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State Superintendent of Schools

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TO: Potential Offerors

FROM: June Dwyer  
Procurement Specialist

RE: **ADDENDUM 2**  
TORFP R00B5400059 Child Care Credentialing Program-Help Desk, Imaging and Data  
Entry Processing

DATE: April 21, 2015

Please review all of the information for this addendum and take this into consideration when submitting your proposals.

Included in this addendum is:

- The Questions and Answers
- Revised pages 6, 45 and 54 of the TORFP

Please contact me if you do not receive all of the attachments listed above.

Thank you. All correspondence should be sent to [june.dwyer@maryland.gov](mailto:june.dwyer@maryland.gov).

You must acknowledge all addenda with your proposal. Please submit page 2.

**NOTE: New due date for submission of Proposals is May 8,  
2015 by 2:00 PM.**

**NOTE: Submissions will not be accepted electronically. See the  
revised submission format.**

**ADDENDUM 2**  
TORFP R00B5400059  
Child Care Credentialing Program-Help Desk, Imaging and Data Entry Processing

Received By \_\_\_\_\_  
(Print Name)

Signature \_\_\_\_\_ Date \_\_\_\_\_

Vendor \_\_\_\_\_

Telephone No. \_\_\_\_\_ Email: \_\_\_\_\_

**KEY INFORMATION SUMMARY SHEET**

This CATS+ TORFP is issued to obtain the services necessary to satisfy the requirements defined in Section 2 - Scope of Work. All CATS+ Master Contractors approved to perform work in the Functional Area under which this TORFP is released shall respond to this TORFP with either a Task Order (TO) Proposal to this TORFP or a Master Contractor Feedback form (See Section 3).

Solicitation Name:	Office of Child Care (OCC) Credentialing Program Help Desk, Imaging, and Data Entry Processing
Solicitation Number (TORFP #):	R00B5400059
Functional Area:	Functional Area 6 – Systems/Facilities Management and Maintenance
Issue Date:	03/17/2015
Questions Due Date and Time:	04/07/2015 at 10:00 AM Local Time
Closing Date and Time:	<del>04/22/2015 at 2:00 PM Local Time</del> <b>May 8, 2015 2:00 PM</b>
TO Requesting Agency:	Maryland Department of Education (MSDE) 200 West Baltimore Street, Baltimore, MD 21201
Send Questions to:	June Dwyer <a href="mailto:june.dwyer@maryland.gov">june.dwyer@maryland.gov</a>
TO Proposals to:	MSDE-mail room 200 West Baltimore Street, Baltimore, MD 21201 Attn: June Dwyer, Procurement
(R00B5400059 must be on the package)	
TO Procurement Officer:	June Dwyer, Procurement Officer Office Phone: 410-767-0116
TO Manager:	Angeline Bishop-Oshoko Office Phone Number: 410-767-6916 e-mail address: <a href="mailto:Angeline.Bishop-Oshoko@maryland.gov">Angeline.Bishop-Oshoko@maryland.gov</a>
TO Type:	Fixed Price
Period of Performance:	Three (3) years starting approximately June 15, 2015 with Two (2) one-year renewal periods
MBE Goal:	30 %
VSBE Goal:	0%
Small Business Reserve (SBR):	No
Primary Place of Performance:	Maryland Department of Education 200 West Baltimore Street, Baltimore, MD 21201
TO Pre-proposal Conference:	Maryland Department of Education 200 West Baltimore Street, Baltimore, MD 21201 <b>03/30/2015 at 10:00 AM Local Time</b> Conference Room 8, 8 <sup>th</sup> floor See Attachment 6 for directions.

2.10 plus the following minimum qualifications. Resumes shall clearly outline starting dates and ending dates for each applicable experience or skill.

Master Contractors may only propose **one (1) named person** in response to this TORFP. All other planned positions shall be described generally in the Staffing Plan, and may not be used as evidence of fulfilling company or personnel minimum qualifications. The proposed staff shall meet the following minimum qualification criteria for the Master Contractor to be eligible for consideration in the evaluation of this TORFP.

Resumes shall clearly outline starting dates and ending dates for each applicable experience or skills.

Required experience and skills must be explicitly identified in Attachment 5 with the appropriate job or engagement.

#### 2.9.2.1 Key Personnel – Program Manager

The TO Contractor shall provide one Program Manager. This is a required, named position. MSDE will interview the proposed person as part of oral presentations.

- A. The Program Manager must meet the criteria for the labor category “Program Manager” as defined in the CATS+ Master Contract.
- B. In addition the Program Manager must have the following qualifications as determined by resume, work experience, education and interview questions at the oral presentation:
  1. A Bachelors degree and a minimum of five (5) years of experience overseeing a payment processing project which included all of:
    - a. Managing the data entry process for payments.
    - b. Overseeing customer service functions that handle inquiries, clarifications, or complaints; and
    - c. Managing data management systems.

The State will accept a substitution of (4) four years of equivalent experience in a related field for the education requirements for any key or supplemental personnel.

#### 2.9.3 TO Contractor and Personnel Other Requirements

The following qualifications are expected and will be evaluated as part of the technical proposal.

- A. Individuals Master Contractors with experience in early childhood are highly desirable.

##### 2.9.3.1 Other Requirement

Any supplemental personnel provided in support of this TO using the work order process shall meet the minimum qualifications for the labor category as defined in Section 10 of the CATS+ Master Contract.

#### 2.10 WORK ORDER PROCESS

- A. Additional Work may be requested within the general scope of this TORFP Order process. A Work Order may be issued for fixed price.

## SECTION 3-TASK ORDER PROPOSAL FORMAT AND SUBMISSION REQUIREMENTS

### 3.1 REQUIRED RESPONSE

Each Master Contractor receiving this CATS+ TORFP shall respond no later than the submission due date and time designated in the Key Information Summary Sheet. Each Master Contractor shall submit one of two possible responses: 1) a proposal; or 2) a completed Master Contractor Feedback Form. The feedback form helps the State understand for future contract development why Master Contractors did not submit proposals. The form is accessible via the CATS+ Master Contractor login screen and clicking on TORFP Feedback Response Form from the menu.

A TO Proposal shall conform to the requirements of this CATS+ TORFP.

### 3.2 SUBMISSION

~~The TO Proposal shall be submitted via two e-mails, each not to exceed 5 MB.~~

~~The TO Technical Proposal shall be contained in one e-mail, with two attachments. This e-mail shall include:~~

- ~~A. Subject line "CATS+ TORFP # R00B5400059 Technical" plus the Master Contractor Name~~
- ~~B. One attachment labeled "TORFP R00B5400059 Technical Attachments" containing all Technical Proposal Attachments (see Section 3.3 below), signed and in PDF format.~~
- ~~C. One attachment labeled "TORFP R00B5400059 Technical Proposal" in Microsoft Word format (2007 or later).~~

~~The TO Financial Proposal shall be contained in one e-mail containing as attachments all submission documents detailed in section 3.4.2, with password protection. MSDE will contact Offerors for the password to open each file. Each file shall be encrypted with the same password.~~

- ~~A. Subject line "CATS+ TORFP # R00B5400059 Financial" plus the Master Contractor Name~~
- ~~B. One attachment labeled "TORFP R00B5400059 Financial" containing the Financial Proposal contents, signed and in PDF format.~~

~~Hard copy submissions (not preferred) may be delivered to the address on the Key Information Summary sheet to the attention of the Procurement Officer.~~

The TO technical proposal shall be submitted in paper format with an electronic CD or flash drive. Provide one (1) unbound original and six copies presented in a binder.

The TO financial proposal must be packaged separately in a **sealed** envelope. Please provide one (1) original and one (1) copy in the sealed envelope.

Late submissions will not be accepted.

### 3.3 SUMMARY OF ATTACHMENTS

No attachment forms shall be altered. Signatures shall be clearly visible.

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**Maryland Child Care Credentialing Program Help Desk, Imaging and Data Entry Processing  
Questions and Answers**

Question Number	Question	Answer
1	Is this new work or existing work? Also, is there currently an incumbent contractor performing similar services?	This TORFP expands on the requirements of a previous TORFP for data processing. There is an incumbent for data processing.
2	Can companies submit more than one team as a prime and as a sub?	Companies cannot submit more than one team as a Master Contractor and as a subcontractor.
3	Can some of the work be done remotely or must it be done on-site?	All of the required scope of work must be done within 25 miles of the Maryland State Department of Education.
4	Is this RFP designated to companies that are on the CATS+ certified list?	The Prime Contractor must be on the CATS+ master contract list.
5	Can a small business that is NOT on the CATS+ certified list partner with a CATS+ certified company for the MBE portion?	The MBE subcontractors are not required to be on the CATS+ master contract list.
6	Is there an incumbent?	Yes, for data processing.
7	If there is an incumbent - is the incumbent eligible to re-compete?	Yes.
8	<p>Currently the TORFP # R00B5400059 is approved for Master Contractors Approved to perform work in the Functional Area 6 – Systems/Facilities Management and Maintenance. Would MSDE consider/allow for Responses from Master Contractors approved for the following Functional Areas?</p> <ul style="list-style-type: none"> <li>• Information System Security (Functional Area 7)</li> <li>• IT and Telecommunications Financial and Auditing Consulting Services (Functional Area 9)</li> <li>• IT Management Consulting Services (Functional Area 10)</li> <li>• Business Process Consulting Services (Functional Area 11)</li> </ul>	No. The requirements as stated in the TORFP are for Functional Area 6 for the Prime Contractor.
9	Can we substitute years of experience for the equivalent of a Bachelor’s Degree for the project manager?	The State will accept a substitution of (4) years of equivalent experience in a related field for the education requirements for any key or supplemental personnel.
10	Can we utilize some of our sub-contractors’ experiences to meet the minimum requirements for the Master Contractor?	No. The Master Contractor must meet all of the minimum requirements.
11	How are you making sure that no current MSDE employees or	MSDE has a security process in place to prevent an employee or

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## Maryland Child Care Credentialing Program Help Desk, Imaging and Data Entry Processing Questions and Answers

Question Number	Question	Answer
	contractors are processing records of people they know? How do you do that currently	contractors from processing records of people they know. There is a three level approval process in place, each level completed by different staff.
12	Given the size and complexity of the proposal responses we respectively request that the maximum size of the email submission for the TO Technical Proposal be increased to 10MB or more; to eliminate any e-mail size issue we can submit our response to the TO Technical Proposal in multiple emails, each within the current 5MB limit	The submission requirements have changed. <i>(Please see rev. p. 54)</i> MSDE will accept printed submissions only.
13	Transition-In Requirements, page 19 and 22 and 2.6.5.5 page 31 This section states the “TO Contractor shall transition activities from MSDE staff to TO Contractor Personnel within 30 days after the Task Order start date”, but in section 2.6.3.2.C the data management system needs to be operational in 90 days. Can MSDE please elaborate on their transition expectations?	All transition–in activities must be completed within thirty days. The Contractor has 90 days to fully implement the electronic data management system.
14	Quality Assurance, Is this numbering sequence accurate?	Yes.
15	Are the Functional/Business Requirements a subsection of Quality Assurance?	Yes.
16	Help Desk, This requirement specifies that both English and Spanish language must be available on the IVR. With the low volume of calls coming into the help desk will the State consider dropping this requirement?	No.
17	Key Personnel, In the CCAT+ Master Contract section 2.9.6 states “Substitution of Experience for Education. Substitution of experience for education may be permitted at the discretion of the State”. Will MSDE accept a substitution of equivalent experience in a related field for the education requirements for the key personnel?	The State will accept a substitution of (4) years of equivalent experience in a related field for the education requirements for any key or supplemental personnel.
18	Attachment 1 – Price Sheet,  Is postage done on a fixed unit price basis? If yes, do they want us to	Price per cost for each letter sent out.

## Maryland Child Care Credentialing Program Help Desk, Imaging and Data Entry Processing Questions and Answers

Question Number	Question	Answer
	fill in a price and a unit volume and multiply it or do they just want us to provide a unit price and they will decide what unit volume to use in their evaluation?	
19	The RFP states: Monthly billing of fixed price services shall not begin until transition-in is completed and the TO Contractor's system is verified to be functional. How will MSDE determine when the contractor's system is functional? What functionality will need to be in place before billing can commence?	Contractor must submit an implementation plan and MSDE will conduct site visits to verify that systems are functional.
20	Do incremental backups need to be retained for 5 years if full backups are performed? Can the incremental backups be deleted that were taken before the full backup was taken?	Incremental backups do not need to be retained for 5 years. However, incremental backups must not be deleted before a full consecutive backup is performed.
21	Will the Contractor be responsible for any changes needed to CCATS for the IVR data interface? If not, in order to provide the most current information in the IVR, will CCATS be able to provide information to the IVR through Web services?	The TO Contractor is not responsible for CCATS modifications/fixes. CCATS currently uses flat file exchanges for external interfaces not web services. We are open to the potential use of web services. However, if web services are not feasible we will work with the Credentialing Contractor to implement another method such as a flat file exchange through secure FTP.
22	Drafts of final written deliverables are required 2 weeks before submission. Are the monthly reporting deliverables considered written deliverables?	Yes.
23	The RFP refers to the Telephone Personal Identification Number (TPIN) database. Is this a database provided by the State or by the TO Contractor?	The Contractor is responsible to provide the TPIN.
24	This requirement specifies that screen popups must be initiated by the IVR using Computer Telephony Integration (CTI). With the low volume of calls coming into the help desk will the State consider dropping this requirement?	No
25	The Contractor must provide the connection to the MSDE. Since MSDE is actually providing this for the case/provider management contract will the MSDE accept this as the connection?	Vendors would need to complete an access form for the system to which they are interfacing and will be given access. The vendor would need to be provided access to the systems.

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Question Number	Question	Answer
26	Are all measurement days, business days? Items 4, 5, 7 and 8 only specifies days.	Yes.
27	You mention a back file of 500,000 documents; what is the average number of pages per document?	The number of pages range between 10-30 pages.
28	Have the back file documents gone through a document prep to sort, remove staples etc.?	No.
29	By our calculations, it could take a team of 30 working two 8 hour shifts per day in order to complete the back file within 60 days; is there any chance of adjusting the delivery date of back file completion?	The date for processing of historical documents will be extended to 60 days.
30	Is encryption of all data at rest a requirement?	Yes.
31	Will there be the ability to build an interface to the CCATS system for CCATS id retrieval? If so, is this a requirement?	The vendor will have access to CCATS and may receive a data file with CCATS id information.
32	Will there be the ability to build an interface to the CCATS system for document lookup? If so, is this a requirement?	The vendor will have access to CCATS. There are no documents saved in CCATS for credentialing files.
33	Since answers to questions will not be returned until just before the due date, and basic matters of teaming and approach depend on the answers to those questions, would MSDE extend the due date by three weeks?	MSDE is extending the due date for proposal submission to May 8, 2015.
34	The RFP states “The Offeror must currently have deployed or shall develop and deploy prior to the start date of the Task Order an organized electronic data management system that must be readily available before the Task Order start date that makes documents easy to locate by keyword search and intuitive organization structure.” Does this mean that the system must already be build, using the index and other requirements from within the RFP, prior to contract award? Or, is this requirement meant to establish the qualifications of the offeror or team by referring to a system other than the one to be built for this solicitation?	The electronic data management system must already be developed and available before the task order start date.
35	In Section 2.9.1 Offeror’s Company Minimum Qualifications, may the set of qualifications be met by the sum of all corporate team members,	The Master Contractor must meet all of the minimum requirements. The qualifications cannot be met as a team with a subcontractor.

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## Maryland Child Care Credentialing Program Help Desk, Imaging and Data Entry Processing Questions and Answers

Question Number	Question	Answer
	or must they be met only by the prime contractor?	
36	Please confirm that the total number of new and renewal applications processed each month is approximately 700? Does this figure represent the total number of all incoming applications or renewals which must be processed monthly under the scope of this contract?	An average of about 700 applications are processed monthly, this number includes new and renewal applications.
37	The current process indicates that calls from providers are in the range of 50-100 each day. However, section 2.6.3.8.3 Help Desk on page 27 references 50-100 call per month. Are these different calls? The same? Please confirm the estimated daily call volume?	The number referenced in Section 2.6.3.8.3 was an error. Calls range from 50-100 a <b>day</b> .
38	The transition-in requirements include a requirement to pick up the historical documents for scanning within one week of the start date. Will the vendor pick-up all historical documents within one week or will they be released and scanned according to an agreed upon schedule?	All historical data will be available for pick up within one week of start date.
39	Please provide additional details on the expected scope, frequency and effort required to test new CCATS enhancements.	Testing is done periodically. Please refer to the steps for processing application. <b><i>Refer to pages 17 -19 of TORFP</i></b>
40	Please confirm that the total number of documents to be scanned and index per month is approximately 25,000 – all of which are generated from the approximately 700 new or renewal applications per month? Is this correct?	Yes.
41	We understand there are 500,000 historical documents. Is this 500,000 pages or 500,000 documents?	MSDE recently purged some files, the estimated number is about 200,000 Pages.
42	If documents, how many total page are included?	N/A
43	Please provide other requirements for the historical scanning, including: <ul style="list-style-type: none"> <li>• Indexing requirements: # of fields and whether look-up table exists; is indexing information easily found on the document?</li> <li>• Document classification: Will each document need to be classified according to a defined document category? How many different document classifications exist?</li> <li>• Document Preparation: Are documents part of a file folder? If</li> </ul>	<ul style="list-style-type: none"> <li>• Same requirements as current files.</li> <li>• Each set of documentation will be captured in a defined category. Categories include: Application, Training Certificates, PAU Documentation, and Documentation of Experience.</li> <li>• Yes, Yes.</li> </ul>

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## Maryland Child Care Credentialing Program Help Desk, Imaging and Data Entry Processing Questions and Answers

Question Number	Question	Answer
	<p>yes, are all documents within a folder considered part of the same document?</p> <ul style="list-style-type: none"> <li>• Are the historical documents boxed or on shelves? Will the vendor be required to box up the documents for transport?</li> </ul>	<ul style="list-style-type: none"> <li>• Historical documents are stored in file cabinets and boxes. The Vendor will be required to box the documents for transport.</li> </ul>
44	Please clarify the requirement for the contractor to have “payment processing services within 25 miles of MSDE.” What payment processing requirements are there for this contract?	This should have read “Data entry processing”
45	Is the requirement for a Project Manager a requirement for a full-time resource on the contract?	The time the Project Manager is assigned to this project should be addressed in the proposed solution.
46	Can you please provide a copy of the following forms: Trainer Approval, Training Approval, Accreditation Support, Child Care Career and Professional Development Fund, Training Voucher/Reimbursement, and Credentialing?	<p>Forms are available on the MSDE website at:</p> <p>Trainer Approval and Training Approval:  <a href="http://www.marylandpublicschools.org/MSDE/divisions/child_care/credentials/train.htm">http://www.marylandpublicschools.org/MSDE/divisions/child_care/credentials/train.htm</a></p> <p>Accreditation Support:  <a href="http://www.marylandpublicschools.org/MSDE/divisions/child_care/credentials/accsupp.html">http://www.marylandpublicschools.org/MSDE/divisions/child_care/credentials/accsupp.html</a></p> <p>Child Care Career and Professional Development Fund  <a href="http://www.marylandpublicschools.org/MSDE/divisions/child_care/credentials/CCCPDF.html">http://www.marylandpublicschools.org/MSDE/divisions/child_care/credentials/CCCPDF.html</a></p> <p>Training Voucher/Reimbursement:  <a href="http://www.marylandpublicschools.org/MSDE/divisions/child_care/credentials/vouch.html">http://www.marylandpublicschools.org/MSDE/divisions/child_care/credentials/vouch.html</a></p> <p>Credential Application:  <a href="http://www.marylandpublicschools.org/MSDE/divisions/child_care/credentials/mdcred.htm#CredentialApplication">http://www.marylandpublicschools.org/MSDE/divisions/child_care/credentials/mdcred.htm#CredentialApplication</a></p>
47	How many screens and data entry elements are included in the CCATS system?	Many screens and data elements depending on type of program and documentation submitted.
48	Will the review of current processes and procedures for MD OCC be allowed during the RFP process?	No.

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**Maryland Child Care Credentialing Program Help Desk, Imaging and Data Entry Processing  
Questions and Answers**

Question Number	Question	Answer
49	What level of security background checks are required for TO Contractor? Will background checks need to be performed on an annual basis?	Please refer to the requirements in the TORFP on pages 40 -4; Section 2.7.4 A and B.
50	<p>The requirements in 2.9.1 for one firm to have expertise in all of the following areas helpdesk and IVR, data entry, imaging management for 5 years and 1,000 users per reference 2. and only for federal or government agencies. 3. Requirement 3 years of configuration and management of data management systems.</p> <p>The Question is, there are only a few companies that possess all 4 of these minimum qualification will the state consider opening this requirement up to qualified subcontractor participation to help Master Contractor meet the above requirements.</p>	No.
51	<p>OFFEROR’S COMPANY MINIMUM QUALIFICATIONS page 44, section 2.9.1 a At least five (5) years of demonstrated experience providing imaging, data entry, and help desk services to U.S. based federal or government entities with at least 1,000 end-users.</p> <p>The Question is, can we use our MBE subcontractor or subcontractor to help meet portions of our minimum requirements.</p>	No
52	<p>OFFEROR’S COMPANY MINIMUM QUALIFICATIONS page 44, section, 2.9.1 b providing a call center support for public users for federal and or state government agency.</p> <p>The Question is, can commercial clients be included in this requirement 2.9.1 b?</p>	No.
53	Is there current training material that can be reviewed during the RFP process?	No. Please refer to the materials provided at the Pre-bid conference. This information can be accessed from the MSDE website. Please refer to question number 46.
54	Will State consider an extension of the Due Date?	Yes, The date for submission will be extended to May 8, 2015.

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## Maryland Child Care Credentialing Program Help Desk, Imaging and Data Entry Processing Questions and Answers

Question Number	Question	Answer
55	There are many questions, particularly with respect to the scanning of historical documents, which may be best answered with the opportunity to visit MSDE to view the actual documents. A site visit may allow vendors to better understand the scope of the project and provide the best pricing accuracy. Will MSDE consider a site visit to see the historical documents?	No.
56	Similarly, will the MSDE consider a site visit to see a demo of the CCATS system? Since vendors must use and rely on an existing MSDE system to perform many of the required processes in this RFP, it would be very beneficial to see a demo of CCATS to understand what is involved and the efficiency at which work can be done on the system.	No.
57	Do the documents need to be organized or prepared in a specific order within a file for scanning?	The vendor should provide a solution that will be able to determine the type of document based on content to file and index as appropriate.
58	Can MSDE estimate the average number of pages which may have information on both the front and back of the page? This is the duplex rate and is a factor in calculating the total number of images to scan.	Approximately 3, however, documentation that accompanies an application may be submitted double-sided.
59	Does MSDE have an estimate of the number of files or folders that will be converted as part of the historical scanning?	It is estimated that there are Six Thousand (6,000) folders
60	What is the average number of pages per folder?	30 pages
61	Will a file or folder be scanned as one single, multi-page document or will documents need to be separated during the prep process?	Each file has individual pages that could be part of a single file or categorized according to type of document. The vendor should propose their solution to adequately index information for review and retrieval.
62	Will it be necessary to classify documents within a folder according to a set of document types (i.e. application, etc.)	Yes.
63	What are the specific fields that must be indexed as part of the historical scanning?	Please refer to the TORFP section 2.6.3.1 on page 21.
64	Is the indexing performed at the document level or folder level?	Folder level, also see answer to Question 61.
65	Can we recommend modifications to the indexing requirements for	Yes.

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## Maryland Child Care Credentialing Program Help Desk, Imaging and Data Entry Processing Questions and Answers

Question Number	Question	Answer
	improved business performance and cost reduction?	
66	Where is specific identifier located on the document for indexing purposes?	Documents in file are separated by categories or types of documentation.
67	Does MSDE have a database or “look-up” table or file available to reduce the manual indexing required for the historical documents?	No. Historical documents refer to paper files in folders by Credentialing participant.
68	What percent of documents have staples, paper clips and need to be unfolded?	Unknown, limited number.
69	What is the quality of historical documents to be digitized?	The historical documents are mostly clear copies of certificates, original application forms and letters.
70	Will vendor need to manually search for names throughout a file?	No.
71	What percent of blank pages are likely to be encountered during conversion?	None.
72	Will documents require re-prep or will the vendor only need to return the documents to their folder?	Return document to folder.
73	Can shredding of scanned documents be performed off-site, or must shredding be conducted on-site?	The vendor should propose a solution for shredding that maintains security for the documents.
74	Are colored forms or paper used at any time during the application process?	Applications are generally on white paper, documentation may be on colored paper.
75	<p>Since the requirements of this TORFP will limit competition to one company wouldn't it be better to conduct a sole-source procurement to get the contractor you want?</p> <p>If not, please open up the procurement so we can use a qualified partner and their commercial capabilities and past performance to meet the 2.9.1 A, B &amp; C requirements.</p> <p><b>2.9 MINIMUM QUALIFICATIONS</b></p> <p><b>2.9.1 OFFEROR'S COMPANY MINIMUM QUALIFICATIONS</b> Only those Master Contractors that fully meet all minimum</p>	<p>A sole source contract is defined in COMAR 21.05.02 is:</p> <ol style="list-style-type: none"> <li>(1) When only one source exists which meets the requirements,</li> <li>(2) When the compatibility of equipment, accessories, or replacement parts is the paramount consideration,</li> <li>(3) When a sole vendor's item is needed for trial use or testing,</li> <li>(4) When a sole vendor's item is to be procured for resale,</li> <li>(5) When certain public utility services are to be procured and only one source exists.</li> </ol> <p>This is not a sole source procurement. We are attempting to obtain</p>

**Maryland Child Care Credentialing Program Help Desk, Imaging and Data Entry Processing  
Questions and Answers**

Question Number	Question	Answer
	<p>qualification criteria shall be eligible for TORFP proposal evaluation.</p> <p>The Master Contractor’s proposal and references will be used to verify minimum qualifications.</p> <p>Once you have several competitive bids you can still make the award to the desired contractor. This would greatly minimize the protest possibility which would impact your project.</p> <p>At least five (5) years of demonstrated experience providing imaging, data entry, and help desk services to U.S. based commercial or government entities with at least 1,000 end-users.</p> <p>B. Offeror must have had a minimum of one engagement of at least three (3) years’ duration meeting both of the following criteria:</p> <ul style="list-style-type: none"> <li>a. Providing call center support to public users for a federal or state government agency,</li> <li>b. Providing data processing services to a federal or state government agency,</li> </ul> <p>C. Offeror must have had a minimum of one engagement of at least three (3) years’ duration meeting the following criteria: Configuration and management of data management systems.</p>	<p>several competitive bids.</p>