

**RESPONSES TO QUESTIONS REGARDING  
PRIVATIZATION OF CHILD SUPPORT SERVICES IN BALTIMORE CITY  
REQUEST FOR PROPOSALS  
CSEA/PR/11-001-S  
PART IV – JUNE 14, 2010**

142. **3.4.4.A. Call Center.**

a. What type of verification is required from customers who report an address change?

**RESPONSE:** A state-issued photo ID is required for changes in person.

b. What is CSEA's policy for updating addresses when a customer calls to report an address change?

**RESPONSE:** CSEA may require verification of the social security number and dates of birth. The full list of requirements is contained in the CSEA Customer Care Desk Guide attached hereto.

143. **4.2 Volume 1 - Technical, D. 4.** If the offeror proposes utilizing the current scanning solution can a list of available software and hardware configurations be published? What are the proprietary technologies that are being used with OnBase?

- What functionality does this provide to the imaging solution?
- Are the technologies owned by the County or the current contractor?
- Will the technology be turned over to a new contractor?

What would be the transition timeline to assume control of the existing imaging solution? Would the State maintain support licenses for the OnBase product?

**RESPONSE:** It is up to the Offeror to propose an imaging system pursuant to Section 3.5.A.

The technology Onbase is a document imaging solution that allows paper documents to be scanned, indexed, and associated with a client record. It is a combination of commercially available software and a proprietary interface. The technology is owned by PSI as are the licenses.

144. **3.4.4C.** Will the State provide the space, furniture, and equipment for the 8 walk-in specialists at the local DSS sites at no cost to the contractor? If yes, please list the furniture and equipment the State will provided.

**RESPONSE:** See Amendment #2 and responses to Questions #6 and #59.

145. **3.7 A.** If there is a disagreement in the operating procedures between contractor and Court Unit, what is the procedure for resolution?

**RESPONSE:** CSEA will work with the successful Offeror to discuss and establish operating procedures after Contract award.

146. **3.7 A.** Who sets performance goals for the Court Unit? And what corrective action procedures are in place if goals are not met?

**RESPONSE:** The State will discuss the performance goals and operating procedures work with the successful Offeror after Contract award.

147. **3.7 A.** What will be the role of the contractor's Non-Custodial Parent Employment Program (NPEP) with cases that are actively with the Court Unit?

**RESPONSE:** The NPEP is not specifically tied to the Court Unit. The Judges or Masters may order NCPs to participate in an employment program.

148. **3.7 A.** What are the timelines for performance and responses from the Court Unit?

**RESPONSE:** The Court Unit's performance and responses shall be in accordance with State and federal laws and procedures. See response to Question # 145.

149. **3.7 A.** Who sets performance goals for the UDC Unit? And what corrective action procedures are in place, if goals are not met?

**RESPONSE:** The State has not set any performance goals for this unit.

150. **3.7 A.** What are the timelines for performance and responses from the UDC Unit?

**RESPONSE:** The Court Unit's performance and responses will be in accordance with Federal Regulations. CSEA will work with the successful Offeror to discuss and establish operating procedures after Contract award.

151. **3.7 A.** Who sets performance goals for the Investigations Unit? What corrective action procedures are in place, if goals are not met? If there is a disagreement in the operating procedures between the contractor and the Investigations Unit, what is the procedure for resolution?

**RESPONSE:** CSEA will set performance standards. No corrective action procedures are in place at this time. CSEA will work with the successful Offeror to discuss and establish operating procedures after Contract award.

152. **3.7 A.** What are the timelines for performance and responses from the Investigations Unit?

**RESPONSE:** CSEA will follow State and federal regulations.

153. **CSEA Self Assessment Procedures.** What were CSEA findings of Self Assessment Audit for office? When was last Self Assessment Audit conducted by CSEA? Can the State provide us with a copy of the Self Assessment Audit?

**RESPONSE:** A copy of the Self Assessment Audit for FFY 2009 is attached.

154. **3.4.4 E. Written Correspondence.** Average number of written correspondence handled by staff monthly? Total number of staff assigned to handle written correspondence in office? Total number of outstanding written correspondence?

**RESPONSE:** Approximately 847 written correspondence was received for the first three quarters of 2009, averaging about 70 per month.

155. We understand a child support privatization study was completed in 2009. Please provide a copy of the study.

**RESPONSE:** A copy of the Study is attached.

156. Is there a backlog of cases requiring court action? If so, how many cases are on the docket and pending hearing? On average, how many days does it take from the time a case gets on the docket to the actual hearing date?

**RESPONSE:** See response to Question # 97.

157. **3.4.4 E. Written Correspondence**  
a. How many written inquiries and emails are received daily/monthly?  
b. How many in 2009?  
c. How many required a response from the contractor?

**RESPONSE:** See response to Question # 154 above.

158. **3.4.4. Customer Services.** Please provide the call volume statistics for the current contract period.

**RESPONSE:** An average of 23,000 calls are received on a monthly basis during the current contract period.

159. **Section 3.6 A. Internal Audit Functions.** The RFP states that the internal Audit Function is to be conducted through an Independent subcontractor. Please clarify:

- a. Is this to be done quarterly, as stated in the next paragraph?
- b. Does DHR require the quarterly audit and report to include anything in addition to the "procedures for reviewing collection and payment processing activities, along with procedures for reviewing internal controls and payment processing and system security"?

**RESPONSE:** Yes. CSEA will review the Contractor's methodologies for capturing the required information and provide feedback as necessary.

160. The response to question 126 regarding Section 3.4.4 A Call Center in the 3<sup>rd</sup> set of responses issued yesterday was: The successful Offeror must specify an IVR. We request additional clarification. Since the RFP does not specify an IVR, will the RFP be amended to do so or will a telephony system that meets the requirements of the current RFP, such as one using an Automated cost as well as require direct access by the contractor to CSES, which to date has not been allowed.

**RESPONSE:** The RFP will be amended to require an IVR.

161. The response to question 139 concerning Section 2.3.6 Fidelity Bond: 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). The following wording of this section from the original RFP for this procurement is essentially the same as the current contract and the previous RFP, with the exception of the regulatory citation:

"The Bond shall provide indemnification to the State against loss resulting from dishonesty, in accordance with Title 45, Section 302.10 of the Code of Federal Regulations. The amount of said Bond shall be a minimum of Ten Thousand dollars (\$10,000) per incident. Bonds are to be purchased and submitted to the Procurement Office by the selected Offeror within ten (10) working days after notification of recommendation of award of the Contract. The Contractor will be liable for actual damages resulting from dishonesty or theft above bond requirements."

The citation contains a typo and should instead refer to Title 45, Section 302.19 of the Code of Federal Regulations, which contains general bonding requirements commonly satisfied by at most \$1,000,000 in coverage. The addition of a \$5 million bond requirement is extraordinarily high relative to the existing contract (per incident only --

no total bond requirement) and other contracts of this type, especially given the limited employee dishonesty risk of this type of operation. Since a total bond requirement of this magnitude may cause the State to incur unneeded costs in this contract and could potentially limit competition unnecessarily, would the State consider either eliminating the total bond requirement (consistent with the current contract) or substantially lowering the total amount required?

**RESPONSE:** No.