



STATE OF MARYLAND
DEPARTMENT OF HUMAN RESOURCES
REQUEST FOR PROPOSALS (RFP)
PRIVATIZATION OF CHILD SUPPORT SERVICES IN BALTIMORE CITY
SOLICITATION NO.:CSEA/PR/18-001-S
AMENDMENT NO. 6

February 9, 2017

Dear Prospective Offerors:

This amendment is being issued to amend certain information in the above-named RFP. All information contained herein is binding on all Offerors who respond to the RFP. Specific parts of the RFP have been amended. The changes are listed below. New language has been double underlined and marked in bold (i.e. word), and language that has been deleted has been marked with a strikethrough (i.e. word).

1) Revised Section 3.2.12.2 Undistributed Collections (UDC) Processing

Unprocessed funds are collections which cannot be processed due to Case maintenance issues, i.e., missing or inaccurate information. The Contractor shall review all UDC reports referenced in Attachment U within the timeframes noted and resolve cases with undisbursed collections. The aggregate level of the UDC shall not exceed \$25,000 at any point in time, excluding amounts identified as tax payments. one percent (1%) of the prior FFY's total collections.

2) Revised Section 3.2.23 Deliverables. Delete any and all references or requirements in the RFP to have or submit a Monthly Customer Service Report.

Table with 3 columns: Item, Due Date, State Recipient. Row 1: Bond for Loss Due to Employee Dishonesty - Section 1.45, Ten (10) Days after notification of recommendation for Contract Award, Procurement Officer. Row 2: Final Transition-In Plan - Section 3.2.24, Fifteen (15) Days after NTP, SPM.

Chief Trainer Participates in CSEA Training Modules	Within the first two weeks of Contract start date	SPM
Completed Logon-ID Request Forms	Fifteen (15) Days after NTP <u>but; No less than thirty (30) days prior to the Go-Live date.</u>	SPM
Standard Operating Policies and Procedures – Section 3.2.15	Thirty (30) Days after Contract start date	SPM
Security Plan (Includes security test plan)	Thirty (30) Days after NTP	SPM
New Standard Operating Procedures – Section 3.2.15	No less than thirty (30) Days prior to implementation for approval	SPM
Purchase and Installation of Furniture and Equipment – Section 3.2.18	Thirty (30) Days after NTP	SPM
Initial internal audit - Section 3.2.19	Due five (5) months after NTP	SPM
Methodology for conducting Internal Audits	No more than ninety (90) Days after NTP	SPM
Format for Monthly Customer Service Report – Section 3.2.13	Forty-five (45) Days after NTP	SPM
Final Staffing Plan with detailed organizational structure	Fifteen (15) Days from the NTP	SPM
Enter into leases for the BCOCSE offices - Section 3.2.17	Within thirty (30) Days of Contract start date.	SPM
Draft Business Continuity Plan – Section 3.3.6.1	Within forty-five (45) Days after NTP	SPM
Business Continuity Plan Back-up Facility	Within seventy-five (75) Days	SPM

Initial Test Results	after NTP	
Final Business Continuity Plan	Within one hundred twenty (120) Days after NTP	SPM
Draft Disaster Recovery Plan - Section 3.3.6.2	Within forty-five (45) Days after NTP	SPM
Final Disaster Recovery Plan	Within seventy-five (75) Days after NTP	SPM
Back-up Procedures – Section 3.3.7	Due within seventy-five (75) Days after NTP	SPM
On-going/Upon Request Reports		
Item	Due Date	State Recipient
Quarterly internal audit reports - Section 3.2.19 B	Due within sixty (60) Days after the end of the report quarter	SPM
Response to Monitoring and Audits Reports – Section 3.2.19	Within thirty (30) Days of the request or as indicated in the request	SPM
Prime Contractor Unpaid MBE Invoice Report – Sections 1.33.12	Due the 15 th of each month	SPM
MBE Subcontractor Payment Report – Sections 3.2.1	Due the 15 th of each month	SPM
Corrective Action Plan	As specified in the request	SPM
Meet or exceed annual Minimum Service Levels – Section 3.2.22	Ongoing	SPM

Complete Case Corrections to Quality Control Reviews – Section 3.2.19 c	Within thirty (30) Days of receipt of report or as requested	SPM
Monthly Invoice	Due on the 15 th of each month	SPM
Monthly staffing report to include the number of temporary employees, permanent employees, percent of positions vacant, turn-over rate and monthly value of vacant positions.	Due on the 10 th of each month	SPM
Monthly training report to include the number of staff trained, the name of the training module, and trainings to be performed in the next three months.	Due on the 10 th of each month	SPM
Unprocessed Report	Due on the 15 th of the month after the end of each quarter	SPM
Escrow Report	Due on the 15 th of the month after the end of quarter	SPM
Customer Satisfaction Survey Findings – Section 3.2.13	Due thirty (30) days after the end of each quarter.	SPM
Business Continuity Plan Back-up Facility Semi-Annual Test Results	Within seventy-five (75) Days after the test	SPM
Item	Due Date	State Recipient

Transition-Out Plan	Due one year before the end of the base period of the Contract or	SPM
Transition-Out Plan Updates	Due no later than sixty(60) Calendar Days after the start of each Option year	SPM

3) Revised Section 3.3.6.2 The Disaster Recovery Plan (DRP). Delete any and all references or requirements in the RFP for the Contractor to have more than two BCOCSSE offices.

- e. Provide a comprehensive plan for implementing network connectivity between critical DHR facilities (two BCOCSS locations ~~in addition to the central location~~) and the proposed back-up site(s) to be used for any disruption of operations for more than twenty-four (24) hours. The back-up site(s) shall be located more than 50 miles from the primary facility.

4) Revise Section 3.3.8 Technical – Support Services & Service Level Agreement

REQUIREMENT				
The Contractor shall comply with the following system service levels as dictated by the metrics below.				
DHR Service Level Metrics – Common Services				
	System Metrics	Section	Measure (Standard)	Severity Level
1.	System & File Restoration (Disaster Recovery)	Section 3.3.6.2nd Disaster Recovery	Complete 95% of file restoration within forty-eight (48) hours from declaration of disaster, 100% of the time	Critical
2.	System File Restoration – 24x7x365/366 requests	Section 3.3.7Back-up Requirements	Complete 95% of file restoration within four (4) hours of notification, and complete 100% of file restoration within one (1)Day.	Critical
3.	Backups – As	Section 3.3.7	99% of the time.	High

	Scheduled and Accurate	Back-up Requirements		
4.	IVR & ACD Availability	Section 3.2 State Services & Requirements	99.9% of the time	Critical

Offerors are reminded that they must acknowledge receipt of all amendments/addenda issued in their Transmittal Letter (see Revisions to the RFP § 1.18 and Transmittal Letter § 4.4.2.3). If you require clarification of the information provided in this amendment, please contact me at (410) 767-7775, or via email at aung.htut@maryland.gov.

By Aung Htut, Procurement Officer
February 9, 2017