

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

QUESTIONS AND RESPONSES # 8

Question 180: In follow-up to Q&A #143, will contractors be given the opportunity to develop custom scripts [using data feeds] to update and synchronize the CSA Dashboard with the CSES system?

QUESTION I EXHIBIT

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

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

Response: After Contract Award, and during Transition-In, the Contractor will work the State Project Manager in developing custom scripts (using data feeds) to update the CSA Dashboard and CSES system, where appropriate.

Question 181: On Q&A #137, the State's response does not address the first part of the question as asked. Can the State elaborate on the specific actions (and frequencies of those actions) that the Contractor must exhaust before an employer may truly be considered 'non-responsive'? Does the State already have such parameters in place that Offerors should be made privy to prior to proposal submission? Please advise.

QUESTION II EXHIBIT

Question 137: is there a requirement for phone calls or number of attempts prior to noting the employer as non-responsive? Is there a timeframe to complete the referral? How does the vendor receive these referrals (File? thru dashboard?) Is verification only required on those employers with NCP's attached? What is the difference between the requirement in 2.3.6 A (1) business day and the requirement in B (2) business days? Is there a backlog of employers

that require verification? If so, how many? What is the file layout for the requirement in C for the CSV file? Is the CSV file used to update the employer information on the Dashboard or is that expected of the Contractor? Will the contractor be allowed to automate the update of the dashboard with information gathered from the employer? Will the vendor be able to automate any feasible action required by the RFP? RFP Reference section 2.3.6. RFP page number 26.

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

Response: There is no formal requirement for the time-frame to complete the referral, or the number of phone attempts prior to noting the employer as non-responsive. The State anticipates all outreach methods to be exhausted prior to noting the employer as non-responsive.

**Samuel Eduful
Procurement Officer
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