



**DEPARTMENT OF HUMAN RESOURCES
Request for Proposals for
Maryland State Directory of New Hires**

CSEA/SDNH/14-001-S

QUESTIONS AND RESPONSES SERIES #1

- 1. Question:** Is there an incumbent vendor providing the services detailed in the RFP?

Response: Yes.
- 2. Question:** If so, how long has the incumbent provided these services?

Response: The incumbent has provided the services to the Child Support Enforcement Administration (CSEA) since 2007.
- 3. Question:** Will the incumbent vendor be allowed to participate in this bid?

Response: Yes.
- 4. Question:** Can you provide information on the existing staff, whether contractor or not, currently supporting this application/program?

Response: The incumbent currently has a total 8 staff supporting the application/overall program, which includes 3 company executives.
- 5. Question:** On page 33, point #10 talks about receiving the monthly file of New Employers and comparing with the previous file. Is there an existing program that does this or does the selected contractor have to develop a program to achieve this or is this done manually?

Responses: It is the responsibility of the new Contractor to put in place a program or process that is capable of performing this function as well as the other requirements of the RFP.
- 6. Question:** Please provide details on the call volume for the helpdesk to allow us to estimate the support staff strength.

Response: Requested help desk call volumes for the past six months are as follows:

November 2012:	146
December 2012:	895
January 2013:	616
February 2013:	258

March 2013: 315
April 2013: 368

7. **Question:** Is there a preference for the work site of the Contractor's staff?
- Response:** The Contractor's facility must be located in Maryland, no more than 30 miles from the DHR headquarters at 311 W. Saratoga St., Baltimore, MD, 21201. See Amendment NO. 2 issued on June 10, 2013.
8. **Question:** Is our interpretation of Section 2.32 correct that even if the prime bidder is an MBE, they would need to sub-contract with other MBEs so as to provide 7% of the total contract dollar amount to an African American owned MBE, 2% to a Hispanic American owned MBE, 8% to a woman owned MBE and 13% to another MBE?
- Response:** Yes.
9. **Question:** Is pre-proposal conference attendance mandatory?
- Response:** Attendance of the State Directory of New Hires Pre-Proposal Conference is recommended, but is not mandatory.
10. **Question:** Will the State please clarify that bidders may take exceptions to the sample Services Contract (Attachment D), in accordance with the RFP?
- Response:** All Offerors are expected to accept and comply with the terms and conditions of the RFP and Contract. Exceptions to the terms and conditions may result in the proposal being deemed not reasonably susceptible of being selected for award.
11. **Question:** How does the State plan to negotiate upon contract award?
- Response:** As a competitive solicitation, any negotiations, discussions or clarifications of a proposal will take place during the evaluation process. Negotiations will not occur after contract award.
12. **Question:** Please confirm that the vendor must provide new hire services within the state of Maryland.
- Response:** See Question #7.
13. **Question:** If the vendor is not required to provide new hire services in Maryland, is the vendor required to meet the MBE goals?
- Response:** See Question #7.
14. **Question:** Please confirm that all staff must meet Tier 1 living wage requirements, regardless of vendor's location.

- Response:** Yes.
15. **Question:** How does the State envision mail processing will happen during the transition period, when both the incumbent and the new vendor will have access to the post office box?
- Responses:** See Amendment NO. 2
16. **Question:** How many NDNH rejects are currently coming back to the State? How does the State envision the process for providing a file of rejects to the contractor?
- Response:** The report of NDNH rejected records is made available to the Contractor on a weekly basis. An email notice is forwarded to the State Project Manager, the contact at the DHR/OTHS and the Contractor's Project Manager with the reject reports. The corresponding error files are delivered to the FTP server on Friday for retrieval by the Contractor. For the reports dated 5/10/13 and 5/31/13, the error rates were 5.0% and 2.9%, respectively. DHR expects the long term average rate of rejects falls within this range.
17. **Question:** Would the State allow the contractor to send notices to non-compliant employers via email in order to save money and speed response?
- Response:** Not at this time.
18. **Question:** Will the State please provide a sample of the EPP mailing and all required materials included in the compliance mailing?
- Response:** See Attachment R of the RFP.
19. **Question:** Compliance mailings and New Employer Information Packets are currently printed in full color. Will this requirement continue under the new contract?
- Response:** Yes.
20. **Question:** May proposals be consecutively numbered within each proposal section?
- Response:** Proposals may be consecutively numbered within each proposal section provided that Sections are clear in the Offeror's Table of Contents and numbered pages.
21. **Question:** When referencing this Solicitation (such as in required Attachments) is the RFP # CSEA/SDNH/14-001-S or MDN0031008998?
- Response:** The DHR Agency Control Number is CSEA/SDNH/14-001-S.
22. **Question:** Please confirm proposals must be mailed? The language in this section makes it

seem optional.

Response: Proposals may be mailed or hand-delivered. Proposals may not be sent by electronic means. Please note, per Section 1.6, proposals or unsolicited amendments to Proposals arriving after the closing time and date will not be considered.

23. Question: Please confirm the address to mail proposals. Section 1.2 does not contain an address (only email and #s).

Response: Per the Key Information Sheet and Section 1.2, proposals are to be sent to:

Katharine M. Kamieniecki
Department of Human Resources
Procurement Division
311 W. Saratoga Street, Room 946
Baltimore, MD 21201-3500
Phone: 410-767-7044

24. Question: Please confirm 30% MBE is a requirement?

Response: Yes, the 30% MBE sub-contracting goal is a requirement.

25. Question: Please explain the subgoals. Is the State expecting non-MBE owned contractors to execute 3 subcontracting arrangements?

Response: Sub goals are part of the overall 30% goal. Of the 30%, 7% must be African American, 2% Hispanic, and 8% Women owned State certified MBEs. The remaining percentage may be filled by any State certified MBE.

26. Question: Does the State expect Oral Presentations for this RFP?

Response: Per Section 2.37, the State may require Offerors who submit a Proposal in response to this RFP to make an oral presentation of the Proposal to the Evaluation Committee, possibly on short notice.

27. Question: Is it required the new vendor's solution be Unix based?

Responses: It is the responsibility of the new Contractor to put in place a program or process that is capable of performing this function as well as the other requirements of the RFP.

28. Question: The attachment to this solicitation contains **Attachment B-E**. Please confirm we should just return Attachment B?

Response: Per Section 4.2 (L), only **Attachment B** should be included in the original volume of your technical proposal.

29. Question: Will the state consider pushing back the due date 1 week to allow sufficient time to review the answers to the questions and incorporate them into our proposal? The short window of time to respond combined with the holiday allows just 3 weeks to evaluate, write and respond – any consideration for another week would be very helpful and appreciated

Response: Amendment NO. 1 was issued on June 6, 2013 and extends the Closing Date through June 19, 2013 by 4:00 p.m.

30. Question: How many employers are in the current MD New Hire database? How many employers have submitted a new hire report in the last twelve (12) months?

Response: See below chart titled MD Employer Reporting- January-May 31, 2013.

MD Employer Reporting - January - May 31, 2013	
MD Employers in Current Database:	111,981
Employers - Reported New Hires:	68,211

31. Question: What is Maryland’s budgeted amount for this RFP/Services?

Response: The Department does not disclose its budget.

32. Question: What is the current transaction rate for processing electronic and non-electronic new hire reports?

Response: The Contract amount for the current Contract (CSEA/NHR/07-001) is below.

3-year Base Contract:	\$2,168,820
1 st 1-year Option:	\$ 536,838
2 nd 1-year Option:	\$ 531,324

33. Question: How many phone calls does the new hire operation anticipate daily/monthly over the coming year?

Responses: Employer phone calls received during Calendar 2011 and Calendar 2012:

Report Month:	2011	2012
January	147	139
February	148	1762
March	234	402
April	163	722
May	164	290
June	161	204

July	122	184
August	117	169
September	160	1417
October	121	502
November	115	146
December	105	895
Total	1,757	6,832

34. Question: Can the Vendor have the telephone and fax numbers ported over to them during the contract time frame?

Response: No.

35. Question: Can the State provide the staffing levels (full and part-time) of the current Vendor?

Response: See Question #4. However, it is up to the Offeror to provide sufficient staff to fulfill the requirements of the RFP.

36. Question: Is there a transition plan with the current Vendor? Can the State provide a copy?

Response: Yes, there is a transition plan with the current Vendor. The Incumbent’s Transition Plan will be provided to the successful Offeror.

37. Question: Page 32, Section 3.4.2.A.10, States the contractor shall update MSDNH database within five (5) days after receipt of the DLLR employer file. What is the average number of employers each month, for the past 12 months that have been identified as new employer or an employer who is no longer reporting? What information will the contractor be expected to supply to MSDNH after 5 days of receiving the UI file.

Response: The vendor is required to update the MSDNH with the New Employer data received from the monthly UI DLLR file. See below chart (Employer Reporting Types) for the annual number of Employers from DLLR and new Employers reporting to the MSDNH.

Employer Reporting Types	2011	2012
New Employers (Monthly DLLR FILE)	12,781	16,465
New Employers Reporting	2,722	3,537

38. Question: Page 32, Section 3.4.2.A.11, indicates the contractor is required to *mail* several

attachments to employers identified as 'new' in the monthly DLLR file. (brochure, article, reporting form, formal letter and fact sheet). In order to save the state significant costs, would they allow employers to receive this information by either fax or email?

Response: Not at this time. The RFP requires the NHEIP to be mailed.

39. Question: Page 32, Section 3.4.2.A.10, Is contact information available in the monthly UI File. If so, what data is available?

Response: The monthly DLLR New Employers Files (UI Employer File) contains the following information: Number of new employers and the names, account number, and address for each new employer.

40. Question: Page 32, Section 3.4.2.A.11, Is contact information available in the monthly New Employer File. If so, what data is available?

Response: See Question #39 response.

41. Question: Page 33, Section 3.4.2.A.14, the state references attachment U1 or a report cover sheet, but no U1 was provided with the RFP. Can the state provide this attachment?

Response: Amendment NO. 2 adds **Attachment U-1** (Maryland New Hire Monthly Reporting Statistics- Cumulative Monthly Report Cover Sheet).

42. Question: Page 33, Section 3.4.2.A.15 Can the state provide the number of New Hire Employer Information Packets and Warning Notices to Non-Compliant Employers that were mailed over the last 3 years?

Response: See below chart titled Mail Volumes.

Mail Volumes	2012
Non-Compliant Notices	28,094
New Hire Info Packets (NHEIP)	16,465
Employers Responding after 90 Days	5,200
Response Rate	18.50%

43. Question: Page 34, Section 3.4.2.A.17 Can the state provide the number of non-compliant employers identified via EPP over the last 4 quarters? How successful has the current vendor been in notifying those employers within 5 days of receipt (percentage contacted in timeframes)? What percentage of employers reported after they received the notice? What follow-up step does the current vendor take after the notice has been sent to the employer and they have not yet reported?

Response: See Question #42 response. Additionally, see Sections 3.4.2 (A)(17) and (18).

44. Question: Page 70, 5.2 Reciprocal Preferences The RFP states: "A nonresident Offeror submitting a Proposal for a State project shall attach to the Proposal a copy of any current statute, resolution, policy, procedure or executive order of the Offeror's resident State that pertains to that State's treatment of nonresident Offerors." Can the state provide some guidance on this?

Response: This provision only comes into play in the rare instance when there is a tie between Offerors. Maryland will abide by another state's preference to select one vendor over another, if such a regulation, law or policy exists and is brought to the attention of the Department.

45. Question: **Section 2.32 on page 17 of the RFP MBE Certification** specifies subgoal percentages for a MBE subcontract. The percentages do not add up to 30%, are they minimum percentage requirements? The subgoals specify that 0% should be allocated to an Asian American MBE, however, if a Vendor chooses to subcontract with an Asian American MBE, will that subcontract be calculated toward the 30% goal?

Response: Yes. There are minimum percentage requirements. See response to question #8. If a vendor chooses to subcontract with an Asian American MBE, it will be calculated toward the overall 30% goal.

46. Question: **Living wage requirements (Attachment M)** – if the Vendor is not located in Maryland and has zero employees located in Maryland, does the living wage requirement still apply?

Response: See Question #7.

47. Question: **Section E, Proposed Service**, on page 63 of the RFP lists 9 items under letter A of 3.4.2, Contractor's Requirements. Section A on pages 31 – 37 of the RFP, lists 24 items. Should the Vendor address all 24 items listed on pages 31 – 37 in their proposal, or address the 9 items listed on page 64?

Response: Offerors are required to address and propose solutions to all of the requirements in the RFP.

48. Question: RFP references forms for security compliance but states that we need to show how we intend to adhere to their security requirements. Does that mean that they want the forms completed for the proposal? Specifically the following links:

1. http://doit.maryland.gov/support/Documents/security_guidelines/SecurityPlanTemplate.pdf
2. <http://doit.maryland.gov/support/Pages/SecurityPolicies.aspx> (bullet #5, word document)

The question is, will we need to include these checklists into our proposal?

Response: Offers must demonstrate in their proposals how they plan to meet the requirements of the RFP. The successful Offeror shall complete all required security forms after Contract award.

49. Question: Is there currently any federally mandating corrective action plan from any of the three cognizant federal agencies related to the new hires process as it's implemented today that would be assumed by then new vender when they come in?

Response: No.