

**RESPONSES TO QUESTIONS REGARDING
PRIVATIZATION OF CHILD SUPPORT SERVICES IN BALTIMORE CITY
REQUEST FOR PROPOSALS
CSEA/PR/11-001-S
PART III – JUNE 9, 2010**

RFP REFERENCE

QUESTION

122. **3.4.2.C. Establishment of Support Order.**

a. If historical data for January 2009 to present, by month, is available for the number of cases filed with the courts for establishment of a support order by the State's Attorney Office, will you please provide it?

b. Please provide the number of establishment cases currently referred to the State Attorney Office, and if possible, the general status of those cases (e.g., initial hearing, vacated and reset, final order, etc.).

RESPONSE: This information is not available.

123. **3.4.2.E. Review and Adjustment of Support Orders.**

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

- The number of TCA cases requiring a review.
- The number of Non-TCA customers who requested a review?

b. Are those cases requiring an adjustment of the support amount based upon Maryland's guidelines referred to the State's Attorney Office for modification? If so, please provide the number of referrals made to the State's Attorney Office each month since January 2009 and the total number of modification cases currently referred to the State's Attorney Office pending legal review and action.

RESPONSE: Please refer to Section 3.1A and Table 3-1A for all available information.

124. **3.4.2.G. Interstate Case Processing.**

- a. How many open initiating cases are currently in the BCOSE caseload?
- b. How many open responding cases are currently in the BCOSE caseload?

RESPONSE: This information is not available.

125. **3.4.3A. Centralized Collection and payment Processing.** If historical data for January 2009 to present, by month, is available for the following, will you please provide it?

- The number of cash payments for child support received at the BCOCSE cash window and dollar amount.
- The number of checks/money orders for child support received at the BCOCSE cash window and dollar amount.
- The number of checks received at the BCOCSE cash window that were returned due to nonsufficient funds and dollar amount.
- The number of application fees received at the BCOCSE cash window and dollar amount.
- The number of child support payments received by mail at the BCOCSE and dollar amount.
- The number of child support payments received in court for the BCOCSE and dollar amount.
- The number of adjustments posted to case accounts.

RESPONSE: Information is not available.

126. **3.4.4.A. Call Center.**

a. Does the incoming vendor need to provide an IVR, or is an IVR already in place?

RESPONSE: The successful Offeror must provide the IVR.

b. How many calls are handled by the BCOCSE customer service center employees on a daily/monthly and annual basis?

RESPONSE: Approximately 20,000 calls per month.

c. How many of calls are handled by the IVR?

RESPONSE: This information is not tracked.

127. **3.4.4.B. Liaison with the Department's Call Center.**

a. What method will be used to refer work orders and priority Work Orders calls for further action to the Contractor?

RESPONSE: Work Orders will be referred through emails.

b. Are calls relating to child support services in Baltimore City referred to the vendor, or only the calls that cannot be resolved by the Call Center?

RESPONSE: The Department's call center forwards all calls to Baltimore City. In the instance that Baltimore City cannot take the call, the Department's call center will attempt to assist the caller and/or Work Orders will be sent to Baltimore City.

c. How many calls are referred to the vendor each day/month?

RESPONSE: An average of 51,623 calls over the last three years were referred to Baltimore City from the call center.

d. How many calls were referred to the vendor in 2009?

RESPONSE: See response to Question C above.

128. **3.4.4.C. Walk-in Service.**

a. How many customers walk-in every day/month?

b. How many in 2009?

RESPONSE: There are an average of 1,575 walk-in customers per month.

129. **3.7.A. State Supplied Services.** The RFP states the Investigations Unit handles all written responses to NCPs. Does this mean that the contractor does not respond to any written requests from NCPs?

RESPONSE: The State Investigations Unit will handle only written requests for an investigation. The Contractor will handle all other written requests.

130. **4.2.A. Transmittal Letter.** The transmittal letter mentions inclusion of the eMM registration number, if the offeror has registered. We are a registered vendor with a log-in and password, but do not know what our eMM registration number is. How do we find it?

RESPONSE: Please contact the eMM help desk at 410-767-1492.

131. **2.12, 2.25.** Please clarify the contract term. RFP Section 2.12 says that the base term of the contract shall begin on or about August 16, 2010 or the date approved by Board of Public Works. Presumably this includes the 45-day transition period. RFP Section 2.25 indicates that the award date should allow for a 45-day transition period before the actual effective date of the contract. What is the anticipated first day of operations, after the transition period, for the new Contractor?

RESPONSE: See response to Question #45.

132. **3.2 H. CSEA Self Assessment Procedures.** What time of year is the annual State Self Assessment conducted? Will the newly selected vendor inherit any liability for any cases deemed not to pass the audit where the previous vendor might not have processed the case in accordance to state/federal policy?

RESPONSE: The Self Assessment Audit is based on a random sampling of state-wide data. The Contractor is responsible for correcting cases specific to Baltimore City. The Self Assessment Audit is conducted by CSEA during the period of December to February.

133. **3.4.4. Customer Services.** Please provide the call volume statistics for the current contract period.

RESPONSE: See responses to Questions # 127 and 128.

134. **Attachment D, Page 8, Section 22.** Would the State provide the Contractor with at least sixty (60) calendar days notice of termination for convenience to facilitate a smooth transition of services?

RESPONSE: Yes. The Standard Services Contract will be amended to reflect the minimum 60 days notice for termination for convenience.

135. Would the State be willing to provide contractor with the right to terminate the contract without cause after providing the State with at least sixty (60) days' notice of such termination?

RESPONSE: No.

136. Would the State agree that contractor may terminate for cause after providing the State with at least thirty (30) days' notice of default and an opportunity to cure?

RESPONSE: No.

137. **3.11.A.** RFP states that "...[Transition pricing]....Should include only the associated prices for the purchase of equipment and workstations (cubicles). For non-incumbents, labor costs & other direct costs may be incurred. May bidders alter the cost form to provide more clarity on the transition- in pricing? What detail should be provided in the Attachment A cost form to account for these additional costs?

RESPONSE: This section and the pricing proposal, attachment A, will be amended to permit delivery and labor prices associated with the purchase of furniture, equipment, and workstations.

138. **3.11.A & Attachment A.** Section 3.11 provides all Transition In pricing must be included in the Transition In section of the pricing form and may not be amortized across the base period of the Contract or otherwise absorbed in other areas of the pricing proposal. The Transition In pricing section of Attachment A, however, is limited to four purchase items. If a bidder anticipates a need for additional Transition In items which are not currently listed on the pricing form, how does CSEA wish a bidder to reflect the additional price?

RESPONSE: Only those items referenced in Section 3.11 and Attachment A, as amended, may be included in the Offeror's *Transition In* price.

139. **2.36. Fidelity Bond.** In section 2.36 (p. 25) of the RFP, the State describes the requirement of a fidelity bond in the amount of "\$10,000 per incident" of contractor or employee dishonesty. Could the State please clarify what the full amount of such a bond would be?

RESPONSE: In addition to the requirements of Section 2.36, the full amount of the Fidelity Bond shall be in the amount of Five Million Dollars (\$5,000,000.00).

140. **2.21.** How will the State be reimbursing the contractor for transition in costs? Will this be an up- front payment, or will the payment be issued later, perhaps immediately after the 45 day transition period?

RESPONSE: Please refer to Amendment #2, Section 2.21.

141. **2.35.** What has the percentage of increase for the Fair Living Wage rate been for the last 4 years?

RESPONSE: The percentage of increase has been between 4% - 4.7% over the last past three years. The increase, if any, is adjusted in September.

Effective October 1, 2007

Tier 1: \$11.30

Tier 2: \$ 8.50

Effective September 28, 2008

Tier 1: \$11.72

Tier 2: \$ 8.81

Effective September 28, 2009

Tier 1: \$12.25

Tier 2: \$ 9.21
