STATE OF MARYLAND
DEPARTMENT OF LABOR, LICENSING AND REGULATION

Pre-Proposal Conference
Foreclosure Systems Enhancement Project
CATS+ TORFP Number P00B7400010

1100 North Eutaw Street
Room 101
Baltimore, Maryland

September 27, 2016

SEAN WATSON, Procurement Officer
LATESA THOMAS, Chief of Procurement
JILL CHLAN, Office of Information Technology and Project Management Office
MEREDITH MISHAGA, Office of Commissioner of Financial Regulation
YOLANDA WHITLEY, Assistant Director, Project Management Office
TARA MURPHY, Office of Information Technology
PRESENT FOR VENDORS:

CRAIG R. NUSINOV, Advantage Industries
KEITH HEILVEIL, Advantage Industries
NANDITA GUDUDURI, AP Ventures
BRIAN ZERNHELT, Software Consortium
SEQUOIA RAMSEY, Realistic Computing, Inc.
LAIS B. RODRIGUEZ, United Solutions
SANDEEP HARJANI, Infojini
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MR. WATSON: Good morning everyone. Thanks for coming out. My name is Sean Watson. I'm the Procurement Officer for this procurement. This is for the Foreclosure Systems Enhancement Project, TORFP Number P00B7400010.

And we're going to go around the room with introductions.

MS. CHLAN: Hi. I'm Jill Chlan. I'm with the Office of Information Technology and Project Management Office.

MS. MISHAGA: Meredith Mishaga. I'm with the Office of the Commissioner of Financial Regulation, and I oversee the two databases that are the subject of this procurement.

MS. WHITLEY: Yolanda Whitley, the Assistant Director from the Project Management Office.

MS. MURPHY: Tara Murphy, PC and Web Development, Office of Information Technology.

MS. THOMAS: Latesa Thomas, Chief of
Procurement.

MR. NUSINOV, Craig Nusinov, Business Development Manager at Advantage Industries.

MR. HEILVEIL, Keith Heilveil, principal, Advantage Industries.

MS. GUDUDURI: Nandita Gududuri, AP Ventures.

MR. ZERNHELT: Brian Zernhelt, Software Consortium.

MR. HARJANI: Sandeep -- oh, sorry.

MS. RAMSEY: Sequoia Ramsey, I'm President, RCI, Realistic Computing.

MS. RODRIGUEZ: I am Lais Rodriguez, Business Manager at United Solutions.

MR. HARJANI: Sandeep Harjani, Infojini.

MR. WATSON: Okay. Don't forget to sign in, sign-in sheet up front. Okay. All right. I'm going to turn the attention to the Key Information Summary Sheet that's on page 3. The closing date is October 18th at 2 p.m. So make sure that you get all the required documents submitted to me. I notice one thing I need to add on here on the summary sheet is the room number. So
I will be issuing an addendum for that to correct that. And also the closing, the questioning date for -- the closing date for all the questions will be October the 7th at 2 p.m. So if you have any questions, please send them in to me, sean.watson@maryland.gov, and I will gladly answer those. I will also already put out some questions and answers already. But if you have some other questions that you feel that you need to bring to my attention, please do not hesitate.

MR. ZERNHELT: Can we electronically file this or not?

MR. WATSON: Say it again?

MR. ZERNHELT: Can this be electronically filed?

MR. WATSON: This meeting?


MR. WATSON: Oh, the proposals, no. You have to send it in by mail. That is something I have to correct on here --

MR. ZERNHELT: Okay.

MR. WATSON: -- as far as the submission. That
MR. ZERNHELT: So you want them delivered.

MR. WATSON: I want it delivered, brought in person or by mail prior to the closing date.

MR. ZERNHELT: Okay.

MR. WATSON: All right. Yes, on page 7, I will address that correction. On 1.4, the TO Proposal Submission, it should be by mail only, will not accept any e-mails. There are chances of it may get in a junk folder or something like that. So don't want to risk anything like that, especially after you putting so much time in putting together your package. So I will make that correction as well on addendum from now on.

MS. RODRIGUEZ: Excuse me.

MR. WATSON: Um-hum.

MS. RODRIGUEZ: By mail only it couldn't be handed in person?

MR. WATSON: Mail or brought in person.

MS. RODRIGUEZ: Okay.

MR. WATSON: But not through the e-mail.

MS. RODRIGUEZ: I get it.
MR. WATSON: Okay. I will make that distinction in the addendum.

MR. ZERNHELT: In the addendum while you're doing it, unless I'm missing it, can you let us know how many copies you want? Normally when we have to hand-deliver it, there will be one master, there will be 10 copies or so unbound, one electronic on a disk. Maybe I missed it.

MR. WATSON: Well, in there it says four copies.

MR. ZERNHELT: Okay. I missed it. I apologize.

MR. WATSON: Okay. All right. I'll go over that section for you.

Now if you can turn to page 14, and hopefully everyone at this time has reviewed the specs so they know the scope of work, what we're asking for. I want to bring to your attention Section 2.1, Minimum Qualifications. 2.1.1, Offeror's Personnel Minimum Qualifications. Only those master contractors supplying proposed key personnel that fully meet all minimum qualification criteria shall be eligible for TORFP proposal evaluation. The key personnel proposed under
this TORFP must meet all minimum qualifications for the labor category proposed as identified in the CATS+ Master Contract, Section 2.10, plus the following minimum qualifications. Resumes shall clearly outline starting date and ending dates for each applicable experience or skill. And listed below in (1) and (2) are the areas that we are looking for for the application development expert. Everyone clear on what we're asking for on that?

If you can turn to page 16, Scope of Work, Section 3.1, and I'm going to discuss the purpose. DLLR is issuing this CATS+ TORFP to obtain technical staffing services in accordance with the Scope of Work described in this Section 3. As part of the evaluation of the proposal for this task order master contractors shall propose exactly one key personnel and shall describe in a staffing plan how additional resources shall be acquired to meet the needs of the task order requesting agency. 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.

DLLR expects the proposed key personnel to be
available as of the start of the date specified in the Notice to Proceed. DLLR will have the option of adding one additional resource to this TO for a maximum total of two resources. All resources beyond the initial one will be requested through a work order.

Meredith, you want to discuss some of the background?

MS. MISHAGA: The background, sure. So I'm going to talk about just kind of summarize the current systems. So the Office of the Financial -- the Office of the Commissioner of Financial Regulation, we supervise and oversee state-chartered banks and state-licensed financial institutions. That includes mortgage companies. As part of that we're responsible for other specific points in the foreclosure process. And two of those are managing, overseeing two foreclosure databases. Both of these databases are systems, and they're actually online applications. They are required by statute and/or regulation or some combination thereof. They were both developed in-house. The first one is the Notice of Intent to Foreclose System, which we just refer to as
NOI. It's earlier on in the foreclosure process. So the foreclosing entity is required to send a notice to the borrower before they file any action. They are also required to send our office a copy of that notice, and they are required to do it electronically. Hence the NOI submission portal.

We get, I would say, on average about 5,000 NOIs submitted to our office every month. That changes, of course, depending on the market and what's going on with housing in the state. There are -- like I said, it's the foreclosing entity that's responsible for submitting these. I don't know exactly how many inputters we have. I would say it's probably in the hundreds. But the data, the NOI data is only used by me and my staff and my colleagues at Fin Reg. Because this is confidential financial information. It contains phone numbers and addresses and names. So it's really important that this is kept secure. The Notice of Intent, the NOI system went live in January of 2011. So it's been around for a few years.

The next system is the Foreclosed Property
Registry, which we just refer to as FPR or the Registry, and that's at the back end of the foreclosure process. So after a foreclosure sale, the entity that purchases it, whether it's the bank reclaiming it, an investor, or an individual, whoever gets it at that sale is required to register in this system, the FPR system. So the purchaser inputs like their contact information. They also pay a fee. There's no fee for the NOI. There is a fee for the FPR.

Unlike the NOI, the FPR data is not primarily used by us. It's primarily used by local governments. So that means municipal and county officials use this information when they're doing code enforcement and other things that fall under the authority of local government. Like an NOI, this is considered confidential data. It explicitly states in the statute that it's not public record. So when local government staff asks for access, me and my staff have to do a little bit of an approval process to make sure that we're just not giving it out to anybody that asks.

Am I missing anything? Is that pretty much it?
MS. CHLAN: I think that's pretty much it.

MS. MISHAGA: Oh, the FPR, it went live in October of 2012. So it's a little bit newer.

MS. CHLAN: Basically the systems Meredith is working with are no longer supporting their business functions. So we look to upgrade the systems.

MS. MISHAGA: And I would say, again, the number of submittals per month for the FPR maybe vary -- even more widely than the NOI because it's really dependent on the market and what the banks want to do. But I would say about 1300 per month.

MR. WATSON: Okay. Thank you, Meredith.

MS. MISHAGA: Sure.

MR. WATSON: Okay. If you can turn to page 20, I want to briefly discuss Section 3.7.3, Substitution of Personnel. Prior to and 30 days after task order execution. Prior to the task order execution or within 30 days after task order execution, the offeror may substitute proposed key personnel only under the following circumstances. Vacancy occurs due to the sudden termination, resignation or approved leave of
absence due to an extraordinary personnel event or death of such personnel. To qualify for substitution, the offeror must describe to the State's satisfaction the event necessitating substitution and must demonstrate that the original proposed personnel are actually full-time direct employees with the offeror. Subcontractors, temporary staff or 1099 contractors do not qualify. Proposed substitutions shall be of equal caliber or higher in the State's sole discretion. Proposed substitutes deemed by the State to be less qualified than the originally proposed individual may be grounds for a pre-award disqualification or post-award termination.

And, again, I'm pointing this out because this has actually has occurred in the past. So the person that you have submitted a resource that person needs to be available, okay. And I'm not going to award it, I mean if you were recommended for award and you switch out personnel prior to the 30 days after execution, then like what I just read may occur, okay. So make sure that that resource is definitely available. And --

MS. WHITLEY: We're going to add something.
MR. WATSON: Sure.

MS. WHITLEY: And I would add available means based on the terms of the agreement not only do they need to be available, but they need to be available to work onsite. That's typically eight hours a day, five days a week for the normal tour of duty.

MR. WATSON: Thanks. Okay. All right. And also on page 27, I want to address the submission, all right. Under 4.2.1, the Paper Submission. I think the question was raised about how many copies. It said each volume shall contain an unbound original so identified and four copies. So I hope that answers your question.

MR. ZERNHELT: Yes. Very good.

MR. WATSON: Okay.

MR. ZERNHELT: Thank you.

MR. WATSON: All right. And then the other thing I wanted to bring to everyone's attention, did everyone get a chance to look at the price sheet? Do you have any questions concerning how it's written? Okay. All right.

MR. ZERNHELT: So just to be clear.
MR. WATSON: All right, sir.

MR. ZERNHELT: So the price sheet is going through for just one candidate. Is it possible for one -- correct, one consultant, you said there's a possibility to hire another one, but you're okay with not knowing what the price is, that we don't have to forecast the price. And --

MR. WATSON: As long as they're putting him through a work order if we want to add --

MR. ZERNHELT: Right, so the work order --

MR. WATSON: -- additional --

MR. ZERNHELT: But you don't want us to identify any prices ahead of time if you need any other positions. Sometimes some departments will at least also give a listing of prices, so at least approximately.

MR. WATSON: You want to touch on that for us, the work order process? Because it states it in the work order.

MS. CHLAN: Yeah.

MR. WATSON: I think under 3.9, where -- is it 3.9?
MS. CHLAN: We're going to bring on -- what we're trying to do here is to bring on an application development expert --

MR. ZERNHELT: Right.

MS. CHLAN: -- at Notice to Proceed. We have the option to bring on another one at the same labor category.

MR. ZERNHELT: Okay.

MS. CHLAN: So the price should, I think, tend to be the same.

UNIDENTIFIED SPEAKER: Same.

MS. CHLAN: Hence, there are no other line items in the price sheet.

MR. WATSON: Yeah.

MS. GUDUDURI: So some of the agencies what they do is they take that price and that is the ceiling to benefit the State that the vendors should not exceed. It could be lower --

MS. CHLAN: Correct.

MS. GUDUDURI: -- but it cannot exceed it, so.

MS. CHLAN: Correct. We don't normally share
that here, do we, Sean?

Mr. Watson: Again, to kind of answer the question, if you look at 3.9, the work order process, it states how the rates would be negotiated at that time.

Mr. ZernheLT: At that time. Okay.

Mr. Watson: Yeah. So you have to go back and look at 3.9 or send a question, and I can give you a more definitive answer, okay.

Ms. Chlan: So in other words, we won't have to go through the procurement process again --

Mr. Watson: No.

Mr. Chlan: -- to bring on the second resource should we be able to bring someone else onboard. We would just be able to go directly to the vendor and say, okay, bring me your second person.

Mr. Watson: Yes. Thanks.

Anyone else have any questions? Okay.

I'll open up to the floor. Do you all have any questions?

You have a question, go ahead.

Ms. Gududuri: Good morning.
MR. WATSON: Good morning.

MS. GUDUDURI: Is there a timeline in terms of making an award? It is critical to hold on to a really good resource. So just to know when the --

MR. WATSON: Right.

MS. GUDUDURI: -- award decision will be made and the whole process I think will be very helpful.

MR. WATSON: I think now tentatively we'll be looking at sometime in November.

MS. CHLAN: In November, yes.

MR. WATSON: Right.

MS. CHLAN: Probably middle.

MR. WATSON: Yes, or something --

MS. CHLAN: Middle of November.

MR. WATSON: -- maybe in the middle of November.

MS. GUDUDURI: Thank you.

MR. WATSON: Sure. And I just want to reiterate that the closing date is October the 18th at 2 p.m. And, like I say, I'll issue an addendum to say what the room number is actually 101, but I will send out an addendum for that. If you have any questions, please do not
hesitate to get it in before the question due date of October the 7th at 2 p.m.

You have a -- sure.

MR. ZERNHELT: Brian with Software Consortium. So the whole -- both applications are done completely in-house or is there any other outside company involved?

MS. MISHAGA: No.

MR. ZERNHELT: Will there be anybody from that team available to work with this individual or will all the update be solely on this individual?

MS. CHLAN: The developer is on staff, but reason that we're coming out is because he is swamped.

MR. ZERNHELT: Got it. Okay.

MS. CHLAN: We are down a tremendous number of staff.

MR. ZERNHELT: Okay.

MS. CHLAN: So they're there, but very, very limited availability.

MR. ZERNHELT: The coding, everything's by you guys, and it's all there?

MS. CHLAN: Yeah.
MR. ZERNHELT: Okay. At least there is an internal reference at least?

MS. CHLAN: Right, right.

MR. ZERNHELT: Thank you.

MR. WATSON: Did you have a question as well?

MS. GUDUDURI: I do, actually. So just to clarify for the -- on the anticipated start date. I hear November. Is it the time that the interviews would start then or --

MR. WATSON: No, before, before then.

MS. GUDUDURI: To have the resource start November.

MR. WATSON: Yeah. Maybe like the first week in November may have interviews, but a Notice to Proceed, we're probably looking at maybe the second week in November.

MS. GUDUDURI: Okay. Thank you.

MR. WATSON: Um-hum. Is that it? Do you have --

MS. RODRIGUEZ: I think I have a question. Lais with United Solutions.
MR. WATSON: Okay. Sure.

MS. RODRIGUEZ: On page 14, the minimum qualifications for the company on 2.1.2, the number (2) states that it shall have provided at least 2 full-time enterprise web application development personnel having a Microsoft.Net development certification. In that case the company has to have provided in other contracts or you have to have it as a full-time employee?

MS. CHLAN: Full-time. It states full-time. So that person would have -- that company should have provided at least full-time, two full-time web development personnel within the last five years.

MS. RODRIGUEZ: Okay. So --

MS. CHLAN: So it just shows that you're active.

MS. RODRIGUEZ: But that person doesn't have to be a full-time employee within the company, you have to have provided to other --

MS. CHLAN: I'm going to defer to you.

MR. WATSON: All right. Have to address that.

I --

MS. RODRIGUEZ: Okay. I can submit that --
MR. WATSON: Okay, thank you.

MS. RODRIGUEZ: -- question as well.

MR. WATSON: All right. Okay, sir.

MR. ZERNHELT: Brian with Software Consortium. Yeah, the price sheet it's projected possibly three years. Is it an assumption you just -- that the work will be for three years or is it just the State is -- just want to secure somebody and --

MR. WATSON: Well, we have the one year plus the possibility to have two one-year --

MR. ZERNHELT: Extensions.

MR. WATSON: -- yeah, extensions.

MS. MISHAGA: One year is good.

MS. CHLAN: Meredith holds the purse strings, and we look at development, and we always know things go wrong.

MR. ZERNHELT: Certainly. But ideally you think the project can be all completed within a year is what the plan is.

MS. WHITLEY: Ideally, we'd like the project to be completed in a year, but as you know it depends on the
scope of the effort.

MR. ZERNHELT: Right.

MS. WHITLEY: And we're still determining what that scope is. And it depends on the requirements of the Agency. But one year is ideal. However, it's not definitive. That's why we put the options on there. We're not sure what else may come up.

MR. ZERNHELT: This person, if I missed it within the description, I'm not understanding, do you want them to help identify it? Is this analysis in the requirements or does the State --

MS. WHITLEY: That should be completed. That should be --

MR. ZERNHELT: Be completed by then, okay.

MS. WHITLEY: -- completed, and what we're hoping is to have some overlap between the person doing the requirements and this particular individual.

MR. ZERNHELT: Great. Thank you.

MS. WHITLEY: For knowledge transfer purposes.

MR. WATSON: All right, any other questions?

All right, that concludes the meeting. Thank
you everyone for coming out.

(Whereupon, the Pre-Proposal Conference concluded at 10:32 a.m., on September 27, 2016.)
CERTIFICATE

This is to certify that the attached proceedings before the Department of Labor, Licensing and Regulation in the matter of:

Foreclosure Systems Enhancement Project

CATS+ TORFP Number P00B7400010

PLACE: Baltimore, Maryland

DATE: September 27, 2016

were held as herein appears, and that this is the original transcript thereof for the file of the Department.

Bryson Dudley, Reporter
FREE STATE REPORTING, INC.
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Attendee Sign-in Sheet
September 27, 2016 at 10:00 AM
Pre-Proposal Conference
Foreclosure Systems Enhancement Project
CATS+ TOPP # P00874900010
Q & A #1
To
Request for Proposals (RFP)
Foreclosure Systems Enhancement Project for the Department of Labor, Licensing and Regulation
Solicitation Number: TORFP#P00B7400010
Date: 9/22/2016

Question#1: Can you advise if this is a new TORFP or a re-compete?

Answer#1: This is an entirely new solicitation.

Question#2: Does the DLLR have an incumbent contractor(s) either currently working, or who recently worked, on this project?

A. Is the incumbent eligible to respond to this solicitation?

B. If there is an incumbent, can you provide the name?

Answer#2: No, DLLR does not have an incumbent contractor.

A. No, this procurement does not have an incumbent contractor.

B. No, since an incumbent does not exist, there isn’t any contractor name to provide.

Question#3: What is the anticipated start date for this position?

Answer#3: The anticipated start date is by the 2\textsuperscript{nd} week in November.
Q & A #2
To
Request for Proposals (RFP)
Foreclosure Systems Enhancement Project for the Department of Labor, Licensing and Regulation
Solicitation Number: TORFP#P00B7400010
Date: 10/17/2016

Question#4: On page-14 under section 2.1.2 - 2) of the TORFP, you have stated:
"2) Shall have provided at least two (2) full-time enterprise web application development personnel having a Microsoft.Net development certification within the last five (5) years."
And our question is: Will you consider our candidates whom have over 15 years of experience in Microsoft .Net application development but do not have the certification you stated? Would you substitute years of relevant experience for this certification requirement? Wouldn't you be missing out on a great talent by requesting this certification as a "Minimum Qualification"?

Answer#4: Please see Addendum#3 regarding Microsoft.Net development certification.

Question#5: Would you consider and evaluate our proposal if our candidate/s does/do not have this certification?

Answer#5: The candidate must meet all qualifications listed in the TORFP.

Question#6: And for our planning purposes, when is the estimated award date for this TO?

Answer#6: The anticipated start date is by the 2nd week in November.

Question#7: On Form 5B you have Reference #1. Does that mean we are only required to send one Personal reference?

Answer#7: Correct, just one personal reference is required with your proposal submission.

Question#8: Do we know when the second person may be engaged in the project? Would the following be mandatory for the second support person?

Answer#8: No, it is not known whether a second resource will be needed. However, references would be requested if indeed a second support person would be needed at a later date.

Question#9: On Page 43 under relevant work experience it states use employment history below, but I don’t see any request for this information, should it be added or discarded?

Answer#9: On page 43, the instructions properly detail how to submit relevant work experience when completing Attachment 5B Personnel Resume Form.
Q & A #3
To
Request for Proposals (RFP)
Foreclosure Systems Enhancement Project for the Department of Labor, Licensing and Regulation
Solicitation Number: TORFP#P00B7400010
Date: 10/27/2016

Question#10: Is the last line year 1 pricing or total of all 3 years combined?

Answer#10: Please see addendum#5 regarding the revised price sheet attachment 1.

Question#11: Regarding addendum#4, the section that was added is applied for Company minimum (or preferred) qualifications or is it applied for contractor and personnel preferred qualification? Also what are company minimum qualifications?

Answer#11: In addendum#4, the Microsoft certification requirement was moved from section 2.1.2 (2) the Company’s Minimum Qualifications” to section 2.2 “the Personnel Preferred Qualifications section. Please see section 2.1.2 (1) for the company’s minimum qualifications requirements.