MARYLAND STATE DEPARTMENT OF EDUCATION
PREPARING WORLD CLASS STUDENTS

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State Superintendent of Schools

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Date: *January 13, 2015*

To: *Master Contractors*

Re: CATS+ TORFP #R00B5400022 *Addendum #1— Child Care Subsidy Case Management and Payment Processing Functions – Imaging, Data Management and Interactive Voice Response System*

Summary of Preproposal Meeting

Sender: *Alan Delman, Procurement Officer*
E-mail: alan.delman@maryland.gov

YOU SHOULD RECEIVE 53 TOTAL PAGES INCLUDING COVER SHEET. IF YOU DO NOT RECEIVE ALL THE PAGES, PLEASE E-MAIL alan.delman@maryland.gov

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As a result of the pre-proposal conference on January 8, 2015 the following information is being submitted to you:

- *Transcript Summary of the Pre-Proposal conference*
- Attendance sheet
- Written Question.
- All written questions submitted by the due date of January 12, 2015 will be addressed in Addendum #2
- *All Communications Pertaining to this TORFP is preferred to be done by e-mail only to alan.delman@maryland.gov*

Please, acknowledge receipt of this Addendum #1 by filling out the attached form and e-mailing to my attention at: *alan.delman@maryland.gov*. Thank you.

Thank You,

Alan Delman, Procurement Officer
Procurement Section

c: Teresa Dantzler
Betsy Blair
June Dwyer
Liz Kelly

ADDENDUM #1

CATS+ TORFP #R00B5400022 *Addendum #1*

CHILD CARE SUBSIDY CASE MANAGEMENT AND PAYMENT PROCESSING FUNCTIONS – IMAGING, DATA MANAGEMENT AND INTERACTIVE VOICE RESPONSE SYSTEM

Summary of Preproposal Meeting

ACKNOWLEDGEMENT OF RECEIPT FORM

Received By: ____
(PRINT NAME)

Signature: ________________________________ Date: ______________

Organization: ____

Telephone No. ____________________ Federal ID # ____________________

E-mail: ________________________________

Please e-mail to: alan.delman@maryland.gov

ATTENTION: ALAN DELMAN
MARYLAND STATE DEPARTMENT OF EDUCATION
200 WEST BALTIMORE STREET
BALTIMORE, MARYLAND 21201

WRITTEN QUESTIONS

Q. Can you please clarify or confirm that the Master Contractor as the prime must, on its own, meet the minimum qualification in Section 2.9.1 of the subject TORFP, that the qualifications cannot be met as a team with a subcontractor.

A. The Master contractor on its own, must meet the minimum qualification in Section 2.9.1 of the subject TORFP, that the qualifications cannot be met as a team with a subcontractor or subcontracors..

Note: All written questions submitted on the due date of January 12, 2015 will be addressed in Addendum #2.

MARYLAND STATE DEPARTMENT OF EDUCATION

(MSDE)

CHILD CARE SUBSIDY MANAGEMENT AND

PAYMENT PROCESSING FUNCTIONS -

IMAGING, DATA MANAGEMENT AND

INTERACTIVE VOICE RESPONSE SYSTEM

CATS+ TORFP #R00B5400022

Thursday, January 8, 2015

10:00 a.m.

Alan Delman, presiding

200 West Baltimore Street

Baltimore, Maryland

gm

FYI

Within this transcript of proceedings, If the spelling of any name or term is contained in the exhibits or any other support documentation, it will be reflected as such in the transcript.

If the correct spelling is not made available, then the phonetic spelling will be used in the transcript.

(10:00 a.m.)

MR. DELMAN:

Good morning.

GROUP:

Good morning.

MR. DELMAN:

I’m Alan Delman, the Procurement Officer at MSDE, the Case Management Payment System. And I’d like to have one business card as representative from each vendor who’s here and you can just set them up here at the end. I probably will remind you.

Another good thing to do is turn your cell phones off, put them on vibrate. And what I do first is go around and just give me the name of your company and your name, and you don’t have to let me know that you do this, this and this.

We’ll start with the introductions all the way over there in the corner and we’ll go around.

(Introductions)

MR. DELMAN:

This is how I would like to run my meetings. The Minutes of the meeting will be posted with all the questions and answers in the same place that I posted the TORFP, or I'm just going to say Task Order.

If we cannot answer all your questions today, they will be addressed in the Minutes which will be titled "Addendum #1".

Now what I'm going to do is, once I get all the sign-in sheets, I'm going to use the sign-in sheets to address and ask you by name any questions that you have.

But what I do, is I allow you only one question per vendor. So if you have two representatives here, only one of you will be able to ask the question.

Now if you have a follow-up question to let's say his question, that will be your question. Okay? So we've allotted a certain amount of time so we'll go around and, as you know, any additional questions because what happens, you're going to leave, you're going to get in your cars, you're going to go back to your office if you're going back there, and you'll think of questions. If I recall, the questions are due on January 12th. Thank you. So that gives you plenty of time for any additional questions.

What I'm going to do at this point is I'm going to turn it over to June and she's going to go over the MBE requirements and the MSDE requirements on this.

MS. DWYER:

Good morning. This procurement has a 33 percent MBE requirement of which 7 percent must be African-American. Two percent Hispanic; and 8 percent women only. The balance is up to you to do as you please. There's also a two percent veteran's goal with this procurement.

I can answer any questions when we go around the room if you have any questions about the MBE goal.

MR. DELMAN:

I would just add one point there. If you are a prime submitting a proposal and you are an MBE business owned, you still must fulfill the MBE requirements of this Task Order.

So like June said, if you want to ask questions about that additionally, we should be able to address them as we go through the questions and answers.

My good friend sitting to the left of me, Betsy.

MS. BLAIR:

Your new BFF.

MR. DELMAN:

She's going to give you a short overview. I really just want to keep the overview short because I want to get to the meat and potatoes of your questions.

MS. BLAIR:

Okay. Good morning. I'm Betsy Blair with the Office of Child Care Subsidy. And MSDE is looking for a qualified vendor to provide case management and payment processing services for the Child Care Subsidy Program.

Case Management means we need someone to determine eligibility. So a customer files an application, brings in verification, you would use our automated tracking system to put the information in, so a decision could be made about that customer and their circumstances, and then issue a voucher if they're eligible, receipt the voucher and let them go find a provider of their choice.

Then payment processing happens. The

provider has to be paid, so every two weeks we send invoices out to the providers that have subsidy children in care. They submit the attendance for those children.

Again, you would use our automated tracking system to put in the attendance to determine what the payment would be for that child to go to the provider.

That's it in a nutshell. There are other pieces of it, things like overpayment has to be done for payment processing. Hearings and appeals happen if people don't like the decisions that we make.

Some people commit fraud, even on the provider or customer side, and we need you to look out for that and report it. Letters have to go out to people. A lot through our mail house but some are just mailed directly. And those are the biggies I can think of at the moment.

MR. DELMAN:

Okay.

MS. DWYER:

So there's our summary.

MR. DELMAN:

Good. Does anybody need a hard copy because we have a few extras up here. And I'm looking to have the attendance sheets.

I do want to bring up one point that I meant to bring up before, is that as far as the living wage is concerned, if you have any questions, please go to their website, Division of Labor, Licensing & Regulations and any questions you might have, they should be able to either respond if there's a help desk or the questions and answers, I mean the answers may already be in there.

Okay. Do I have all the attendance sheets here?

MS. DWYER: I think we do.

MR. DELMAN:

Okay. Betsy, I need you...to sign that.

Just to let you know, there was only, I've been out for three days so I checked my email this morning, went through the 300 emails that I had.

If there was any additional questions, only one question was actually submitted, which I thought was surprising, but that one question will be asked today by the vendor who submitted that question. So I really don't have any written questions to go over with you.

So let's get the ball rolling here. We have James. Pardon me if I might not be able to pronounce some people's names. Which one is James? Okay. James, any questions?

JAMES:

The two percent veteran. If you are a veteran and an MBE, that's also a veteran company...

MS. DWYER:

Unfortunately, yes. We can't count one for both. We're not permitted to do that.

JAMES:

Okay. Thank you.

MS. DWYER:

You're welcome.

MR. DELMAN:

Corey?

COREY:

I'll pass right now.

MR. DELMAN:

Okay. You have somebody with you, right, Corey?

COREY:

Right.

MR. DELMAN:

Okay. Scott or Joe? Who’s going to handle it? You’re Joe?

(General conversation.)

MR. DELMAN:

Okay.

JOE:

So the question was in regards to getting an understanding of the RFP and ... support of the CCATS and it lists technology... It is perhaps an elaboration on what is meant by support... and our people hosting environment systems administration, is the RFP related to the enhancements to CCATS. So what exactly is that definition of support around the CCATS system?

MS. DWYER:

It’s not supportive on the technology side. We’re just counting on our vendor to have a stable connection to our CATS system and to then provide things on the operational side, like testing support, screening support. But nothing on the technology side itself. All of that is handled through other contracts.

MR. DELMAN:

Narayan?

VOICE:

... technology may be a nickname.

MR. DELMAN:

I’ll get to that.

QUESTION:

MBE, I have a question on the MBE. Recently Maryland has changed the rule on MBE... their work was 50 percent of the goal, are you going to stick with that or?

MS. DWYER:

Yes, but let me clarify that a little bit for you because there’s a little bit of confusion.

MR. DELMAN:

Did everybody hear the question because if you can’t hear back there, let us know.

MS. DWYER:

So if you’re a client and you’re aware of this contract, you may fulfill up to 50 percent of the, up to 50 percent of the goal, but you have to fulfill the sub goals first, and then the remaining balance you can fulfill up to 50 percent, or you can choose to fulfill one of the sub goals if they apply to your firm. Does that make sense?

VOICE:

Yes.

MR. DELMAN:

Crystal?

CRYSTAL:

No.

QUESTION:

I have kind of a long question and Section 3.4.1, it started on page 40. So if you don’t mind, you may want to look at that. I’m going to have to read this just to make sure I don’t get tongue-tied. They have to do with references.

So in Section 3.4.1(b) it requires offerors to complete a table to demonstrate the compliance with the offeror’s company, minimum requirements in Section 2.9.1, but additionally in Section 3.4.1(g), just below there, it requires offerors to provide up to three examples of engagements or contracts the Master Contractor has completed that were similar to Section 2, Scope of Work.

Just for clarification, are the references offerors supposed to provide in Section 3.4.1(g) the same references that apply, that should be applied to Section 3.4.1.b?

MS. DWYER:

That was a mouthful.

QUESTION:

Yeah. Look at Section 3.4.1.b as a table. Starting on page 40 and ends on 41.

MS. DWYER:

Okay.

MR. DELMAN:

So we're to provide compliance there. But then drop down to that same section, I think it's (g) and –

MS. DWYER:

You said(g)?

QUESTION:

Yes, 3.4.1.g and there we're to provide, we're to provide three examples as well. So you're asking for three examples in b, but also in g? So are they the same references. Do you want us to give more detail, to provide that contact information, or are they separate?

MR. DELMAN:

Under (g), which one are you referring to?

QUESTION:

I’m sorry. One. Yeah, I did not say one. So just one?

MR. DELMAN:

That says provide up to three examples. And I can put this in writing too.

MS. DWYER:

I’m making sure you’re in agreement.

MR. DELMAN:

Oh, let me see. What were you asking the first time?

QUESTION:

2.9.1.

(General conversation.)

MR. DELMAN:

I don’t know if we’re asking, this is reference to that number. At least 7 years of experience and then g, give three examples of an engagement.

MS. DWYER:

It is only three.

QUESTION:

Three, okay.

MS. DWYER:

It’s just providing additional detail for the experience that we're asking for and then the way we want you to present it.

QUESTION:

Okay. Thank you. That's the proper one, I want to make sure.

MR. DELMAN:

You took up a lot of our time today. The numbering system when we do these things is no simple... okay. Louis?

LOUIS:

No, not at this time.

MR. DELMAN:

Eric, Systems Integration. Or Heidi?

HEIDI:

I'm going to ask. Are we to understand that this is ... so we were wondering if there were any preference of location but it's now going from Baltimore... in the State of Maryland. Is there any preference where the facility has to be?

MS. BLAIR:

Yes. We did ask that a lot of the work has to be done at least 25 miles from our office. We do that because first of all, we want the mail to get there timely. So if you do a lot of stuff out of state, sometimes the mail doesn't get customers and providers quickly enough for us and we do still send in mail that has to come back to us finally.

The other reason is if anything went wrong, we really would like people to be close so we can get there off-site if it is something about the connection or something we have to actually come on site for.

MR. DELMAN:

Mandita?

MANDITA:

Yes. We had sent this question in writing but the last year. The minimum qualifications are on page 30 of Section 2.9. Do you want the minimum qualifications to be met by the Master Contractor or the team?

MR. DELMAN:

I think what she's saying is, is that do all the qualifications have to be from the prime, the Master Contractor, or can some of the qualifications be done by any of the sub contractors, being that you have a total of three percent...

I think we should get back on that. What

I think and what my team here thinks, I want to discuss it with them. After, and we will address that in the Minutes.

MANDITA:

Okay. Thank you.

MR. DELMAN:

Because that’s a very good question.

MANDITA:

Thank you.

MR. DELMAN:

And we have to really be clarified and because what we’re asking you is to go out there and get 32 percent, MBE requirements.

MANDITA:

(inaudible)

MR. DELMAN:

We’ll discuss that. Okay.

MANDITA:

This is a standard boiler-plate language, so that’s why we ask.

MR. DELMAN:

Well, some of the boiler-plate, but every Task Order or RFP that we do has its own character to it, personality, so I wanted to discuss my thoughts on that with the team after.

MANDITA:

Okay. Thank you.

MR. DELMAN:

Chris?

CHRIS:

Not at this time.

MR. DELMAN:

Herb?

HERB:

No questions.

MR. DELMAN:

John Johnston?

MR. JOHNSTON:

No questions at this time.

MR. DELMAN:

You’re the third John Johnston I’ve known in my lifetime. No, seriously. Chad?

CHAD:

No questions.

MR. DELMAN:

What about Amber?

AMBER:

No questions.

MR. DELMAN:

Keith?

KEITH:

No questions.

MR. DELMAN:

Okay. Diane?

VOICE:

Diane’s with us.

MR. DELMAN:

Diane’s with you. Okay. Have I missed anybody? Okay. James?

VOICE:

We’re going around again?

MR. DELMAN:

Oh, yeah. You do know the one who has the most questions is by this little luncheon table.

VOICE:

I like corn beef.

MR. DELMAN:

Corey?

COREY:

I did have one question. Can you give us an idea of the time line ...(unintelligible)

MR. DELMAN:

That’s a good question. A lot has to do with how many proposals we get in. If we get 15 proposals in, it’s going to take us a while for the team to evaluate it. The lesser, it’s less time. But there’s, we’re on a tight time line, let me say that to you. So we’re going to do our best on our end to make the recommendation of an award. Any time line, I can’t give you that.

But after we make a recommendation of an award, we have to go back to Annapolis and we have to get approval from them. And sometimes it could take a week or two weeks because they have a lot of questions as far as how the process works and so forth.

So I can’t tell you. I don’t want to commit to two weeks and then you start emailing me and saying has a decision be made?

COREY:

So we wonder where it is.

MR. DELMAN:

We’ll try. We’ll try to the best of our ability. And which brings up email and I didn’t put it in here, is that I prefer all questions pertaining to this Task Order are sent to me by email only because I have a lot of other things going on and I can't answer every vendor. You'll get a better response from me by email.

But to answer another part of your question is that you don't have to email me asking what's going on. You will all be contacted as to where we are in the process. Okay. Scott? Or Jeff?

(Unintelligible)

MS. BLAIR:

It's up to you the solution you want to provide. We're just looking for a way to do all of those things. So the solution is your choice. But we do need all of those things done.

MR. DELMAN:

Narayan? Okay. Crystal or Bob?

CRYSTAL:

In the list of requirements, No. 27.

MR. DELMAN:

What page, please?

CRYSTAL:

I'm sorry. 17.

MR. DELMAN:

And where are we on the page?

CRYSTAL:

No. 27.

MR. DELMAN:

Okay.

CRYSTAL:

It talks about the provider information sessions. We were just wondering how often they occur.

MS. BLAIR:

We don’t do a lot of provider information sessions. Mostly they’re by request, and Licensing often sets them up and invites us when there’s a hot topic or something new going on like the new Excel program. Sometimes Excels will invite us or the Licensee invites us if they’re getting a ton of calls about something.

If I had to give you a number, I would say no more than quarterly, but we haven’t even done that many this year. Robin has done some but they’re specific to Prince George’s County.

CRYSTAL:

Okay. Thank you.

MR. DELMAN:

Louis?

LOUIS:

No questions.

MR. DELMAN:

You’re looking better, James. Heidi? Herb?

HERB:

Is there an incumbent contractor. Who the state currently performing these requirements?

MS. BLAIR:

Actually it’s split right now. The Department of Human Resources, another state agency, provides the Case Management Services and they have, since we moved from their agency to MSDE. Currently Xerox is providing the payment processing services and they have been since 2010.

HERB:

Thank you.

MR. DELMAN:

Mandita?

MANDITA:

No questions. Thank you, Alan.

MR. DELMAN:

Chris?

CHRIS:

No questions.

MR. DELMAN:

Fred?

FRED:

No questions.

MR. DELMAN:

John?

JOHN:

Yes. Would there be because of the incumbent, I noticed for the existing scope of work, there’s a transition period for the processing. Would there be a transition period, a transition between the winning party and the incumbent to turn those processes over?

MS. BLAIR:

We’re planning that for both, yes. Because there’s a payment processing piece and a case manager piece, because there’s a ton of knowledge within both of those, so yes, we are thinking a transition period before full implementation.

JOHN:

And that would be 90 days, I think 90 days maybe.

MS. BLAIR:

That’s the number we’re thinking. I mean there’s a little flexibility there but that’s our first choice.

JOHN:

Okay.

MR. DELMAN:

Chad or Amber?

AMBER:

No questions.

MR. DELMAN:

Keith?

KEITH:

No questions.

MR. DELMAN:

Okay. James?

JAMES:

No questions.

MR. DELMAN:

Corey?

COREY:

No questions.

MR. DELMAN:

Scott or Jeff?

SCOTT:

This is Scott. I have a question, in regards to the service level and reporting requirements. If you look at it, from the processing, there’s information ... and so forth maintained within the system when a state contractor can be provided. And as well is CCATS. So is there a mechanism in place for us to integrate that data together or is there like an expectation of reporting from CCATS or how, what options are available for being a student on an end-to-end type report?

MS. BLAIR:

The reporting currently in CCATS is not great for subsidies. We probably have 10 working reports and it’s mostly... is reading. It’s a lot of work, to be honest with you. So we’re having on getting some reporting on contracts so we can track some things.

So the first integration is the Shadow database so all the information that’s available about customers and providers and children is all there, but in there are no reports there, everything would have to be created.

QUESTION:

Are you looking to have an integrated end-to-end report where you buy off of CCATS, like imaging...standing, things that are going on during the eligibility payment process. So you bring it together?

MS. BLAIR:

We are not looking for this contract to do anything to CATS. Did I understand the question correctly?

VOICE:

You have a bunch of different areas reporting capabilities and so I just heard you say, you're not looking to have the ...

MS. BLAIR:

No, we're not.

MR. DELMAN:

Narayan. Questions?

VOICE:

No additional questions.

MR. DELMAN:

What I'm going to do is continue to go around based on these sheets and then after I finish this round, I'm just going to open it up to any additional questions that you might have. My job is to make sure that somebody doesn't do all the questions. So that's the reason why I do it the way I do it now.

Louis?

LOUIS:

No questions.

MR. DELMAN:

Eric or Heidi?

HEIDI:

Is there any time in the process that cash is handled, in the payment process is there any cash handling or is it all electronic?.

MR. DELMAN:

I'm not really getting into that.

HEIDI:

Is there any time in this process that our staff would handle cash or is it all electronic payment?

MS. DWYER:

There's no time that the staff will handle the cash. There is a chance that checks will come to you that are for over-payments from customers or providers, and they would have to be entered into the database and then passed on to MSDE to be deposited back into the budget.

HEIDI:

My question goes to background checking of the staff. That’s why I’m needing to know what to expect for background check?

MS. DWYER:

Understood. And just to piggyback, there’s a requirement in the contract that you need a background check for everyone anyway.

MR. DELMAN:

Heidi, does that answer your question?

HEIDI:

Yes...thinking credit checks will have to be included.

MR. DELMAN:

Chris?

CHRIS:

No questions.

MR. DELMAN:

Vern?

VERN:

No.

MR. DELMAN:

John?

JOHN:

No questions.

MR. DELMAN:

Chad?

CHAD:

No questions.

MR. DELMAN:

Amber?

AMBER:

No questions.

MR. DELMAN:

Keith?

KEITH:

No questions.

MR. DELMAN:

Okay. We have a new gentleman who just came in. Michael, you want to introduce yourself?

MICHAEL:

Yeah. Mike Harrell. I’m here from Momentum, Inc. in Pennsylvania, I was delayed bearing traffic. We’re a women-owned company in Pennsylvania served by women-only minority through upstate New York specializing in management facilitating processes and a plethora of other things.

Been in business about 15 years. We do a lot of business down here in the State of Maryland, so we are a prime and a lot of other things, so I'd like you to hear a little more information in these two regards and vice versa in Pennsylvania as well.

MR. DELMAN:

Thank you. As a matter of fact, who are our MBE's here? Raise your hands. Because after the meeting adjourns, we're going to have a little conversation here. So if you'd like to go outside and do some networking, please feel free.

Another new gentleman just came in? Sir? Just ask the name of your company and who you are.

RYAN:

Yes, sir. Ryan Facer from United Solutions.

MR. DELMAN:

Okay. Thank you. Unfortunately we're late for whatever reasons, and I don't want to get into. It's our business. We had rounds that we were asking questions. So at this point we answered several rounds and I'm going to open up questions to the group as a whole.

(Unintelligible)

MR. DELMAN:

I appreciate that. At the end of the meeting I'd like to have your business cards.

VOICE:

Okay.

MR. DELMAN:

It's opened up. Okay.

HEIDI:

This is Heidi. This is about Case Management and the training that we had to go was state-provided. How is the training, do you train these agents, a transition period of training of their knowledge or if there's a required training that each agent has to go through in order to get access to or how is that handled?

MS. BLAIR:

It is a required training that is state-provided. And it's classroom training, so it's not as if each person has to come individually but you will be trained both in our CATS system as well as on our procedures and that's all of these. So it's a comprehensive training to understand how all that works.

HEIDI:

Sorry. Can I?

MR. DELMAN:

Yeah.

HEIDI:

So the Master Contractor sends their representative to train the trainer or each agent that's on the contract, each staff individual has to go through the training?

MS. BLAIR:

We will train the staff that you have initially during the transition period.

HEIDI:

Okay.

MS. BLAIR:

But as you add people over time, we would expect you to have a trainer on staff to then train additional people that come on.

HEIDI:

The access codes is managed by us... Because I would need to ask if the training would refer to access codes and it's all very controlled.

MS. BLAIR:

And I’m going to guess that you need security in our world.

HEIDI:

Yes.

MS. BLAIR:

... in our customer system.

HEIDI:

Yes.

MS. BLAIR:

That would be sent to us and in turn our Information Technology Department so they could create log-on passwords for you that you need for either production or training.

HEIDI:

Okay. So the system is still the same.

MS. BLAIR:

It’s the same system. Correct.

VOICE:

I have a question. 2.6.9 it mentions the fact but there’s no description. Are you requiring a backup data center?

MS. BLAIR:

Yes. I can’t say specifically a backup data center. It would be really be whatever your position would provide us. So we need you to, if something happens and you can't get payments out to providers or determine eligibility, we need you to have another way that you will be able to do that.

But it's up to you what that is. I mean remotely in another place, it's up to you. But we need you to somehow keep the work moving.

VOICE:

...redundant systems in the same bullet.

MS. BLAIR:

And you just want to think about that because if you have a hurricane and you were flooded out or something happened to that location and you can't get there, you'll have to have a Plan B for us. Because we can't have a work stoppage.

MR. DELMAN:

Yes.

VOICE:

It's on page 30, in Section 2.8.4. in Deliverable Descriptions/Acceptance Criteria. The TO Contractor may suggest other sub tasks, artifacts, or deliverables to improve the quality and success of the assigned tasks. The question is in regards to language expected in the proposal after the award that the TO Contractor (unintelligible)...

MS. BLAIR:

That’s after award and it would be at our suggestion. So if we saw that we had additional work that we needed done, we would approach the vendor, explain the scope of the work, and then you would tell us what you need to get that done.

VOICE:

We have another question regarding the four key personnel that have to be named and the question is how many have to be there?

(Whispering)

MR. DELMAN:

Yeah.

MS. BLAIR:

It’s a requirement, right?

MR. DELMAN:

It’s your option based on what, go ahead.

MS. BLAIR:

You must have the Project Manager there because that’s the person we need to meet and greet, you know, understand their expectations. Do they understand our expectations?

It would be nice to have the other three there. We're not doing interviews for this but it would be nice to have the other three people there so we can meet them as well. But it is not a requirement, Program Manager's requirement.

VOICE:

Okay.

MR. DELMAN:

Yeah.

VOICE:

I believe the RFP says interviews will be conducted ...

MR. DELMAN:

That was boiler-plate, okay. All the years I've been doing it, those are interviews. Okay, interviews to me is a one-on-one where you're hiring a specific person for a specific job.

But oral presentations are, the proposals that you're submitting is just a large resume, and that's what the orals, when I see the team, which also you didn't ask but we'll also consider the MBE should have that representation at these oral presentations.

MS. BLAIR:

And the veterans, yeah.

MR. DELMAN:

And the veterans. Because, as you can see, 33 percent, that's a key portion of your team.

MS. BLAIR:

Any more questions?

VOICE:

The IVR, find the manufacturer, is the statement to provide the IVR scripts for us to duplicate in our IVR that we provide.

MS. BLAIR:

There currently isn't an IVR for everything that we need, so we don't have a manufacturer that's required. We have different conditions we'd like you to meet, but it's up to you what your solution is, what you want to propose to us.

And we'll review the scripts after you produce them, but we're not going to give them to you. We want you to tell us what you think the scripts need to say.

VOICE:

Is the idea currently doing the work of payment processing. Is that the state or is that

Xerox and if the State, would you be able to use that system or should we ...

MS. BLAIR:

The IVR does not belong to the state currently. Xerox did propose it, set it up, word the scripts, did all of that. And there's nothing like that for Case Management.

VOICE:

Are you looking for a separate IVR for the eligibility portion?

MS. BLAIR:

Well, we don't have that now. But it's up to you, your solution, what you'd like to suggest to us about an IVR.

MR. DELMAN:

Now, as I mentioned in the beginning, additional questions that you may have, you have till January the 12^{th} to submit them to me. I'm sure you may come up with some questions on your way home, or go back to your office. Anybody else?

(Unintelligible)

MS. BLAIR:

Okay. Any questions?

QUESTION:

This contract was a different VHI and was given to MSDE. So how long has MSDE been, you know, responsible for the system?

MS. BLAIR:

MSDE has had it since 2007. But all those existed before just for the different agencies. It’s not like everything is new.

QUESTION:

Right. Thank you.

MR. DELMAN:

What do you have, Scott?

(Laughter)

SCOTT:

On page 19, Section 2.6, services and unnecessary services not alluded to, especially the manner of transfer. There’s a scenario whereby if somebody calls in and was informing you of one transfer, because that has a total (intelligible)...so you just want to see that operation of what has been identified.

(Unintelligible)

MS. BLAIR: It’s really up to you and your solution. We just want to get the information to them as quickly and completely as possible.

Everything on the record through your proposal, that's where we are here.

MR. DELMAN:

(Unintelligible) could have been done...

JOE:

Sorry, I'm not getting it. Could you say that again?

MR. DELMAN:

I'm not sure that I can. Because you referred earlier that a lot of work be done within 25 miles. Some of the work can be done out-of-state, depending on our solution. That's why I picked up on the response.

MS. BLAIR:

Joe is correct. We said that we wanted most of the work to be done within the state, but if there are some things that are part of your solution that you think could be provided out-of-state, by all means put that in your proposal and we'll entertain those ideas.

VOICE:

Is there a toll free number, a number provided by the state?

MS. BLAIR:

We currently have a toll free number that does belong to the state, and we're using that now just for providers because customers, since they're not using the resources, they call the 24 local departments of Social Services. So that's more decentralized. But yes, we do have a toll free number currently for providers.

VOICE:

So we do not have to provide a toll free number?

MS. BLAIR:

That is ours, so that should be able to have a vendor use it.

VOICE:

Okay.

MR. DELMAN:

Anybody else? Have a nice day.

MS. BLAIR:

Thank you all for coming.

MR. DELMAN:

Thank you. Remember you can do networking outside, but I need your business cards.

(Whereupon, at 11:00 a.m., the meeting was adjourned.

STATE OF MARYLAND

SS:

I, the undersigned, a Notary Public and qualified Court Reporter of the State of Maryland, do hereby certify that the within transcript was recorded electronically and transcribed under my supervision as herein appears and is an accurate transcript of what is recorded and audible on the tape.

I FURTHER CERTIFY that I am not of counsel to any of the parties, nor an employee of counsel, nor any relation to any of the parties, nor in any way interested in the outcome of this action.

AS WITNESS, my hand and Notarial Seal this 12th day of January 2015.

__________(s)______________________

Robert Douglas Chambers

Notary Public

My commission expires: 7/8/2018

MARYLAND STATE DEPARTMENT OF EDUCATION

CATS+ TORFP #R00B5400022

CHILD CARE SUBSIDY CASE MANAGEMENT AND PAYMENT PROCESSING FUNCTIONS – IMAGING, DATA MANAGEMENT AND INTERACTIVE VOICE RESPONSE SYSTEM

(ATTENDANCE SHEET)

PRE-PROPOSAL CONFERENCE DATE: **OCTOBER 7, 2013** **8TH FLOOR CONF. RM. #6**

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