DEPARTMENT OF HUMAN RESOURCES

PRE-PROPOSAL CONFERENCE

FOR

CUSTOMER SERVICE CENTER (CSC) SERVICES
OS/CSC-15-001-S

MONDAY, AUGUST 11, 2014   10:05 A.M.

Department of Human Resources
311 West Saratoga Street
Room 104
Baltimore, Maryland 21201

PRESENT FROM DHR:

THEODORE DALLAS, Secretary, DHR

YVONNE BARR, Procurement Officer

SANTHOSH KUMAR KAIPILALIL

CRYSTAL WEAVER, Assistant Director, Constituent Services

GREG YACULAK, Chief Information Security Officer

TANYA WILLIAMS

BARBARA WELLER, FIA

KAREN TAYLOR, Office of the Secretary

ADOLPHE ANDOU, Program Administrator, Family Investment Administration

ERIN EASTON, Chief of Staff for Operations

MICHAEL STRANGE, Office of the Secretary, Advisor

HUBERT CHANG, Attorney General’s Office

ARETHA ECTOR, Attorney General’s Office (via telephone)

PRESENT FROM DHR, CONTINUED:

VASHTI GREEN, DHR/CSEA Central

RUTH DRUMMOND, DHR/CSEA Central

LEYLA LAYMAN, DHR Central

GINA HIGGINBOTHAM, DHR/CSEA

TYRA BARNES

VESTA KIMBLE

DONNA FOSTER

TED DULLUS

ALSO PRESENT:

LAURA BENNETT, Sutherland

MELISSA M. VANBENTHUYSEN, Maximus

BRYAN OVERCASH, Global Contact Services

MARY WASHINGTON-DAYE, Exceed Corporation

TRACEY ROSSI, Oracle

CHRIS FRECHETTE, Verizon

PETER BROOKS, Kidd International, Inc.

ANNE M. SEEK, Morris Technologies Corporation

KRISTINE VESS-GOLDEN, Active Network

ALSO PRESENT CONTINUED:

PATRICIA RAMOS, CR Dynamics & Associates

JOSEPH CINI, Automated Health Systems

SANDRA SMITH, Vital Management Connections

RAYMOND HUBBARD, CAEI, Inc.

ERIC FUKECH (not legible)

HEIDI PAGE, Systems Integration, Inc.

JOE MURPHY, Maximus

NATE ALLERA, AGI Mission Support Services

YASMIN HINES, Net America

LEN NEWMAN, Exceed

RICHARD MCCLEARN, Exxelot Corporation

RICHARD MCCLEARN, CAEI, Inc.

VIJAY REDDY, ICF

NANCY TRIMBLE-OLIVER, Staff Quest

LEE CURRIE, Faneuil

KENT BLAKE, Cybr Solutions

DAMION DORRIS, ARMA, Inc.

SEAN BERNARD, Public Consulting Group

ALSO PRESENT CONTINUED:

MARCIA DUNCAN, Ashmar International Technology

JOSEPH LEITENBERG, ICF International

VISHNU NANAN, Xerox

ERNEST BRICE, JR., Net America

LEWIS LOVETT, Kidd International

LISA LOVE, Verizon Enterprise Solutions

CEDRICK MCDUFFY, Total Customer Care

NANCY DOWDY, CGI

MICHAEL KIDD, Kidd International

SHEILA HARLEY, ESQUIRE, Net America

GRACE VAN METER, Active Network

REPORTED BY: KATHLEEN A. COYLE, Notary Public

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P R O C E E D I N G S

MS. BARR: Good morning everyone. I want to welcome you to the Department of Human Resources. We're here for the pre-proposal conference for customer service center services. I trust everyone had a safe trip. The court reporter has already let you know to turn your cell phones off. We want to let you know the restrooms are out the door and to your right, and then make a left. We have additional copies of the RFP on the sign-in table, especially attachment "T" that was not issued to anyone. If the copies run out we can always email it to you. There's a sign-in sheet in the back. I hope everyone has signed in or left their business card. And also, again, we have a court reporter who's going to be recording the entire conference. We want you to speak up. We'll ask you to come up to the podium. We don't have a remote microphone. Before we have introductions we're going to let our secretary speak, and give you some opening remarks. Mr. Ted Dallas.

SECRETARY DALLAS: Can folks hear me without the microphone here? Hi. I’m Ted Dallas. I’m the secretary at DHR. For folks who might be in the wrong place, this is not the personnel department. We’re the social services agency, but folks call us the Department of Human Resources.

I’m here today because this is easily the most significant an important procurement that we’re going to do in a very long time here at DHR. It’s something that for call center services that we frankly haven’t done that well in the past. I think in RFPs and documents before I got here some folks who are in the industry may have looked at the RFPs and said, you know, what exactly does the Department want here? Hopefully the RFP this time is a little more used to the, and more like the thing you’re used to seeing. What we really want this time is we really want a call center that covers the whole Department. Our Department is the fourth largest budget wise in the entire State. And we touch over a million people in the State on an annual basis. So if you think about that, that’s one out of every six people in the State.

And it doesn't matter how much I give speeches, or the Governor gives speeches, the reality of it is that most of the people who have any contact with our Department, and that's one out of ever six people in the State, are going to have it through the call center that we're talking about here. So this is a critical, critical thing for us to do better on, and a way for us to improve our customer service.

So the RFP includes some core pieces to it. But we also really want to encourage innovation here. We want you folks to give us ideas. You're the experts in the industry, to give us your thoughts on things, particularly things that have a high return on investment, or ROI, for us. But what we're looking for are a lot of competition. The more the merrier here. We're also looking for folks to give us an idea of things that we might not have thought of in the RFP process. There's some familiar faces out in the crowd here and folks I don't know, which makes me very happy.

So as we're moving forward, I'm going to turn you over to the fine folks who are sitting here, and some of the even finer folks are sitting along the wall there, to try and answer as many questions as you may have. But I really appreciate you guys coming here today, and I look forward to seeing a lot of proposals from you. And hopefully we have a nice, good competition here. I can answer any -- I can try to answer any initial questions you have, but about the overall framework of the -- or the overall thought behind the RFP, but the detail stuff we'll leave for the actual process here. And I also appreciate Monday morning everyone making the trek here to a room that's going to get warmer and warmer as more people convert oxygen into carbon dioxide. So appreciate that on a Monday morning.

Well, thank you very much. I'm going to ask Mike Strange, did I miss anything I was supposed to say, Mike?

MR. STRANGE: Perfect.

SECRETARY DALLAS: Perfect. All right. Good answer, Mike. All right. So I'm going to turn you back over to Yvonne's capable hands. And I ask you all to really take a look at this RFP and really put your most creative and innovative proposals forward. Thank you.

MS. BARR: Okay. We want to move onto introductions. We're first going to ask the DHR staff to introduce themselves, the panel here as well as the panel over perpendicular.

MS. WELLER: Hi. Good morning. I'm Barbara Weller. I work for local operations, Family Investment Administration.

MS. WILLIAMS: Tanya Williams, OTHS, Deputy CIO.

MR. KAIPILALIL: Santhosh. I work with the OTS here.

MR. YACULAK: Hi. I'm Greg Yaculak. I'm the Chief Information Security Officer for DHR.

MS. WEAVER: Hi. I'm Crystal Weaver, Assistant Director for Constituent Services and also the State Project Manager for the Call Center RFP.

MS. DRUMMOND: I'm Ruth Drummond, Contract Monitor for Child Support Enforcement Administration.

MS. EASTON: Erin Easton, Chief of Staff for Operations here at DHR.

MS. KIMBLE: I'm Vesta Kimble, the Executive Director for Family Investment Administration.

MR. STRANGE: I'm Mike Strange for the Secretary's Office. I'm a technical advisor.

MS. TAYLOR: I'm Karen Taylor with the Secretary's Office.

MS. HIGGINBOTHAM: Gina Higginbotham --

MS. BARR: Speak up. We can't hear you.

MS. HIGGINBOTHAM: Gina Higginbotham, Deputy Executive Director of Programs for Child Support Enforcement.

MS. LAYMAN: Leyla Layman, Deputy Executive Director of Child Support Operations.

MR. CHANG: Hubert Chang, Assistant Attorney General.

MS. FOSTER: Donna Foster, Minority Business Enterprise Administrator for the Department of Human Resources.

VOICE: A.J. , Program Manager at HIA, here at DHR.

MS. BARR: And I'm also the Veteran Owned Small Business Enterprise Administrator. Yvonne Barr.

And we want to start with the vendors introducing yourselves. If you would stand up, please, or please come up to the mic so that the court reporter can get your information.

MR. BROOKS: Peter Brooks, Kidd International.

MR. MCDUFFY: Cedrick McDuffy, Total Customer Care.

MS. HARLEY: Sheila Harley, Net America.

MS. HINES: Yasmin Hines, Net America.

MR. CINI: Hi. Joe Cini, Automated Health Systems.

MR. BRICE: Ernie Brice, Net America.

MS. PRINGLE: Patricia Pringle, ASHMAR, Inc.

MS. DUNCAN: Marcia Duncan, ASHMAR, Inc.

MS. SMITH: Sandy Smith, Vital Management Connections, Inc.

MR. HUBBARD: Ray Hubbard, CAEI.

MR. ROSSI: Tracey Rossi, Oracle.

MS. RAMOS: Patty Ramos, CRD.

MS. BENNETT: Laura Bennett with Sutherland Global Services.

MR. MURPHY: Joe Murphy, Maximus.

MS. TRIMBLE-OLIVER: Nancy Trimble-Oliver, Staff Quest, Inc., MBE, WBE, small business reserve, and legally handicapped.

MS. VAN METER: Grace Van Meter, Active Network.

MS. VESS-GOLDEN: Kristine Vess-Golden, Active Network.

MR. DORRIS: Damion Dorris, ARMA.

MS. DAYE: Mary Daye, Exceed Corporation.

MS. ABBOTT: Rosalyn Abbott, Exceed Corporation.

MR. NEWMAN: Len Newman, Exceed Corporation.

MR. OVERCASH: Bryan Overcash, Global Contact Services.

MR. BERNARD: Sean Bernard, Public Consulting Group

MS. PAGE: Heidi Page, Systems Integration, Inc.

MS. VANBENTHUYSEN: Melissa VanBenthuysen from Maximus.

MR. MCCLEARN: Richard McClearn from CAEI.

MR. LEITENBERG: Joe Leitenberg from ICF.

MR. REDDY: Vijay Reddy, ICF.

MR. NANAN: Vishnu Nanan, Xerox.

MR. ALLERA: Nate Allera, AGI Mission Support Services.

MS. SEEK: Anne Seek, Morris Technologies.

MR. FRECHETTE: Good morning. Chris Frechette, Verizon.

VOICE: Scott (unintelligible), Exceed Corporation.

MR. LOVETT: Lewis Lovett, Kidd International.

MS. BARR: Thank you. We're going to move onto section 1.1, general information. Our customer service center is set up. We want someone to implement, operate and manage it for inbound and outbound communications of the Department. Services include live operators, interactive voice response services, and retrieving and responding to inquiries via telephone, fax, electronic mail and U.S. Mail. Additionally, a tracking and recording system is required that provides a report of the types and number of customer contacts received and resolved on behalf of the Department. Customer service center services will be utilized by all DHR administration statewide, including the local Departments of Social Services and Child Support Enforcement Office in all 24 jurisdictions in Maryland.

The anticipated duration of services is five years with a six-month transition period.

We're going to move to section 1.3, I mean, 1.4. The contract is effective as of the date that the contract is signed by the Department. From that date forward, again, there will be a six-month transition in period. You will be given a notice to proceed from the State project manager, and from that point on it will be the go live date and services shall begin for the

Department. The contractor shall begin performing all activities required by the contract, including the requirements of this solicitation and the offerer in its technical proposal for compensation described in its financial proposal.

We're going to move to page three. The closing date for receipt of proposals is September 15th by 3:00 p.m.

Okay. We're going to turn to section 1.11. Again, proposals are due on September 15th, by 3:00 p.m., local time. Proposals cannot be emailed or sent by fax. Proposals will not be opened publicly. If you're not going to respond to the solicitation we're asking that you submit the notice to vendors form which states why you're not submitting because Maryland is very interested in why you won't bid on our procurement, because we want to improve the process.

We're going to move to section 1.8. You are required to be registered with eMarylandMarketplace in order to receive an award. EMarylandMarketplace registration is free and is active for a year. So you have to keep going online to renew your registration. Your eMarylandMarketplace registration number is required on the transmittal letter that comes with your proposal. Also, all amendments, all questions and responses, the transcript of the pre-proposal conference will all be put on eMarylandMarketplace as well as the DHR website.

I'm moving onto section 1.18. Again, if we have to revise the RFP in any way the revisions will be posted on eMaryland the DHR website. You're also required to acknowledge receipt of all addendums in your transmittal letter. If you do not receive an addendum that does not relieve you of your responsibility for any information that may have been contained in that addendum.

I'm going to move to section 1.27. Compliance with law and arrearages. By submitting a response to this solicitation each offeror represents that it's not in arrears and a payment of any obligations owing the State, including the payment of taxes and employee benefits, and that it shall not become in arrears during the time of the contract if selected for contract award.

Before a business entity can do business in the State it must be registered with the State Department of Assessments and Taxation. SDAT is located at the State Office Building, room 803, 301 West Preston Street, Baltimore, Maryland 21201. We have a link for the website here, and it's strongly recommended that any potential offeror complete a registration prior to the due date for receipt of proposals. And offerors failure to complete a registration with SDAT may disqualify an otherwise successful offeror from final consideration and recommendation for contract award.

I'm moving to section 1.30, payments by electronic funds transfer. You need to -- if you are the selected offeror please register with the Comptroller's Office so that payment can be made to you via electronic fund transfer. Again, if you are the selected offeror to receive the contract award you need to register with the Comptroller's Office to receive payment via electronic fund transfer.

Now, I’m going to have Donna Foster, who is our MBE liaison to come up and tell you about the MBE program.

MS. FOSTER: Good morning. Again, I’m Donna Foster, Minority Business Enterprise Administrator for the Department of Human Resources. How many State certified MBEs are in the room? Raise your hand. Wonderful. Wonderful. Congratulations. Minority businesses are encouraged to submit proposals for this participa -- procurement. You’re also encouraged to network after the pre-proposal conference for as long as the room is available.

I’m going to cover section 1.33 of the request for proposal, minority business enterprise goals. Im going to give you highlights for this section 1.33.1, an overall MBE subcontractor participation goal of 10 percent of the total contract dollar amount has been established for this procurement. There are no subcontractor participation subgoals for this procurement. However, the contractor is encouraged to use a diverse group of subcontractors. Effective June 9, 2014, certified MBE prime contractors can meet up to 50 percent of the overall MBE goal with their own work force. Gain, effective June 9, 2014, certified MBE contractors can meet up to 50 percent of the MBE goal with their own work force.

Section 1.33.2, MBE utilization and fair solicitation affidavit and MBE participation schedule, which is attachment D-1A. This is a two-part document. The first section of this document you will indicate whether you plan to meet the overall MBE goal or whether you intend to request a waiver of the MBE goal in whole or in part. The second part identifies the MBE subcontractors that will participate on the contract. In this section certified MBE prime contractors who plan to use their own work force for up to 50 percent of the MBE goal must be listed on this form as well. It should be noted that if for any reason the MBE participation schedule should be amended or changed prior to execution of the contract, you have within 72 hours of that determination to notify the procurement officer in writing. And then you have five days, five business days after that to request in writing of the procurement -- from the procurement officer to amend the participation schedule. Again, this MBE utilization fair solicitation affidavit and the MBE participation schedule does not contain dollar amounts, and it must be submitted with your proposal. If you fail to submit a completed document, MBE utilization form and participation schedule, which is attachment D-1A, with the proposal the procurement officer shall determine that the proposal is not reasonably susceptible of being selected for award. This information is in bold in your RFP. Please pay close attention to it.

Section 1.33.5. Within 10 days of notification as a recommended awardee or actual award, the following documents are to be submitted: Outreach efforts compliance form, which is attachment D-2, an MBE subcontractor project participation certification, which is attachment D-3A/3B. In addition, if you have indicated on your utilization form that you intend to submit a waiver at this time your documentation of good faith effort is requested to be submitted to the procurement officer and any other documentation required by the procurement officer. Failure to submit each completed document in the required time, the procurement officer may determine that the recommended awardee is not responsible and, therefore, not eligible for contract award. If the contract has been awarded, the award is voidable. This information is also in bold in your RFP, so please pay close attention. Please make sure that your documents are filled completely and accurately before your submission.

Okay. Prompt payment policy, which is noted actually in section 1.31 of your RFP also applies to MBE subcontractors. Simply stated, if a subcontractor performs satisfactory work and payment is not disputed, then they should be paid promptly. Sanctions can be imposed for failure to adhere to the prompt payment policy as outlined in section 32 of the contract, which is attachment “A.” In addition, liquidated damages will also apply in the event that the contractor fails to comply in good faith with the requirements of the MBE program and pertinent contract provisions. Any questions?

(No response.)

MS. FOSTER: Well, I thank you for your attention. Have a good day.

MS. BARR: I'm going to speak to you about the living wage. We know there may be some questions about living wage. We have in the solicitation that it's a tier one, but we are going to clarify at a later date what is meant by tier one because we say that the facility has to be located within Maryland, but we don't say where. We don't give a area. And we know that there are tier one and tier two areas. So we defer that information until we can put it in writing to you.

And as far as the veteran owned business, veteran owned small business enterprise in section 1.41, VSBE is the State's latest initiative, socioeconomic initiative. It's a lot like the MBE program. There is a VET BIZ website, vetbiz.gov is the website link when you go to search for and to select certified veteran owned small business enterprises. Do we have any VSBEs here today?

(No response.)

MS. BARR: None? Okay. Veteran owned VSBE program, the subcontractor participation schedule and utilization affidavit are required to be submitted with your proposal. If the document is not submitted, the proposal can be removed from further consideration for award. There are two forms that must come in once you are notified that you are the successful offeror, and that is the participation statement from your VSBEs and your outreach efforts. The VSBE, again, is a lot like MBE. You have your, the process for searching for VSBE. You also have our goal of 0.5 percent, which equates out to .005 percent of the total contract amount. Do you have any questions regarding VSBE participation?

(No resonse.)

MS. BARR: Now I'm going o give it to AJ to talk about the DHR hiring agreement.

MR. ANDOU: Good morning everyone. How are you?

VENDORS: Good morning.

MR. ANDOU: All right. Please bear with me because I'm still actually on vacation mode. How many of you are actually familiar with hiring agreements?

(Some hands raise.)

MR. ANDOU: Okay. So not very many. A hiring agreement is actually an agreement entered into by the Department of Human Resources and the local Department of Social Services and a contractor doing business with the State under which Department of Human Resources and local Department of Socials Services and the contractor agree to work cooperatively in an effort to identify and hire current and former family investment program recipients, the children, foster youth, and child support outgoers to fill job opening as the contract, of the contractor as a result of the procurement contract. Does everybody understand what that means? Yes? All right. So pretty much what it is that we're trying to do is, as a result of the contract that you guys are bidding on, whoever the awardee is they will agree to work with the Department of Human Resources to notify about your opening that exists as a result of the contract, declare the DHR the first source of which you have openings, and give first preference to DHR for the local Department of Social Services candidates, allow three business days, three working days to refer candidates for a position that are available, and provide DHR with feedback on hiring decisions of the candidate. It's pretty much to comply with hiring agreement throughout the life of the contract. In a nutshell, that's what it is. Any questions?

(No response.)

MR. ANDOU: All right. Thank you.

MS. TRIMBLE-OLIVER: Is there any training? Do you give actual training to these individuals or would we have to give our own training?

MR. ANDOU: Actually, there's a package. The training, of course, will come from you because you will train them based on the work that is needed. What the package, what it entails is actually the directions that needs to be followed as far as what steps in the process you need to take to notify us who's being referred to you and if they will qualify for the position. Now, the positions that you guys have, I'm not saying that once we send an individual to you that you just have to hire them. They have to meet the qualifications. All right. Anything else?

MR. CINI: So we don't reach out directly to the applicants, we reach out to DHS and DHR?

MR. ANDOU: When you have the opening you will submit to -- there is a hiring agreement email that you will send the email as far as the job specs and the qualifications needed, he time and so forth. You will send it to us. We will send it to the entire State. And then from that point on they will send, the job development team will send you he referral candidates. And from that point on, from that pool you will schedule the interviews or deny it. And then afterwards you will let us know who that you have selected. And whoever the awardee is of the contract, of course, will get a package of all the process and all of the instructions, as well as all of the email addresses. And there is a package, actually, in the back similar to this. Obviously, it’s not going to be the same color. It could be green, black, red. So feel free to take one on your way out. I also have the instructions in there as well as what the contract looks like. Have a good day. Thank you.

MS. BARR: Rather than have a presentation on the liquidated damages, do you have any questions regarding liquidated damages?

(No response.)

MS. BARR: No questions. We’re going to move onto section two and three. We’re not going to do a presentation at this time. We’re going to take your questions regarding section two and three of the RFP. We are asking that you identify yourself, again, before you -- when you speak, before you ask your questions. If you can come up to the podium and get the mic that would help the court reporter. And I’d also like to make you aware that we do have Aretha Ector on line who is also from the Attorney General’s Office.

MS. RAMOS: Will our questions be posted to eMarylandMarketplace?

MS. BARR: Name?

MS. RAMOS: Patty Ramos. Will all questions be posted, questions and answers be posted to eMarylandMarketplace?

MS. BARR: To eMarylandMarketplace as well as the DHR website.

MS. RAMOS: Okay.

MS. BARR: Questions regarding liquidated damages or section two or three of the solicitation?

(No response.)

MS. BARR: No questions? We have received a number of questions via email, and those responses will be coming out shortly, as well as the transcript of the conference. I'm going to move on -- no questions? You're sure no questions? I'm going to move on --

MS. BENNETT: This is Laura from Sutherland. When you talk about corporate experience do you mean commercial experience for past performance?

MS. BARR: I believe that's what we mean. We will get a final answer from our Attorney General's Office. What other kind of experience would you have in mind?

MS. ECTOR: Yvonne, this is Aretha. If I understand the question, is she asking is commercial experience --

MS. BARR: Corporate. Commercial. Yes, commercial.

MS. ECTOR: I don't think I understand the question. I think the requirement for experience --

MS. BARR: We don't look at individual experience from maybe -- do you want to clarify?

MS. BENNETT: Yeah. It's in section 2.1.1. It says five years of federal, State, local and/or corporate experience.

MS. BARR: Did you hear that, Aretha?

MS. ECTOR: I did not.

MS. BARR: She's referring to section 2.1 where a request we have five, the vendor has five years of State, federal, State, local or corporate experience. Do you want to repeat your question?

MS. BENNETT: So by corporate, by commercial. I guess we would have to see what type of organization you work for in terms of a private industry; is that what you're talking about?

MS. BARR: Did you hear what she said? Would you repeat that, Aretha. She's coming up to the mic.

MS. BENNETT: It says in section 2.1.1, at least five years of federal, State, local and/or corporate experience. In delivering CSC services in the United States of America does corporate experience mean commercial past performance?

MS. ECTOR: If you provided call center services for a period through a company does that qualify as a corporate experience? Yes.

MS. BENNETT: So it's yes.

MR. BROOKS: Page 54, 3.4.5.B, purchase all required ECMS hardware, software licenses and maintenance review to its current ECMS provider. It doesn't identify who the ECMS provider is. Is there any clarification?

MS. BARR: That information will be given to the successful offeror at the kick-off meeting.

MR. FRECHETTE: Again, Chris Frechette, Verizon. Could we address the personally identified information that would need to be secured with amendment "K" in the compliance in regards to the IVR, where in the IVR in the scripting is personally identified information that needs to be followed? Do the scripts currently exist or a template of the scripts? And is any of the scripting of the agents that you'd like to speak is personally identified information that needs to be masked in terms of recording for future reference?

MR. KAIPILALIL: Hi. I'm Santhosh. I'm work as an analyst for the OTS Department here in DHR. The IVR, yes, DHR does have the scripts and that will be shared to the contractor who is going to win this award. The first identification has to be masked on the system. And there are monthly points that we can elaborate as we go along.

MR. FRECHETTE: Also, in the scripts that the agents are using, it's speaking to the callers through the recordings. In the call scripting, the live agents, when they're speaking to the callers, is that information identified, what needs to be identified as PII?

MR. KAIPILALIL: No, it's not required. So what we do is, for the -- we're going to have a two factor authentication that's going to be, that is required for any kind of information that the agent will have to read. What is happening with the investigator is we have a requirement for a PIN number, a PIN number that will be required for providing any kind of personal identification information. So we expect the vendor to come up with a strategy to have the PIN number not identified by the call agent, but the system needs to take care of that.

MR. MURPHY: Joe Murphy, Maximus. I've got two questions. First the easy one I think. I just want to make sure that I understand the weighting properly. Fifty percent is for pricing and 50 percent is given to the technical?

MS. BARR: Correct.

MR. MURPHY: The second question on page 73, it's item under quality called transfer, number two. States, a call transfer to the CSR from the total calls coming into the IVR. You're looking for an SLA of 75 percent of the calls being deflected from the IVR? In other words 75 percent of the calls coming into the investigator will be addressed by the information on the IVR; is that correct?

MR. KAIPILALIL: Yes. Right now the average stands at about 35, 40 percent. And we are looking at the contractor to kind of be able to take it up to 75 percent. The calls being handled and result of the IVR.

MR. MURPHY: The second question. Does that in some ways conflict with (unintelligible) goals of making customer centric call center?

MR. KAIPILALIL: The IVR is going to be available 365 days/366 days, and it's 24/7. So we are really looking at providing as much information as possible to all customers beyond the eight to five timings of the call centers, you know, going to be operational. So that's really the value that we're looking at. We're looking at a certain amount of concrete structures already configured. We're looking at more to be configured and make it more robust. And so, you know, the IVR is going to be configured with more concrete structures, improved concrete structures. We're also looking at enhancing and heightening the quality of the customer relationships over the cardiovascular -- I mean, sorry, through the agents.

MR. MURPHY: All right. Thank you.

MS. BARR: And this is just a reminder to please also submit your questions in writing to us. Thank you.

MS. ECTOR: Yvonne, this is Aretha. Just one clarification regarding the question regarding the weight of the technical and financial proposals. They will be given equal weight. There will not be any scoring. And if the comparison is 50/50 it will not be technical proposal 49 percent of 50 percent, financial 48 percent of 50 percent. You will not see any percentages or scores in the technical and financial proposal evaluation. They will be ranked.

MS. DOWDY: Nancy Dowdy from CGI. And the question I have is that the call center is required to be in the State of Maryland, but what about the overflow calls, would they be able to be handled remotely, say outside of the State of Maryland?

MS. WILLIAMS: We'll need to confirm that.

MS. BARR: We'll have to get back with an answer. It will be in writing.

MS. PAGE: Heidi Page, SII. I want to piggyback on that question. The main performance part of the (unintelligible), or does that have to be from Maryland? Can that mean overflow out of state?

MS. BARR: We will defer a response at this time, then we will get back to you in writing.

MR. CINI: Hi. Joe Cini. If we submitted questions in writing would you like us to ask them now or should we just wait for the written response?

MS. BARR: I believe that will be your choice. We have them in writing. We will probably respond by the end of this week, hopefully. Any more questions regarding section two or three?

MS. SUTHERLAND: Could we look at proposing a virtual work-at-home scenario if the employees are located in the State of Maryland?

MS. BARR: We will get back to you with a response. We defer that question.

MR. LOVETT: Lewis Lovett, Kidd International. To address the young mans question about the questions that have been previously submitted. I think we would all benefit, the group, hearing those if they are available.

MS. BARR: No. They are not available at this conference. But we will post them, again, on eMarylandMarketplace and the DHR website. Any additional questions?

MR. CINI: Should I read them?

MS. BARR: That's up to you.

MR. CINI: I'll just wait for the written.

MS. BARR: Any additional questions?

(No response.)

MS. BARR: I'm going to move onto section four. Technical proposals and financial proposals are supposed to be submitted simultaneously. However, they are supposed to be in separately sealed envelopes, but they can be in one envelope together. No financial information is to be included with your technical proposal. The format for submitting a technical proposal is laid out for you. Pages should be consecutively numbered. If you would like to number the pages based on the section, like section G1, section F1, whatever, that's okay. We will accept proposals that way. But please follow the sequence as laid out in section four. Your transmittal letter, and then everything else after that. And you're also supposed to submit a CD or either a DVD of your technical proposal, as well as one with all proprietary information redacted.

Your financial proposal comes in a separate volume. Your financial proposal should also be sealed, and you also need to submit a CD ROM or DVD of your financial proposal. Do we have any questions regarding proposal submission?

(No response.)

MS. BARR: We're going to move onto evaluation of proposal. Technical proposals will be evaluated first. The Committee will receive a copy of your proposal. It will be reviewed, it will be ranked. Anyone who is susceptible for award, your proposal will also move onto the second phase, which is opening of your financial proposal. If we find that you do not meet our qualifications during the review of the technical proposal, you will be so notified and your financial proposal will be returned to you unopened. When we move onto the technical phase we will rank tech/financial proposals in order of price in descending order, the lowest price first down to the highest price. Again, technical and financial carry equal weight, and it's based on the worth of your technical proposal, is it worth the price that you are asking.

We will notify the successful offeror of the award. And there will be a kick-off meeting. And at the kick-off meeting, again, you will receive all of those items that are listed in the state supplied services, the call script, the desk guide, information regarding technical connection, and also about your notice to proceed and how to work through he transition period. You will meet customer service center team and then you will be given a notice to proceed about when to move forward as of the go live date. There may be multiple notices to proceed during the process from contract commencement through the transition period depending on the different aspects of the call center, and then as well as getting a notice for the go live date. Do you have any questions? Also, this contract requires approval by he Board of Public Works. So they will have the final say. We anticipate the contract starting in February. The transition period will begin. And then we will -- once the transition is over, then everything will be live. Do you have any questions?

MR. OVERCASH: Bryan Overcash from GCS. One question that we submitted in writing. I won't read all of them, but one that I would like to have answered if possible. How many associates are currently in the CSC?

MS. BARR: We're going to defer a response at this time. We'll provide an answer in writing. Any other questions?

(No response.)

MS. BARR: No questions. Any comments?

(No response.)

MS. BARR: Then this concludes the pre-proposal conference. Thank you for coming.

(Whereupon, at 10:50 a.m., the meeting was adjourned.)