

**RESPONSES TO QUESTIONS REGARDING
PRIVATIZATION OF CHILD SUPPORT SERVICES IN BALTIMORE CITY
REQUEST FOR PROPOSALS
CSEA/PR/11-001-S
PART II – JUNE 4, 2010**

RFP REFERENCE

QUESTION

81. **3.4.7 Organizational Structure and Staffing.** Please provide further information regarding the statement: “Minimize the use of temporary staff and staff turnover”. Please provide current turnover rates for the current vendor’s staff for the past 2 years.

RESPONSE: The statement is self explanatory. The staff turnover rate is unavailable.

82. **3.4.8 BCOCSE Office Space.** Please provide the square feet for the current location at 1 North Charles Street, Baltimore, Maryland 21201 and include the total number of staff housed at that location.

RESPONSE: This information is not available.

83. **3.4.8. BCOSCE Office Space.** Who owns the facility at 1 North Charles Street used by the current contractor, as well as office furniture and equipment (such as computers, printers, and scanner/copiers) inside the facility?

RESPONSE: 1 North Charles Street is not State owned property. Please see Exhibit 6 for State owned property.

84. **3.5.A. Equipment and Furniture.** In our experience, it can take up to 60 days to install telephone and data lines for a telephone system to support customer service operations. In light of this fact, would DHR consider extending the 45-day transition period referenced in the RFP to 60 days or even 90 days?

RESPONSE: DHR is unable to extend the time period as it will impact the expected start date of operations.

85. **3.4.8. BCOCSE Office Space.** Who is the DNA Contractor which provides services to this contract? How much space in square feet is currently provided and how many desks/cubicles are needed?

RESPONSE: Currently the contractor is responsible for genetic testing. Under the new Contract, CSEA’s statewide vendor will provide services for the BCOCSE. The genetic testing vendor will not be co-located with the Contractor. Space shall be provided by the Contractor to permit DNA testing at the BCOCSE only as scheduled.

86. **3.5.A. Computer Equipment and Software.** Are the case files currently imaged? If so, what is the system that is currently in use? If not, is there an expectation that all case files be imaged and if so within what period of time?

RESPONSE: Case files are currently imaged. It is up to the Offeror to propose an imaging system pursuant to Section 3.5.A.

87. **3.6.** Does the State have specific requirements for the third party internal audit (e.g., correct each case when noncompliance is discovered or fix process that is causing noncompliance and demonstrate corrections were made)?

RESPONSE: Yes. The Contractor shall address each audit finding as appropriate and as directed by CSEA.

88. Are the third party audits that were completed by the current vendor available for review?

RESPONSE: No, the third party audits of the contract are not relevant to an Offeror's proposal.

89. **3.6.** Are the corrective action plans that were required of the current vendor available for review?

RESPONSE: No, the corrective action plans for the current contract are not relevant to an Offeror's proposal.

90. **3.6 A. Monitoring and Audits - Internal Audit Functions.** What were results and findings from Internal Audits? What deficiencies were identified in Internal Audits for office? When was last Internal Audit conducted for office? Is there a Corrective Action Plan in place for office as result of Internal Audit?

RESPONSE: The audit findings are not relevant to an Offeror's proposal.

91. **3.7.** Will the State commit to maintaining the current level of staffing in each of the State Operated Units throughout the duration of the upcoming contract period?

RESPONSE: No. The State Operated Units are new under this RFP and the State will commit to managing and operating the units with appropriate staffing levels.

92. **3.7.** Can the state define the duties and expected level of performance from the State Operated Units?

RESPONSE: The duties are reflected in Section 3.7A. The State will establish performance standards for these units.

93. **3.7.** Does the vendor have the ability to incorporate the State Operating Units operating procedures with the vendor's operating procedures? If so, can the vendor receive a copy of the State Operated Units standard operating procedures?

RESPONSE: The standard operating procedures will be provided to the successful Offeror.

94. **3.7.** Is there a maximum amount of work that can be forwarded to the State Operated Units on a daily, weekly or monthly basis?

RESPONSE: No.

95. **3.7.** Are there set timeframes in which the State Operated Units have to complete work forwarded to them from the vendor?

RESPONSE: These units will operate in accordance with State and federal statutes and regulations.

96. **3.7.** Are the State Operated Units able to provide reports based on the status of work that they may have in their possession on a regular basis (e.g., weekly, monthly, etc.)?

RESPONSE: The State will use CSES to document case status.

97. **3.7.A.** In what time period after date of referral is the Court Team required to schedule court hearings? How long, on average, from the date of filing of necessary pleadings is a first hearing date conducted? Does a backlog in work assigned to the Court team exist? If so, please **describe** the nature and extent of any backlog the Contractor may expect to encounter at the commencement of the contract period.

RESPONSE: These units will operate in accordance with State and federal statutes and regulations.

98. **3.8.A-E.** What is the FFY10 year to date performance for each category?

RESPONSE: All relevant data has been provided.

99. **3.11.B.** Please provide a copy of the current Transition Out plan.

RESPONSE: CSEA and the current contractor will work with the successful Offeror after notice of award with respect to transition in and out.

100. **4.2.** It is permissible to consecutively number each page within each Section of the proposal, including the Section number and page number, rather than consecutively numbering each page of the proposal from beginning to end?

RESPONSE: Pages should be numbered as stated in Section 4.2.

101. **4.2.B. Table of Contents.** The Table of Contents includes a section titled Service Level Agreements, but the RFP does not provide any guidance on what to address in this section. Is it your intent to have bidders address in this section how they will meet Service Level Expectations (RFP Section 3.2.C, p 32) and/or Minimum Service Levels (RFP Section 3.8, p 62)?

RESPONSE: Yes. See response to Question # 36.

102. **4.2.D.1. Child Support Service Delivery.** The RFP requires bidders to address all of the services contained in Section 3.4, which includes Section 3.4.7 Organizational Structure and Staffing and Section 3.4.8 BCOCSE Office Space. *We noticed that similar requirements are contained in Section 4.2.D.2 Organization Structure and Staffing Other Than Key Personnel and 4.2.D.3 Facility Plan, respectively.* Please clarify how you wish bidders to respond in these sections.

RESPONSE: Section 3.4 contains the requirements for the Contractor. Section 4 contains the instructions for proposal preparation as relates to the Contractor requirements.

103. **4.2.D, Item 2.** This section requires proposers to describe the organization structure of subcontractors who are responsible for delivering child support services. Is this intended to refer to the corporate organization of the subcontractor (a corporate organization chart), or the members of the project organization that will be subcontractor staff (an indication on the project organization chart that designates subcontractor staff)?

RESPONSE: The proposal shall demonstrate how subcontractors will be utilized as referenced in Section 4.2.D., not the corporate structure of the organization.

104. **5.5.** How is the evaluation score weighting distributed between the technical and financial evaluation? How are points distributed among the technical criteria?

RESPONSE: Technical proposals are ranked, not scored as stated Section 5.5.

105. It is our understanding that up to ten technical points may be awarded under an economic benefits evaluation factor. How many points will be awarded for the economic benefits evaluation in this RFP?

RESPONSE: Technical proposals are ranked not scored as stated Section 5.5

106. **1.4. Questions and Inquiries.** This section states that: “All post-Conference questions shall be submitted in a timely manner to the Procurement Officer only. The Procurement Officer will, based on the availability of time to research and communicate an answer, decide whether an answer can be provided before the proposal due date. Will prospective Offerors receive notification when answers can no longer be provided before the proposal due date?”

RESPONSE: Yes.

107. **2.30. Minority Business Enterprise Participation.** This section states that a Minority Business Enterprise participation goal of 25% of the total amount paid to Contractor has been established for this procurement. This percentage of the total dollar amount includes a subgoal of 7% to be allocated to certified MBEs classified by the certification agency as women-own businesses and a subgoal of 10% to be allocated to certified MBEs classified as African American-own businesses.

a. If a prospective Offeror proposes a 17% MBE participation, is this sufficient to meet the requirements of the RFP, or does the prospective Offeror have to have a 25% MBE participation in its proposal to meet the requirements of the RFP?

RESPONSE: The Solicitation has an overall goal of 25%. Offerors are expected to make good faith efforts to meet the goal. However, Offerors may request a waiver of any or part of the MBE goal. The request will be considered by the Department.

b. Is there a master list of minority business enterprises available from the State? If so, please provide it, or inform us as to where we can obtain it.

RESPONSE: Yes, the MBE information can be obtained from the Maryland Department of Transportation’s website, www.mdot.state.md.us.

108. **3.1.A. Services in Baltimore City.**

If historical data for the past three Federal Fiscal years is available for the following, will you please provide it?

- The number of complaints received in writing, by telephone, and in person.
- Inquiries sent directly to CSEA, the Department’s central call center, the Governor’s Office, or other elected officials, that were forwarded to BCOCSE for resolution.

RESPONSE: July '07 thru June '08 – 317
July '08 thru June '09 – 397
July '09 thru May '10 - 250

109. **3.1.A. Services in Baltimore City.** If historical data for the past three Federal Fiscal years is available for the number of TCA customers who were referred to co-located child support workers for each of the eight (BCDSS) centers, will you please provide it?

RESPONSE: This information is not available.

110. **3.4.1 A. Intake 12.** Please provide the number of referrals for foster care, interstate, and TCA along with the number of non-TCA applications filed for the past three federal fiscal years.

RESPONSE: This information is not tracked.

111. **3.4.1 B. Child Support First.** If historical data for the past three Federal Fiscal years is available for the following, will you please provide it?

- The number of TCA applicants interviewed.
- The number of TCA applicants registered that were not known to the system.
- The number of TCA applicants determined to be non-cooperative.
- The number of TCA customers referred for establishment services.
- The number of TCA customers referred to the Child Support First component.

RESPONSE: Yes there is interface but the data is not available,

112. **3.4.2.A.1. Location of Noncustodial Parents.**

a. Does CSES automatically interface with the Department of Corrections; Department of Health and Mental Hygiene's Division of Vital Records; Department of Labor, Licensing and Regulation Motor Vehicle Administration, to receive locate information such as verification of incarceration and death and quarterly wage matches and/or address information. If not, how is locate information obtained from these sources?

RESPONSE: This information is not available.

b. If historical data for January 2009 to present, by month, is available for the following, will you please provide it?

- The number of cases requiring paternity and or support order establishment assessed to locate.
- The number of cases requiring enforcement of support order assessed to locate.

RESPONSE: This information is not available.

113. We understand there are currently state employees who work in the Baltimore child support project, and who are not assigned to the CSEA's Court, Undisbursed Collections, and Investigations Units. Will these employees continue to work in the project during the next contract period? If so, how many state employees are included, and what are their functions?

RESPONSE: No. There will be no State employees working for the Contractor.

114. How many employees does the current contractor have? Also, please provide a copy of the organization chart for the part of the current vendor's operation that is covered by this RFP. Please provide the actual average staffing level (Approved FTE, net of vacancy rate) for that part of the current contractor's operation that is covered by this RFP.

RESPONSE: As of 2009 there were approximately 189 staff in the BCOCSE. However, the scope of services has changed, it is up to the Offeror to propose staff in accordance with its proposal submission. Response to Question #43 is revised as stated herein.

115. Please provide contractor current pay rates for each position or an average pay rate for each job category covered by this RFP.

RESPONSE: It is up to the Offeror to propose staffing levels and wages in accordance with its proposal submission.

116. **3.4.2.B. Establishment of Paternity.** If historical data for January 2009 to present, by month, is available for the following, will you please provide it?
- The number of paternities established via the Voluntary Paternity Acknowledgment Program for BCOCSE.
 - The number of cases referred for genetic tests for BCOCSE.
 - The BCOCSE service rate?

RESPONSE: This information is unavailable.

117. **4.2.F.** It is not clear whether a project manager has to be named. We would prefer to recruit a qualified project manager after the contract is awarded. May we provide qualifications, rather than a name for the project manager position?

RESPONSE: The Program Manager must be identified as stated in Sections 3.12 and 4.2F of the RFP. Changes to this Key Personnel may only be made in accordance with Section 3.12 of the RFP.

118. **3.4.4. Customer Services.** What has been the average number of "Hot" calls transferred per day and week during the current contract?

RESPONSE: Approximately 76 hot calls have been received in the BCOCSSE State fiscal year to date.

What has been the average number of Priority and standard Work Order's created per day and week during the current contract?

RESPONSE: July '07 thru June '08 – 14 work orders per year
July '08 thru June '09 – 29 work orders per year
July '09 thru May '10 – 5 work orders per year

119. a. Does the Contractor pay any court filing fees?
b. If so, what amount of filing fees have been paid each year of the current contract?
c. Is there any reason to expect a change in the cost of filing fees going forward?

RESPONSE: No, to questions a-c.

120. a. Does the Contractor pay any Sheriff and/or private service of process fees?
b. If so, what amount of service of process fees have been paid each year of the current contract?
c. Is there any reason to expect a change in the cost of filing fees going forward?

RESPONSE: No, to questions a-c.

121. a. Does the Contractor pay any genetic testing costs?
b. If so, what amount of genetic testing costs has been paid each year of the current contract?
c. Is there any reason to expect a change in the cost of filing fees going forward?

RESPONSE: No, to questions a-c.