

PRE-PROPOSAL MEETING
FOR
SENIOR PROJECT MANAGER FOR MEDICAID POINT OF SALE
ELECTRONIC CLAIMS MANAGEMENT SYSTEM

CONTRACT NO.: DHMH/OPASS 18-17559/m00b7400545

JUNE 15, 2017
201 West Preston Street
Room L-2
Baltimore, Maryland

9:10 a.m. - 10:00 a.m.

PRESENT FROM DHMH:

QUEEN DAVIS, Procurement Specialist

DIXIT SHAH, Task Order Manager

ATHOS ALEXANDROU, Director

JANE RUTKOWSKI, Procurement Officer

JOHN BOHNS, Senior Medicaid Project Manager

ZENA MORRIS, Assistant Medicaid Project Manager

ALEX PERALTA

LARRY VARGAS

MANGESH JOGLEKAR

AL KRISH

CHARLES SANDLER

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ALSO PRESENT:

NARAYAN ATHREYA, Icube

BRIAN ZERNHELT, Software Consortium

YVONNE ROBINSON, OTAS, Inc.

RYAN HORAN, Bith Group

DOUG SEVEC, TEK Systems

ADLY MAKARY, Makary Soft

NAGESWARA TRIPURAMALLU, Expedite Info Tech

SILVIO RENZI, Turning Point

TRACEY GARCIA, Turning Point

MARK NOBLE, Companion

JEFF WELCH, Think Systems, Inc.

SHANE JOHNSON, Apex Systems

THERESA BOYLE, APV

ELIZABETH JACKSON, APV

GREG DASH, G&RD Solutions

STACY STRATTON, Attain

NISHA BOURI, N-3 Technologies

NATE ALLERA, Automated Resource Management

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ALSO PRESENT CONTINUED:

MONICA AHUJA, Angarai

REPORTED BY: KATHLEEN A. COYLE, Notary Public

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P R O C E E D I N G S

1
2 MS. DAVIS: So good morning everyone. I'd
3 like to welcome you all to this pre-proposal conference
4 for the Office of Medicaid Program Medicaid management
5 -- Medicaid -- Maryland Medicaid Pharmacy Program. I
6 apologize. My name is Queen Davis. I am the
7 procurement officer for this task order request for
8 proposal, and I am here to give you a brief overview of
9 the procurement process for this project. After I've
10 completed my over, the program Dixit Shah, to my right,
11 will give you a programmatic overview, after which we
12 will be taking questions from you.

13 I want to make sure that everyone has signed
14 in the sign-in sheet. If you have business cards, put
15 them in the envelope that's been provided over on the
16 table. That way, if we have reasons to get in touch
17 with you for any matter or to give you addendums and
18 minutes from this meeting we'll be able to do so
19 readily.

20 I would like to thank you all for coming. I
21 received a few questions prior to this conference.

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1 After I've given my overview I'm going to go through
2 those questions and answers that I've received. Those
3 questions and answers will also be a part of the pre-
4 proposal conference minutes that's published through
5 the email that I sent out, and also sent to all of you
6 that's in attendance this morning.

7 This is, DHMH is issuing this CATS TORFP to
8 obtain a company to act as the state representative. I
9 apologize. Before I do that, let me take the
10 opportunity for everyone to introduce themselves. And
11 I'm going to start on my right.

12 MS. RUTKOWSKI: Hi. I'm Jane Rutkowski. I'm
13 the procurement coordinator for this procurement.

14 MR. SHAH: My name is Dixit Shah. I'm
15 deputy director for Maryland Medicaid Pharmacy Program
16 and also task order manager.

17 MS. DAVIS: Again, I'm Queen Davis,
18 procurement officer for this project, from the Office
19 of Procurement.

20 MR. ALEXANDROU: Athos Alexandrou, director
21 of the Medicaid Pharmacy Program.

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1 MR. ATHREYA: Narayan Athreya from Icube
2 Systems.

3 MR. ZERNHELT: Brian Zernhelt from Software
4 Consortium.

5 MS. ROBINSON: Yvonne Robinson from OTAS,
6 Inc.

7 MR. HORAN: Ryan Horan, Bith Group
8 Technologies.

9 MR. SEVEC: Doug Sevec, TEK Systems.

10 MR. DASH: Gregory Dash. I'm from G&RD
11 Solutions. I'm a minority, everybody sitting at the
12 table.

13 MR. MAKARY: Adly Makary, Makary Software.
14 Small business.

15 MR. TRIPURAMALLU: Nageswara from Expedite
16 Info Tech.

17 MR. RENZI: Silvio Renzi from Turning Point
18 Global Solutions.

19 MS. GARCIA: Tracey Garcia, Turning Point
20 Global Solutions.

21 MR. NOBLE: Mark Noble with Companion Data

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1 Services.

2 MR. WELCH: Jeff Welch with Think Systems.

3 MR. JOHNSON: Shane Johnson with Apex

4 Systems.

5 MR. PERALTA: Alex Peralta with

6 (indiscernible).

7 MR. VARGAS: Larry Vargas with

8 (indiscernible).

9 MR. KRISH: Al Krish (indiscernible).

10 MR. JOGLEKAR: Mangesh Joglekar

11 (indiscernible).

12 MS. STRATTON: Stacey Stratton, Attain.

13 MS. JACKSON: Liz Jackson, AP Ventures.

14 MS. BOYLE: Theresa Boyle, AP Ventures.

15 MR. SANDLER: Charles Sandler, division

16 chief, Maryland Medicaid Pharmacy Program.

17 MS. MORRIS: Zena Morris, deputy director

18 procurement, OSOP.

19 MR. BOHNS: John Bohns, director of OSOP.

20 MS. DAVIS: Okay. Again, DHMH is issuing

21 this CATS+ TORFP to obtain a company to act as the

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1 State's representative in a replacement point of sale
2 services implementation in accordance with the scope of
3 work described in section three of the TORFP. Only a
4 senior project manager is sought at this time, with the
5 potential to obtain additional resources in support of
6 the Pharmacy Point of Sale Electronic Claims Management
7 Systems and associated implementation project.

8 The contract resulting from this solicitation
9 will be in effect from notice to proceed for three
10 years base period with two additional one-year option
11 terms. And the procurement method, again, for this
12 solicitation is task order request for proposals and
13 TORFP for short.

14 Offerors minimum qualifications are listed in
15 section two of the TORFP, under company and personnel
16 qualifications, and that begins on page 12.

17 Section three of the TORFP is the scope of
18 work, and it begins on page 13. Please carefully
19 review this section to get a full understanding of the
20 requirements of this task order request for proposal.

21 Offerers are required to submit their

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1 response to the TORFP in two parts. Section four, task
2 order proposal format and submission requirements, and
3 subsection 4.2 clearly lists the requirements for your
4 submission. The task order proposals shall be
5 submitted via two emails. DHMH can only accept emails
6 that are less than or equal to 25 megabytes. If a
7 submission exceeds this size please split your
8 submission into two parts, two or more parts, depending
9 upon the size, and include the appropriate part number
10 in the subsection, e.g., part one of two, or part one
11 of three, however many parts you have for each proposal
12 submission. Technical and financial are submitted
13 separately. After the subject line information above
14 the contents please enter that information.

15 The task order technical proposal shall be
16 contained in one or more unencrypted emails with two
17 attachments. This email shall include a subject line,
18 and the subject line should read CATS+ TORFP DHMH/OPASS
19 18-17559 forward slash and the task order BPL number
20 M00B7400545. And then put after that "technical." And
21 if it's part one you'll put part one. If it's part one

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1 of two, put part one of two, and then the next one will
2 be part two of two, and have "technical" proceeding
3 that. And plus the name of the master contractor
4 that's submitting the proposal. One attachment labeled
5 TORFP DHMH/OPASS 18-17559 forward slash the BPO number,
6 and technical attachments containing all technical
7 proposal attachments. And please see section 3.3. And
8 this is all to be signed in PDF, signed and sent in PDF
9 format. We need one attachment labeled TORFP
10 DHMH/OPASS 18-17559/M00B7400545 technical proposal.
11 And that should be in Microsoft Word format. And the
12 format needs to be 2007 or later.

13 The task order financial proposal shall be
14 contained in one email containing all attachments,
15 documents detailed in section 3.4.2, with password
16 protection. DHMH will contact offerors for the
17 password to open up your financials once you have been
18 determined to be reasonably acceptable to continue in
19 the process.

20 The subject line of your financial submission
21 should read CATS+ TORFP DHMH/OPASS 18-17559/M00B7400545

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1 financial, plus the master contractor's name. And one
2 attachment labeled TORFP DHMH/OPASS 18-
3 17559/M00B7400545 financial should be submitted in PDF
4 format with all documents signed.

5 Let me state that there are no MBEs
6 associated with this. This is for individual. So we
7 will not be trying to contract a person --

8 The task order contractor will be selected
9 from among all eligible master contractors within the
10 appropriate functional area responding to this CATS+
11 TORFP. In making the task order agreement award
12 determination, the task order requesting agency will
13 consider all information submitted in accordance with
14 section three of the task order.

15 Please review section five, task order award
16 process. This section lists the task order evaluation
17 criteria in section 5.2. And listed in section 5.3 is
18 the selection procedures.

19 As written under 5.3F of the task order, the
20 procurement officer shall make the determination
21 recommending award of the task order to the responsible

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1 offeror whose task order proposal is determined to be
2 the most advantageous to the State of Maryland,
3 considering price and evaluation criteria set forth in
4 the task order request for proposal. In making a
5 selection the task order technical proposal will be
6 given greater weight than the task order financial
7 proposal.

8 Commencement of work in response to this task
9 order agreement shall be initiated only upon issuance
10 of a fully executed task order agreement, a non-
11 disclosure agreement to the contractor, a BPO to the
12 contractor, and a notice to proceed authorized by the
13 task order procurement officer. And you can see
14 attachment seven, notice to proceed.

15 Let me give you some critical dates for you
16 to remember. These dates are non-negotiable. The
17 closing date and time for questions is June 26, 2017,
18 at 4:00 p.m., local time. And the closing date and
19 time for your submission and response to this task
20 order is July 20, 2017, at 2:00 p.m., local time. And
21 you can review the key summary information summary

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1 sheet beginning on page two of the task order. And it
2 lists all of the pertinent information and all contact
3 information you will need.

4 Now, before I turn it over to the program
5 form their program overview, I received, as I said
6 earlier, 12 questions so far. I'm going to read those
7 questions out and the response to those questions. And
8 these questions will also be added to the minutes and
9 will be part of the minutes posting.

10 So the first question is: Please let us know
11 the education, general experience, specialized
12 experience for stated project manager? As there is no
13 senior project manager in CATS+ master contract,
14 section 2.10, shall we use the following details as
15 CATS+ master contract section 2.10.95. And that
16 section reads, education is Bachelor's Degree from an
17 accredited college or university engineering, computer
18 science, information systems, business or other related
19 disciplines, a Master's Degree or project management
20 certification is preferred. That section also states
21 that general experience is at least five years of

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1 experience in project management, specialized
2 experience at least five years in managing IT related
3 projects, and the offeror must demonstrate a leadership
4 role in at least three successful projects that were
5 delivered on time and on budget. And the State's
6 response is: This will be revised. The State is
7 seeking a senior level expertise, but the labor
8 category is project manager.

9 Question two is: What is the anticipated
10 start date for this work? And the Department of Health
11 and Mental Hygiene will be projecting somewhere near
12 October 2017.

13 Question number three is: Name of incumbent?
14 This is a new procurement and there is no incumbent for
15 this solicitation.

16 Question number four is: Can this
17 solicitation become a small business only? The answer
18 to that is no. It is open to all under the CATS, under
19 that functional area.

20 Question number five: Is the State seeking
21 just a senior project manager or an entire team to

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1 develop the point of sale or is it more of an RFP? The
2 TORFP is seeking a senior project manager, per section
3 three. The work order process may request additional
4 resources. And that's listed in section 3.9 of the
5 TORFP.

6 Question six: Does the senior project
7 manager currently have, must currently have a PMP or a
8 Master's Degree and other project management
9 certifications can be used instead? In section 2.2 --
10 our response, in section 2.2.1, number three states, a
11 project management certification.

12 Question seven: Regarding other resources
13 that may be requested in the future, such as subject
14 matter experts, do you need information about them now
15 or just the pricing and the plan for acquiring them?
16 And we just simply need the pricing and a plan for
17 acquiring additional resources being the work order
18 process.

19 Question eight: Does all the work required
20 to be done onsite at DHMH or can some of it be done
21 remotely? And the answer is yes, all work is onsite at

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1 DHMH, except that there may be occasions that the task
2 order manager uses their discretion to allow pre-
3 approved remote teleworking.

4 Question number nine: Who is providing the
5 current point of sales claims processing service, and
6 what is the contract number? Currently Xerox, whose
7 name has been changed to Conduent, is providing that
8 service. And the number is OPASS 07-9030.

9 Is the processing service provided through a
10 cloud based service or a custom design? This is a
11 custom design project.

12 MR. ATHREYA: Can you repeat that contract
13 number again?

14 MS. DAVIS: Sure. Contract number is OPASS
15 07-9030.

16 MR. ATHREYA: Thank you.

17 MS. DAVIS: And the vendor is Conduent,
18 formerly Xerox.

19 Number -- I read number 10. They asked if it
20 was cloud based or custom design? It is a custom
21 design.

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1 Number 11 is: Please clarify if additional
2 resources will be procured through a work order. If
3 so, will we be provided a sample work order as
4 referenced in section 3.9? It says attachment 16
5 reads: This attachment does not apply to this TORFP.
6 This will be corrected through an addendum. There will
7 be work orders for this project. And an addendum will
8 be forthcoming, probably with the minutes from this
9 conference.

10 And the last question, question number 12 is:
11 Is there a page limit on the technical response? And
12 there is no set page limit. However, the State expects
13 the proposal to contain only the information necessary
14 to demonstrate meeting requirements to ensure the
15 review process is as efficient as possible. And as I
16 stated earlier, we can only accept emails of 25
17 megabytes or less.

18 MR. ATHREYA: Yours says 12 megabytes.

19 MS. DAVIS: Oh, it says 12 megabytes. Let me
20 -- I will correct this through the minutes. Normally
21 it's been 12. Historically, it's been 25 megabytes,

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1 but it has 12 megabytes in there. I'm not sure if
2 things have changed. I'm not sure, but I will make
3 sure that that is clear.

4 And that's all I have so far as far as
5 questions. I'm going to turn it over to Dixit Shah,
6 the contract monitor and deputy director for this
7 project. But I will caution you that once you ask
8 questions can you please follow up any questions that I
9 may not have already answered with an email submission
10 so that we can include them in our question and answer
11 document when it's posted. So if there are no
12 questions about the procurement process, I'll turn it
13 over to Dixit.

14 MR. SHAH: Thank you, Queen. I appreciate
15 it. I think there are some people who have joined
16 after the initial announcements. So if you want to
17 introduce yourselves who came after the original
18 announcement.

19 MS. BOURI: My name is Nisha Bouri. I'm with
20 N-3 Technologies.

21 MR. ALLERA: Nate Allera with Automated

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1 Resources Management Associates.

2 MS. AHUJA: Monica Ahuja from Angarai.

3 MS. DAVIS: Could you please make sure you've
4 signed in on our sign in sheet. Thank you.

5 MR. SHAH: And also, if you could provide
6 your business cards as well. It will make life easier.

7 Okay. Good morning everyone. As we stated
8 before, my name is Dixit Shah. I am a deputy director
9 Maryland Medicaid Pharmacy Program. Thank you for
10 attending this meeting. I will provide for you an
11 overview of the task order proposal, which is commonly
12 known as TORFP. The title of this TORFP is senior
13 project manager for Medicaid point of sale electronic
14 claims management system. I will briefly go over some
15 of the areas of this TORFP.

16 As I sated before, I am also the task order
17 manager for this TORFP.

18 In the TORFP, as section 1.1, this TORFP is
19 subject overtime CATS+ master contract, as queen stated
20 before.

21 As per section 1.5, the task order contract

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1 personnel will be required to make an oral presentation
2 to the State representatives in the form of interviews.
3 Significant representations made by master contractor
4 during the oral presentation shall be submitted in
5 writing as well.

6 As for section two, it covers and provides
7 information on the company and personnel
8 qualifications.

9 Section three covers purpose and background,
10 as Queen stated before, of this TORFP.

11 Section 3.3 provides the project background.
12 The Maryland Medicaid Pharmacy Program's current police
13 officers claims processor contract will end in February
14 of 2019. And the program is in the process of
15 procuring a new contract. The future police officers
16 ECMS RFP, which is a major information technology
17 develop project, MITDP, is to design, implement,
18 administer, manage and maintain a police officers
19 electronic claim capturing management and adjudication
20 system.

21 Section 3.5 provides required policies,

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1 guidelines, and methodologies.

2 Section 3.6 -- and some of this may be
3 repetition -- provides the specific requirement of this
4 TORFP.

5 Section 3.6.2 provides information on duties
6 and responsibility of the contractor.

7 Section 3.7 covers information on
8 contractor's performance and personnel.

9 Section 3.8 provides information on
10 deliverables for this TORFP.

11 Section four provides information on the
12 proposal format and submission requirements.

13 Section five discusses task order process.

14 Again, thank you for attending this TORFP
15 pre-bidder's meeting. If you have any questions please
16 state your name, the company you represent, and your
17 questions. If you prefer, you also, as Queen stated,
18 you also should sent those questions via email as well.

19 Thank you.

20 MS. DAVIS: Any questions?

21 MS. MONICA: Section 3.6, do we have to

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1 submit resumes for additional resources?

2 MS. DAVIS: I think that at this time they're
3 only asking for resumes for the senior project manager.
4 We're not asking for any other resumes at this time.

5 MS. MONICA: Okay. Is there a possibility
6 in the future?

7 MS. DAVIS: As I stated earlier, I think you
8 may have come in later, that through work orders there
9 may be additional resources required. And that will be
10 done through the work order process.

11 MS. MONICA: Okay.

12 MR. TRIPURAMALLU: Nageswara from Expedite
13 Info Tech. Is the current incumbent eligible to submit
14 a proposal for this?

15 MS. DAVIS: Can they submit a proposal?
16 They're not excluded.

17 MR. PERALTA: There is no --

18 MS. DAVIS: Oh, there is no incumbent for
19 this project. No.

20 MR. PERALTA: There is the Conduent contract
21 runs this now. But that is not the senior project

1 manager for this TORFP that's requested. There is no
2 senior project manager in place today. There is no
3 incumbent to speak of.

4 MS. DAVIS: Exactly. But Conduent is the
5 incumbent for the point of sale contract that's
6 currently in place.

7 MR. SHAH: So let me clarify a little.
8 Conduent or Xerox does claim processing for us. And we
9 are in the process of writing a new contract for future
10 vendor. And we need assistance SPM, senior project
11 manager, to help us throughout that process.

12 MR. PERALTA: This is not the individual
13 responsible for developing the next claims processing
14 system. This individual will support the State through
15 that endeavor.

16 MS. DAVIS: Exactly. Thank you.

17 MR. ATHREYA: Narayan Athreya from Icube
18 Systems. I have two questions. One, if the company
19 who wins this senior PM contract, will they be
20 precluded from bidding on future development contract
21 when that Xerox contract expires?

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1 MS. DAVIS: They will more than likely be
2 excluded because they are -- it will be assisting in
3 writing the RFP for the service.

4 MR. ATHREYA: Okay. And do you need the
5 technical proposal also to be password protected?

6 MS. DAVIS: Not the technical, just the
7 financial. Just the financial is to be password.

8 MR. ATHREYA: So technical proposal password
9 protected only?

10 MS. DAVIS: The technical should not be
11 password protected. Only the financial should be
12 password protected. I apologize for that.

13 MR. ATHREYA: Section four.

14 MS. DAVIS: Section four states that the
15 technical is password. And that is not required. Just
16 the financial. I apologize for that error.

17 MR. PERALTA: So Queen will be submitting --

18 MS. DAVIS: I will do an addendum to correct
19 that error as well.

20 MR. ATHREYA: Thank you.

21 MS. DAVIS: Anymore questions?

1 MS. ROBINSON: OTAS, Yvonne Robinson. Under
2 your scope of work, 3.1, you put in bold that the
3 offerors must have expertise in the area of pharmacy
4 POS implementation. And I was just a little concerned
5 with that because that is such a small universe, I
6 think, to have expertise in that area. So I was
7 wondering if there was a way to kind of broaden that a
8 little. I mean, you're really honing in on just a
9 person that's been in it. And I don't know, I just
10 think that that's a little difficult to get. So I'm
11 looking at just broadening that, not expertise, but
12 just knowledge of point of sale systems.

13 MR. PERALTA: Is it -- just a clarity. Is it
14 the Pharmacy piece of that that's concerning you?

15 MS. ROBINSON: Yeah. The pharmacy. Yeah.
16 That's a very specific --

17 MR. PERALTA: So your request would be that
18 we open it up so that it's just expertise in the point
19 of sale systems?

20 MS. ROBINSON: Right.

21 MR. PERALTA: I just want to make sure I'm --

1 MS. ROBINSON: That's what I'm asking.

2 MS. DAVIS: That can be discussed. And if
3 it's going to be changed, it can be clarified, do an
4 addendum as well.

5 MS. ROBINSON: And then another question.
6 Is there like a specific budget for this project?

7 MS. DAVIS: There's no available budget at
8 this time.

9 MS. ROBINSON: Okay. All right.

10 MS. DAVIS: It is a large project, but we
11 don't have an available budget. Anymore questions?

12 MR. ZERNHELT: Brian Zernhelt, Software
13 Consortium. Does the candidate have to have Medicaid
14 experience, and how much Medicaid experience?
15 Understanding that it has to have POS systems with
16 pharmacy, but how much involvement with Medicaid?

17 MS. MORRIS: Queen, we should --

18 MS. DAVIS: Yeah. That's another subject
19 that probably needs to be discussed. I'm sure they're
20 going to need some Medicaid experience, because it is
21 Medicaid claims processing.

1 MR. ALEXANDROU: Can you identify where in
2 the RFP we reference Medicaid experience?

3 MR. ZERNHELT: Just because of the fact that
4 --

5 MR. JOHNSON: The title is Medicaid point of
6 sale.

7 MR. ALEXANDROU: It's the title because this
8 is a project under Medicaid. But I just want to make
9 sure that you identify where we ask that. I want to
10 address it appropriately.

11 MS. DAVIS: I don't think that's one of the
12 minimum requirements.

13 MR. PERALTA: There's no requirement. But,
14 obviously, any Medicaid experience would be beneficial
15 to the individual coming in.

16 MR. ZERNHELT: If we have people that have
17 done it with the State, with different states and
18 different POS systems, but --

19 MS. DAVIS: Yeah. But it's not --

20 MR. ALEXANDROU: The requirement was
21 pharmacy point of sale system, because you could be

1 working in the PDM, in the private, public, Medicaid,
2 no Medicaid. That's why I was asking if you -- was
3 that something in there about Medicaid.

4 MR. ALEXANDROU: That's not one of the
5 mandatory requirements. That's not a minimum
6 requirement.

7 MS. STRATTON: Stacy Stratton, Attain. Can
8 you please explain how, if at all, this RFP relates or
9 interacts to the Maryland bank initiatives?

10 MR. SHAH: It does not.

11 MR. MAKARY: Adly Makary, Makary Soft. So
12 we're talking about for project management are you
13 expecting from the senior project management to lead
14 the project later on for that point of sale when it
15 gets, like for the procurement afterwards. So my
16 understanding is you're moving from Xerox or we are
17 going to be putting that RFP out there, whether it's
18 Xerox or someone else. Are you expecting that project
19 manager to help with the procurement up until that
20 point or leading the project or the implementation?

21 MR. ALEXANDROU: Both.

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1 MR. PERALTA: Just to clarify, leading the
2 implementaiton from the State's perspective, just so
3 we're clear.

4 MR. ALEXANDROU: Right. It's the
5 expectation that the project manager -- that the
6 feeders for the point of sale contract, right, once
7 they're selected they will have their own project
8 manager to manage all of the deliverables,
9 implementation. And the senior project manager we're
10 asking will be on our side to help us make sure that
11 everything that is required under the point of sale
12 contract for implementation and all that, including
13 certification by CMS, that, you know, it's done by the
14 whoever gets the contract.

15 MR. MAKARY: The second question is:
16 Regarding the certification, PMP certified or like
17 Master's in project management or certificate in
18 project management?

19 MR. SHAH: It's stated on the RFP what's
20 required, minimum qual. So you need to meet those.

21 MR. ALEXANDROU: I think Queen mentioned

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1 before.

2 MS. DAVIS: PMP, was preferred.

3 MR. ALEXANDROU: And the requirement is, it
4 has to be a project management certificate.

5 MR. PERALTA: So I think the gentleman's
6 question is: There are several project managers --

7 MS. DAVIS: Yes.

8 MR. PERALTA: We will consider all of them as
9 part of this proposal.

10 MR. SHAH: Correct.

11 MR. MAKARY: Last question. Regarding the
12 Department, will experience in claim management process
13 for pharmacy with current State projects that work with
14 Xerox (indiscernible) would these be considered as a
15 plus in this case?

16 MR. ALEXANDROU: Can you elaborate?

17 MR. MAKARY: Sure. So currently Xerox, and
18 before Xerox there was (indiscernible) for managing the
19 whole lab pharmacy. So for claim management systems
20 that were working with them, like for other state
21 programs, would managing those projects for that would

1 be considered to be a plus --

2 MR. ALEXANDROU: Can you give us an example?

3 MR. MAKARY: Keeping this program, for
4 example, like a sub Medicaid program and then working
5 with -- they receive all of their pharmacy claims
6 through Xerox. And then they process it afterwards to
7 actually keep it. So currently Xerox does not release
8 it to be paid through FMIS.

9 MR. ALEXANDROU: We're not talking about
10 payment. We're talking about claim certification. So
11 if I understand your question correctly, can it be used
12 in different vendor to pay their claims? Xerox process
13 their claims for KDP use the same way they process for
14 Medicaid and other programs. But the State MMIs does
15 not process the KDP payment. They have another vendor
16 that does that. That is not point of sale claims
17 adjudication for us. We don't consider that point of
18 sale claims adjudication. It's just payment. And
19 that's not what's required here. I mean, going back to
20 the question whether the bolder section can be opened
21 up a little bit. But for us, point of sale, it means

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1 claim comes in from the pharmacy, gets processed by an
2 entity, determines if the claim should be approved or
3 denied, or pending, or whatever, and then sent back to
4 the pharmacy whether the response or the disposition,
5 and, therefore, the patient can get their medication or
6 not get. Right. That's what we consider as far as the
7 claims process, which ultimately includes sending to
8 the State for Maryland a file, like it's MMIS for
9 Medicaid, or KDP whatever the vendor takes that, but
10 that's up to -- no payment.

11 MR. MAKARY: Okay.

12 MR. ALEXANDROU: Now, if someone has A to Z
13 including payment, we'll take that as well.

14 MR. MAKARY: Thank you.

15 MR. ZERNHELT: So the State is really
16 utilizing or has more of a need of a subject matter
17 expert than a project manager expert?

18 MR. SHAH: We are asking for SPM.

19 MS. DAVIS: Yes. We're asking for a project
20 manager.

21 MR. ALEXANDROU: With subject matter

1 expertise in point of sale.

2 MR. ZERNHELT: Got it.

3 MR. PERALTA: But the project management is
4 important. This individual will be reviewing plans,
5 schedules, et cetera.

6 MR. ATHREYA: Narayan from Icube Systems.
7 On section 2.1.1, paragraph three it says master
8 contractor shall propose one key personnel in response
9 to this TORFP a SPM, and this position may not be used
10 as evidence of fulfilling company qualifications.
11 You're only wanting a candidate here (indiscernible)
12 right?

13 MR. PERALTA: What section is that, sir?

14 MR. ATHREYA: Page 12, section 2.1.1,
15 paragraph three.

16 MR. SHAH: Correct. We are. So we will
17 have to update that statement.

18 MR. ALEXANDROU: What is it that we need to
19 update?

20 MR. ATHREYA: Just before 2.2 there is a --

21 MR. SHAH: Company qualifications.

1 MR. ATHREYA: And then the second part of
2 the sentence it states position may not be used as
3 evidence of fulfilling company qualifications.

4 MS. DAVIS: On 2.1.1?

5 MR. ATHREYA: On 2.1.1, paragraph three.

6 MS. DAVIS: Oh, okay. This position may not
7 be used as evidence of fulfilling company
8 qualifications. We'll update that.

9 MR. ATHREYA: Okay. Thank you.

10 MR. BOHNS: I'm going to ask to submit that
11 question.

12 MS. DAVIS: Yes. And let me repeat, anyone
13 that has asked a question, please submit your question
14 in writing so that we're not missing anything.

15 MS. ROBINSON: Yvonne Robinson, OTAS. This
16 is in regards to optional personnel that you have in
17 here. And because I'm assuming or envisioning that
18 this project manager will be able to have his own
19 little group to work on this project. By you having
20 this optional personnel and then stating that we can
21 propose additional personnel. So I guess I'm just

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1 trying to understand what is the meaning behind that,
2 if any?

3 MR. SHAH: So what we're trying to do is,
4 SPM will come on. And we're asking for the work order
5 process they could submit additional resources that may
6 be used in the future. If we need them, then we will
7 go through the work order process.

8 MS. ROBINSON: Okay.

9 MR. SHAH: But the expectation is only SPM
10 would come on.

11 MR. PERALTA: It is very probable and
12 possible that they do not execute any work orders.

13 MS. ROBINSON: Okay. Even the proposed
14 personnel that we've proposed?

15 MR. PERALTA: Right. We will take the
16 proposal and say these other resources would be of
17 value, but again, the contact is for one resource.

18 MS. DAVIS: And that's why it says optional,
19 because once the SPM coming on, they may say to the
20 program that, you know, if we bring in this subject
21 matter expert, this will help us get to your end

1 solution quicker, and they will consider it, and
2 they'll have the option to do it. But that's not part
3 of the initial award process.

4 MR. PERALTA: Because, again, understanding
5 the point of sale vendor is expected to have an entire
6 team for that interface. And you'd be working together
7 with that group.

8 MS. ROBINSON: Now, I didn't see anything
9 about the vendor. Is there one already that you're
10 using?

11 MR. PERALTA: There was only Conduent.

12 MS. ROBINSON: So you are going to continue
13 with Conduent?

14 MR. PERALTA: That contract will be re-
15 competed.

16 MR. ALEXANDROU: Conduent will be allowed to
17 bid on it for, not for the project management piece of
18 work being bid here, but for the system for claims
19 adjudication system.

20 MS. ROBINSON: So you might continue to use
21 their system? That's what I'm --

1 MR. ALEXANDROU: We are -- if they win --

2 MR. SHAH: Let me take a step back.

3 Currently, Conduent is our claim processor. And we are
4 in the process of procuring the new vendor. Who would
5 that be? We do not know. Anyone could apply for --

6 MR. ALEXANDROU: New contract.

7 MR. SHAH: New contract I should say. And
8 we need SPM to help us through that process.

9 MS. ROBINSON: Well, what system is that?

10 MR. SHAH: That's their own --

11 MR. PERALTA: It's their proprietary point of
12 sale system.

13 MS. ROBINSON: Okay.

14 MR. SEVEC: Doug Sevec, Tek Systems. So
15 section 4.4.1 for the technical proposal, that starts
16 on 30, but if you go to 31D, the master contractor and
17 subcontractor experience and capabilities, are like
18 your past performance that you're looking for. If you
19 go down to "E" it says, you know, current master
20 contractor team personnel who participated on the
21 engagement. You want those resumes, you want a little

1 synopsis of those team members that participated in our
2 past performs? If so, is it okay to include, if they
3 need resumes, to scrub their names off the resumes;
4 what are the expectations for that?

5 MS. DAVIS: This is for "E?"

6 MR. SEVEC: For D1E. What are your
7 expectations there?

8 MR. PERALTA: This is one, Queen, we should
9 probably --

10 MS. DAVIS: We will revisit this and we will
11 respond later.

12 MS. STRATTON: Stacy Stratton from Attain.
13 Similar to your earlier question. Provide
14 clarification on what I thought I heard before, which
15 was the State is looking for a plan on how to
16 potentially acquire additional people or would the
17 State like to see bios or resumes of these potential
18 additional people?

19 MS. DAVIS: We're not asking for resumes for
20 anyone except for the senior project manager at this
21 time.

1 MS. STRATTON: Okay.

2 MS. DAVIS: On the financial form there are
3 optional categories, labor categories that you can put
4 your pricing in. In the event that there's a work
5 order, those price will be -- and they will ask for
6 resumes at that time. But for this specific
7 solicitation, right now we're just asking for the
8 senior project manager's resume.

9 MS. STRATTON: Okay. Thank you.

10 MS. DAVIS: And the company's experience.

11 MS. STRATTON: And as a follow up, the State
12 will then provide the clarification on page 31D?

13 MS. DAVIS: Yes.

14 MS. STRATTON: Okay. Thank you.

15 MR. DASH: Greg Dash, G&RD Solutions. I just
16 got a question on -- you might have answered this as
17 well. I'm not sure. But do you have a projected date
18 for the point of sales RFP that will be coming out?

19 MS. DAVIS: Our projected date is October.

20 MR. SHAH: At this time we do not have --

21 MS. DAVIS: Oh, not at this time. Yeah. Not

1 at this time for that.

2 MS. MONICA: Monica from Angarai. Going back
3 to the resume, additional resources question. Would we
4 need them to be available at the project start?

5 MR. SHAH: Only when requested.

6 MS. AHUJA: Only when requested.

7 MR. BOHNS: The key personnel with be
8 required as far as notice to proceed. I just want to
9 make sure everybody understands that the key project
10 manager, where it says senior project manager shall,
11 when you propose your key personnel, just make sure
12 they meet those requirements that are in the RFP.

13 MR. MAKARY: Adly Makary, Makary Soft. So the
14 last question regarding the format for the resumes. I
15 believe you want it to go, you must fill in the
16 template only, no other resumes, formats or anything
17 else?

18 MR. SHAH: Correct.

19 MR. VARGAS: I'm seeing there's a lot of
20 questions about the personnel. I just want to clear it
21 up. When you look at the financial proposals there are

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1 a couple of tables that have the business consultant
2 and project specialist or subject matter expert. We
3 expect to see rates for each one of those. And in the
4 table below that, if there's any other type of
5 personnel that you feel would be conducive to this type
6 of work, whether it be a technical writer, or things of
7 that nature, or master scheduler, that's where you put
8 those people that you might think and then with their
9 associated rates. And that's what we're looking for
10 for that. And then when we need those personnel, then
11 we'll ask you for your (indiscernible).

12 MS. MORRIS: Just to be clear. That is not
13 an evaluation factor. Only the senior project manager
14 will be evaluated.

15 MS. DAVIS: Exactly.

16 MR. ALEXANDROU: And just to piggyback onto
17 what Larry said. That other table where you're
18 supposed to, where you could propose additional, that
19 will be based on your experience. We don't want you
20 guys to come up and say, hey, you know what, here's
21 another 30 or whatever else. It's based on actual

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1 experience from similar engagement. Hey, you know
2 what, he mentioned technical writer, I don't know,
3 whatever else it is. We wanted to go that route
4 because this group, this is the first time we are going
5 to get a project manager to engage on our behalf
6 through a POS implementation. So we thought of some
7 categories, but we left them there so company "A" may
8 propose technical writer, company "B" may propose a
9 programmer, for example. I don't know.

10 MR. NOBLE: So to clarify. On the -- that
11 information is not evaluated as far as the senior
12 project manager. So company "X" says, I'm not going to
13 proposed anyone. And company "Y" says, yeah, but
14 you're also going to need, based on our experience,
15 dah, dah, dah, dah, dah. You go wow. So you're not
16 evaluating that company's providing that senior manager
17 based on that staff plan, you're just looking for
18 assistance, and help, and guidance, and recommendations
19 that you might want to consider?

20 MS. DAVIS: Let me just answer that the
21 evaluation criteria is clearly laid out in section five

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1 of the TORFP. And that's how we will be evaluating the
2 senior project manager. That's the only evaluation
3 criteria we will using at this time. Those other
4 optional labor categories are based on your plan that
5 you're submitting. But that will not -- those
6 categories will not be evaluated. Just your plan and
7 your senior project manager.

8 MR. SHAH: And if you review the attachment
9 one price sheet on page 36, it clearly states -- 36 and
10 37 -- what's evaluated and what's not evaluated.

11 MS. ROBINSON: So in fact (unintelligible)
12 ends up being led by in your decision making, led by a
13 company that puts all these different positions, and
14 looks like they've, you know, they've done it before.
15 So they've submitted the technical writer, and so, and
16 so, and so. And another company that did not, I mean,
17 in fact could that be kind of --.

18 MR. SHAH: So again, I think we just
19 answered the question. What's evaluated and what's not
20 evaluated.

21 MS. ROBINSON: All right.

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1 MR. SHAH: I think we're pretty clear on
2 that.

3 MS. ROBINSON: All right. I just want to
4 make sure.

5 MS. AHUJA: Monica from Angarai again. In
6 the section 4.4.1, under section A.5, it states "Tools
7 the master contractor owns and proposes for use to meet
8 any requirements." Can we use the tools from the
9 contractor to meet these requirements?

10 MR. PERALTA: Which subcontractor are you
11 referring to?

12 MS. AHUJA: Any part of the contract under
13 the contract.

14 MS. DAVIS: We're not asking for any
15 subcontract participation. We're asking for one senior
16 project manager.

17 MS. AHUJA: Okay.

18 MS. DAVIS: Anymore questions?

19 (No response.)

20 MS. DAVIS: Let me stress to you again that
21 all the questions you've asked here, if they haven't --

1 even if they have been answered to your satisfaction,
2 just submit them to the question email address that's
3 provided in the information summary sheet on page two
4 so that we can make sure we are responding to all your
5 concerns. And if there are no more questions, I thank
6 you all for coming. And this conference is adjourned.

7 (Whereupon, at 10:00 a.m., the meeting
8 was adjourned.)

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1
2 I, KATHLEEN A. COYLE, Notary Public, before
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4 certify that the witness was duly sworn by me; that
5 said testimony is a true record of the testimony given
6 by said witness; that I am neither counsel for, related
7 to, nor employed by any of the parties to this action,
8 nor financially or otherwise interested in the outcome
9 of the action; and that the testimony was reduced to
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15 Reporting Company, and the signature and original seal
16 is attached thereto.

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21 Notary Public in and for
the State of Maryland

22 My Commission Expires:

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