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*Date:* January 14, 2015  
*To:* Master Contractors

*Re:* CATS+ TORFP #R00B5400022 Addendum #2— Child Care Subsidy Case Management and Payment Processing Functions – Imaging, Data Management and Interactive Voice Response System

*Summary of Written Questions Submitted By The Due Date Of January 12, 2015*

*Sender:* Alan Delman, Procurement Officer  
E-mail: [alan.delman@maryland.gov](mailto:alan.delman@maryland.gov)

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**YOU SHOULD RECEIVE 21 TOTAL PAGES INCLUDING COVER SHEET. IF YOU DO NOT RECEIVE ALL THE PAGES, PLEASE E-MAIL [alan.delman@maryland.gov](mailto:alan.delman@maryland.gov)**

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*Summary of Written Questions Submitted By The Due Date Of January 12, 2015*

➤ *All Communications Pertaining to this TORFP is preferred to be done by e-mail only to [alan.delman@maryland.gov](mailto:alan.delman@maryland.gov)*

Please, acknowledge receipt of this Addendum #2 by filling out the attached form and e-mailing to my attention at: [alan.delman@maryland.gov](mailto:alan.delman@maryland.gov). Thank you.

Thank You,

Alan Delman, Procurement Officer  
Procurement Section

c: Teresa Dantzer  
Betsy Blair  
June Dwyer  
Liz Kelley

ADDENDUM #2

**CATS+ TORFP #R00B5400022 Addendum #2**  
**CHILD CARE SUBSIDY CASE MANAGEMENT AND PAYMENT PROCESSING FUNCTIONS –**  
**IMAGING, DATA MANAGEMENT AND INTERACTIVE VOICE RESPONSE SYSTEM**

*Summary of Written Questions Submitted By The Due Date Of January 12, 2015*

**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](mailto:alan.delman@maryland.gov)

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

## Request for Proposals (R00B5400022)

### MD Child Care Subsidy Case Management and Payment Processing Functions

Question Number	RFP Page Number	RFP Section Reference Number	Question	Answer
1.	12	2.1	<ul style="list-style-type: none"> <li>a. Does the State have a preferred “go live” date for this solution?</li> <li>b. Would the State please provide an estimated contract start date?</li> <li>c. How much time is the State allowing the vendors to perform startup functions?</li> </ul>	<ul style="list-style-type: none"> <li>a. Yes. July 1, 2015 is the preferred date.</li> <li>b. The estimated contract start date is in March 2015</li> <li>c. The vendor will have from the contract start date to July 1, 2015.</li> </ul>
2.	12	2.2	<p>The RFP states that 15,000 invoices per month are processed.</p> <ul style="list-style-type: none"> <li>a. Are these 15,000 invoices mailed from the State’s mail house?</li> <li>b. What does the 1,200 per month on page 16 (payment processing mail volumes) represent?</li> </ul>	<ul style="list-style-type: none"> <li>a. Yes.</li> <li>b. The mail volume represents requests to providers to verify child attendance and mail sent to MSDE that was received at payment processing erroneously.</li> </ul>
3.	13	2.3	<p>The RFP states, “MSDE expects that increased automation will be available for these systems mid-way through this TO. Impact on TO Contractor operations will need to be assessed at that time.” Is the State referring to the solution components of this RFP, or are there other “increased automation” projects? If so, how should bidders take into account the changes that stem from “increased automation” and reliably reflect this in our proposals?</p>	<p>No, the State is not referring to “increased automation” projects for this RFP. Any possible enhanced automation will be for operations, not systems. No, bidders should not reflect this in the proposals.</p> <p>To Contractors are expected to meet all requirements and submit deliverables regardless of planned CCATS schedules.</p>
4.	14	2.6.1	<p>Other Software Applications</p> <p>The RFP states, “MSDE will provide connectivity to the MSDE network and other required interfaces, inquiries or exchanges:</p>	<ul style="list-style-type: none"> <li>a. Vendors would need to complete an access form for the system to which they are interfacing and be given system access.</li> <li>b. The vendor would need to be provided access to the systems.</li> </ul>

Question Number	RFP Page Number	RFP Section Reference Number	Question	Answer
			<p>(a) Maryland Automated Benefits System (MABS);            (b) Motor Vehicle Administration (MVA);            (c) State Verification Exchange System (SVES);            (d) Systematic Alien Verification Entitlements (SAVE);            (e) New Hires Registry System;            (f) Income Eligibility Verification System (IEVS);            (g) Client Information System (CIS); and            (h) Possible Fraud Matches from the Office of the Inspector General. “</p> <p>a. Would the State please provide details regarding the State’s applications and resources to assist vendors in providing a solution for designing interfaces?            b. Would the State please provide specifications on the “provide connectivity” term referenced above?            c. Would the State please elaborate on the manner of user interfacing with these other systems? In other words, are these all user interface screens (TN3270 or web-based, file-based, etc.)?</p>	<p>c. The system is accessed through a variety of sources. Examples are websites or the State Annapolis Data System (ADC).</p>
5.	14	2.6.1	<p>Mail House</p> <p>The RFP states, “MSDE will provide a mail house to ensure the mailing of system generated documents to customers.”</p> <p>We understand that the mail house will be reconciling the number of pieces of outgoing mail, reconciling returned mail, and tracking related mailing functions. Is this understanding correct?</p>	<p>The mail house handles outgoing mail only. Returned mail will be returned to whichever location the return address reads—the Contractor or MSDE.</p>

Question Number	RFP Page Number	RFP Section Reference Number	Question	Answer
6.	15 & 22	2.6.3 (2) and 2.6.8	<p>Functional/Business Requirement 2 states: "TO Contractor shall document improperly submitted invoices in the provider record and contact the provider in writing for corrections." Yet the service level agreement (SLA) for improper invoices states: "At least 99 % of improperly completed or submitted invoices must be documented and corrected within three days of receipt date."</p> <p>As providers may not respond promptly and written communication may take multiple days, can the State please confirm that the term "correction" in the SLA refers to the action of contacting the provider to correct the invoice rather than processing the return correction?</p>	That is correct.
7.	16	2.6.3 (13 and 14)	<p>Testing CCATS Enhancements</p> <p>Can the State please provide information about how often testing is performed on a yearly basis and any other relevant information regarding testing?</p>	Testing will be needed each time an enhancement or correction is performed in CCATS. Scripts are provided for testing new initiatives. Instructions are provided for testing corrections. Testing will be needed in both the user acceptance and production environments.
8.	16	2.6.3 (24)	<p>Handling Mail and Postage</p> <p>Functional/Business Requirement 24 states, "The TO Contractor shall provide postage and handling for any mail generated outside of CCATS batch mail house handling. Mail includes requested forms, inquiries for additional verification, etc. Mail usage for payment processing has been 1,200 pieces per month and 3,000 per month for case management for calendar year 2013. With the implementation of CCATS Option 8 –</p>	<p>a. Examples of document types to the customer would include applications for service, returned original verifications (i.e., birth certificate, etc.) Examples of document types to the provider would include direct deposit request forms, or invoices if not received during the regular CCATS generation process.</p> <p>b. Yes. All current and historical numbers and figures in this TORFP are provided for informational purposes</p>

Question Number	RFP Page Number	RFP Section Reference Number	Question	Answer
			<p>Enhancements to Case Management, several other documents shall be added to batch mail house handling and shall not be the responsibility of the TO Contractor.”</p> <p>a. Would the State please define and describe the list of document types the TO Contractor is responsible for identifying and tracking?</p> <p>b. Are the 1,200 pieces per month for payment processing and 3,000 pieces per month for case management the outgoing mail volumes?</p> <p>c. Can the State please provide volumes for incoming mail?</p>	<p>only. The numbers and figures are not a guarantee of a minimum or maximum number of items to be encountered by the Contractor during the performance of the Contract. The Contractor shall be paid the firm fixed price set forth on the Price Proposal Form. There shall be no adjustment to the Contract sum due to an increase or decrease in actual numbers or figures.</p> <p>c. The State does not have any data on incoming mail volumes.</p>
9.	16	2.6.3 (24)	Is the TO Contractor expected to create any notices to customers and/or providers outside of the correspondence templates in CCATS, such as from Microsoft Word, for TO Contractor mailed notices?	No.
10.	18	2.6.3 (36)	Can the State please describe MSDE Comprehensive Program Review System (CPRS) and define whether it is a database, system, or set of procedures?	<p>The CPRS is the monitoring of Child Care Subsidy (CCS) case records. Supervisors must review 3 cases per case manager each month and use CCATS to record the results based on a preselected list of criteria. If errors are detected, they must be corrected. Recorded results must be kept on file for review by MSDE.</p> <p>MSDE will review a random selection of cases or re-review a sample of the cases the supervisor reviewed 2 times each per year to determine if the Contractor is in compliance with state and federal regulations. A percentage of cases are reviewed based on the subsidy caseload size. CCATS is used to record the findings of</p>

Question Number	RFP Page Number	RFP Section Reference Number	Question	Answer
				the cases. The data from the review is compiled in a CCATS report and sent to the Contractor with a score from the findings. The Contractor must meet or exceed an 80% rating for each reviewed item. If the results show a significant need for improvement, the Contractor must draft and implement a corrective action plan.
11.	18	2.6.3 (38)	<p>a. Are the DHR Service Access and Information Link (SAIL) applications transferred to CCATS as a data transfer?</p> <p>b. Does CCATS have a mechanism to inform eligibility staff that an application of this type is ready to process?</p>	<p>a. No.</p> <p>b. No.</p>
12.	18	2.6.3 (38)	<p>With respect to the CCATS public portal application for determining eligibility for customers online:</p> <p>a. When is implementation scheduled to begin?</p> <p>b. Does the state have any indication or estimate regarding how many customers will be using the web portal?</p> <p>c. Will the portal allow electronic signature?</p>	<p>a. Implementation is scheduled to begin as a pilot in April 2015 for attendance reporting only. Number of users and additional functions will increase throughout the calendar year and is scheduled to be completed by the end of 2015.</p> <p>To Contractors are expected to meet all requirements and submit deliverables regardless of planned CCATS schedules.</p> <p>b. No.</p> <p>c. Yes.</p>
13.	18	2.6.3 (41)	<p>Determining Eligibility for Customers</p> <p>Functional/Business Requirement 41 states, "TO Contractor shall review customer documentation and any available secondary source databases to determine eligibility."</p> <p>Would the State please elaborate on what has been identified as a secondary database and how</p>	See Q & A #4 above.

Question Number	RFP Page Number	RFP Section Reference Number	Question	Answer
			the TO Contractor is expected to access this data source?	
14.	19	2.6.4 (1)	<p>Connectivity</p> <p>Technical Requirement 1 states, "TO Contractor shall provide a secured circuit(s) connecting to MSDE, 200 W. Baltimore Street, Switch, and Firewall. The minimum speed is T1. The dedicated circuit is needed because the application is behind the Firewall."</p> <p>Can the vendor establish a secure VPN tunnel over the internet network to access MSDE systems instead of installing a dedicated point-to-point circuit?</p>	Yes.
15.	20	2.6.4 (6)	<p>Maintaining an Organized Data Management System</p> <p>Technical Requirement 6 states, "TO Contractor shall provide inquiry only access at MSDE to the central CCS staff for the data management system"</p> <p>Would the State please elaborate on how many users, including concurrent users, are expected for access to the TO Contractor's systems?</p>	Ten concurrent users would need access to the data management system.
16.	20	2.6.4 (7)	<p>Maintaining an Interactive Voice Response (IVR) system</p> <p>Would the State please elaborate on any existing interfaces with CCATS to support both inquiry and request capabilities of the IVR?</p>	The IVR is a new function. There are no interfaces on which to elaborate.
17.	20	2.6.4 (10)	Imaging and Indexing	CCATS does not currently maintain a link with the



Question Number	RFP Page Number	RFP Section Reference Number	Question	Answer
			<p>Technical Requirement 10 states, "TO Contractor shall image and index all incoming and outgoing documents that are not saved in CCATS to the correct provider related electronic folder."</p> <p>Would the State please elaborate on how CCATS maintains a "link" between the data contained in the CCATS database and the document image containing the original information?</p>	<p>document imaging system. Paper case records and images are maintained separately from CCATS.</p>
18.	20	2.6.4 (11)	<p>Imaging and Indexing</p> <p>Technical Requirement 11 states, "TO Contractor shall make images available to view at MSDE by the central CCS staff."</p> <p>Would the State please elaborate on how many state staff users will need access to this system concurrently?</p>	<p>Ten concurrent users would need access to the data management system.</p>
19.	21	2.6.4 (17)	<p>Designing Data Exchanges</p> <p>Technical Requirement 17 states, "TO Contractor shall design a data exchange with DHR CIS/CARES that indicates a CCS/TCA applicant or customer's status. Data shall be available both at the time of CCS application and at any time the customer continues to receive CCS. An Extract Transform Load (ETL) may be used to gather and share the data."</p> <p>Would the State please elaborate on the type of interface file format, including data elements that are expected to be exchanged between these</p>	<p>The State will entertain any format the Contractor to propose. The data exchanged will be the customer's basic demographic data and their TCA and CCS status.</p>

Question Number	RFP Page Number	RFP Section Reference Number	Question	Answer
			systems?	
20.	21	2.6.4 (18)	<p>Designing Data Exchanges</p> <p>Technical Requirement 18 states, "TO Contractor shall design a data exchange with DHR CIS/CARES that indicates a CCS applicant or customer's child support status and the most recent three months of payments from the absent parent including arrearages and State or federal tax intercepts. An Extract Transform Load (ETL) may be used to gather and share the data."</p> <p>Would the State please describe the type of interface file format, including data elements that are expected to be exchanged between these systems?</p>	<p>The State will entertain any format the Contractor to propose. The data exchanged will be the customer's basic demographic data and their child support status and payment information.</p>
21.	21	2.6.4 (19)	<p>Designing Data Exchanges</p> <p>Technical Requirement 19 states, "TO Contractor shall inquire into MSDE's existing databases CCATS, EXCELS, Check child care Maryland to assist parents in locating head start, prekindergarten and quality child care arrangements.</p> <p>Would the State please describe the type of interface file format, including data elements that are expected to be exchanged between these systems?</p>	<p>The State will entertain any format the Contractor to propose. The data exchanged will be the customer's basic demographic data and data from which child care availability information can be gathered.</p>
22.	22	2.6.8	<p>Service Level Agreements (SLAs)</p> <p>RFP states, "The payment processing service levels are based on a team of processors handling</p>	<p>a. Seventeen people currently staff payment processing. There have been no payment processing issues.</p> <p>b. The SLAs are:</p>

Question Number	RFP Page Number	RFP Section Reference Number	Question	Answer
			<p>the received invoices on a first come, first served basis. The case management service levels are based on a team of eligibility specialists handling the received applications and necessary documentation on a first come, first served basis. The customer service expectations are based on a team of customer service representatives handling calls on a first come, first served basis. Any responses that can be handled by the IVR shall be provided by the IVR. A customer service supervisor shall be available to field complex customer issues or handle dissatisfied providers. The over and underpayment processing is based on remedying an irregular provider payment as soon as possible once it is detected. The address change update is based on ensuring a provider payment reaches the individual or organization at the correct location as quickly as possible.”</p> <p>a. Can the State please provide any information on the current staff headcount used to manage the payment processing system, as well as the past issues and any problems associated with payment processing?</p> <p>b. Can the State please provide current SLAs and past performance to the current vendor’s SLA performance? This will help us build a proper solution to meet the needs of MSDE and possibly address any issues the State would like to have addressed.</p> <p>c. Will the TO Contractor have access to the</p>	<p><u>Mail Processing:</u>  Outcome: The contractor must date stamp and distribute all invoices to payment processor within one business day of receipt.  Measure: At least <u>99</u> % of incoming mail is logged within one business day of the date the incoming mail is received by the Contractor.</p> <p><u>Payment Processing:</u>  Outcome: A properly completed invoice shall be processed within three (3) days of the receipt date.  Measure: At least <u>99</u> % of properly completed and submitted invoices shall be processed within three (3) days of the receipt date.  Outcome: An improper invoice must be documented in the provider record and corrected within 3 days of receipt date.  Measure: At least <u>99</u> % of improper invoices must be documented and corrected within 3 days of receipt date.</p> <p><u>Overpayment Processing:</u>  Outcome: The Contractor must mail first Overpayment Notification Letter and Repayment Agreement to recoup an overpayment within fifteen (15) calendar days of the date the overpayment is discovered.  Measure: At least <u>95</u> % of identified overpayments have a demand for recoupment made by the Contractor within fifteen (15) calendar days of the date the overpayment was discovered.</p> <p><u>Fraud Identification</u></p>

Question Number	RFP Page Number	RFP Section Reference Number	Question	Answer
			<p>CCATS reporting database for the purposes of extracting the necessary data elements, either through database extracts or ad-hoc reports output.</p> <p>d. Is there a structured file formats for output from the CCATS database, such as EXCEL or Comma Separated Values (CSV)?</p>	<p>Outcome: All cases of actual or suspected fraud will be referred for fraud investigation within ten (10) days of identification.</p> <p>Measure: At least <u>95</u> % of cases of actual or suspected fraud will be referred within ten (10) days of identification.</p> <p><u>Underpayment Processing:</u>  Outcome: Procedures to reimburse an underpaid provider shall be taken within fifteen (15) calendar days of the date the underpayment is determined to exist.  Measure: At least <u>95</u> % of identified underpayments have been paid within fifteen (15) calendar days of the date the underpayment was determined to exist.</p> <p><u>Changes of Address:</u>  Outcome: Changes of payment address reported by child care providers shall be acted upon within five business days of the date the change is reported.  Measure: At least <u>98</u> % of reported address changes have been made within five business day of the date the change is reported to CCS.</p> <p><u>Telephone Calls:</u>  Outcome: Callers leaving a voice mail message for CCS staff shall receive a return telephone call no later than the close of the next business day.  Measure: At least <u>95</u> % of the callers leaving voice mail messages for CCS payment processor shall receive a return telephone call within one</p>

Question Number	RFP Page Number	RFP Section Reference Number	Question	Answer
				<p>business day of the call.</p> <p><u>Call Abandonment Rate:</u>  Outcome: Callers, after having their call answered and in queue, shall not be abandoned.  Measure: At least <u>95</u> % of the callers, after having their call answered and placed in queue shall not have their call abandoned.</p> <p>All of the SLAs have been met.</p> <p>c. Yes. The TO Contractor will have access to the CCATS shadow reporting database.  d. Excel and/or CSV are preferred file formats for output.</p>
23.	25	2.6.10	<p>Requirements for Hardware, Software, and Materials</p> <ol style="list-style-type: none"> <li>1. Contractor shall provide Intel based workstations or laptops running Windows 7 for Contractor personnel. Workstations will have a minimum of 8 Gigabytes of RAM, 300 Gigabyte hard drive.</li> <li>2. Contractor shall use image provided by MSDE which includes basic Agency software including Microsoft Office version 2007 or greater.</li> <li>3. Contractor shall remove all Agency software from the workstation/laptop at the conclusion of the task order.</li> <li>4. Contractor shall organize and turn over all work products related to application support, including system documentation, meeting notes and Emails, to MSDE at the conclusion of the task order.</li> </ol>	<ol style="list-style-type: none"> <li>a. Yes.</li> <li>b. There is currently no MSDE imaging system, but the proposed one should be compatible with Windows 8.x.</li> </ol>

Question Number	RFP Page Number	RFP Section Reference Number	Question	Answer
			<p>a. Can vendors deploy workstations configured with Windows 8.x?</p> <p>b. Is the MSDE imaging system compatible with Windows 8.x?</p>	
24.	42	3.4.1.J	<p>Proposed Facility</p> <p>The RFP states, "Identify Master Contractor's facilities, including address, from which any work will be performed. TO Contractor must provide eligibility determination and payment processing services within 25 miles of MSDE.</p> <p>Regarding the requirement that the operation must be located within 25 miles of MSDE, at the bidders' conference the State clarified that some of the enterprise level infrastructure and functions may be located outside of Maryland. Is it correct to assume that having the mailroom and program office within 25 miles of MSDE is critical?</p>	Yes.
25.		General	Is there currently an application wait list? If so, does the State expect to open the wait list any time soon?	Yes. There is no discussion about opening the waiting list in the near future.
26.		General	Would the State please provide a list of all forms used in the program and the number of pages of each?	<p>These are the forms used in the program with page counts:</p> <ul style="list-style-type: none"> <li>• OCC 334 Hearing Request Form – 1 (2 sided)</li> <li>• OCC 354 Application/Redetermination Form – 1 (2 sided)</li> <li>• OCC 492 Change Form 1 (2 sided)</li> <li>• OCC 493 Employment Verification Form – 1 (1 sided)</li> <li>• OCC 494 Voluntary Child Support Agreement – 1</li> </ul>

Question Number	RFP Page Number	RFP Section Reference Number	Question	Answer
				<p>(1 sided)</p> <ul style="list-style-type: none"> <li>• OCC 1420 Informal Provider Consent Form – 5 (1 sided)</li> <li>• OCC 1430 Request for Special Needs Accommodation Form – 7 (1 sided)</li> <li>• OCC 1452 Child Support Good Cause Form 1 (1 sided)</li> <li>• OCC 1475 Child Immunization Form – 1 (1 sided)</li> <li>• OCC 1714 Informal Provider Health and Safety Standards Form – 23 (1 sided)</li> <li>• OCC 1716 Informal Provider Evaluation Request - 2 (1 sided)</li> <li>• OCC Promissory Note and Confessed Judgment – 1 (sided)</li> </ul> <p>The Contractor must keep a supply of and use the following DHR forms:</p> <ul style="list-style-type: none"> <li>• DHR/OIG 7 Intentional Program Violation Waiver Form – 2 (2 sided)</li> <li>• DHR/OIG 8 Advance Notice of an Administrative Disqualification Hearing – 1 (1 sided)</li> <li>• DHR/OIG 10 Request for Investigation – 1 (1 sided)</li> <li>• DHR 72 Disqualification Consent Agreement – 1 (1 sided)</li> </ul>
27.		General	Would the State please provide the number of applications that are received monthly?	<p>Approximately 5,474 applications are received each month.</p> <p>All current and historical numbers and figures in this TORFP are provided for informational purposes only. The numbers and figures are not a guarantee of a</p>

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				<p>minimum or maximum number of items to be encountered by the Contractor during the performance of the Contract. The Contractor shall be paid the firm fixed price set forth on the Price Proposal Form. There shall be no adjustment to the Contract sum due to an increase or decrease in actual numbers or figures.</p>
28.		General	<p>Would the State please provide the number of redeterminations that are processed monthly?</p>	<p>Approximately 5,268 redeterminations are processed monthly.</p> <p>All current and historical numbers and figures in this TORFP are provided for informational purposes only. The numbers and figures are not a guarantee of a minimum or maximum number of items to be encountered by the Contractor during the performance of the Contract. The Contractor shall be paid the firm fixed price set forth on the Price Proposal Form. There shall be no adjustment to the Contract sum due to an increase or decrease in actual numbers or figures.</p>
29.		General	<p>What is the volume of phone calls received monthly? Can the State break these down by type?</p>	<p>Payment processing receives approximately 3,869 calls to the IVR monthly. Customer service responds to approximately 3,899 calls monthly. There is no data available for the number of calls made to DHR case management. Type of call data is not available for either payment processing or case management.</p> <p>All current and historical numbers and figures in this TORFP are provided for informational purposes only. The numbers and figures are not a guarantee of a minimum or maximum number of items to be encountered by the Contractor during the performance of the Contract. The Contractor shall be paid the firm fixed price set forth on the Price Proposal Form. There shall be no adjustment to the Contract sum due to an</p>



Question Number	RFP Page Number	RFP Section Reference Number	Question	Answer
				increase or decrease in actual numbers or figures.
30.		General	What is the volume of emails received monthly?	MSDE does not have a count of emails that are received monthly for payment processing or case management.
31.		General	What is the volume of voice mails to be returned monthly?	MSDE does not have a count of voice mails that are returned monthly for payment processing or case management.
32.		General	What is the volume of interim changes monthly?	<p>Approximately 2,801 interim changes are processed monthly.</p> <p>All current and historical numbers and figures in this TORFP are provided for informational purposes only. The numbers and figures are not a guarantee of a minimum or maximum number of items to be encountered by the Contractor during the performance of the Contract. The Contractor shall be paid the firm fixed price set forth on the Price Proposal Form. There shall be no adjustment to the Contract sum due to an increase or decrease in actual numbers or figures.</p>
33.		General	What is the number of complaints received per month?	MSDE does not have a count of complaints that are received monthly for payment processing or case management.
34.		General	What is the volume of overpayments in a year?	<p>Payment processing handles approximately 18 overpayments per month through payment processing. This total does not include the overpayments that DHR processes for fraud. That number is not known to MSDE.</p> <p>All current and historical numbers and figures in this TORFP are provided for informational purposes only. The numbers and figures are not a guarantee of a minimum or maximum number of items to be</p>

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				encountered by the Contractor during the performance of the Contract. The Contractor shall be paid the firm fixed price set forth on the Price Proposal Form. There shall be no adjustment to the Contract sum due to an increase or decrease in actual numbers or figures.									
35.		General	What is the volume of underpayments in a year?	MSDE does not have data regarding the volume of underpayments per year.									
36.		General	What is the volume of appeals request per month? Per year?	The number of appeals requested in fiscal year 2014 was 237. A monthly average is not available.									
37.		General	Can the State please provide current IVR/ACD scripts for both the Spanish and the English language for payment processing and case management?	No									
38.		General	Are there electronic invoicing capabilities in CCATS, or does invoice processing consist of paper invoices?	Paper invoices are used to process payments.									
39.		General	Is bar coding available on mail house generated documents?	No.									
40.		General	In order to provide bidders with ample time to incorporate answers to questions into our proposals, would the State please consider granting a three week extension?	No.									
41.	30	2.8.4	“Please elaborate on the status of the enhancement Options (#1-#17) as defined in “Maintenance of Child Care Administrative Tracking System (CCATS) with Major Enhancements RFP#R00B9200097” as several of these capabilities could potentially affect the approach to capturing the end-to-end processing associated with these outcome reports.”	<table border="1"> <thead> <tr> <th>Option</th> <th>Description</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>1</td> <td><b>Improve Maintainability and Performance</b> “Under-the-hood” technical changes to streamline the database and clear low-level, high volume application errors.</td> <td>Implemented</td> </tr> <tr> <td>2A</td> <td><b>Duplicate Party IDs</b> Remove unnecessary records and provide a facility to merge duplicate records.</td> <td>Implemented</td> </tr> </tbody> </table>	Option	Description	Status	1	<b>Improve Maintainability and Performance</b> “Under-the-hood” technical changes to streamline the database and clear low-level, high volume application errors.	Implemented	2A	<b>Duplicate Party IDs</b> Remove unnecessary records and provide a facility to merge duplicate records.	Implemented
Option	Description	Status											
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Question Number	RFP Page Number	RFP Section Reference Number	Question	Answer		
				2B	<b>Accounting Enhancements</b> Edits and reports to streamline and improve the accuracy of accounting processes.	Implemented
				2C	<b>Administration, Security</b> Systemwide enhancements to improve system usability including statewide user groups, address verification, and document management.	Development
				3	<b>Staff Qualifications</b> Update calculations to determine qualifications of child care personnel. Provide the administrative capability to update rules.	Implemented
				4A	<b>Work Management</b> Overhaul the screens and processes to alert staff that records need attention	Implemented
				4B	<b>Licensing Adjustments</b> Modify licensing processes to streamline resumptions and license management.	Implemented
				4C/15	<b>Correct Reports</b> Modify reports to address numerous problems.	Implemented
				5	<b>Implement Public Portal</b> Provide a basic set of features for providers, case heads, and trainers. Two releases planned	UAT (Rel 1) Dev (Rel 2)
				7	<b>Subsidy Payment Enhancements</b>	Development

Question Number	RFP Page Number	RFP Section Reference Number	Question	Answer		
					Correct payment calculations and improve workflow.	
				<b>8</b>	<b>Subsidy Case Management</b> Correct eligibility calculations and improve workflow	Implemented
				<b>9A</b>	<b>Trainer Support</b> Overhaul processes for vouchers and training reimbursements, as well as training oversight	Implemented
				<b>9B</b>	<b>Portal Enhancements for Subsidy</b> Add Subsidy application process to portal	Requirements
				<b>10</b>	<b>Grant Management</b> Overhaul and expand processes supporting grants, expand to support several programs, track grant benefits by provider.	Requirements
				<b>11B</b>	<b>Portal Enhancements for Licensing and Grants</b> Add Licensing and grant applications to portal	Requirements
				<b>12</b>	<b>Licensing Inspections Interface</b> Import completed inspection data and provider updates from ELIS application	Requirements
				<b>16</b>	<b>New Business Objects Reports</b> Add new reports for licensing and subsidy	Requirements
				<b>17</b>	<b>Attendance Tracking</b> Provide portal and IVR functions to track attendance for Subsidy	UAT

Question Number	RFP Page Number	RFP Section Reference Number	Question	Answer						
				<table border="1"> <tr> <td></td> <td>invoices and Licensing.</td> <td></td> </tr> <tr> <td><b>18</b></td> <td><b>Java Upgrade</b> Update application code to current, supported version</td> <td>Implemented</td> </tr> </table> <p>To Contractors are expected to meet all requirements and submit deliverables regardless of planned CCATS schedules.</p>		invoices and Licensing.		<b>18</b>	<b>Java Upgrade</b> Update application code to current, supported version	Implemented
	invoices and Licensing.									
<b>18</b>	<b>Java Upgrade</b> Update application code to current, supported version	Implemented								
42.	32	2.9.1 Key Personnel,	TORFP numbering repeats 2.9.1, should this be 2.9.2.1?	Yes.						
43.		2.6.6 and 2.6.7	Please clarify the format of the responses for these sections. Are offerors required to respond specifically to these two requirements, as they are pointing to the larger section they are part of (2.6)?	No. They are part of 2.6.						
44.		2.6.7	Requirement language is repeated from 2.6.6 to 2.6.7, is this a typographical error?	No, it is required text from the TORFP template.						
45.		2.8.4.6, 2.8.4.7	In the Acceptance Criteria column the RFP specifies that MS Project Software (or equivalent) is to be used for the deliverable. Is this correct?	No, the deliverable should be in an MS Word, Excel or PDF document.						
46.		2.8.6 Application Completion SLA	The outcome for the application completion SLA is a duplication of the pending application SLA. What is the outcome expected for the application SLA.	The expected outcome for applications is for approval or denial within 30 days of receipt 98% of the time.						
47.		2.9.1	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?	The Master contractor on its own, must meet the minimum qualifications in Section 2.9.1 of the subject TORFP. The qualifications cannot be met as a team with a subcontractor.						