



**Questions and Answers No. 1  
RFP 060B5400014  
Call Center Services 2015**

Ladies/Gentlemen:

This list of questions and responses is being issued to clarify certain information contained in the above referenced RFP. The statements and interpretations contained in the following responses to questions by potential offerors are not binding upon the State, unless an addendum expressly amends the RFP. Nothing in the State's response to these questions is to be construed as agreement to or acceptance by the State of any statement or interpretation on the part of the vendor.

1. How does a minority Latino owned and operated small business (in a HUBZone) with Latino bilingual/bicultural workers be required to subcontract to another minority firm??

**Response: Maximum minority business inclusion in State contracting is the ultimate goal of the MBE program, with no deferential treatment given to any particular subgroup.**

**In order for participation to count toward a MBE solicitation goal, minority contractors must be certified by MDOT prior to submission of a proposal. Information on how to become MBE certified within the State of Maryland can be found here:**

**<http://www.mdot.maryland.gov/Office+of+Minority+Business+Enterprise/Certifications+and+Forms/MBE+Certification+Application+Page.html>. All MDOT-certified minority contractors, whether Asian-American, Woman-Owned, African-American or Hispanic American, are required to meet the overall MBE goal set for a procurement as well as any applicable subgoals.**

**As a result of recent enhancements to the State's MBE Program, an MDOT-certified minority contractor bidding as a prime, may count their own participation on contracts with MBE goals for up to 50% of the established MBE contract goal and 100% of any one contract subgoal (e.g., if a procurement has a 20% overall MBE participation goal, an MBE prime may self-perform up to 10% and must subcontract out the remaining 10% to another MBE firm). See the following link for additional information:**

**<http://goma.maryland.gov/Documents/MBEPrimeRegulationEnhancementAnnouncement.pdf>**

**MBE primes, just as majority-owned firms, are required to adhere to good faith effort requirements for the portion of the contract goal they are not self-performing and are subject to all other MBE contract compliance requirements.**

**In addition, please refer to Section 1.33 - Minority Business Participation Goal of the RFP (Pgs. 25-28) which documents the options available for responding to the RFP.**

**For additional information related to the MBE related only inquiries, please contact Carla Thompson, DoIT MBE Liaison (Carla.Thompson@Maryland.gov) for assistance.**

2. Can companies from Outside USA apply for this?

**Response: Yes, subject to the requirements of Sections 1.27, 1.28, 1.42, and 3.3.2.5 of the RFP.**

3. Do we need to come over there for meetings?

**Response: The State is unsure of what is meant by this question.**

4. Can we perform the tasks (related to RFP) outside USA?

**Response: Please refer to Sections 1.42, 3.3.2.5, and 4.2.3.e of the RFP along with Attachment N – Location of the Performance of Services Disclosure.**

5. Can we submit our proposals via email?

**Response: No, please refer to Section 4.5.1 of the RFP.**

6. Please provide historical information on the spend/ total billing for the incumbent provider for the past five years. What is the total per year and for the contract period?

**Response: The State declines to provide this information as it may be misleading. The historical data requested does not represent the anticipated spend for future years. Additionally, the usage under this contract is heavily event-driven, and typically fluctuates during weather events, new initiatives, etc.**

7. Is there a specific budget allocation for this procurement?

**Response: The State declines to provide that information at this time.**

8. Please provide further clarification regarding the requirement for speech recognition technology. More specifically, will all the agencies included on the master contract utilize the speech recognition technology or only specified programs?

**Response: The requirement for voice recognition technology found in Section 3.3.7.10 will be task order specific.**

9. Please provide historical call volumes for each of the 10 agencies on the contract?

**Response: Available information regarding historical call volumes can be found in the reading room materials.**

10. Please advise if the “Customer Ticket Tracking Database System” referenced in 3.3.7.9 is a Customer Relationship System or is the system related more to a Helpdesk/dispatch ticketing system?

**Response: The State does not have a preference on the type of database system the Offeror uses as long as the system can produce what is required in Section 3.3.7.9 of the RFP.**

11. Please provide historical performance data for the incumbent?

**Response: The State declines to provide that information at this time.**

12. Has the incumbent vendor ever been subject to financial/ revenue penalties for not meeting performance?

**Response: The State declines to provide that information at this time.**

13. Who is the incumbent?

**Response: CR Dynamics & Associates, Inc.**

Thank you,

Dale Eutsler  
Procurement Officer

End of Question and Answer # 1