



DEPARTMENT OF HUMAN RESOURCES
REQUEST FOR PROPOSALS #CSEA/PR 18-001S
FOR
PRIVATIZATION OF CHILD SUPPORT SERVICES IN BALTIMORE CITY

QUESTIONS AND ANSWERS SERIES #4

No.	RFP Reference	Questions & Answers
Q1	RFP Pages 40-42, Section 3.1.2, <i>Baltimore City's Historical Data</i>	Please add data from FFY 2016 and FFY 2017 (year-to-date) to charts 1, 2, and 3 since potential bidders need recent performance data to propose solutions that are tailored to the current circumstances of the BCOOSE program.
A1		The Department has included sufficient information based on historical data and trends for the Offerors to respond to the solicitation. Further, each Offeror will have to propose its own solutions for meeting the new service levels indicated in the RFP rather than relying on existing circumstances.
Q2	RFP Page 42, Section 3.2.2, <i>Case Documentation</i>	Is CSEA planning to centralize the processing of incoming mail? If yes, will BCOOSE mail be opened, imaged, indexed, and delivered to the contractor by a centralized mail processing unit? Please briefly describe the new process, the contractor's responsibilities in ensuring a successful implementation, and the timeline for completion of the project.
A2		No, CSEA is not planning to centralize mail processing for the Baltimore City office.