

REQUEST FOR PROPOSALS (RFP)
STATE OF MARYLAND
DEPARTMENT OF HUMAN SERVICES
(DHS)
MD STATE DISBURSEMENT UNIT SERVICES
RFP NUMBER: CSA/SDU/24-001-S
QUESTIONS AND RESPONSES SERIES # 3

May 1, 2024

Q #	RFP Section	RFP Page #	RFP Language	Comment/Clarification/Question
1.	Vendor Feedback Form	ii		Please clarify if the Vendor Feedback form is required with submission. If so, please clarify if it is to be provided in Tab O Required Forms and Certifications?
Response: The form is requested if no proposal is submitted.				
2.	2.2.3 Other State Responsibilities	5	I. CSA will provide Panini iDeal scanners for all local jurisdictions per their requirements. The Contractor will be responsible for set-up and IT support of the scanners.	The Panini Ideal scanner has reached end of life. Would the State allow vendors to propose other Panini scanners at the cost of the vendor?
Response: Yes. See Amendment 2.				
3.	E.2.3.2	6	The contractor may receive an average of 400 customer service calls per month	Is the Contractor required to authenticate a DHS/CSA employee contacting the SDU customer service unit?
Response: No authentication is required.				

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4.	E.2.3.2	6	The contractor may receive an average of 400 customer service calls per month	How many of the 400 calls per month are from parents and employers vs State agencies?
Response: This information will be provided during the transition.				
5.	E.2.3.2	6	The contractor may receive an average of 400 customer service calls per month	Please provide a brief description of how callers using the State's IVR will transition to the SDU customer service team.
Response: The Offeror can propose a process, which will be discussed during the transition.				
6.	E.2.3.2.F	6	Ensure that its call system accepts voicemail messages during and outside of business hours. The Contractor shall respond to voicemail messages within 24 business hours after receipt.	Please clarify whether the State would like the Contractor to respond to voicemail within 24 business hours or 24 hours.
Response: 24 Business Hours.				
7.	E.2.3.2.H	6	Provide a separate phone number or access line for State employees	Will the existing phone number convey to a new SDU contractor?
Response: No. The state does not own the phone number.				
8.	2.3.3.B.4	7	4. Process regular and undeliverable mail using the local office mail module.	Is the local office mail module part of the Contractor's system or CSMS/other State system?
Response: This is part of the Contractor's system.				
9.	2.3.3.C	8	National Medical Insurance Documentation	Does CSA require the Contractor to transmit the images of returned NMSNs?

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Response: Yes				
Response:				
10.	2.3.3.C	8	National Medical Insurance Documentation	Is the Contractor required to update an address in CSMS based on the returned NMSN form?
Response: No				
11.	3.1.B.1	47	Implement its transition plan to ensure implementation of all payment processing functions within ninety (90) calendar days after the Contract start date. The Contractor shall implement the transition milestones within the number of days specified in the Deliverables, Section 2.4.	What date should Bidders use as the contract start date for the transition plan?
Response: Transition in will begin upon receipt of the NTP, after approval of the Contract.				
12.	3.5.4	53	Provisions in Sections 3.5.1 – 3.5.3 shall survive expiration or termination of the Contract. Additionally, the Contractor shall flow down the provisions of Sections 3.5.1-3.5.3 (or the substance thereof) in all subcontracts.	Please confirm that upon expiration or termination of the contract, the Contractor will not be required to continue to maintain a DR environment or DR facility.
Response: The Contractor shall maintain a DR environment or facility until all DHS data is returned or destroyed.				
13.	3.5.4	53	Provisions in Sections 3.5.1 – 3.5.3 shall survive expiration or termination of the Contract. Additionally, the Contractor shall flow down the provisions of Sections 3.5.1-3.5.3 (or the substance thereof) in all subcontracts.	Please confirm that upon expiration or termination of the contract, the Contractor will not be required to continue to perform Data Import/Export services.
Response: Data Import/Export services shall continue until all DHS data is returned or destroyed.				
14.	3.5.4	53	Provisions in Sections 3.5.1 – 3.5.3 shall survive expiration or termination of the Contract. Additionally, the Contractor shall flow down the	Please confirm the only clause that should survive expiration or termination of the contract is 3.5.3.

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			provisions of Sections 3.5.1-3.5.3 (or the substance thereof) in all subcontracts.	
Response: See above responses.				
15.	5.2.3	90	Offerors may submit Proposals through the State's internet based electronic procurement system, eMMA.	Are there any restrictions on the file size that can be submitted?
Response: There are no restrictions on the file size that can be submitted through eMMA?				
16.	5.2.6.1	90	1. Technical Proposal and all supporting material in Microsoft Word format, version 2007 or greater	RFP Section 5.2.6, item 1 requires that offerors provide the Technical Proposal in Microsoft Word and pdf format. The forms the State provided are only in pdf format. In addition, some items offerors are to include (i.e., financials and scanned signed forms) are only available in pdf format. Would the State consider removing item 1 requiring responses in Word format to allow offerors to upload files only available in pdf format? If not, how should offerors provide the pdf files when uploading files in the required Word format under item 1? Can offerors provide these documents as a pdf imbedded in the Word document to satisfy this requirement?
Response: Documents may be uploaded in their native format.				
17.	5.3.1	90	Technical Proposal	Can Bidders number the pages by major section (i.e., A-1, B-1)?
Response: Offeror's Technical Proposal shall reference the organization and numbering of Sections in the RFP (e.g., "Section 2.2.1 Response . . . ; "Section 2.2.2 Response . . ."). All pages of both Proposal volumes shall be consecutively numbered from beginning (Page 1) to end (Page "x").				
18.	5.3.1	90	Technical Proposal	Can Bidders exclude signed forms, attachments, tables of content, etc. from the sequential numbering requirement?

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Response: Signed forms, attachments, tables of content, etc. are to be numbered in sequential numbering.				
19.	5.3.2	91		The lettering in Section 5.3.2 appears to be off as the lettering starts with C-E, then jumps to D. Executive Summary. Please confirm if the lettering should start with A.
Response: The lettering in Section 5.3.2 would be amended and published in eMMA and DHS website.				
20.	5.3.2.D	91	D. 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.	This section instructs Bidders to provide the Claim of Confidentiality after the Title Page and before the Table of Content. However, 5.3.2.C (Tab A) states the Table of Contents shall follow the Title Page. Please clarify where A-1 Claim of Confidentiality should be placed.
Response: The Claim of Confidentiality should be provided after the Title Page.				
21.	5.3.2.K 5.2.6.1	94 90	5.3.2.K The Offeror must include in its Proposal a commonly-accepted method to prove its fiscal integrity. If available, the Offeror shall include Financial Statements, preferably a Profit and Loss (P&L) statement and a Balance Sheet, for the last two (2) years (independently audited preferred). 5.2.6.1 1. Technical Proposal and all supporting material in Microsoft Word format, version 2007 or greater	Given the length of our audited financial statements (more than 200 pages), can Bidders provide these documents with a link to access these records electronically? Alternatively, as our financial documentation is not available as a Word file, can offerors provide them as a pdf imbedded in their Word document for this requirement to satisfy RFP Section 5.2.6 item 1 Technical Proposal submission requirements?
Response: All audited financial statements should be provided in pdf format.				
22.	Attachment B Pricing Proposal			The cover page and a few of the tabs of Attachment B, Pricing Proposal are titled as Attachment A. Please confirm if this is Attachment A or Attachment B.
Response: Pricing Proposal are titled as Attachment B – Pricing Proposal.				
Response: All Boxes are located in Baltimore City at 900 East Fayette St., Baltimore, MD 21233				

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				Please provide current process and procedure for using the Panini iDeal scanners that are used for local jurisdictions, including cash handling procedures to create and process local transactions?
				Response: This information will be provided during transition
				Does the current process for Local Transaction Requests require an adjustment for every payment received at the local jurisdiction?
				Response: No
				23. Is it expected that all images will be held for the contract's life in both our ECMS and the CSA ECMS?
				Response: Yes
				When performing the daily audit review of not less than 10% of the documents, are these only a review of the non-payment documents received?
				Response: What section is this referring to?
				24. Does the CSA allow any precautionary business rules to be put in place to mitigate NSF payments (e.g. first-time payments, starter checks, etc.)?
				Response: Yes, at the approval of CSA
				25. Please define post-payment distribution modifications and provide the process and procedure for completing them? Please confirm this work is completed only on the CSMS system?
				Response: This information will be provided during transition.
				26. What is "local office mail" and what are the process and procedures for handling at the SDU?
				Response: See Section 2.3.3B
				27. Section 2.3.2 (G) when creating the case action logs documenting the customer inquiries and resolutions, is this acceptable to be in the vendors system, or is this required to be in CSMS? If required to be in CSMS, do you have the ability to receive this data electronically and uploaded automatically to the case?
				Response: Case Action Logs must be created in CSMS.
				28. Section 2.3.7 Electronic Payment Processing (H) refers to reports identified in Section 2.4 of the RFP. That "Section 2.4. Deliverables" lists several deliverables some of which are reports Which report(s) is being referred to?
				Response: All Reports under the Deliverables.
				29. General: Could the State provide the current SDU contractor staffing including position types and #/% Full Time Equivalent?
				Response: This information is not relevant. Offerors shall propose the resources it needs to carry out the requirements of the RFP.

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30.	SDU Historical Statistical Data,	RFP p. 3:	Please provide the breakdown of the quantity of electronic and paper receipt transactions for each year for calendar years 2022, 2023 and YTD 2024.	
Response: Already Provided				
31.	SDU Historical Statistical Data,	RFP p. 3:	Please provide the breakdown of the total receipts dollar amount for each year for calendar years 2022, 2023 and YTD 2024.	
Response: Already Provided				
32.	Section 2.2.3.E.,	RFP p. 4-5:	Please confirm if the State is responsible for payment of the 6 PO boxes.	
Response: The State is responsible for reimbursement to the vendor.				
33.	Section 2.2.3.J,	RFP p. 5:	Could the State provide a sample Recoupment Packet?	
Response: This information will be provided during transition.				
34.	Section 2.2.3.K,	RFP p. 6:	Is the Contractor required to pick-up mail from the local offices for processing? If so, please provide all location addresses, frequency of pick-up and average volume of envelopes per pick-up.	
Response: No				
35.	Section 2.3.3.C.,	RFP p. 8:	Could the State provide a sample of the NMSN documentation that is scanned?	
Response: This information will be provided during transition.				
36.	Section 2.3.3.F,	RFP p. 9:	What is the address for the current branch where deposits are made?	
Response: This information will be provided during transition.				
37.	Section 2.3.3.H,	RFP p. 10:	What is the approximate daily volume of State Refund Requests?	
Response: This is not a fixed number. Currently, we average one request per day, however this number can fluctuate.				
38.	Section 2.3.3.K. 3.,	RFP p. 11:		
	a.		Is the Contractor liable to reimburse the State for any misapplied payments? Yes	
	b.		If yes, please provide three calendar years (2023, 2022, 2021) of historical actuals in terms of misapplied payments and %/\$ of recouped funds against the misapplied payments.	
	c.		Could the State provide a summary of the State's and current vendor's process for recoupment of misapplied payments. Is this process under the new contract going to remain, if not what are the expected modifications. Process for recoupment is a vendor responsibility. There are no expected modifications.	
	d.		Please provide annual volumes for	
		a.	returned checks,	
		b.	Transaction Exceptions,	
		c.	un-cashed check notices,	

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	d. receipt adjustments, e. stop payments, f. stale dated, g. releasing payee disbursement holds, h. funds in escrow, i. Misapplied payments, and j. Voids.			
Response: Yes, Process for recoupment is a vendor responsibility. There are no expected modifications.				
39.	Section 2.3.3.J. 4.,	RFP p. 11:	What is the current daily average of forgery reimbursements processed?	
Response: Approximately one per month.				
40.	Section 2.3.3.Q.,	RFP p. 15:	How many total payment kiosks will be located and secured at the local Prince George's County CSA office?	
Response: Currently, there is a kiosk located in Baltimore City and in Prince George's County. CSA would like to add Kiosks throughout the state. Offerors may propose other payment / debit credit card options in accordance with Federal, State and Banking regulations.				
41.	RFP Section 3.6.1 C. Crime Insurance/ Employee Theft Insurance –	Will the State accept a minimum single loss retention amount not to exceed \$50,000?		
Response: The Department does not wish to change the requirements.				
	RFP Section 3.6.3	Because our insurance carrier no longer includes a cancellation notice requirement on the policy document in compliance with industry standards, will the State accept direct notification from the Contractor in regard to any notice of non-renewal, cancellation or expiration?		
Response: Yes, the Contractor remains obligated to notify the Procurement Officer of any cancellations or non-renewals.				
42.	RFP Section 5.3.2,	RFP pg. 91:	States that, "Each section of the Technical Proposal shall be separated by a TAB as detailed below: Tab A, Tab B, Tab C, etc." Does this requirement apply to this electronic submission? If so, can you please clarify this requirement?	
Response: Yes, each section of the Technical Proposal shall be separated by a TAB as specified in section 5.3.2 of the RFP				
43.	Attachment L:	Is a street address needed on Attachment L, #2.a., or is it sufficient to state that services will be provided within 50 miles of the Circuit Court for Baltimore City 111 N. Calvert Street, in Baltimore.		
Response: Please provide clarification.				
44.	Attachment M Contract, Section 2.1:	Will the Questions and Answers become part of Exhibit A, The RFP and thus part of the contract between the State and the selected vendor?		
Response: Questions and responses would be published in eMMA and it would be part of the RFP.				

Samuel Eduful

Procurement Officer

May 1, 2024