAPMAN: Yes.

8 MS. ECTOR: -- or the CNA?

9 MS. CHAPMAN: Yes, both.

10 MS. ECTOR: And so that's why that  
11 requirement is there, correct?

12 MS. SANDERS: Yes.

13 MS. ECTOR: Does that help? Does that answer  
14 your question?

15 MS. WILSON: Yes. I -- yeah.

16 MS. SANDERS: Any other questions?

17 MS. MCFARLAND: This Sherry McFarland from  
18 Visiting Angels. So, if we are bringing on a client  
19 who -- proposal and gets approved for the 100 hours and  
20 they're not in the higher level of care, could regular  
21 EJJ (phonetic) caregivers provide service and then if

1 they needed higher level then we would get the RN and  
2 CNAs involved?

3 MS. CHAPMAN: I think that's kind of the  
4 model that we're looking for, is that, you know, for  
5 the most part most of our clients do not need the  
6 higher level of care and so we would want to use the  
7 least restrictive -- the less expensive care when  
8 possible, and, you know, at some point if that becomes  
9 no longer possible and they need a higher level of  
10 care, then yes, we would need to get a nurse involved.

11 MS. MCFARLAND: Okay. Thank you.

12 MS. SANDERS: Thank you for the question.  
13 Any other questions?

14 MS. HUSTEAD: Yes. This is Jackie Husted  
15 with Serving You Home Care. So, if the client decides  
16 to use their own family member or their own caregiver,  
17 are they still going through the vendor or is that  
18 directly through the county?

19 MS. CHAPMAN: No, that's (indiscernible) this  
20 program, is that you as the vendor would be paying or  
21 reimbursing this family for their --

1 MS. HUSTEAD: Oh, okay.

2 MS. CHAPMAN: Yeah.

3 MS. HUSTEAD: Okay.

4 MS. SANDERS: Any other questions?

5 (No response.)

6 MS. SANDERS: Going once.

7 MS. CHAPMAN: So let me just be really clear  
8 before we close if there are no other questions. I  
9 want to make it really clear that when customers are  
10 already involved with or wish to have a particular  
11 respite care provider that that's our preference.

12 We do not -- we're not looking for this to be  
13 a whole lot of looking for someone to care for these  
14 folks. That's typically already done for you.

15 This is a management program where you manage  
16 the qualifications to make sure they're eligible, and  
17 that you support the family but not -- you're probably  
18 not going to be giving them the care.

19 That's not -- if you look in the RFP I think  
20 we've determined that it was what, 90-some percent of  
21 the customers in past several years have not needed the

1 higher level nursing care, and most of those that do  
2 not are finding their own family member or neighbor or  
3 church person that they want to care for their elderly  
4 relative because it's most important they it be  
5 somebody they're comfortable with.

6 So this is about eligibility more than it is  
7 about, you know, you providing them with someone in  
8 their home. Does everybody understand that?

9 UNIDENTIFIED SPEAKER: Yes.

10 MS. CHAPMAN: Okay. Sorry. I just want to  
11 get that in there.

12 MS. SANDERS: No. Thank you, Trish.

13 MS. MCFARLAND: Right. This Sherry McFarland  
14 again from Visiting Angels and this is our first  
15 meeting and first getting used to everything. Our  
16 previous director, I guess, submitted paperwork for us  
17 to get involved or see if this system that we could  
18 help provide services for.

19 But where would we find -- or how does the  
20 reimbursement and rates for services go?

21 MS. CHAPMAN: I'm not sure I understand your

1 question.

2 MS. MCFARLAND: I guess if we were to find  
3 eligibility for a client and we submit the paperwork  
4 for them to be in this program, do we submit paperwork  
5 or and, I guess, would they have to do like progress  
6 notes and each day that they are with that client or  
7 with that family member if they're, you know, providing  
8 services to a family member? Is there paperwork that  
9 we submit for reimbursement or how does the monies, I  
10 guess, get allocated?

11 MS. CHAPMAN: We typically pay a monthly  
12 invoice to the vendor that provides us with the names  
13 of cases and how many hours. So it would be, you know,  
14 in a contract monitoring we would come out and look and  
15 make sure that you were doing what we had asked you to  
16 do.

17 But as far as the billing goes we just  
18 basically pay, you know, whatever cases you say you  
19 have served or how many hours you've served them. And  
20 it's up to you to determine that they actually provided  
21 that service.



1 MS. MCFARLAND: Okay. Thank you.

2 MS. WILSON: I had a question on the invoice  
3 that we do send in monthly. It listed all the counties  
4 individually. Are there going to be separate pots of  
5 money for each county or is it one pot of money? How  
6 does that work?

7 MS. CHAPMAN: Because this is all new and  
8 it's the first time we've done this, I think we've got  
9 one pot of money. So I think we can, you know, be a  
10 little bit more flexible than we've been able to be as  
11 five separate individual, you know, counties, but I  
12 know that every county is very interested in making  
13 sure that they get their share of services.

14 So we will have to probably work out some way  
15 of making sure that we keep an eye on that and that  
16 we're not spewing too much to one county or another.

17 MS. WILSON: Okay. Thank you.

18 MS. MCFARLAND: And this is Sherry McFarland  
19 again from Visiting Angels. What are the counties that  
20 are involved into this?

21 MS. CHAPMAN: Well, Somerset -- how many are

1       there? I say five but I know there's more than five.

2                   MS. SANDERS: There are seven.

3                   MS. CHAPMAN: Seven? Okay. Kent, Queen  
4 Anne, Caroline, Talbot. Claudia, hit me up with  
5 somebody.

6                   MS. SANDERS: Kent, Queen Anne, Talbot,  
7 Caroline, Dorchester --

8                   MS. CHAPMAN: Somerset.

9                   MS. SANDERS: Somerset.

10                  MS. NELSON: Was Talbot in this?

11                  MS. SANDERS: Yes.

12                  MS. ECTOR: Cecil is the other county and  
13 that list is found on page 4 of the solicitation.

14                  MS. CHAPMAN: Thank you, Aretha.

15                  MS. ECTOR: There's a chart there.

16                  MS. CHAPMAN: Thanks.

17                  MS. NELSON: I knew there was a bunch of us.  
18 I couldn't remember all of them, either.

19                  MS. MCFARLAND: Thank you.

20                  MS. SANDERS: Any other questions?

21                  (No response.)

1 MS. SANDERS: No? Okay. Well, that will  
2 conclude our Pre-Proposal Conference for the Respite  
3 Care Services for Caroline County.

4 Again, if you have questions, please be sure  
5 to register on eMaryland Marketplace. All questions,  
6 no matter where they come from, who they come from,  
7 will be uploaded to eMMA and you will be able to access  
8 those there.

9 MS. ECTOR: Just to clarify, will questions  
10 come in via email directly to you and then you post  
11 them onto eMMA and will they be posted also on the DHS  
12 website?

13 MS. SANDERS: They will be posted on the DHS  
14 website. We have vendors that are already registered  
15 with eMMA, so questions can be sent to me via email and  
16 then those responses will be posted on eMMA. We have  
17 most of our people who responded actually are direct  
18 solicits and are not yet registered in eMMA.

19 UNIDENTIFIED SPEAKER: I have a question. To  
20 register on eMMA is it E-M-M-A or --

21 MS. SANDERS: It is -- you can find that

1 under your proposal format on page -- I just had that.

2 MR. SHIRD: Actually it's on the cover sheet.  
3 It's on the first page. There's a link on the first  
4 page of the RFP. There's actually a link to the  
5 website where you can register.

6 MS. SANDERS: Will that take them directly to  
7 the register website?

8 MR. SHIRD: Yes. It's this link here, yes.

9 MS. SANDERS: <https://emma.maryland.gov>.

10 MR. SHIRD: Yes.

11 MS. MCFARLAND: Okay. And would we be able  
12 to get a copy of that RFP? Because I think the  
13 previous director had that.

14 MS. SANDERS: Yes. I don't know if you're  
15 one of the vendors that are registered. It's on eMMA  
16 but if you are a direct solicit I can resend that out  
17 to you.

18 MS. MCFARLAND: Okay. Thank you.

19 MS. SANDERS: Sure.

20 MS. MCFARLAND: And I'll reach out through  
21 email.

1 MS. SANDERS: No problem.

2 MS. WILSON: And as far as submitting on  
3 eMMA, I've never done that. Can you explain that  
4 process?

5 MS. SANDERS: eMMA is a new vehicle, so I'm  
6 going to be perfectly honest with you. Even as  
7 procurement officers we too are kind of familiarizing  
8 ourselves with eMMA.

9 When you go to register, it's fairly self-  
10 explanatory. We do have the 800 number that I gave  
11 previously that you can reach out actually to the eMMA  
12 help desk if you having any issues in registering with  
13 eMMA.

14 Also, and I'll see if I can locate the link  
15 here, there is an actual -- it's called --

16 MS. CHAPMAN: Where'd you go?

17 MR. SHIRD: Okay. She got bumped off.

18 MS. CHAPMAN: Uh-oh. Okay.

19 UNIDENTIFIED SPEAKER: The world of  
20 technology.

21 MS. CHAPMAN: Don't you love it? Okay. So,

1 Vern, do you know what she was trying to say?

2 MR. SHIRD: Okay. I clicked on that link. I  
3 do see an email address for the help desk, also, that I  
4 can give out. It's emma.helpdesk@maryland.gov. So,  
5 you know, just sometimes people like to have things in  
6 writing. So, it's emma.helpdesk@maryland.gov. That's  
7 the email address of the help desk if that helps  
8 anybody.

9 MS. NELSON: If you're on the computer, under  
10 the chat box there is a link -- a website link that  
11 they've given us -- somebody gave us. It says  
12 "unknown." I don't know who it is, but it gives you  
13 the eMMA Marketplace information.

14 MR. SHIRD: Okay.

15 MS. THOMPSON: I apologize. I saw it and I  
16 wasn't sure if that was it or not. This is Angelique  
17 with Promising Futures.

18 MS. ECTOR: So just until she comes back,  
19 eMMA is relatively new. It was revamped. It was  
20 eMaryland Marketplace. You may be familiar with that,  
21 and it was revamped now as a one-stop shop for all

1 procurements. So, going forward all procurements will  
2 be filed in eMMA. Responses to RFPS, IFBs will be  
3 submitted through eMMA -- questions, minutes, and  
4 everything will now flow through eMMA.

5 DHS also publishes the RFPs, the amendments,  
6 and questions on its website, as well as how we, you  
7 know, fully get engaged with eMMA. So you always check  
8 the DHS website and be sure to register with -- when  
9 you, you know, we recommend that you register early and  
10 try it out because you will upload basically your  
11 documents and take eMMA into this specific folder for  
12 this RFP. So all documents will be uploaded into that  
13 particular folder that (indiscernible) will have access  
14 to.

15 Please don't wait until the last minute, the  
16 last half-hour, or hour to file with eMMA. We have  
17 seen some problems with individuals trying to access or  
18 upload their documents. If it's not due to any fault  
19 of the State, meaning eMMA is crashing or the system is  
20 down, if your documents are not received in eMMA, but  
21 once you upload it will basically stamp it. So we know

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1 when it's been uploaded. We have the time.

2 And if you're having problems with your  
3 computer or server or whatever and you don't get your  
4 proposal in by the deadline we cannot accept it.

5 So it's just like when you used to mail in  
6 your proposals or bring them in, they have to be on  
7 time, and again, I've seen some unfortunate occurrences  
8 where vendors have had problems but not because of  
9 eMMA, and if it's not due to the fault of the State and  
10 your proposal is late we cannot accept it.

11 So, go in there, play around with it if you  
12 can and definitely get a head start on submitting your  
13 proposal on the due date or before.

14 MS. SANDERS: Thank you. I got kicked out of  
15 my own meeting. Sorry about that. Thank you for that,  
16 Aretha.

17 Does anyone have any other questions?

18 (No response.)

19 MS. SANDERS: No? Okay. Well, again, I'd  
20 like to thank you all for coming to the Pre-Proposal --

21 MR. GRANDE: Hello?



1 MS. SANDERS: Yes?

2 MR. GRANDE: Hello? Yeah. Hi. This Santo  
3 Grande from Delmarva Community Services.

4 MS. SANDERS: Hello.

5 MR. GRANDE: Yeah, hi. Can you hear me?

6 MS. SANDERS: Yes.

7 MR. GRANDE: Okay. Yes. This is Santo  
8 Grande. I have a question about the families  
9 requesting their own caregivers, and is there no  
10 restriction when it comes to a family wanting to have a  
11 caregiver -- a specific caregiver? Are there any  
12 exceptions to that rule?

13 MS. CHAPMAN: If I recall, Santo, they cannot  
14 be someone who actually lives in the home. I think  
15 that -- Aretha, does that sound familiar? I believe  
16 that the only restriction was it could not be a  
17 household member (indiscernible) much respite.

18 MR. GRANDE: That's the only restriction that  
19 you see but that could change the dynamics that they  
20 probably already have. I'm just wondering because it  
21 sounded like -- when I was listening it sounded like

1       there weren't any restrictions about a family choosing  
2       their own caregiver.

3               MS. CHAPMAN: I do not believe that there is  
4       any regulations, any law that would restrict who the  
5       caregiver is other than the fact that it cannot be a  
6       household member, and we have not put any further  
7       restrictions on this requirement other than what is  
8       already in law.

9               MR. GRANDE: Okay. All right. Thank you.

10              MS. CHAPMAN: Uh-huh.

11              MS. SANDERS: Thank you for the question.

12              Any other questions?

13              (No response.)

14              MS. SANDERS: No? Okay. Again, thank you  
15       for your participation in the Pre-Proposal Conference  
16       and we look forward to receiving your responses and  
17       your proposals. Thank you so much for your attendance.  
18       You each have a great day. Thank you.

19              (At 10:40 a.m. the Pre-Proposal Conference  
20       concluded.)

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## CERTIFICATE OF NOTARY

I, Carol O'Brocki, Notary Public, before whom the foregoing testimony was taken, do hereby certify that the witness was duly sworn by me; that said testimony is a true record of the testimony given by said witness; that I am neither counsel for, related to, nor employed by any of the parties to this action, nor financially or otherwise interested in the outcome of the action; and that the testimony was reduced to typewriting by me or under my direction.

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