

STATE OF MARYLAND  
DEPARTMENT OF HUMAN SERVICES  
PRE-PROPOSAL CONFERENCE

REQUEST FOR PROPOSALS (RFP)  
FOR  
ELECTRONIC BENEFITS TRANSFER SYSTEM

RFP NO. OTHS/EBT-23-017-S

THURSDAY, SEPTEMBER 28, 2023  
10:00 A.M.  
VIA GOOGLE MEET

PRESENT FROM MARYLAND DEPARTMENT OF HUMAN SERVICES:

SAMUEL EDUFUL, Procurement Officer

SANG KANG, Office of Procurement

AARON COOK, Office of Procurement

ARETHA ECTOR, Assistant Attorney General  
Office of the Attorney General

SHERNELLE CRAWFORD, Deputy CIO of Operations  
Office of Technology for Human Services

MARIA CAZABON, Procurement Manager  
Office of Technology for Human Services

JUDY MARSH, EBT Program Manager  
Office of Technology for Human Services

DAVID FULTON, EBT Project Manager  
Office of Technology for Human Services

JAMES CASH, Office of Technology for Human  
Services

KENNETH JESSUP, Program Director  
Hiring Agreements Program, Office of Cash Programs

LABELLE HILLGROVE, Director  
Policy Compliance and Customer Services  
Family Investment Administration

TERESA STEVANUS, Allegany County Department of  
Social Services

MAHNOOSH ALEMI, Federal and Legislative IT  
Liaison, Office of Technology for Human Services

## VENDOR PARTICIPANTS:

ANTONIO JONES, Delmock Technologies, Inc.

MOFOLUWASO KUTI, Adept Engineering Solutions, LLC

BONNIE WRIGHT, Maximus

DAYNA EVERT, Conduent

CASEY RINGEISEN, Conduent

DENISE ADAWAY, Conduent

KEITH MESSER, Conduent

LISA BAREIS, Conduent

JENNIFER SCHNEIDER, FIS

OLUKOREDE HASSAN, Korak Health Source Group, Inc.

LOUIS BULLOCK, SQN Systems

DEVA KUMAR KALE, Serigor, Inc.

REETESH BHARTI, Serigor, Inc.

STACY STRATTON, Attain Partners

CHRISTINA ORTICKE, A/O Strategy Group, LLC

REPORTED BY: DEBORAH B. GAUTHIER, NOTARY PUBLIC



1 the icon to raise your hand so that you will be called  
2 upon to ask your question. All right. So I will first  
3 of all start with the introductions. We'll start with  
4 the procurement team and then we'll move on to the  
5 Department -- the other Departments as well. It will  
6 be the Office of the Attorney followed by the Office  
7 Technology for Human Services, and then the other  
8 Departments. So we'll start with the Procurement  
9 Department. My name is Samuel Eduful, and I'm the  
10 Procurement Officer for this solicitation. So the  
11 other procurement team shall kindly introduce  
12 themselves.

13 MR. KANG: I'm Sang Kang, part of the  
14 procurement team here at DHS.

15 MR. COOK: Aaron Cook, part of the  
16 procurement team here at DHS as well.

17 MR. EDUFUL: All right. Do we have anyone  
18 else from Department -- from the Procurement  
19 Department?

20 (No response.)

21 MR. EDUFUL: All right. So we'll move on to

1 the Office of the Attorney General, followed by the  
2 Office of Technology for Human Services. Kindly  
3 introduce yourself -- unmute yourself and then  
4 introduce yourself.

5 MS. ECTOR: Good morning. Aretha Ector,  
6 Assistant Attorney General, Department of Human  
7 Services.

8 MR. EDUFUL: All right.

9 MS. CRAWFORD: Good morning. Oh, go ahead.

10 MR. EDUFUL: No, go ahead, Shernelle.

11 MS. CRAWFORD: I was going to say, good  
12 morning, everyone. My name is Shernelle Crawford. I  
13 am the Deputy CIO of Operations for DHS Office of  
14 Technology for Human Services.

15 MS. MARSH: Good morning. I'm Judy Marsh. I  
16 am the EBT -- oh, I'm sorry. Go ahead, Cash.

17 MR. CASH: I'm James Cash for OTHS as well.  
18 Thank you.

19 MS. CAZABON: Good morning, everyone. I'm  
20 Maria Cazabon, OTHS Procurement Manager.

21 MS. MARSH: Now I'll go. I'm Judy Marsh.

1 I'm the EBT Program Manager. I work for DHS Office of  
2 Technology.

3 MR. EDUFUL: All right. Thank you. Did I  
4 miss anyone from the Department of Human Services?

5 MS. ALEMI: This is Mahnoosh Alemi.

6 MR. EDUFUL: Unmute yourself.

7 MS. ALEMI: Yes, Sam. This is Mahnoosh Alemi  
8 from Office of Technology, Federal and Legislative IT  
9 Liaison.

10 MS. HILLGROVE: My name Labelle Hillgrove,  
11 Director of Policy Compliance and Customer Service  
12 Performance with the Family Investment Administration.

13 MR. FULTON: I don't know if this is where I  
14 jump, but this is David Fulton. I am the Project  
15 Manager working with Judy on the EBT Program.

16 MS. STEVANUS: Hi. I'm not sure if this is  
17 where I jump in, but I'm Teresa Stevanus. I'm with  
18 Allegany County Department of Social Services FIA, and  
19 I supervise the EBT Fraud Unit.

20 MR. EDUFUL: All right. Thank you. We will  
21 now start with the introductions from the attendees as

1 well. Please unmute yourself and introduce yourself.

2 MR. KUTI: My name is Remi Kuti from Adept  
3 Engineering Solutions.

4 MR. JONES: Good morning, all. My name is  
5 Antonio Jones, Chief Strategy Officer with Delmock  
6 Technologies. Thank you.

7 MR. BHARTI: Good morning, everyone. This is  
8 Reetesh Bharti. I'm the Chief Growth Office from  
9 Serigor.

10 MR. HASSAN: Good morning. My name is Olu  
11 Hassan from Korak Health Source Group. We provide  
12 support services for government opportunities, and we  
13 are MBE-certified. We're located in Maryland.

14 MR. KALE: Good morning, everyone. This is  
15 Deva Kale for Serigor -- (indiscernible) -- thank you.

16 MS. STRATTON: Hi. Stacy Stratton, Attain  
17 Partners, Engagement Lead.

18 MR. BULLCOK: Good morning. Louis Bullock  
19 with SQN Systems. We are a certified VSBE and MBE  
20 located in Maryland.

21 MS. ORTICKE: Good morning. This is

1 Christine Orticke with A/O Strategy Group.

2 MS. WRIGHT: Good morning. This is Bonnie  
3 Wright from Maximus.

4 MS. ADAWAY: Good morning. Denise Adaway  
5 with Conduent.

6 MS. BAREIS: Good morning. Lisa Bareis with  
7 Conduent.

8 MR. MESSER: Good morning. This is Keith  
9 Messer with Conduent.

10 MS. RINGEISEN: Good morning. This is Casey  
11 Ringeisen with Conduent.

12 MS. EVERT: I'm Dayna Evert with Conduent.

13 MS. SCHNEIDER: This Jennifer Schneider from  
14 FIS.

15 MR. JESSUP: Good morning. Kenneth Jessup,  
16 Hiring Agreement, DHS.

17 MR. EDUFUL: All right. Thank you, everyone.  
18 All right. So there will be the opportunity for you to  
19 ask questions after the presentation, so that will be  
20 after Section 6. Right. So now we will start on the  
21 agenda. We will start with the opening remarks, and

1 then I will call upon Shernelle to give us the opening  
2 remarks for this pre-proposal conference.

3 MS. CRAWFORD: Good morning again, everyone.  
4 Again, my name is Shernelle Crawford, and I just want  
5 to welcome you to this pre-proposal conference. We  
6 look forward to answering any questions or clearing up  
7 any questions or comments or anything that you have.  
8 So, again, I just want to keep this brief and say  
9 welcome. And I will let you move on into the agenda,  
10 so that you can hear the presentation from our  
11 presenters, and then open it up for questions, as  
12 Samuel said. Thank you.

13 MR. EDUFUL: All right. Thank you,  
14 Shernelle. All right. So I'll start with a review of  
15 the Key Information Summary Sheet on the RFP. So this  
16 is a Request for Proposal for the Electronic Benefits  
17 Transfer System, as I indicated earlier on. And then  
18 the solicitation number is OTHS/EBT-23-017-S. And then  
19 it was issued on September 19th, 2023. And then this  
20 is for the Department of Human Services. And then  
21 followed by my details, my name and then the address,

1 my e-mail address, and then the phone number. And then  
2 proposals are to be submitted through the eMaryland  
3 Marketplace Advantage, so on the RFP you see the  
4 instructions, and then the link has been provided. We  
5 will not accept any e-mail proposals or hand-delivered  
6 proposals.

7 All right. Questions will be due on October  
8 20th, 2023 at two p.m. Local Time. And then the  
9 deadline for submission of the proposal is going to be  
10 December 19th at two p.m. Local Time. And then if you  
11 are not able to provide your proposal, there's a form  
12 that you need to complete. It's called a Feedback  
13 Form. So we will kindly ask you to -- in case, like,  
14 you will not be interested, we will kindly ask you to  
15 complete that form and then send it to me by e-mail.

16 This contract has an eight percent MBE with  
17 no subgoals. There's also a seven percent MBE (sic)  
18 subcontracting goal. And then it's a fixed-price  
19 contract. And then the duration is five years -- a  
20 five-year base with two two-year renewal option  
21 periods. And then the primary place of performance

HUNT REPORTING COMPANY  
Court Reporting and Litigation Support  
Serving Maryland, Washington, and Virginia  
410-766-HUNT (4868)  
1-800-950-DEPO (3376)

1 will be proposed by the Offeror. There's no SBR. And  
2 then it's a federal-funding contract.

3 All right. Section 1, Minimum  
4 Qualifications. There are no minimum qualifications  
5 for this procurement. All right. So now I'll move on  
6 to Section 2, and it's going to be presented by Judy,  
7 so she's doing to do Section 2 and 3 of the published  
8 RFP. So Judy.

9 MS. MARSH: Yes. Good morning, everyone.  
10 Section 2 contains the Scope of Work, and it includes  
11 provisions that are covered under your general  
12 requirements; your system, itself; the testing;  
13 security information's in there; your help desk  
14 information, which is 24-hour, 7-day-a-week help desk.  
15 You got -- your transaction processing will be in that  
16 section. It's all laid out for what you need to  
17 maintain, track, report, accounting information, your  
18 banking information. It includes your card  
19 information, which includes for mailing cards, over-  
20 the-counter cards, deactivating cards, the design,  
21 which Maryland will be keeping our same design.

1           Your call center information is in this  
2 section. Your hosted web portal, a mobile device; it  
3 lays out the requirements for that. Data warehouse  
4 information is in there; disaster support, which  
5 includes a D-SNAP plan. Fraud prevention is all laid  
6 out, and you will need an anti-fraud plan that includes  
7 locating and stopping fraud by activity and  
8 aggressively monitoring the activities of the  
9 cardholders. Transition and conversion, your  
10 maintenance and support is in there, your project  
11 management.

12           There is a section in there for future work,  
13 and we have some alternative card technology  
14 information in there, which includes mobile payments,  
15 the EMV chip technology, additional security features,  
16 possibly PIN lengths, changing PINs during intervals.  
17 You'll also find your Service Level Agreements in this  
18 section, and we also have the Service Level Agreements  
19 -- there's a table that lays them all out.

20           Any questions for Section 2? I mean, it's  
21 very lengthy. That section kind of has a lot of your

1 meat in there. It's probably the largest part of the  
2 RFP, so I don't want to take today to sit and read each  
3 part.

4 MR. EDUFUL: So we'll take the questions  
5 after.

6 MS. MARSH: After. Okay. So moving on to  
7 Section 3, the provisions that are covered under this  
8 section would be your preferred offeror experience.  
9 Your key personnel is laid out there; the post-award  
10 orientation conference within 14 days; kick off meeting  
11 time frame within 30 days of award; and end-of-contract  
12 transition and knowledge transfer.

13 Your invoicing is in this section. Travel,  
14 which is not reimbursed by the State. Your MBE, your  
15 VSBE falls under this section. Your disaster recovery  
16 data backup and redundancy is in here, data ownership,  
17 information technology. You will need to adhere to the  
18 State IT security policy and standards. You cannot  
19 connect any of your own equipment to State LAN without  
20 prior written approval. Data protection and controls;  
21 a security plan is laid out; security incident response

1 times; your insurance requirements; security  
2 requirements. Your Problem Escalation Procedure; you  
3 have to provide your PEP no later than ten business  
4 days after notice of recommended award.

5 Your SOC audit reporting is in there. Work  
6 orders, additional services, resources will be provided  
7 via a work order process. Work would not begin in  
8 advance of a fully-executed work order. Work orders  
9 can be issued either under a fixed price or time and  
10 materials pricing. Let's see, what else is under that  
11 section? Change control and advance notice would also  
12 fall under that section.

13 That pretty much highlights what is in those  
14 sections. I don't, like I said, want to sit and read  
15 them section by section, so if you have any questions  
16 we'll take those after we're completed.

17 MR. EDUFUL: All right. Thanks, Judy. All  
18 right. So we'll move on to Section 4. Section 4 talks  
19 about how to submit your proposal through the eMaryland  
20 Marketplace Advantage. And then as I've indicated,  
21 hard copies will not be accepted. It needs to be done

1 through the system. And then, also, for you to receive  
2 an award, you need to register with eMaryland  
3 Marketplace Advantage. The step-by-step process is in  
4 there. You can also reach out to the eMaryland  
5 Marketplace Advantage help desk to assist you to  
6 register.

7 And then all questions are to be submitted to  
8 me. My e-mail address is provided in there, and then  
9 it's on the Key Information Summary Sheet. And Section  
10 4.4 talks about the procurement method. This is going  
11 to be a competitive sealed proposal method. And then  
12 we're not going to accept multiple proposals. It needs  
13 to be only one.

14 And then the award basis, this is going to be  
15 -- the contract shall be awarded to the responsible  
16 offeror submitting a proposal that has been determined  
17 to be the most advantageous to the State. And then  
18 there will be also an oral presentation. We will call  
19 upon you to do an oral presentation, and then that will  
20 form that part of the evaluation process. And then  
21 Section 4.13 talks about cancellations, so the process

1 has been outlined in there. And then 4.14 talks about  
2 incurred expenses, that the State will not be  
3 responsible for any costs associated with any Offeror  
4 in preparing and submitting the proposals. All right.  
5 Section 4.19 talks about the Contract Affidavit. A  
6 sample has been provided. It needs to be completed and  
7 then returned with your proposals.

8 All right. So now I will invite my  
9 colleague, Sang, to present the MBE and then the VSBE  
10 goals for this solicitation. Sang.

11 MR. KANG: Hi, everyone. I'm going to  
12 present Sections 4.26 and 4.27 of the RFP relating to  
13 the MBE goal and also the Veteran-Owned Small Business  
14 Enterprise goal. An overall MBE goal of eight percent  
15 has been established for this procurement. Contractors  
16 or Offerors are encouraged to propose a diverse group  
17 of subcontractors and suppliers to meet the MBE goal.

18 In terms of the attachments that you need to  
19 submit with the proposal, as you go through Section  
20 4.26, looking at that, the D-1A, which is the MBE  
21 Utilization and Fair Solicitation Affidavit and MBE

1 Participation Schedule, in that attachment you are  
2 going to essentially acknowledge that there is an MBE  
3 goal and either say that you are going to meet that  
4 goal or request a waiver. We highly recommend that you  
5 meet the MBE goal. And let's see here. Offerors are  
6 responsible for verifying that each MBE, including any  
7 MBE prime and MBE prime participating as a joint  
8 venture is appropriately certified and has the correct  
9 NAICS codes allowing it to perform the permitted work.  
10 Essentially, you need to use Minority Business  
11 Enterprise firms which are certified by MDOT. There's  
12 a current directory of certified MBEs available on the  
13 MDOT website. Only those MBEs can be used to meet the  
14 MBE goals.

15 Let's see here. Attachment D-1A, I have to  
16 emphasize, is very important to your proposal. Please  
17 take the time to complete that. If for any reason --  
18 there's a warning there. If for any reason that form  
19 is not completed, if it's a minor irregularity, that's  
20 fine, we will try to cure it, but you could have your  
21 proposal not reasonably susceptible for award if you,

HUNT REPORTING COMPANY  
Court Reporting and Litigation Support  
Serving Maryland, Washington, and Virginia  
410-766-HUNT (4868)  
1-800-950-DEPO (3376)

1 like, fail to submit it or if it's not just a minor  
2 irregularity. All right. So that is the one form you  
3 do need to submit with the proposal. There are other  
4 forms that you would receive upon contract award.

5 I'll move on to I think VSBE at this time.  
6 There's a VSBE goal of seven percent. You need to  
7 submit Attachment E-1A I believe. And the Veteran-  
8 Owned Small Business needs to be verified by the State  
9 Department of Veteran Affairs, and it also has to be  
10 registered as a VSBE on eMMA. So you can look on  
11 something called VetBiz, Vets First Verification  
12 Program. Again, as in the case with the MBEs, the VSBE  
13 firm has to be registered with eMMA and also certified  
14 through VetBiz.

15 Let's see here. There is a seven percent  
16 goal. Please submit your Attachment E-1. That's where  
17 you will say that you intend to meet the VSBE goal and  
18 list your subcontractors or request a full or partial  
19 waiver. I am going to highly recommend that you meet  
20 both goals. It won't look favorably upon you if you  
21 don't.

1           Okay. Let's see here. In the case of  
2 Veteran-Owned Small Businesses, if you are a prime  
3 contractor and you are a VSBE, your work on that  
4 contract will meet 100 percent of the goal, but there's  
5 a place on the attachment -- or the affidavit where you  
6 need to list yourself as the prime contractor. In the  
7 case of MBEs -- and I didn't cover this above, but if  
8 you are an MBE and you are a prime contractor, you can  
9 meet up to 50 percent of the goal.

10           Okay. There are some other forms to fill  
11 out, Attachment E-2, but that is only upon contract  
12 award. And if there are waivers -- if you do actually  
13 propose a waiver, there will be further waiver  
14 documentation that you'll need to submit after award.  
15 All right. That's it for the MBE and VSBE  
16 requirements.

17           MR. EDUFUL: All right. Thank you, Sang. So  
18 the living wage will be presented by Aaron Cook.

19           MR. COOK: Good morning again, everyone.  
20 Maryland's Living Wage law. I'll be sharing  
21 information with you regarding Maryland's Living Wage

1 law, which has been in effect since October 1st, 2007.  
2 The Maryland Living Wage law requires certain  
3 contractors and subcontractors to pay a minimum wage  
4 rate to its employees working under certain State  
5 service contracts.

6 A solicitation for services under a State  
7 contract valued at \$100,000 or \$500,000 or more for  
8 contractors with ten or less employees may be subject  
9 to this law, which is under Title 18 of the State  
10 Finance and Procurement Article, the Annotated Code of  
11 Maryland. The Maryland wage law is \$14.55 per hour if  
12 the State contract services valued at 50 percent or  
13 more of the total value of the contract is performed in  
14 a Tier 1 area. If the State contract services valued  
15 at 50 percent or more of the total value of the  
16 contract is performed in a Tier 2 area, then you pay  
17 each covered employee at least \$10.93 per hour.

18 The specific Living Wage rate is determined  
19 by whether the majority of the services take place in a  
20 Tier 1 or Tier 2 area of the State. The Tier 1 area  
21 includes Anne Arundel, Baltimore, Howard, Montgomery

1 and Prince George's County, and Baltimore City. The  
2 Tier 2 area includes any county in the State not  
3 included in the Tier 1 area. If your business has  
4 operations in areas with two different wage tiers, the  
5 wage you pay is determined by the area in which 50  
6 percent or more of the contract value is performed. If  
7 the employees who perform the services are not located  
8 in Tier 1 or Tier 2, the Living Wage rate will be based  
9 upon where the majority of the recipients of the  
10 services are located.

11 Additional information regarding Maryland's  
12 Living Wage requirement is contained in Attachment F of  
13 the RFP, which is entitled Maryland Living Wage  
14 Affidavit of Agreement for Service Contracts.  
15 Information may also be found on the Maryland  
16 Department of Labor website. That's  
17 labor.maryland.gov. Click "Labor" in the top tabs,  
18 "Living Wage" under the Offices heading, then "Quick  
19 Links" for Frequently Asked Questions. This will take  
20 you to the page entitled "Maryland Living Wage  
21 Frequently Asked Questions (FAQs) - Living Wage for

1 State Service Contracts". The Living Wage rates are  
2 subject to annual adjustments by the Department of  
3 Labor. However, your prices under the contract may not  
4 change because of the Living Wage adjustments. Thank  
5 you.

6 MR. EDUFUL: All right. Thank you. All  
7 right. So now we'll move on to Section 4.36. And then  
8 Kenneth Jessup is going to present the Hiring  
9 Agreement.

10 MR. JESSUP: Good morning, everyone. Did  
11 everyone get an opportunity to take a look at the  
12 attachments for the Hiring Agreement, the brief  
13 overview of what the Hiring Agreement is and how it  
14 operates, or do I need to explain that a little bit?

15 (No response.)

16 MR. JESSUP: All right. So -- I'm sorry.

17 MR. HASSAN: Explain, sir.

18 MR. JESSUP: I can -- oh, explain? I  
19 couldn't quite hear you.

20 MR. HASSAN: Yes, you can explain, sir.

21 Explain.

1 MR. JESSUP: Thank you. So I'm going to  
2 share my screen really quick, and I'm not going to take  
3 a lot of you guys' time. I know you've got other  
4 things you got to do. So give me one second. Here we  
5 go.

6 (Whereupon, a document was shared on the  
7 screen, as requested.)

8 MR. JESSUP: All right. This is a brief  
9 overview of what the Hiring Agreement Program is.  
10 Basically, it is an opportunity to help families and  
11 children, you know, find an opportunity for employment  
12 that match their skills with the skills that are needed  
13 by a potential employer.

14 The purpose is to encourage hiring agreements  
15 as a mechanism for providing current and former Family  
16 Investment participants with employment opportunities  
17 on State procurement contracts. The authority comes  
18 from the State legislature, and you can see the  
19 specific statute here. The background, it's basically  
20 an additional clause in a State procurement. It's an  
21 agreement between a contractor and the Department of

1 Human Services through which they agree to  
2 cooperatively identify and hire former and current  
3 Family Investment Program recipients to fill the job  
4 openings or contractor criteria. The basis for a  
5 hiring agreement usually is a contract term of two  
6 years or longer; contracts valued at 200,000 or  
7 greater; and contracts must produce jobs during the  
8 life of the contract to include subcontractors.

9           If you have any questions on anything, you  
10 can always reach out through the Hiring Agreement e-  
11 mail or my e-mail directly. If you want to see more  
12 about the statute, you can go on Public -- on the Board  
13 of Public Works, and you can also see if any of your  
14 employees need additional benefits or services, you can  
15 go to our online portal on MyMDTHINK.

16           The short answer with this, 'cause I'm not  
17 going to go over the PowerPoint -- you have that, if  
18 you choose to, and if you have any questions, please  
19 just send it to the Procurement Officer, Samuel, and  
20 then I'll respond to those questions -- but the short  
21 answer is that this opportunity is not like an MBE

HUNT REPORTING COMPANY  
Court Reporting and Litigation Support  
Serving Maryland, Washington, and Virginia  
410-766-HUNT (4868)  
1-800-950-DEPO (3376)

1 where it's a percentage or anything like that. It's  
2 simply an opportunity that if you have a position that  
3 you decide to post on the life of the contract, we only  
4 ask that you give us five business days to send out to  
5 our partners statewide. We are actually located with  
6 all 24 local departments, their vendors, and their  
7 partners that will have individuals that will have the  
8 skill set that you're looking for and that will match  
9 what work you need so you can do an interview with  
10 them. If you determine in the interview that they're  
11 not a good fit, that's fine; there's no harm, no foul.  
12 If it's determined that you would like them though and  
13 you want to hire them, that's even better. We're happy  
14 to fulfill your need. But that is the basics of the  
15 Hiring Agreement Program. That's the short answer.  
16 Does anyone have any questions?

17 (No response.)

18 MR. JESSUP: All right. I take that as an  
19 agreement, but if you do have any future questions  
20 though, once you've taken a look at the one-pager or the  
21 PowerPoint that was attached, please let me and just

1 forward your questions through Samuel, and I will  
2 respond as quickly as possible. Have a great day,  
3 everybody.

4 MR. EDUFUL: All right. Thank you, Kenneth.  
5 This is just a reminder that if you have not done so,  
6 please type your name in the chat and then the company  
7 that you're representing, so this will help us to  
8 capture the list of attendees. Thank you.

9 All right. So I'll now move on to Section 5  
10 of the solicitation. It talks about the proposal  
11 format, right? So you're encouraged to submit your  
12 proposals in two envelopes, so it's going to be one --  
13 the Volume I is going to be your Technical Proposal,  
14 and then Volume II will be your Financial, right? So  
15 detailed instructions can be found in the published  
16 solicitation. And then, as I indicated, we will not  
17 accept any hand-delivered or e-mailed or faxed  
18 proposals. It needs to be submitted through the  
19 eMaryland Marketplace Advantage.

20 And then, lastly, let's talk about Section 6,  
21 the Evaluation and Selection Process. All right. So

1 we set up an Evaluation Committee for which we've  
2 already done, and then they will perform -- this will  
3 be in accordance with COMAR 21.05.03. And then the  
4 Evaluation Committee will review proposals, participate  
5 in Offeror oral presentations and discussions, and  
6 provide input to the Procurement Officer. The  
7 Department reserves the right to utilize the services  
8 of individuals outside of the established Evaluation  
9 Committee for advice and assistance, as deemed  
10 appropriate.

11 All right. Section 6.2 talks about the  
12 Technical Proposal Evaluation Criteria. The criteria  
13 to be used to evaluate each Technical Proposal are  
14 listed in this RFP. And then all Financial Proposals  
15 will be ranked from the lowest -- that is the most  
16 advantageous -- to the highest -- least advantageous --  
17 price based on the total proposal price within the  
18 stated guidelines set forth in the RFP and as submitted  
19 on Attachment B in the Financial Proposal form.

20 Section 6.5 talks about the selection  
21 procedures as outlined in the solicitation. And then

1 Section 6.5.3 talks about Award Determination. So this  
2 will conclude our presentation for this RFP, so we will  
3 now open the floor for questions, discussions, and  
4 comments, so the floor is now open. You may also use  
5 the chat to type in your questions, and then I will  
6 call upon you and I will read it out, so I will respond  
7 to it. Thank you.

8 (No response.)

9 MS. ECTOR: Nobody has any questions at all?  
10 Don't be shy.

11 (No response.)

12 MR. EDUFUL: All right. So if you have any  
13 questions, please reach out to me via e-mail. All  
14 right. So there's a question; "Please can you tell us  
15 who is the incumbent providing the service for the  
16 State now?"

17 MR. KANG: The incumbent is Conduent State  
18 and Local Solutions I believe.

19 MR. EDUFUL: Yeah, that's correct. All  
20 right. So any other questions, if you do have, you can  
21 send it to me by e-mail, and then we'll respond to it.

1 And then the -- there's a deadline for the submission  
2 of your questions, and then the responses will be  
3 published in the eMaryland Marketplace and in the  
4 Department website as well. So I will thank all of you  
5 for presenting -- for attending this pre-proposal  
6 conference, and then we look forward to receiving your  
7 proposals. Please note that proposals are due on  
8 December 19th, 2023 at two p.m. Local Time through  
9 eMaryland Marketplace Advantage. Thank you for  
10 attending.

11 (Whereupon, at 10:40 a.m., the pre-proposal  
12 conference was concluded.)

13 .

14 .

15 .

16 .

17 .

18 .

19 .

20 .

21 .

CERTIFICATE OF NOTARY

I, Deborah B. Gauthier, Notary Public, before whom the foregoing pre-proposal conference was held, do hereby certify that said pre-proposal conference is a true record of the proceedings; that I am neither counsel for, related to, nor employed by any of the parties to this action, nor financially or otherwise interested in the outcome of the action; and that the pre-proposal conference was reduced to typewriting by me or under my direction.

This certification is expressly withdrawn upon the disassembly or photocopying of the foregoing transcript, including exhibits, unless disassembly or photocopying is done under the auspices of Hunt Reporting Company, and the signature and original seal is attached thereto.

*Deborah B. Gauthier*

---

DEBORAH B. GAUTHIER,  
Notary Public in and for the  
State of Maryland

My Commission Expires: October 17, 2027

HUNT REPORTING COMPANY  
Court Reporting and Litigation Support  
Serving Maryland, Washington, and Virginia  
410-766-HUNT (4868)  
1-800-950-DEPO (3376)