

STATE OF MARYLAND  
MARYLAND DEPARTMENT OF HUMAN SERVICES  
PRE-PROPOSAL CONFERENCE  
SOLICITATION NUMBER CSA/SDU/24-001-S

REQUEST FOR PROPOSALS FOR  
MARYLAND STATE DISBURSEMENT UNIT SERVICES

TUESDAY, MARCH 19, 2024 10:03 A.M.  
VIA GOOGLE MEET TELECONFERENCE

PRESENT FOR DEPARTMENT OF HUMAN SERVICES:

SAMUEL EDUFUL, Procurement Officer  
ARETHA ECTOR, Assistant Attorney General  
CHANDA MILLER, Central Procurement Unit  
AARON COOK, Central Procurement Unit

PRESENT FOR CHILD SUPPORT ADMINISTRATION:

KIM HALE, Director, State Disbursement Unit  
ADINA TANASESCU, Deputy Director,  
Baltimore County Office of Child Support  
VICTOR BRUNDAGE  
LATICIA L. MUSE

VENDORS PRESENT:

BO STONE, Systems & Methods, Inc. (SMI)  
LAURA O'MARA, Systems & Methods, Inc. (SMI)  
HEATHER VELAZQUEZ, Systems & Methods, Inc. (SMI)  
AMY SHAUM, Systems & Methods, Inc. (SMI)  
MARY CLIFFORD, Systems & Methods, Inc. (SMI)  
SARAH CHAPPELOW, Systems & Methods, Inc. (SMI)  
BILINDA MCKAY, Systems & Methods, Inc. (SMI)  
HEATHER MCNEW, Conduent State & Local Solutions  
STEPHANIE KNUTH, Conduent State & Local Solutions  
ZACH STEED, Conduent State & Local Solutions  
ALEX CAMACHO, Conduent State & Local Solutions  
CRAIG SPRANKLE, Conduent State & Local Solutions  
LOUIS BULLOCK, SQN Systems  
DANIEL KING, Informatix, Inc.  
SENTHIL RAMIAH, Aileron Consulting, LLC

REPORTED BY: DEBORAH B. GAUTHIER, NOTARY PUBLIC

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1                                   P R O C E E D I N G S

2                   MR. EDUFUL: So good morning once again. My  
3 name is Samuel Eduful, and I'm the Procurement Officer  
4 for this solicitation. And today we'll be presenting  
5 the pre-proposal conference for the Maryland State  
6 Disbursement Unit Services. We'll try to answer  
7 questions that you may have concerning this  
8 solicitation.

9                   The agenda for this conference is attached  
10 and available for download in the Google Meet. Please  
11 note that this conference is being recorded and  
12 transcribed by Hunt Reporting Company. When asking  
13 questions later, please clearly state for the record  
14 your name, the name of your company. The transcript  
15 of this conference will be made available on the  
16 eMaryland Marketplace and DHS website.

17                  Please also use the chat feature to type  
18 your organization's name, the name of those attending  
19 today, and then the contact information. This will  
20 help us when making the transcript. Also, please keep  
21 yourself muted, unless identifying yourself during the

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1 roll call or when asking a question after being called  
2 on, so that everyone can hear during the meeting. If  
3 I hear any noise in the background, I'll try and mute  
4 the open mic.

5           So let's start the conference with  
6 introductions. I'll begin with the DHS Procurement  
7 staff and let them introduce themselves. I'll begin  
8 with myself. Once again, my name is Samuel Eduful,  
9 and I'm the Procurement Officer for this solicitation.  
10 The rest of the procurement team will introduce  
11 themselves, followed by the Child Support  
12 Administration, the Office of the Attorney General,  
13 and then Family Investment. So the procurement team,  
14 if we have any procurement team on this call, please  
15 introduce yourself.

16           MR. COOK: Good morning, everyone. I'm  
17 Aaron Cook, Central Procurement Unit.

18           MS. MILLER: Hi, everybody. I'm Chanda  
19 Miller, Central Procurement Unit.

20           MR. EDUFUL: All right. So Child Support  
21 Administration, please unmute yourself and introduce

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1 yourself.

2 MS. TANASESCU: Adina Tanasescu, Baltimore  
3 County Office of Child Support.

4 MS. HALE: Good morning. Kim Hale, State  
5 Disbursement Unit, Director, Maryland Child Support  
6 Administration.

7 MS. MUSE: Good morning. Laticia Muse,  
8 Child Support Administration, Procurement.

9 MR. BRUNDAGE: And good morning, everybody.  
10 This is Victor Brundage, DHR Child Support.

11 MR. EDUFUL: All right. So we'll move on to  
12 the Office of the Attorney General.

13 MS. ECTOR: Good morning. Aretha Ector,  
14 Assistant Attorney General.

15 MR. EDUFUL: And then do we have anyone from  
16 Family Investment?

17 (No response.)

18 MR. EDUFUL: All right. So now the vendors  
19 in attendance will introduce themselves, so please  
20 unmute yourself and then you introduce yourself.

21 MR. STONE: Good morning. Bo Stone from

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1 Systems and Methods, Inc.

2 MS. MCKAY: Bilinda McKay with Systems and  
3 Methods, Inc.

4 MR. STEED: Zach Steed with Conduent.

5 MR. KING: Dan King with Informatix, Inc.

6 MR. RAMIAH: Senthil Ramiah with Aileron  
7 Consulting.

8 MS. KNUTH: Good morning. Stephanie Knuth  
9 with Conduent.

10 MR. CAMACHO: Good morning. Alex Camacho  
11 with Conduent.

12 MR. SPRANKLE: Good morning. Craig Sprankle  
13 with Conduent.

14 MS. MCNEW: Good morning. Heather Mcnew  
15 with Conduent.

16 MR. BULLOCK: Good morning. Louis Bullock  
17 with SQN Systems, dual-certified MBE and VSBE.

18 MR. EDUFUL: All right. So if there's  
19 anyone on this call from the Department who I did not  
20 mention your unit, please unmute yourself and then  
21 introduce yourself.

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1 (No response.)

2 MR. EDUFUL: All right. So before we move  
3 on, there will be an opportunity to ask questions  
4 after Section 3. Please refer to the attached agenda.  
5 I will now call on Kim to give us the opening remarks.

6 MS. HALE: Good morning, everyone. I just  
7 wanted to thank everyone for attending today's  
8 meeting, the pre-proposal meeting. Appreciate  
9 everyone being here. Look forward to hearing  
10 everyone's proposals, and looking forward to your  
11 questions and any inquiries that you may have. So  
12 this is a little new to me. For those of you that may  
13 or may not know me, I've been at the State  
14 Disbursement Unit -- I've been in Child Support for  
15 quite some time, but the State Disbursement Unit for  
16 over a year, so I'm looking forward to interacting  
17 with all of you and hearing your proposals. So thank  
18 you again for attending today. And, Samuel, I don't  
19 have the agenda in front of me. I apologize. I'm not  
20 sure if you wanted me to go into the scope now or if  
21 you had something else on the agenda.

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1           MR. EDUFUL: Okay. So we'll get to the  
2 scope. All right. Thank you, Kim. All right. So  
3 now I'll move on to the Key Information Summary Sheet,  
4 right. All right. So this is a Request for Proposal  
5 for Maryland State Disbursement Unit Services, and  
6 then the solicitation number is CSA/SDU/24-001-S. It  
7 was issued on March 6th, 2024. And then the  
8 issuing -- RFP Issuing Office is the Department of  
9 Human Services. And then the Procurement Officer is  
10 Samuel Eduful. That is myself. So you can find my  
11 contact details on the Key Summary Information Sheet.

12           Proposals are to be sent through eMaryland  
13 Marketplace Advantage. We'll get into details. And  
14 then instructions can be found in the Key Summary  
15 Information Sheet. Questions due date and time is  
16 April 11th, 2024 at 12 p.m. Local Time. And the  
17 closing date for submission of proposals is May 28th,  
18 2024 at three o'clock p.m. Local Time. And then we  
19 have a feedback form that can be found in the  
20 solicitation. In case, like, you will not be able to  
21 participate, you can fill out that form and then you

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1 send it to me, and it indicates the reason why you  
2 will not be able to participate.

3           There's a 25 MBE subcontracting goal, as  
4 well as a 5 percent VSBE subcontracting goal. The  
5 contract type is firm fixed price. And then the  
6 contract duration is five years, three months base  
7 contract term with two one-year renewal options. The  
8 primary place of performance must be within 50 miles  
9 of the Circuit Court for Baltimore City, 111 North  
10 Calvert Street, Baltimore, MD 21202. There's no SBR.  
11 And then this contract is federal funding.

12           I'll now move on to Section 1, the Minimum  
13 Qualifications. There are no -- there are no minimum  
14 qualifications for this procurement.

15           I'll now move on to Section 3 -- sorry --  
16 Section 2 and 3, and then Kim is going to walk us  
17 through Section 2 and 3. That is the Contractor  
18 Requirements: Scope of Work.

19           MS. HALE: Thank you, Samuel. So the scope  
20 of work, the summary statement indicates that this RFP  
21 allows offerors to submit proposals for contraction

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1 services for the Maryland Child Support Administration  
2 State Disbursement Unit. The intention is to obtain  
3 good and services as specified in this RFP from a  
4 contract between the selected offeror and the State.  
5 The Department does intend to make a single award as a  
6 result of this RFP.

7 So the background, purpose, and goal of this  
8 is that -- to provide information to offerors  
9 interested in preparing and submitting proposals to  
10 meet the requirements for contractual services  
11 described herein.

12 So the Child Support Administration is  
13 responsible for administering the child support  
14 program in Maryland. So we were established under the  
15 Title IV-D Act of the Social Security  
16 Administration -- of the Social Security Act. And  
17 the federal government mandated that all child support  
18 programs nationwide have a State Disbursement Unit, a  
19 localized unit, you know, a central unit that allowed  
20 for the disbursement -- the collection and  
21 disbursement of child support payments. So,

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1 basically, that is what this Unit does, and there's  
2 many requirements under the federal regulations. And  
3 for this RFP we are looking for a vendor that would be  
4 able to provide lots of services, mainly including the  
5 collection of those payments and the disbursement of  
6 those payments.

7           The Maryland State Disbursement Unit is  
8 comprised of Vendor State staff and State staff, and  
9 they are housed jointly. If you look in the RFP,  
10 there is a lot of SDU historical, statistical data  
11 from 2019 to 2020, 2020 to 2021. So there are project  
12 goals, State staff goals, other State responsibilities  
13 listed here, so we go through that. The contract is a  
14 five-year contract with a three-month transition-in  
15 period.

16           So moving further down, I do have a list  
17 of -- let me come back to you -- getting into our  
18 specific responsibilities. Those include payment  
19 processing, mail processing, EFT/EDI processing,  
20 refunds from other states, deposits to the bank  
21 account, processing unidentified payments, State

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1 refunds, transmission of data to the statewide system,  
2 bank reconciliation, transaction processing, NSF  
3 payments, Web-based and telephone payments, direct  
4 deposit processing, local office payment scanning,  
5 payment kiosks, EFT case reconciliation, direct  
6 deposit enrollment, and maintaining the electronic  
7 payment processing system.

8 Back to you, Samuel.

9 MR. EDUFUL: All right. Thank you, Kim.  
10 All right. So I'll move on to Section 4, the  
11 Procurement Instructions, right. So proposals are to  
12 be submitted through the eMaryland Marketplace  
13 Advantage, and hard copy submissions will not be  
14 permitted. The RFP -- sorry about that. I was  
15 admitting somebody in the call. All right. So the  
16 RFP conference summary and an attendance sheet,  
17 questions and responses, and other solicitation-  
18 related information will be made available through the  
19 eMaryland Marketplace Advantage and then the  
20 Department website. In order to receive a contract  
21 award, a vendor must be registered on eMaryland

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1 Marketplace Advantage.

2 All questions shall be submitted to me by  
3 e-mail -- that is the Procurement Officer -- to me by  
4 e-mail no later than the date and time that has been  
5 specified in the Key Information Summary Sheet.

6 Procurement method. The contract will be  
7 awarded in accordance with the Competitive Sealed  
8 Proposals method under COMAR 21.05.03. And proposals  
9 must be received by the Procurement Officer no later  
10 than the proposal date -- by the proposal due date and  
11 time indicated on the Key Summary Information Sheet.  
12 So that is going to be May 28th, 2024 at -- by three  
13 o'clock p.m. Local Time in order to be considered.  
14 Multiple or alternate proposals will not be accepted.

15 Section 4.9, the Award Basis. A contract  
16 shall be awarded to the responsible offeror submitting  
17 the proposal that has been determined to be the most  
18 advantageous to the State, considering price and  
19 evaluation factors set forth in this RFP, for  
20 providing the goods and services as specified in this  
21 RFP. Please refer to Section 6 for further award

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1 information.

2           Section 4.10 talks about oral presentations.  
3 So offerors may be required to make oral presentations  
4 to the State representatives, and then they will be  
5 considered as part of the technical proposal.

6           And then Section 4.13 talks about  
7 cancellations. So the State reserves the right to  
8 cancel this RFP, accept or reject any and all  
9 proposals, in whole or in part, received in response  
10 to this RFP.

11           And then Section 4.14 talks about incurred  
12 expenses. So the State will not be responsible for  
13 any costs incurred by any offeror in preparing and  
14 submitting a proposal, in making an oral presentation,  
15 providing a demonstration, or performing any other  
16 activities related to submitting a proposal in  
17 response to this solicitation.

18           Section 4.19 talks about the Contract  
19 Affidavit. So all offerors are advised that if a  
20 contract is awarded as a result of this solicitation,  
21 the successful offeror will be required to complete a

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1 Contract Affidavit. A copy of this is included for  
2 informational purposes as Attachment N of this RFP.  
3 Before a business entity can do business in the State,  
4 it must be registered with the State Department of  
5 Assessments and Taxation. You can find information --  
6 the location in the solicitation. That is Section  
7 4.21.1.

8 All right. So now Chanda is going to  
9 present to us the MBE and then the VSBE goals.

10 MS. MILLER: Hello, everyone. I'm Chanda  
11 Miller, and, as Samuel stated, I'm going to go over  
12 some of the requirements as this contract has a 25  
13 percent MBE goal and a 5 percent VSBE goal. With that  
14 being said, there are several reports that are  
15 required to be submitted to the Department's Contract  
16 Monitor. The apparent awardee will receive  
17 information on who that person will be. And reports  
18 will include several documents that will be sent to  
19 the awardee upon notice of the award, which will need  
20 to then be returned to the -- to the Department via  
21 the Contract Monitor within ten days -- within ten

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1 days of receipt of the information.

2           In addition to that, there will be monthly  
3 reports that will need to be submitted each month to  
4 the Contract Monitor, and it basically details paid  
5 and unpaid invoices. The Prime Contractor Report  
6 which identifies whether an MBE is -- the MBE Prime is  
7 self-performing work to be counted towards the MBE  
8 participation goal. Also included in the agreement  
9 with a certified MBE subcontractor is a requirement  
10 that those subcontractors also submit an MBE  
11 Subcontractor Paid/Unpaid Invoice Report, also by the  
12 10th of each month, to the Contract Monitor.

13           And the same holds true for VSBE goals.  
14 There's also the same type of reporting that is  
15 required, due to the Contract Monitor every month.  
16 And it is the MBE and VSBE -- it's the prime  
17 contractor's responsibility to make sure that these  
18 reports are submitted on a timely basis, that invoices  
19 are submitted timely, and that the reports are  
20 completed entirely and accurately. And that will be  
21 the conclusion of my information.

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1 MR. EDUFUL: All right. Thank you, Chanda.

2 MS. MILLER: You're welcome.

3 MR. EDUFUL: All right. Now Aaron is going  
4 to present to us the Living Wage requirement.

5 MR. COOK: Good morning again, everybody.  
6 I'll be sharing information with you regarding  
7 Maryland's Living Wage law, which has been in effect  
8 since October 1st, 2007. The Maryland Living Wage law  
9 requires certain contractors and subcontractors to pay  
10 a minimum wage rate to its employees working under  
11 certain State service contracts.

12 A solicitation for services under a State  
13 contract valued at \$100,000 or more or 500,000 or more  
14 for contractors with ten or less employees may be  
15 subject to this law, which is under Title 18 of the  
16 State Finance and Procurement Article of the Annotated  
17 Code of Maryland. The current Maryland Living Wage  
18 law is 14.55 per hour if the State contract services  
19 valued at 50 percent or more of the total value of a  
20 contract is performed in a Tier 1 area. If the State  
21 contract services valued at 50 percent or more of the

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1 total value of the contract is performed in a Tier 2  
2 area, then you pay each covered employee at least  
3 \$10.93 per hour. The specific Living Wage rate is  
4 determined by whether the majority of the services  
5 take place in a Tier 1 or Tier 2 area of the State.

6 The Tier 1 area includes Anne Arundel  
7 County, Baltimore, Howard, Montgomery, and Prince  
8 George's County, and Baltimore City. The Tier 2 area  
9 includes any county in the State not included in the  
10 Tier 1 area. If your business has operations in areas  
11 with two different wage tiers, the wage you pay is  
12 determined by the area in which 50 percent or more of  
13 the contract value is performed. If the employees who  
14 perform the services are not located in either Tier 1  
15 or Tier 2, the Living Wage rate will be based upon  
16 where the majority of the recipients of the services  
17 are located.

18 Additional information regarding Maryland's  
19 Living Wage requirements is contained in Attachment F  
20 of the RFP, which is entitled "Maryland Living Wage  
21 Affidavit of Agreement for Service Contracts".

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1 Information may also be found on the Maryland  
2 Department of Labor website. That's  
3 labor.maryland.gov; click "Labor" in the top tab,  
4 "Living Wage" under the "Offices" heading, then the  
5 "Quick Links" for "Frequently Asked Questions". This  
6 will take you to the page entitled "Maryland's Living  
7 Wage Frequently Asked Questions (FAQs) - Living Wage  
8 for State Service Contracts".

9           The minimum wage rates are subject to an  
10 annual adjustment by the Department of Labor.  
11 However, your prices under the contract may not change  
12 because of any Living Wage adjustments. Thank you.

13           MR. EDUFUL: Thank you, Aaron. All right.  
14 So we're going to skip the Hiring Agreement, because  
15 the officer in charge is not on this call. And then  
16 he provided some slides and then some documentation,  
17 so if there's any question in relation to that, please  
18 send it to me, and then we'll have it addressed.

19           All right. So I will now move on to Section  
20 5, Proposal Format. All right. So offerors shall  
21 submit proposals in two separate volumes or envelopes

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1 through eMaryland Marketplace Advantage. So Volume I  
2 shall be the technical proposal, and then Volume II  
3 shall be the financial proposals. And, once again,  
4 your proposals are to be submitted through the  
5 eMaryland Marketplace Advantage.

6 Section 5.2, Proposal Delivery and  
7 Packaging. Proposals delivered by fax and e-mail  
8 shall not be considered. It needs to be submitted by  
9 electronic means and will be accepted through the  
10 eMaryland Marketplace Advantage. So if you have any  
11 issues submitting your proposals through the eMaryland  
12 Marketplace, please do well to reach out to me or you  
13 reach out to the eMaryland Marketplace help desk for  
14 assistance.

15 All right. So, lastly, I'll talk about  
16 Section 6, Evaluation and Selection Process. So  
17 evaluation of proposals will be performed -- will be  
18 performed in accordance with COMAR 21.05.03 by a  
19 committee established for that purpose and based on  
20 the evaluation criteria set forth. The Evaluation  
21 Committee will review proposals, participate in

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1 offeror oral presentations and discussions, and  
2 provide input to the Procurement Officer. The  
3 Department reserves the right to utilize the services  
4 of individuals outside of the established Evaluation  
5 Committee for advice and assistance, as deemed  
6 appropriate. So during the evaluation process, the  
7 Procurement Officer may determine at the time that a  
8 particular offeror is not susceptible for an award.

9           Section 6.2, Technical Proposal Evaluation  
10 Criteria. The criteria to be used to evaluate each  
11 technical proposal are listed in this RFP. Unless  
12 stated otherwise, any sub-criteria within each  
13 criterion have equal weight.

14           Financial Proposal Evaluation. All  
15 qualified offerors will be ranked from the lowest or  
16 most advantageous to the highest, least advantageous  
17 price based on the total proposal price within the  
18 stated guidelines set forth in the RFP and as  
19 submitted on Attachment B, the Financial Proposal  
20 Form.

21           Section 6.5. The selection procedures are

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1 outlined in this section.

2           And Award Determination. Upon completion of  
3 the technical and financial evaluations and rankings,  
4 each offeror will receive an overall ranking. The  
5 Procurement Officer will recommend award of the  
6 contract to the responsible offeror that submitted the  
7 proposal determined to be the most advantageous to the  
8 State. In making this most advantageous proposal  
9 determination, technical factors will receive greater  
10 weight than the financial factors.

11           Documents Required upon Notice of  
12 Recommendation for Contract Award. Upon receipt of a  
13 Notification of Recommendation for Award -- Contract  
14 Award, the apparent awardee shall complete and furnish  
15 the documents and attestations as directed in Table 1  
16 of Section 7, RFP Attachments and Appendices.

17           And this will conclude our presentation for  
18 this RFP. So we will open the floor for questions and  
19 comments regarding this RFP.

20           (No response.)

21           MR. EDUFUL: All right. So if you have not

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1 done so, please type in the name -- your name, the  
2 name of your organization, and your contact details,  
3 your e-mail, so that we -- it will help us in  
4 preparing the transcript. So if you don't have any  
5 questions, I mean, feel free to reach out to me with  
6 your questions. We'll be glad to answer your  
7 questions, and then it will be made -- it will be  
8 published in the eMaryland Marketplace Advantage and  
9 then the Department website as well. All right.

10 MS. ECTOR: Samuel --

11 MR. EDUFUL: Yes.

12 MS. ECTOR: I'm sorry. Samuel, this is  
13 Aretha Ector. I have one question or comment. In  
14 your version of the RFP, did you have formatting  
15 issues in Sections 3, 4, 5, or I'm wondering if  
16 anybody else noticed any formatting issues? If not,  
17 we're fine. If so, I think that's something that the  
18 Department will have to go back and sort of reformat.  
19 The substantive information won't change, but some of  
20 the lettering needs to change.

21 MR. EDUFUL: Yeah. I will have to look at

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1 that, and then if there's a need for us to revise or  
2 amend that, it will be done, and then it will be  
3 placed -- it will be published.

4 MS. ECTOR: Okay. No questions?

5 MR. EDUFUL: Questions? Comments?

6 (No response.)

7 MR. EDUFUL: All right. So we would like to  
8 thank all of you for attending this pre-proposal  
9 conference, and we look forward to receiving your  
10 proposals. Please remember that the proposals are due  
11 on May 28th, 2024 at three o'clock p.m. Local Time  
12 through eMaryland Marketplace Advantage. Thank you  
13 all for attending.

14 (Whereupon, at 10:33 a.m., the pre-proposal  
15 conference was concluded.)

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CERTIFICATE OF NOTARY

I, DEBORAH B. GAUTHIER, Notary Public, before whom the foregoing pre-proposal conference was held, do hereby certify that said pre-proposal conference is a true record of the proceedings; that I am neither counsel for, related to, nor employed by any of the parties to this action, nor financially or otherwise interested in the outcome of the action; and that the pre-proposal conference was reduced to typewriting by me or under my direction.

This certification is expressly withdrawn upon the disassembly or photocopying of the foregoing transcript, including exhibits, unless disassembly or photocopying is done under the auspices of Hunt Reporting Company, and the signature and original seal is attached thereto.



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DEBORAH B. GAUTHIER,  
Notary Public in and for  
the State of Maryland

My Commission Expires: October 17, 2027

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