

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 # 4
June 17, 2024

Question 1: In Amendment #1, dated April 16, 2024, a list of specified NAICS codes was included for the MBE and VSBE Subcontracting Goals.

MBE Subcontracting Goal:	25% (with no subgoals). <u>NAICS codes staffing -541219; cleaning - 561720; and courier 561210</u>
VSBE Subcontracting Goal:	5%. <u>NAICS codes staffing -541219; cleaning - 561720; and courier 561210</u>

However, the NAICS codes for staffing (541219) and courier services (561210) don't necessarily seem to fit the services that will be provided by the subcontractor or are very limiting.

- **Staffing** - The specified staffing code of **541219** in the amendment is associated with **Other Accounting Services**, which is defined as “establishments (except offices of CPAs) engaged in providing accounting services (except tax return preparation services only or payroll services only). These establishments may also provide tax return preparation or payroll services.” However, NAICS code **561320** is associated with **Temporary Help Services** and is defined as “establishments primarily engaged in supplying workers to clients' businesses...”
- **Courier** - The specified courier code of **561210** is associated with **Facilities Support Services**, which is general and is defined as “establishments primarily engaged in providing operating staff to perform a combination of support services within a client's facilities. Establishments in this industry typically provide a combination of services, such as janitorial, maintenance, trash disposal, guard and security, mail routing, reception, laundry, and related services to support operations within facilities. These establishments provide operating staff to carry out these support activities but are not involved with or responsible for the core business or activities of the client. Establishments providing facilities (except computer and/or data processing) operation support services and establishments providing private jail services or operating correctional facilities (i.e., jails) on a contract or fee basis are included in this industry.” However, NAICS code **492110** is specific to **Couriers and Express Delivery Service** and is defined as “This industry comprises establishments primarily engaged in providing air, surface, or combined mode courier and express delivery services of parcels, but not operating under a universal service obligation.”

To provide a fair opportunity for a wider group of certified MBE/VSBE vendors to participate in this contract, will the State consider widening the acceptable NAICS codes, including 561320 for staffing and 492110 for courier, to be utilized to meet the MSE/VSBE subcontracting goals?

Response: Offerors can use other NAICS codes to meet the MBE/VSBE subcontracting goals based on the Offeror’s needs.

Question 2: In Questions and Responses, Series #2, Q#16: We are requesting additional clarification to the response to ensure compliance with the procurement submission requirements.

- Are vendors allowed to add additional Tabs to the Technical Proposal to include required additional documents such as Project Schedule and Pandemic Plan?

Response: The Department prefers Offerors to limit the use of Tabs to those identified in the RFP; however, Offerors may use additional Tabs as necessary.

- Would the State be able to provide a list of required Plans that should be included with the Proposal as the RFP has contradictory verbiage such as 5.3.2.F.7 mentions for Offeror to provide Pandemic Plan and Business Continuity Plan, but the Deliverables Summary Table says the submission date is 30 calendar days of award?

Response: The submission date for the Pandemic Plan is 30 days after the award.

- Please clarify what is meant by “must be consecutively numbered by tab”. Does this mean Tab A – Tab O should have numbering, beginning with Page 1 on TAB A and continue through the last TAB? Or does numbering restart at each TAB?

Response: The numbering should be consecutive for the whole proposal. It should not restart with each tab.

Question 3: In Questions and Responses Series #3, Q#23-24: 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? The State responded with, “What section is this referring to.” We are referring to **RFP Section 2.3.3 SDU Functions, B. Mail Processing, Opening, Sorting and Batching, #8:** “Perform a daily audit review on no less than 10% of the documents to ensure they are being sent to the correct jurisdiction and have the correct category/type. The results of the review and file images shall be transmitted to the ECMS by close of business of each day.”

Response: This section of the RFP pertains to all mail that is received at the SDU. This includes mail that may be included with a payment, mail received without a payment or returned mail.

Question 4: Questions and Responses Series #3, Q#30: The question asks for historical statistics on the quantity of electronic and paper receipt transactions for each year to include calendar years 2022, 2023 and YTD 2024. The response states “Already Provided”. However, upon review of the RFP and amendments issued to date, the statistics for calendar year 2022 and YTD 2024 have not been provided. In order to provide accurate pricing, this information is important. Could the State provide this missing statistical information?

Response:

YTD 2024:

Electronic Receipts: 608,130

Paper Receipts: 125,216

Question 5: Questions and Responses Series #3, Q#31: The question asks for historical statistics on the total receipts dollar amount for each year to include calendar years 2022, 2023 and YTD 2024. The response states “Already Provided”. However, upon review of the RFP and amendments issued to date, the statistics for calendar year 2022 and YTD 2024 have not been provided. In order to provide accurate pricing, this information is important. Could the State provide this missing statistical information?

Response: The data for 2022 is currently not available.

YTD 2024:

TOTAL RECEIPTS NUMBER: 733,346

TOTAL RECEIPTS AMOUNT: \$152,416,402.00

% ELECTRONIC PAYMENTS: 82.92%

LOCAL TRANSACTIONS PROCESSED (ACCEPTED AND DENIED): 2,386

LOCAL OFFICE MAIL DOCUMENTS: 73,858

Question 6: Questions and Responses Series #3, Q#32: The response states that the State is responsible for reimbursement for the payment of the 6 PO Boxes to the vendor, however there is no reimbursement line item in the pricing template for PO Boxes. Please clarify the process in which the State will reimburse the cost of the PO Boxes to the vendor and please provide the current cost for all 6 PO Boxes so that the Bidder may provide accurate pricing.

Response: The vendor is responsible for paying the USPS upon receipt of the invoice for the PO Box from the State. Once the payment is remitted and an invoice is received from the vendor, the State procurement office will reissue reimbursement to the vendor.

Question 7: Questions and Responses Series #3, Q#33: The response states that the sample of the Recoupment Packet will be provided during transition. In order to provide accurate pricing, the Bidder requests that the State reconsider this timing and provide a sample in a proposal amendment.

Response: The Recoupment Packet will be provided during the transition.

Question 8: Questions and Responses Series #3, Q#35: The response states that the sample of the NMSN documentation to be scanned will be provided during transition. In order to provide accurate pricing, the Bidder requests that the State reconsider this timing and provide a sample in a proposal amendment.

Response: NMSN is part of the LOM process. This is not a stand-alone process. NMSN is however regulated by the Federal Government and requires a specific work item when the documentation is returned from the employer.

Question 9: Questions and Responses Series #3, Q#36: The response states that the address for the current branch where deposits are made will be provided during transition. In order to provide accurate pricing and identify an appropriate SDU site, the Bidder requests that the State reconsider this timing and provide this information in a proposal amendment.

Response: Currently, the State bank is Bank of America. Deposits are currently made at a branch in Baltimore County.

Question 10: Questions and Responses Series #3, Q#42: The State responded with, “Yes, each section of the Technical Proposal shall be separated by a TAB as specified in section 5.3.2 of the RFP.” Is the State referring to a TAB as a Header? Please clarify.

Response: No, the Tabs are dividers or like sections in a Table of Contents and should be easily recognizable and accessible.

Question 11: Questions and Responses Series #3, Q#43: The State asked for clarification. We no longer want to ask this question.

Response: Noted

Question 12: Amendment 2 indicates that the Total Receipts Number for 2023 is 2,174,251. Will you please confirm that number? It seems very low compared to the other years of data provided. It also is not in line with the estimated volumes on the pricing form.

SDU HISTORICAL STATISTICAL DATA

Calendar Year 2023

Total Receipts Number: 2,174,251

Total Receipts Amount: \$525,502,617.09

% Electronic payments: 82.38%

Local Transaction processed (accepted and denied): 5,572

Local Office Mail documents: 208,385

Response: Yes, we can confirm that the Total Receipt Number is correct.

Samuel Eduful

Procurement Officer

June 17, 2024