

Department of Human Resources Larry Hogan, Governor | Boyd K. Rutherford, Lt. Governor | Lourdes R. Padilla, Secretary

DEPARTMENT OF HUMAN RESOURCES REQUEST FOR PROPOSALS #CSEA/PR 18-001S **FOR**

PRIVATIZATION OF CHILD SUPPORT SERVICES IN BALTIMORE CITY

QUESTIONS AND ANSWERS SERIES #5

No.	RFP Reference	Questions & Answers
Q1	Regarding RFP Section 3.2.23, Page 63	Amendment 2 modified RFP 3.2.13.h, and modified the reference to this requirement in RFP 3.2.23 "Monthly Customer Service Report" in the Ongoing /Upon Request Reports table. Would the State make the same modification for the "Format for Monthly
		Customer Service Report – Section 3.2.13" item in the Deliverables/Reports Due during Transition-In Period table?
A1		Yes. See Amendment #6.
Q2	Regarding RFP Section 3.3.6.2.e, Page 79	Amendment 2 modified RFP 3.2.17 for 2 locations. RFP 3.3.6.2.e references "two locations in addition to the central location."
-		Would the State modify RFP 3.3.6.2.e to reflect only 2 locations?
A2		Yes. See Amendment #6.
Q3	Regarding RFP Section 3.2.18, Page 54	RFP 3.2.18.a.(b) says "Install and maintain a telephone system and related lines and cable/wire at each location for the duration of the Contract." Is the State supplying the phone system, related lines, and cable/wire, or does the Contractor have to purchase these items?
АЗ		The Contractor is responsible for the purchase, maintenance, repair and replacement of items referenced in Section 3.2.18.
Q4	Regarding RFP Section 3.3.8, Page 82	In RFP 3.3.8 Table 1, Item 4 lists "IVR & ACD Availability" as a System Level Metric. Since there are no call center requirements in this RFP, would the State remove all of Item 4?
A4		Yes. See Amendment #6.
Q5	RFP 48, Section 3.2.12.2, Undistributed Collection (UDC) Processing	DHR's response to a previous question about UDC processing indicated that the average amount of UDC over the past five quarters is \$3.3 million. However, the RFP establishes a maximum-allowable UDC limit of \$25,000 for the next contract period. Please confirm whether \$25,000 is in fact the desired target given how low it is relative to current levels. Also, does this figure exclude categories such as: 1) collections from tax offsets being held

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	up to six months; 2) collections received and being held for future support; 3) collections being held pending the resolution of legal disputes; and 4) collections being held pending transfer to other states or a federal agency.
A5	See Amendment #6.