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TO: Potential Offerors

FROM: June Dwyer  
Procurement Specialist

RE: **ADDENDUM 1**  
TORFP R00B5400059 Child Care Credentialing Program-Help Desk, Imaging and Data  
Entry Processing

DATE: April 15, 2015

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

Included in this addendum is:

- Pre-proposal attendance list
- Transcript of Pre-Proposal conference

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: We are diligently working to answer all of the questions. They will be sent out at a later date. We WILL be extending the due date for your proposals to give you time to submit a quality proposal. The new date will be announced with the questions and answers. Thank you for your patience.**

**ADDENDUM 1**  
**TORFP R00B5400059**  
Child Care Credentialing Program-Help Desk, Imaging and Data Entry Processing

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

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

Vendor \_\_\_\_\_

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

MARYLAND STATE DEPARTMENT OF EDUCATION

Consulting and Technical Services Plus (CATS+)

OFFICE OF CHILD CARE (OCC) CREDENTIALING BRANCH  
MARYLAND CHILD CARE CREDENTIALING PROGRAM  
HELP DESK, IMAGING, AND DATA ENTRY PROCESSING

Task Order Request for Proposals (TORFP)

CATS + TORFP # R00B5400059

Monday, March 30, 2014

10:00 a.m.

June Dwyer, Procurement Officer presiding

Baltimore, Maryland

gm

## FYI

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

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

MS. DWYER:

Good morning, everyone. Thank you for attending our Pre-Proposal meeting for our Credentialing Program. I'm June Dwyer, the Procurement Officer here at MSDE. I'm also the MBE liaison. We have a panel with us who are Angeline Bishop-Oshoko, who's going to speak in a moment. She's in charge of the program. And Vanessa Jones. And Alan Delman who is another procurement officer here. And in the back is Betsy Blair and Rey, our guru from OIC.

So thank you for coming today. I want to remind you to please give me your business cards at the end of the Pre-Proposal so I can have your card.

If you have any questions that are not related to this TORFP, please call the School and Community Outreach Office at 410-767-0473.

Now we're going to go around the room and we'll do introductions. We have Doug who's here from our Conference Reporting Service and he's going to record our Pre-Proposal today. So I'm going to start here. I've already introduced her, but she can introduce herself.

MS. BISHOP-OSHOKO:

Good morning. My name is Angeline Bishop-Oshoko. I'm the Credentialing Branch Chief.

MS. JONES:

Good morning. I'm Vanessa Jones and I'm the Assistant Branch Chief in the Credentialing Office.

(Introductions from vendors)

MS. DWYER:

All the minutes from this meeting will be emailed and also an attendance sheet and any questions and answers that we put out today. If we can't answer a question today, then we'll put them in the minutes.

We'll go around the room and we'll have one question per company, and if you have a follow-up question, you'll have to hold onto that until the next round. We'll just go around.

There's an MBE goal of 30 percent on this TORFP. There have been no sub goals determined. We encourage you to use a variety of MBE subcontractors to fill the goal.

MBE primes are eligible to count themselves toward the overall goal after making a

good faith effort to find eligible subcontractors.

There is no Veteran goal for this TORFP but veterans are encouraged to participate as a prime or a partner. If you have any questions on Maryland's living wage attachment, you should address those through the Department of Labor, Licensing and Regulation and they are at [www.dllr.state.md.us](http://www.dllr.state.md.us) and click on the living wage page.

At this time I'm going to turn this over to Angeline and she's going to give you a brief overview of this TORFP.

MS. BISHOP-OSHOKO:

Good morning again. My name is Angeline Bishop-Oshoko. Just to give you an overview of where the Credentialing Branch stands.

Credentialing is housed in the Division of Early Childhood Development and within the Office of Child Care.

Within the Office of Child Care we have the Credentialing branch. We have the Subsidy branch. We have the Maryland EXCELS and we have Licensing.

And also within the Division of Early

Child Care there's also Early Learning and there's also a collaboration in Program Development ... more or less.

But within the Credentialing branch itself, we do have the Maryland Child Care Credential Program and that's the TORFP that you're here for today. But we also have Training Voucher Reimbursement Program. We also have the Accreditation Support. We have Maryland Accreditation. We have the Child Care Career and Professional Development Fund and Training Approval.

And I'll give you just a brief overview of all of these programs that are within our branch.

First, I will ask for the Maryland Child Care Credentialing Program. But let me just give you a brief overview of the Training Voucher reimbursement. For the Training Voucher Reimbursement, if you qualify at a Level 2 or higher, a Child Care provider is eligible to receive up to \$400 yearly if they qualified.

And then we have the Accreditation Support and that for those funds, licensed Child Care Programs that goes through either Maryland

Accreditation, for approved instruction of material, or if you go through National Accreditation, we pay for all fees associated with the application.

And then we have the Child Care Career and Professional Development Fund. That particular program funds Child Care providers to go back to school to get a degree, whether it's an Associate Degree or a Bachelor's Degree in Early Childhood Education and it's funded 100 percent of tuition, books and fees.

We also have the Training Approval Program. That particular program approves all Early Childhood Workshops in the State of Maryland that is delivered either by an individual or an organization. And then we have the Maryland Accreditation just like the National Accreditation, there is a Maryland Accreditation Credit Programs in the State of Maryland.

Then the reason why you're all here today is because of the Maryland Child Care Credentialing Program. That program is a quality initiative program. It's voluntary. It's a professional career development pathway. It places Child Care

providers on a career pathway based on information submitted to the Credentialing Program.

Child Care providers are required to take training in 6 core of knowledge content areas. And that includes Child Development, Curriculum, Health, Safety and Nutrition, Professionalism, Special Needs and Community. There are 7 credentialing levels and that ranges from Staff Credential Level 1 to Staff Credential Level 7. And then we have four administrative credential levels which is from 1 through 4.

So any Child Care providers that meet the requirements can be placed on any one of those levels. Things that you need to submit include your training, transcript, professional activity unit and proof that you work in a licensed program in the State of Maryland.

You have licensed Child Care programs, you have Family Child Care programs, and you have church programs that have a letter of compliance.

Applicants that are qualified at a Level 2 or higher receive achievement bonuses that range from 200 to 1500 hours. And if the Child Care Automatic Tracking System has all this information

is put into. And that's been in existence since I believe 2003, Rey? 2003, yeah. The Child Care Automated Tracking System.

And the information submitted, whether it's the training or college transcript, all professional activity, units or experience, is input into that Child Care Automated Tracking System and this system will calculate the levels, and then once the system calculates the levels, that is go through accounting and then the checks come from the Comptroller's Office.

The system also will be able to create letters and certificates in the future. However, it's not doing that now. And then payments will also, in the future, be issued through the CAT system. But there are multiple reasons why applications may be delayed and going into the future, that would be discussed. It could be ranging from multiple party ID's to officiate a party so training's not found intact.

But this TORFP is an extended version from the current TORFP that we have in place. What we have in place today is basic data entry. This TORFP is requesting Help Desk and Imaging, Scanning

and Indexing of the information that you'll be receiving. That information, again like I said, will be the Training Certificates that the providers receive. It could be their college transcript, a copy of their college transcript that is submitted, and it could be any of their professional activity units that are submitted, and proof of experience that they're working in a licensed Child Care Program.

For the Help Desk meaning that we need a dedicated Help Desk that will respond to all questions coming into the Credentialing Program that pertains to credentialing, training voucher reimbursement, Child Care career and professional development, any one of our programs. The Help Desk will address those questions.

We will have F.A.Q's, preliminary F.A.Q's and into the process you should be able to come up with additional F.A.Q., but what we're looking for is dedicated customer service that would be able to respond to any of those questions coming into the Help Desk and a dedicated IVR that in the event they're calling sometime around 12 o'clock, the IVR will be able to pick up those phone calls and

probably automatically be able to relay information for the Child Care providers.

Again, data entry is what I just explained, that you know, they'll receive the information at a central location and all that information will be input into the system.

For scanning, when you get the information it will be scanned and it will be indexed and I'll give you an example of indexing. You can index based on county, index based on name, index based on location. And that information will be readily available for MSDE Staff.

My staff will be able to upload that information and look at it and be able to say, well, yes, the level was calculated correctly or incorrectly before payments for that level will be issued.

So basically that wraps up what we're looking for. Any questions?

MS. DWYER:

We'll go around and there will be questions, I'm sure. Let's start over here and go around the table.

Q.

My question is you mentioned the data entry, which is the add-on. So is there an incumbent right now that's doing data entry or is it MSDE Staff?

A.

I think you answered when you have identified all your criteria today with an opportunity to evaluate, for the most efficient...

Q.

Do you have any specifics on how many applications come in that are incomplete that we have to send a letter back, or correspondence back.

A.

On a monthly basis, we'll average incompletes would probably be about 60 or 70 incompletes that's going back. But I currently wanted to let you know that at this moment, we have about 7,000 in the Credentialing Program... (inaudible).

Q.

Is that 50 percent or 50 out of the 7,000 that you send back?

A.

It could range from an application not

having a Social Security number. And then it could range from the application not being signed or range from insufficient number of training submitted or insufficient number of PAU's(?) or we couldn't identify that a person still works at the Child Care Program, that is listed in the application. So it could be several reasons why an application may be incomplete.

Q.

Besides you answered all the questions about this program, I would like to know if it provides the protocols.

A.

Yes, initially. Individual training will be provided on the Credentialing Program and some of the most frequent questions that are asked on a regular basis. Yes.

Q.

Can I ask another question?

A.

You'll have to wait till we go back.

Q.

Okay. My next one is a transitioning question. In the trip transition inspection, it

states that the TO Contractor shall transition activities from MDSE to the TO Contractor personnel within 30 days of the Task Order start date. But then in another section it says the data management system needs to be operational in 90 days.

So I'm just looking for a clarification as to what your transition expectations are.

A.

Okay. There is some clarification and guidance that was provided to me by our project manager in terms of the Data Management System that more or less might not be readily available within 30 days and just to give a window of 90 days for all of the information to be input into the system. It's just a window of 90 days.

Q.

Can I follow up?

A. So the 30 days...transition on the documents to the vendor. That's the 30 days in terms of the training, in terms of whatever files we have here, and things like that. That's the transition. But to be up and running in the Data Management System, it would take a while to do the indexing and the scanning of all of that. So we're

giving up towards 90 days we have that.

A.

Okay. Do you have a question?

MALE VOICE:

I have no questions.

Q.

I would just clarify what you said. You have the 30 days and then you have 60, so it's all inclusive at 90 days total.

A.

For what?

Q.

From what Crystal asked. You were talking about the transition. Then 60 days. She said 90 days. The 30 is included in that 90?

A.

Correct. Yes.

MS. DWYER:

In the back row? Questions?

Q.

I was just wondering about the interface with the CCATS system. How do you envision that?

A.

It would have to be, a T1 line would have to be established from your system to the interface.

Q.

Would it be an automated interface service or something?

Q.

I'm trying to understand, so CATS is a web-based solution?

A.

Yes.

Q.

So we would provide some activity and whatever you are proposing to do the data entry. So it's not a direct, I don't understand what you mean about as far as a direct interface.

A.

So for the systems...

Q.

Do you mean real-time interface or...

A.

Yes.

Q.

Do you want this to be real time?

A.

Yes. With again, more detail. That will be fine. Okay.

Q.

This is the same company. I don't want to break the rules.

A.

Okay. So we'll get back to you then.

Q.

How much historical data are you asking the vendor have available access to?

Q.

Are you saying the vendor...

A.

We have the historical data. We have to do it from there.

Q.

I know. But if we're going to put this on to this new system, I'm trying to get an idea of how much historical data, like one year's worth, two years worth for a Child Care provider, how much data did you want to have access to be able to pull up and review?

A.

It's asked that we have up to five years worth of data in the system.

MS. DWYER:

Do you have a question?

Q.

Yes. Is the incumbent eligible to repeat a bid?

A. Yes.

MS. DWYER:

In the back, do you have a question?

Q.

One of the criteria regarding qualification, you're asking for providing data comprised of service in federal and state, government agencies. Is it possible you can go through the commercial customer?

A.

We'll get back to you on that one. I'm not sure of the right answer.

MS. DWYER:

All right. So we're ready to go back around the table again, so we'll start here.

MALE VOICE:

Still good.

MS. DWYER:

Still good.

Q.

Is it necessary to send MBE requirements on the last TORFP?

A.

I'm not positive. There was an MBE requirement. I'm not positive off the top of my head what it was, so I don't want to say yes or no, but there was an MBE requirement.

MALE VOICE:

I'm good.

FEMALE VOICE:

I'm still trying to gather some statistics here. So you gave us the red folder. The application is generally one of these three pages.

A.

Application, you have in the folder, you have an application for credentialing. This is a folder that's got the information of all the programs in the Credentialing Branch. One will be for credentialing. The other will be for Training Voucher Reimbursement, and another application

probably will be Child Care Career and Professional Development.

Q.

So we said the document would have the application and often 30 documents attached. Are those documents, each one --

A.

An average.

Q.

An average.

A.

It could be less or more.

Q.

Okay.

A.

Yes.

Q.

But when you say 30 documents attached, is that 30 individual pages or is it a document that then, each document is 10 or 20 pages?

A.

Individual pages.

Q.

Individual pages.

A.

Yes.

And the reason why you have the application for the various other programs, because those programs will be imaged applications for the Child Care Career, Professional Development Fund, Training Approval, Training Voucher Reimbursement and will be indexed also, will be imaged in the index.

Q.

Isn't that where this came from right now is that you're having trouble with the certification delinquency? Is that why it is to be consolidated or what is the biggest input?

A.

This is Credentialing but it's not licensing. Licensing is a separate program. And this is a Credentialing Program and we need to take it out of MSDE and have it contracted, have nothing to do with licensing.

FEMALE VOICE:

I work from the same company.

A.

All right.

Q.

I just wanted to clarify some numbering within the TORFP. On page 25 we have Section 2.6.3.8. And then it goes into a subsection for functional business requirement.

A.

25?

Q.

Yes, page 25.

A.

Yes, okay.

Q.

So 2.6.3.8, Quality Assurance. And then it goes into a subsection. I was wondering if the functional business requirement should have been another subsection or is that a true subsection of quality assurance?

A.

It is.

Q.

Okay.

MS. DWYER:

Anyone in the back have a question?

Q.

You mention encryption within the RFP. It said that the network would have to be encrypted. That address seems to not meet the requirement, minimum requirement, and we eventually will be looking at the final level...

A.

We're not going, we'll have to get back to you. It's a requirement.

Q.

Okay. That address.

A.

Clarification on that?

Q.

I was wondering if the requirement also was for the data address, it wasn't (inaudible) ... and then the level of encryption.

A.

Okay. The level. We can get back to you on that.

Q.

The final level ...

A.

Okay. Thank you.

Q.

I had a question. If you know the amount of volume of returned mail that you had from addressing not found, or I guess it's a two-part question. What level is the contractor expected to go through to contact that person when the mail is returned?

A.

We don't generally have a high volume of returned mail. I can tell you that. We barely see probably two to three mails a week, probably, that has been returned. And for the most part, when those are returned to us, if we have a phone number, Staff will contact the provider to see whether there is a change of address, if they have moved and things like that.

Q.

Okay.

A.

If there's a phone number on file. But we generally don't receive a high volume of returned mails.

Q.

Okay. Thank you.

Q.

I have a question regarding the historical data reference. Is the transfer of the historical data, is that included within the 90 days or is that a separate thing all together?

A.

That is included within the 90 days. That is included within even 30 days.

Q.

The 30, oh, okay.

A.

Within the 30 days. And it's specified when it should be.

Q.

I got a question in regards to the current incumbent. Where does the work start and where does it end?

A.

The current incumbent work ends May 31<sup>st</sup>.

Q.

No, I mean in regards to Staff transaction, information transactions.

A.

Within the confines of MSDE hours, it's fine.

Q.

In regards to the process today. In the process of data entry, where does it start and stop, basically communication with clients. What do they do?

Q.

What is their responsibility right now?

Q.

Yes.

A.

Oh. Data entry, basically at this point they are not responsible to actually communicate with the public. They basically do data entry for information that it became an issue (inaudible) ...

MS. DWYER:

Go around one more time.

Q.

Is there any requirement on the distance because the work's not going to be done here but does it need to be done 10 miles from this location, 25 miles from this location?

A.

I think we have a radius of 25 miles.

Q.

25 miles.

Q.

Can I ask a pricing question. So then on the application, it was a format only question. But, so on the application it mentions like if there was an issue, for example, on the application you have to respond back within a period of five days. Is there an overall time to complete an application that comes in?

A.

Within 30 days.

Q.

30 days. Thank you.

Q.

For the phone calls that you get now, do you have any statistics on how long it takes to resolve each, an average of how long it takes to resolve each phone call. I think you said in there that phone calls you get 50 to 100 a day.

A.

Uh-huh. Fifty to 100 a day. To resolve those phone calls, takes up to three days some of them. Some maybe after it gets resolved, some will take within two or three days and it would range

from probably looking for the file and things that could be happening with entry staff housed in the building, and you can look at those files within our filing cabinet or we can get data entry ... so most it would take is probably three days.

Q.

Okay. So with that phone call you might be on the phone for five minutes and then have to do followup.

A.

Exactly. Yes.

Q.

What would be the constant ...

A.

I don't think we're able to discuss that today. That references if we make changes in the CATS system, the functionality, especially around credentialing, the expectation would be that there would be training or there would be testing resources by the people who were doing the data entry, so that we could identify any issues or problems.

A.

Oh. And it just would basically be the

same as processing the application more or less. Because if it tells you that this is working and it wasn't working, you put this information in and access the level after you work on the file to calculate the level. And yes, it is or it isn't.

Q.

You are expecting that the personnel that we put in place for the program.

A.

Yes.

Q.

Will be the same that is going to put menu enhancement?

A.

I'm expecting that, but we will make our decision.

Q.

Thank you for the forms. My one question was can we have a copy of the form. My question to the forms is are they modifiable. Will you allow the vendor to modify the forms, for example, for a better OCR reading, potential bar code reading, something like that? Would MSDE be open to that?

A.

Yes. Exactly, it's doable.

MS. DWYER:

Do you have a question? Because I think we skipped over you last time.

Q.

I'd like to follow up on the personnel question. Under the new system, what would the operational relationship be between your personnel and the contractor personnel?

A.

I have a credentialing coordinator who would work hand-in-hand with the new vendor in terms of conducting training, (inaudible) a contract. So there will be a really close relationship involving myself or my designee here. It will be a close relationship working with the vendor, if that's -

Q.

That's where the training period, is there an operation, my impression is it's, everything is going to be run by the contractor.

A.

Yes.

Q.

When at certain points, I imagine the government personnel will want to look at data and ...

A.

You would have, the whole question initially, not only would they have 30 days transition, but after that 30 days transition you will definitely have questions and we will be readily available to work with you in terms of clarifying things for you.

Q.

Are there government decision points about the levels of credential that the contractor would not be the party to make, but the government will be making based on information put in by the contractor?

A.

Well, most of the information in CATS, you'll submit for the level calculation and that's where your responsibility stops.

Q.

I see.

A.

And then my credentialing specialist or coordinator will take a look at the information that was inputted in the system and make sure that it is correct before it goes through another second level of those achievements. But your responsibility stops at where your staff will submit for level calculation.

Q.

Thank you. That's just what I was thinking.

Q.

Okay. I have one in regards to the IVR system that you're expecting. Are you using it or do you have an existing IVR system and how it interfaces? Is it real time or is it (inaudible) Do you guys download it, call it in and then check on the status of something, or is that a batch that we get once a day from CATS or wherever to find out where it's supposed to be an interactive connection giving real time data?

A.

Because this is new for me, I have someone, I don't know if that person is willing to respond to whether we already have an IVR, but this

is new to me so I'm not able to answer that question today, or I can address it later.

VOICE:

You can answer.

A.

This is new for this project. We do not currently have an IVR. It will be whatever you propose as to what will be your solution. The information, if you want the information to be used by the IVR would be expected to be done daily by that.

Q.

Okay.

Q.

My question is currently now with the MSDE staff, incumbent staff, what is your level of staffing?

A.

Level of staffing as to what?

Q.

Between the two agencies.

A.

Five.

Q.

Five?

A.

Including a part-time Project Manager.

Q.

And that's between an incumbent and you?

A.

No, that's the incumbent.

Q.

The incumbent is five and how about the state?

A.

The state has two.

Q.

Two, so about 8?

A.

Well, the state doesn't have to process the application. We review them and issue the bonuses.

MS. DWYER:

Are there any more questions? Anyone in the back? Okay. Did you have one then?

Q.

Yes. If you have 50 to 100 calls a day so far as (inaudible) ... Do you know how long each

call is on an average?

A.

On average I would say it would range from five minutes to probably 15 minutes at the most.

Q.

Okay.

A.

Depending again on if it's something that you have to look for, we'll take the number and return the call.

Q.

Sure.

A.

Yes.

Q.

Currently those calls would be taken by your staff?

A.

Currently. Yes, taken by my staff.

Q.

Okay. If we submitted questions before this meeting, will they be answered in the notes of the meeting?

A.

They will. I did bring a couple of them with me, but.

Q.

Okay. That's fine.

A.

And I think some of them have already been addressed.

Q.

Right.

Q.

So I'm guessing (inaudible) right now today, currently you're having a notice with the reason why this is out and what are those two or three or four or five.

A.

Insufficient number of staff, yeah. To staff credentialing program we need a dedicated Help Desk. Again, as you can see, a number of phone calls come in. The Help Desk will definitely help in responding to our calls and we don't have to speak for hard copy.

We don't have to speak to the volume of information that is coming in, so it's 2015 and we're scanning and imaging the information which

will definitely be beneficial for us. And all we have to do is look at information before issuing the (inaudible) ...

MS. KELLEY:

I'm sorry, I apologize. But once again, I'm Liz Kelley. I'm the Director for the Office of Child Care.

MS. BISHOP-OSHOKO:

Yes, that's my boss.

MS. KELLEY:

And I just want to build on what Angeline just said. So the first part is that we had to seek additional services as far as the data entry. But the biggest, one of the biggest pinpoints for us is the amount of information. It's not all in paper. And it's very difficult for us to manage the amount of paper and to locate files. So that's one of the reasons why we have this, if you will, consolidated data entry and scanning in indexing solutions.

Q.

My question is around the information. So we're going to scan it but are we to destroy or do we scan it in and give it back to, you have to have

all that data ...

A.

No, you have a window of 30 days of an approval from MSDE to destroy it. We can store in within 30 days, yes. But upon approval from MSDE. Because we want to make sure, when we look at the information it's everything before you destroy it.

Q.

Yeah.

A.

But if you don't get approval, we must have it in a climate dealing with records management.

Q.

It has to be secure?

A.

Yes, secure. Because you have confidential information there. Just make sure it's secure.

Q.

I'm just, sometimes the law has certain requirements when you're storing information.

A.

We may have to get back to you on that.

I'm not going to clarify, I'm not aware of what the storage requirements would be, except that the files must remain secure because they contain personal information.

Q.

You said it's upon approval. How is disapproval handled in the process?

A.

Upon approval. I mean it would be very rare to have a disapproval and if there is, we can just work it out, whatever.

Q.

I mean for the credentialing person. To get their approval, should that change our process at this end? Because we're holding (inaudible). If for some reason or other, they were not approved?

A.

They'll get it back if they're not approved.

Q.

Oh, okay.

A.

Yeah, you'll be sending them a letter telling them why you're not approving them. Yes.

Q.

Quick question. How accessible are you to alternate the transition period or proposals from the vendor, because I noticed the transition period is somewhat short for all of what you're asking...

A.

Can I get back to you on that?

Q.

Right. It's really pertaining around to store for documents that you're requesting be scanned in.

A.

Can I get back to you on that?

Q.

Okay.

Q.

With the Spanish-speaking personnel that you're requiring, are you open to using an interpreter service that would encompass more than just Spanish-speaking?

A.

Yes.

MS. DWYER:

Any other questions?

Q.

I have one. The location of personnel. Is it expected to be all located here for the Help Desk?

A.

No.

Q.

Not even for Help Desk?

A.

Everything will be housed outside of MSDE.

Q.

Okay. Thank you.

A.

Or within 25 miles.

Q.

Getting back to the documents, all of the documents are housed here, correct? We're not going to take it to local jurisdiction?

A.

Yeah. Everything is housed here.

Q.

It's going to be picked up here?

A.

Okay.

Q.

And hopefully it will be boxed.

(Laughter)

MS. DWYER:

Is there a question in the back?

Q.

Will the entire staff have to be staffed within 25 miles?

A.

Yes. It's a requirement, yes.

Q.

Back to the imaging. There's a statement that says that we need to be able to accept documents from a standard disk or a flash drive.

Can you elaborate where is that coming from, or do you already have some images that are on these disks?

A.

Well, I'm not now for credentialing, but I think sometimes in training, sometimes they do send the information on a flash drive. So you may receive something like that.

Q.

But it's not -

A.

You may get something like that.  
Depending on the volume.

Q.

I want to be sure that I understand the minimum qualifications. When it says Master Contractor and they're asking for three basic qualifications. Imaging, Data Entry and Help Desk. Can we use our sub for one of those?

A.

No. It's just the Master Contractor should be required. After that lists the requirements for the sub.

Q.

So you're saying that the Master Contractor has to have Imaging, Data Entry and Help Desk services? The Master Contractor only.

A.

I'll have to really re-read it but you only get what's broken out by the minimum qualifications for the Master and then it's broken out by the sub.

Q.

It's broken out by the sub? What do you mean by that?

A.

I don't have it in front of me.

Q.

Because I need it.

A.

Okay. So all personnel minimum qualifications?

Q.

You mentioned.

A.

I know, but first it says the company and then under that it says office personnel.

Q.

And the reason why I say this is that... for the Master Contractor, you went from 25 companies to five, per se. Could you shift by naming more than one what I'm saying now. But I'd like to have a sub-contractor to do some other work. (inaudible) If the help is responsible I don't see why it shouldn't be.

A.

We may have to get back to you on that. To clarify that. So that we're very clear.

A.

What is your question again?

Q.

My question is that the Master Contractor, we're looking at competition, one, and then like I say I look at this qualification and I see you got Scanning, you got Help Desk, you got Imaging and Data Entry. Most companies can probably do it ad hoc but do they have three references, a thousand customers? No.

So therefore, if someone does something else. You went to the pool and now participating in 20 companies, you shrunk it down so only the Master Contractor having those calls, now it's down to five companies.

What I'm saying to you is that you open it up and say, well, as long as the Master Contractor has two of these qualifications and use the sub qualifications for one of the other areas and then you open the pool and now it's more competitive. More comprehensive.

A.

We'll have to get back to you on that.  
Thank you very much.

MS. DWYER:

Are there any other questions?

Q.

With regards to the requirement that the work be done within 25 miles, I understood that to mean that contractor personnel would be within 25 miles doing the scanning, entry of CATS and the direct involvement of your documents. Could the system they're using be housed somewhere else that's not within 25 miles?

A.

Which system?

Q.

The servers containing the data base, especially if they were IVR site. With the IVR site, we tap off the grid, on a second grid.

(General conversation.)

Q.

I just want to clarify where the work is going to be coming from as far as the contractor. Is there a P. O. Box that the Master Contractor

would take over and pick up or how does that work?

A.

The Master Contractor is going to be asked for the Master Contractor to set up a P. O. Box at a central location.

MS. DWYER:

Any other questions? Oh, yes sir?

Q.

I'm Harry Hans with Sona Networks. I just want to ask on this remote work. For example, are you allowing scanning to be done remotely?

A.

Yes.

Q.

When you say remote work, is that what you're saying?

A.

Yes. Within 25 miles of this location.

Q.

We just answered that some of the work could be done remotely. So it's going to house the information, could be further away than 25 miles, but the actual scanning of the documents would be in Maryland?

A.

Yes.

Q.

Okay. So the 25 miles...

A.

Within 25 miles.

Q.

But we can store it some place else?

Okay.

A.

Okay. Yes.

Q.

Regarding a living wage, if you're using staff, I think the RFP if I read it correctly says that all work other than Customer Service has to be done within 25 miles. Maybe I'm misreading it, but just to be sure we're on the same page.

I believe the living wage would apply to any person that does the work for this project, even if you're doing Customer Service, Help Desk, outside of Maryland you would still have to pay those folks a living wage who are doing the work on this project. Is that true?

A.

Yeah, I'm not sure. We have to refer that question to the Labor and Licensing Regulations and research that.

A.

Should be able to get that out to you early in the week.

Q.

Thanks.

Q.

Is there a requirement for an automated email to be sent when applications and everything are received? Where will we obtain those email addresses? Are they within CATS that they can be pulled from CATS? How will we get those email addresses?

A.

The email is on the application itself and it comes from CATS.

MS. DWYER:

Anybody else?

Q.

Is that correct, we're only submitting one tech, one profile, one resume, and that's it?

A.

Yes.

MS. DWYER:

And after you leave here, you may have some additional questions. So you can email me the questions up until April 7<sup>th</sup> and anything you think of that we haven't addressed. And please keep in mind that they're due on the 22<sup>nd</sup> of April by 2 o'clock. And please make sure you filled out all the required documentation.

All right. If no one has any other questions, we'll adjourn. Thank you all for coming. Make sure you sign in on the sign-up sheet and give me a business card on your way out.

(Whereupon, at 10:50 a.m. the

Pre-Pro  
posal  
Confere  
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ed.)



## STATE OF MARYLAND

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

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

AS WITNESS, my hand and Notarial Seal this  
\_\_\_1st\_\_\_ day of \_\_\_ April\_, \_\_2015\_\_\_\_\_.

---

William Alan Bodenstein  
Notary Public

My commission expires: 11/7/15

MARYLAND STATE DEPARTMENT OF EDUCATION

CATS+ TORFP #R00B5400059  
 CHILD CARE CREDENTIALING PROGRAM -HELP DESK, IMAGING AND DATA ENTRY PROCESSING  
 ( ATTENDANCE SHEET )

PRE-PROPOSAL CONFERENCE DATE: March 30, 2015 8<sup>TH</sup> FLOOR CONF. RM. #8

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