

**RESPONSES TO QUESTIONS REGARDING
PRIVATIZATION OF CHILD SUPPORT SERVICES IN BALTIMORE CITY
REQUEST FOR PROPOSALS
CSEA/PR/11-001-S
PART I – JUNE 3, 2010**

RFP REFERENCE

QUESTION

1. **2.10** Is the assumption that all current State employees will be part of the following state supplied services—Court, Investigations, and Undisbursed Collections or other services and will not be part of the services rendered by the contractor?

RESPONSE: Only State employees will manage and operate the Court, Investigations and Undisbursed Collections Units. The Contractor will work in concert with these CSEA operated units (see Section 3.2).

2. **2.10.** Does the State define “Undisbursed Collections” as those collections that appear on the following state-issued reports: Unprocessed, Stale Date, Check Extract, and Escrow Reports?

RESPONSE: Undisbursed Collections is defined as stated in Section 1.8, Glossary of Terms. The State does issue several reports that contain UDC identified by category, including, but not limited to Unprocessed, Stale Date, Check Extract, and Escrow.

3. **2.27 & 3.2.** Would the State agree that if rules, policies, procedures, guidelines, or changes in regulations in laws affect the cost of providing the services, the State shall make an equitable adjustment in compensation?

RESPONSE: No. This is a firm fixed price contract, not subject to adjustment.

4. **3.2.F.** Will the Baltimore City Office of Child Support continue to be considered a statewide training center site?

RESPONSE: The Contractor is not required to use the office as a statewide training center.

5. **3.4.1.A.10.** What is the State’s recommendation for the number of staff for the CSF function at each District Office?

RESPONSE: It is up to the Offeror to propose adequate staff to meet the requirements of the RFP pursuant to the Offeror’s proposal.

6. **3.4.1.A.10.** Please provide a list of the furniture and equipment that will be provided to the contractor’s Child Support First employees at the DSS offices?

RESPONSE: The State will provide the necessary furniture and equipment, including desk, chair, computer and phone at no cost to the Contractor.

7. **3.4.2.B.3.** Will the statewide vendor that is under contract with the State provide all genetic testing services for the Baltimore City Office of Child Support Enforcement, or is the contractor expected to furnish these services outside the statewide contract? Should genetic service fees be included in the contractor's costs?

RESPONSE: CSEA's genetic testing contractor will conduct all genetic testing. No genetic service fees are to be included in the Offeror's price proposal.

8. **3.4.2.B.3.** Who will manage the statewide vendor's genetic testing staff at the various locations?

RESPONSE: The Contractor is responsible for providing accommodations for the genetic testing staff on site. However, the genetic testing staff will not be co-located with the Contractor.

9. **3.4.2.B.3.** Will the State provide the space, furniture, and equipment for the one genetic testing specialist located at the DSS site at no cost to the contractor? If yes, please list the furniture and equipment the State will provide.

RESPONSE: The Contractor is only required to provide space at the Central BCOCSE office for the genetic testing specialist. The RFP will be amended to reflect this clarification.

10. **3.4.3.A.4.** Is it the contractor's responsibility to provide courier services for payment deposits at the contractor's expense?

RESPONSE: No.

11. **3.4.4.C.3.** Is the State requesting a cumulative log or a document that will become a part of the case file?

RESPONSE: The Contractor shall maintain a cumulative log of everyone who walks in requesting service.

12. **3.4.4.C.4.** Is the State requesting a cumulative log or a document that will become a part of the case file?

RESPONSE: Contractor shall maintain a cumulative log that contains the information requested.

13. **3.4.4.C.6.** Will the State continually replenish the supply of 980, 980A, and orientation packets at the main and co-locate sites?

RESPONSE: Yes.

14. **3.4.8. Bullet 7.** Please clarify if private offices are required for all 17 legal unit staff or only for the 11 Baltimore City State's Attorneys.

RESPONSE: RFP will be amended to require the Contractor to provide offices for only eleven (11) offices to accommodate the attorneys.

15. **3.5.B.** What is the timeline for the Department to make the determination of whether equipment and/or furniture are to be repaired or replaced?

RESPONSE: The Department will make the determination as soon as practical after notification from the Contractor and inspection of the furniture.

16. **3.5.B.** If an equipment/furniture is determined to be replaced, how soon will the Department replace the equipment/furniture? Will the replaced equipment and or furniture be of similar value and specification (as it relates to equipment)?

RESPONSE: See response to Question 16. The replacement furniture and equipment will be of similar value and specification.

17. **3.7.A.** Will the Court Unit:

- a. Perform Pro Se customer services at the courthouse? If so, please describe the services these staff will provide.

RESPONSE: No. These services are provided by attorneys only.

- b. Provide locate and re-locate services for case participants for cases that are pending in the court enforcement process?

RESPONSE: Locate and re-locate services will only be provided for those persons being served with a bench warrant. All other locate and relocate services will be provided by the Contractor.

- c. Prepare audits for cases referred for court enforcement?

RESPONSE: Yes.

- d. Prepare audits for cases when audits are specifically ordered by a Master or Judge?

RESPONSE: Yes.

- e. Prepare the charging documents?

RESPONSE: No. The charging documents are prepared by the State's Attorney's Office.

f. Monitor and track active warrants?

RESPONSE: Yes

g. Update the case action log and all relevant CSES data fields with information received while a case is with the Court Unit?

RESPONSE: Yes

h. Draft orders following court proceedings and distribute the draft orders to the State's Attorney and Public Defender?

RESPONSE: No. The draft orders are prepared by the State's Attorney's Office.

i. Provide post-hearing services for establishment and modification cases, including interviewing the case participants immediately following the court proceedings and providing copies of orders to the case participants?

RESPONSE: Yes

j. Track cases that come in and move out of the unit including cycle times?

RESPONSE: Each unit is responsible for tracking cases within their unit and updating CSES as appropriate.

k. Image and index accurately into the contractor's imaging system any new documents received by Court Unit personnel while the case is with the Court Unit?

RESPONSE: No. The Contractor is responsible for imaging and indexing all case documents.

l. Respond to customer service calls for cases while the case is with the Court Unit?

RESPONSE: No. The Contractor's customer service representatives will attempt to respond to the calls or obtain the information from the Court Unit.

m. Provide contempt services on interstate cases?

RESPONSE: Contempt services will only be provided for those cases being enforced by Maryland.

18. **3.7.A.** How will collections posted to a case be credited to the contractor while the case is with the Court Unit?

RESPONSE: All Title IV-D Disbursed Collections will be credited to the Contractor in accordance with Section 3.2 I Collection and Disbursement of IV-D and Non IV-D Payments.

19. **3.7.A.** Will the State provide the Court Unit’s standard operating procedures to the contractor?

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

20. **3.7.A.** Will the Court Unit keep a log of cases that are received, in process, and returned after completion, and will that log be shared with the contractor?

RESPONSE: The Court Unit will use the CSES for case tracking.

21. **3.7.A.** Will the Court Unit use the contractor’s case tracking tool to track case moving through the court system?

RESPONSE: No. See response to Question #20.

22. **3.7.A.** Who will monitor the Masters Reporting Program—the contractor or the Court Unit?

RESPONSE: CSEA’s Court Unit.

23. **3.7.A.** Who will update CSES with terms of court orders—the contractor or the Court Unit?

RESPONSE: CSEA’s Court Unit.

24. **3.7.A.** Will the Undisbursed Collections (UDC) Unit perform the following services necessary to process undistributed collections:

a. Locate services?

RESPONSE: Yes.

b. Financial audits?

RESPONSE: Yes. UDC will perform case level audits.

c. Case maintenance?

RESPONSE: Yes.

d. Process IV-A referral if necessary?

RESPONSE: No. The Contractor will process TCA Title IV-A referrals.

e. Contact DSS for creation of new AP ID screens?

RESPONSE: No, this will be the Contractor's responsibility,

f. Register non IV-D cases?

RESPONSE: No, this will be the Contractor's responsibility.

g. Obtain copies of necessary court orders from the Baltimore City Clerk of Court and other States?

RESPONSE: No, this will be the Contractor's responsibility.

h. Perform fiscal account adjustments?

RESPONSE: Yes.

i. Reconcile arrears balance with other states?

RESPONSE: Yes.

j. Enter LTR Request?

RESPONSE: Yes. The UDC will enter the Local Transaction Request (LTR).

k. Reissue voided checks?

RESPONSE: Yes.

l. Investigate recycled payments?

RESPONSE: Yes.

m. Generate new or amended IWNs?

RESPONSE: No. The Contractor will generate or amend Income Withholding Notices.(IWN)

n. Terminate IWs?

RESPONSE: No. The Contractor will terminate Income Withholding Notices (IW).

- o. Calculate URPA on TCA and Foster Care cases?

RESPONSE: CSES calculates Unreimbursed Public Assistance (URPA). The UDC unit will verify and adjust URPA as requested by the Contractor in order to process UDC, as necessary.

- p. Contact DSS Foster Care to resolve issues with excess Foster Care money?

RESPONSE: Yes.

- q. Prioritize unprocessed funds before other categories of undistributed collections?

RESPONSE: No. CSEA does not prioritize categories of undistributed collections.

- r. Tracking cases that come in and move out of the unit?

RESPONSE: Each unit is responsible for tracking cases within their unit and updating CSES as appropriate.

- s. Image and index accurately into the Contractor's imaging system any new documents received by UDC personnel while the case is with the unit?

RESPONSE: No. The Contractor is responsible for imaging and indexing all case documents.

- t. Respond to customer service calls for cases while assigned to the unit?

RESPONSE: No. The Contractor's customer service representatives will attempt to respond to the calls or obtain the information from the UDC unit.

- u. Use the Contractor's case tracking tool to track cases moving through the court system?

RESPONSE: The Court Unit and Contractor shall use the CSES case tracking system.

25. **3.7.A.** Will the UDC Unit be responsible for updating the receipt status for abandoned property? Who will certify the receipts for the annual Abandoned Property Report for the Comptroller's Office?

RESPONSE: The State UDC unit will be responsible for both tasks.

26. **3.7.A.** Will the Investigations Unit perform investigations related to case participant challenges to:

- a. Administrative financial account seizures?

RESPONSE: Yes.

b. Drivers License Suspension?

RESPONSE: Yes.

c. Professional License Suspension?

RESPONSE: Yes.

d. Passport denial certification?

RESPONSE: Yes.

e. Tax intercept certification?

RESPONSE: Yes.

f. Income withholding?

RESPONSE: Yes.

g. Credit reporting certification?

RESPONSE: Yes.

h. E-OSCAR (credit reporting)?

RESPONSE: No.

i. Mistaken identity?

RESPONSE: Yes, as it applies to Question 26 (a-g) above.

j. Arrears calculations?

RESPONSE: Yes, as it applies Question 26 (a-g) above.

27. **3.7.A.** Will Investigations Unit staff image and index accurately into the contractor's imaging system any new documents Unit staff receive while the case is with the Unit?

RESPONSE: No. The Contractor is responsible for imaging and indexing all case documents.

28. **3.7.A.** Will the Investigations Unit perform financial audits of cases when a case participant submits a written challenge to the arrears calculation?

RESPONSE: No. The contractor is responsible for fiscal audits.

29. **3.7.A.** How will the contractor know the status of an investigation in process?

RESPONSE: All case status information is maintained in the CSES case action log.

30. **3.7.A.** Will the Investigations Unit use the contractor's case tracking tool to track cases moving through this unit?

RESPONSE: The Investigation Unit and Contractor shall use the CSES case tracking system.

31. **3.7.A.** Who will be representing the agency at the administrative appeals hearing with OAH—the contractor or an Investigations Unit representative?

RESPONSE: CSEA's Investigations Unit representative will represent the agency at OAH. The Contract shall cooperate with the representative as needed for the hearing.

32. Will the State provide a daily file/report of all income withholding notices generated centrally?

RESPONSE: No. The State will provide the income withholding data on a monthly basis.

33. Will the State provide a daily/weekly file/report of all disbursed collections that were collected by the contractor?

RESPONSE: No. The State will provide the disbursed collections data on a monthly basis.

34. Does the State currently provide a file/report of cases that fall under the prescribed timelines in establishment and enforcement? If so, please list the reports.

RESPONSE: The master case listing report is available in CSES and can be restricted to establishment or enforcement. Ad hoc reports may be available that restrict the reports to certain criteria.

35. Would the State agree that neither party will be liable for special, indirect, incidental, consequential, punitive, or exemplary damages (including loss of profits, loss of revenue, or loss of good will) for any claim, whether based on warranty, contract, tort (including negligence), strict liability, or otherwise, even if the party has been advised of the possibility of such damages?

RESPONSE: No.

36. I just noticed on page 73, under B. Table of Contents, the RFP lists Service Level Agreements, Offerors are also instructed to "see D below". However, D. stops with Transition Responsibilities. I did a search on the RFP and could not find Service Level Agreements

mentioned elsewhere in the RFP. Will you be issuing an amendment to clarify how Offerors should respond to this requirement?

RESPONSE In its proposal, the Offeror shall demonstrate how it intends to meet the Service Level Agreements. The RFP will be amended to include Service Level Agreements in Section 4.2D.

37. **Key Information Summary Sheet.** Will the state consider extending the due date by two weeks which would revise the due date to be June 21, 2010?

RESPONSE: The due date for submission of Proposals is July 1, 2010 at 2:00 PM. See Amendment #1 dated May 27, 2010.

38. **2.11** Can the state provide the complete address of the current PSI operation?

RESPONSE: 1 North Charles Street, Baltimore, MD 21201.

39. **3.1.A** Please provide the following information by BCDSS Office: 1) Number of vendor staff at each location; 2) Days and hours of vendor staff at each location.

RESPONSE: The Offeror shall propose the number of staff it deems necessary to meet the requirements of the RFP based upon the proposal submitted. For required working hours please see Section 2.11 of the RFP.

40. Will the state consider removing the transition-in costs from the evaluation criteria to eliminate the advantage of the incumbent contractor?

RESPONSE: No.

41. Please provide an organization chart showing the organizational structure for current project operations as well as number of staff by position type

RESPONSE: Current project operations and staffing is not relevant as the scope of services has changed. The Offeror shall propose an organizational structure and staffing to meet the requirements of the RFP as stated in Sections 3.4.7 and 3.4.8.

42. Please describe the benefits (vacation, sick leave, insurance, etc.) available to the individuals providing services under the current contract.

RESPONSE: The Offeror shall determine the type of benefits it will make available to its staff.

43. How many people are currently providing services under the current contract? Has this number changed throughout the contract term?

RESPONSE: Though not relevant in light of changes in the scope of services, during 2009, there were approximately 178 individuals in the BCOCSE. The Offeror shall propose an

organizational structure and staffing to meet the requirements of the RFP as stated in Sections 3.4.7 and 3.4.8.

44. **Attachment A – Cost Form.** How will the option year prices be factored into the total pricing evaluation? For example, will the sum of the 3 base years be evaluated or all 5 years evaluated?

RESPONSE: Both the base period and option years will be used for evaluation purposes. See Attachment A Pricing Proposal, Page 4, Row 10.

45. **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: The Contract is expected to begin on or about August 16, 2010. This will begin the 45 day transition. The anticipated first day of operation will be October 1, 2010. The RFP Section 2.25 will be amended to clarify the transition and Contract start date.

46. **2.17.** Is there a particular desired format for the identification of confidential, proprietary information or trade secrets within the proposal? Where should we include the justification to explain such designations?

RESPONSE: No, there is no desired format for the identification of confidential, proprietary information or trade secrets within the proposal. Justification is only required upon request by the Department.

47. **2.21. Payment Terms/Billing.** Please provide further explanation of the sentence: “The Contractor will not be paid based on non-Title IV-D collections; it will only collect them.” What is the State’s expectation for the vendor to collect non-Title IV-D collections? What is the level of effort expected for the vendor to collect on these types of cases? What action, if any, is expected? Please provide total non-Title IV-D collections by year for the last 4 years.

RESPONSE: The Contractor shall screen case participants and register the case as described in Section 3.4.1 A. The Contractor shall also collect Non-IV D payments, as described in Section 3.4.3. The Offeror’s price proposal shall not include Non-IVD collections. The Non-IVD Collections for the past 4 years were as follows: FFY 2006 – \$10,312,809; FFY 2007 \$11,255,195; FFY 2008 - \$11,067,160; and FFY 2009 - \$10,959,486.

48. **2.21.** Please identify the methodology that will be used to calculate the reduction or withholding of a Contractor payment. May a Contractor recover all, or any portion, of any amount withheld or reduced?

RESPONSE: Contractor payment may be withheld for failure to comply with deliverables, service levels or in the event of breach of contract. Yes, generally the Contractor may recover the withheld amounts after compliance.

49. **2.25** . This Section states a 45 day transition period should be allowed before actual effective date of the Contract. Section 2.12 appears to state the contract period includes the 45 day transition period. Please clarify whether the contract period does, or does not, include the 45 day transition period.

RESPONSE: See response to Question #45.

50. **3.1 A.** RFP specifically addresses numerous complaint cases in the first section of the specifications. What is the basis of the complaints? Lack of support, failure to locate, customer service issues?

RESPONSE: The nature and subject matter of the customers; calls may include issues of non-payment, case status and child support policies.

51. **3.2D.** With the technology enhancements to CSES, does CSES provide the capability to produce adhoc reports for case specific projects or will the vendor have access to the State's chosen vendor to provide such reports (e.g., School of Sociology)?

RESPONSE: Adhoc reports may be requested through the State's Project Manager.

52. **3.2E.1 Cooperative Reimbursement Agreements (CRA) Agencies' Services (SHERRIFF).** Can the state define the duties and expected level of performance from the State's Attorney's Office?

RESPONSE: The State's Attorney's Office represents CSEA in the following:

- Contempt proceedings;
- In-state and interstate paternity, medical and child support proceedings;
- Participation in local program initiatives;
- Review and adjustment of orders;
- Conflict of interest;
- Customer service;
- Training and staff development; and
- Collaboration and coordination.

53. **3.2E.1.** Is there a maximum amount of work that can be delivered to the State's Attorney's Office on a daily, weekly or monthly amount?

RESPONSE: Yes. The minimum number of cases that must be referred to the State's Attorney's Office is agreed upon by CSEA, the Contractor and the State's Attorney's Office.

54. **3.2.E1.** Are there set timeframes in which the State's Attorneys' Office is expected to process work delivered to the State's Attorney's Office?

RESPONSE: The State's Attorney's Office must comply with federal statutes and regulations.

55. **3.2.E1.** Is the State's Attorney's Office required to submit reports relating to the status of cases in their possession?

RESPONSE: CSEA does not require the State's Attorney's Office to provide reports. However, CSEA requires the State's Attorney's Office to update CSES with the some case information.

56. **3.2.E2.** Does the vendor have the option of using private process servers?

RESPONSE: Yes. However, the cost of the private process servers will be at the expense of the Contractor and the State will not reimburse the Contractor for the cost.

57. **3.2.E3.** Are there any limitations in docket access with the Masters or requirements to have vendor staff present at court proceedings?

RESPONSE: The Contractor will be required to have staff present at the court proceedings. CSEA is not aware of any limitations in accessing the docket.

58. **3.4.1.** Are Intake procedures required in-person? What other methods are currently used (if any)? Phone, web based, etc.

RESPONSE: Intake procedures are conducted in person. If an order has already been established, a customer can mail in the application for services with a certified copy of the order and the customer's personal appearance may not be required.

59. Please provide detailed information regarding the facilities, furniture and equipment which is provided to the Contractor including the location of said sites. Include, type of furniture and equipment, square footage, etc.

RESPONSE: See response to Question #6 and Exhibit 6 – State Furnished Furniture/Equipment Inventory. Also, the location and addresses of the eight (8) Baltimore City Department of Social Services centers is listed on page 29 of the RFP.

60. **3.4.2B.** What DNA testing facilities / companies are currently being used? Who is responsible for paying for all DNA testing?

RESPONSE: LabCorp is the current contractor. Under this Contract all DNA testing will be conducted by the State's vendor and paid by the State.

61. **3.4.1.B, Item 8.** Are these daily logs of TCA customers manual or automated? On average, how many TCA customers are interviewed at each BCDSS location on a daily basis?

RESPONSE: The current daily logs are kept manually. The additional information requested is not available.

62. **Q13.** How are these matches currently used? What is the relationship between the Child Support Office and the agencies?

RESPONSE: CSEA does not understand the question or reference. Please rephrase the question and re-submit the question if desired.

63. **Review and Adjustment of Support Orders.** Total number of Review and Adjustment cases outstanding? Is there a separate unit that handles Review and Adjustment? Is there backlog of cases for Review and Adjustment?

RESPONSE: Currently there are no backlogs in this unit. It is up to the Offeror to propose how they intend to meet the requirements of this section.

64. **3.4.2.F.** The RFP section entitled Collection and Disbursement of IV-D and Non IV-D Payments appears to describe the responsibilities of the SDU. Are there any responsibilities associated with this that are within the scope of the Contract that will result from this procurement? If so, what are these responsibilities?

RESPONSE: Yes. Refer to Section 3.4.3. of the RFP.

65. **3.4.3 A. Centralized Collection and Payment Processing/Undistributed Collections (UDC) Processing.** Total number of misapplied payments handled in office monthly? Total number of application fees processed in office monthly? Total number of payments received in office monthly? Total number of customers with cash payments received in office monthly?

RESPONSE: The information is not available.

66. **3.4.3 A. Centralized Collection and Payment Processing.** Please provide the actual dollar amount for each of the last five (5) years for all reimbursements made by the current vendor for misapplied payments?

RESPONSE: The information is not available.

67. **3.4.3.1 Centralized Collection and Payment Processing.** Please provide the actual dollar amount for each of the last five (5) years for all losses incurred by CSEA for failure to notify the SDU.

RESPONSE: Zero

68. **3.4.4. Customer Service.** Please provide the actual staffing numbers (Organization Chart) for the current vendor's Call Center operation. Also, please provide the following metrics for each of the past five years: Total number of calls received by month, Average Wait Times by month, Lost Call rate by month and total calls answered by month, average talk time and average wrap time. Please provide the total number of calls on a daily basis broken down on an hourly basis.

RESPONSE: It is up to the Offeror to propose staffing for the call center based upon their proposal and the requirements of the RFP. For calendar year 2009 approximately 22,000 calls were received by the call center per month.

69. **3.4.4 B. Liaison with the Department's Call Center.** Please provide the average number of HOT calls received in Call Center? Additionally, please provide the number of outstanding HOT calls unresolved?

RESPONSE: Approximately 76 hot calls were received in BCOCSE for State fiscal year to date.

70. **3.4.4 C. Walk-in Service.** Total number of staff assigned to 9 BCOCSE office for walk-in? Average number of child support applications processed at 9 BCOCSE offices? Average number of customers seen at 9 BCOCSE offices? Average number of walk-in customers seen in office daily?

RESPONSE: It is up to the Offeror to propose staffing based upon their proposal and the requirements of the RFP. No statistical information is available.

71. **3.4.4 B.1. Liaison with the Department's Call Center.** Please provide the total number of staff which is currently designated to provide "HOT" call support. Please provide the number of HOT calls referred by month for the past five years. Please provide the number of Work Orders referred by month for the past five years.

RESPONSE: It is up to the Offeror to propose staffing based upon their proposal and the requirements of the RFP. No statistical information is available.

72. **3.4.4/A.3 and 3.4.4/F.4 A.3.** Requires full time employees exclusively dedicated to customer service calls but then F.4 requires reporting of total number of full time and part time staff assigned to customer service functions. Is the vendor able to hire part time employees for peak periods?

RESPONSE: The contractor is only required to maintain full time employees for customer service calls. It is up to the Offeror to propose additional staffing based on their proposal submission.

73. **3.4.8.** Will the current space be available? Is the current space in compliance with requirements?

RESPONSE: The current space is leased by the current contractor and is not State owned. The new Contractor shall provide space that meets the requirements of this RFP.

74. **3.4.4.C1.** Will the state be providing the printed materials to be disseminated to the public?

RESPONSE: Yes.

75. **3.4.4.C6.** Will the state be providing application and orientation packages for public dissemination?

RESPONSE: Yes.

76. **3.4.4.G. Publicity.** Please provide examples of the type of publicity expected by the Department, i.e. Television, Radio, print media, etc.

RESPONSE: Written brochures will be provided by CSEA. The Offeror may propose any additional types of publicity in their proposal.

77. **3.4.5.** How many intra-jurisdictional agencies are met with currently? What are those agencies? What is the frequency of those meetings with each agency? What staff members from the current project attend those meetings?

RESPONSE: Please refer to Section 3.4.5 of the RFP.

78. **3.4.6.** Are the standard operating procedures currently used for the project included in the transition of work product to the new contractor?

RESPONSE: CSEA is unable to respond to this question. Please rephrase the question and re-submit if desired.

79. **3.4.6/A.** Is the State looking for standard operating procedures on how each functional program will operate or is the State looking for general practices such as training, staff development, staff work schedules, etc.)?

RESPONSE: Yes. The State is looking for both.

80. **3.4.6.B. Case Documentation.** In lieu of hard copy physical files, will the Department allow for scanned copies to be maintained?

RESPONSE: At a minimum, the Contractor shall maintain hard copies of the documents identified in Section 3.4.6.B. Other case file documents may be imaged.