



Karen B. Salmon, Ph.D.
State Superintendent of Schools

September 23, 2020

Amendment 1

R00R1600082 Child Care Scholarship Case Management and Payment Processing Functions

Attention all vendors:

The RFP referenced above is hereby amended to extend the closing date until October 13, 2020 at 10:00 AM local time. Please see the amended text below in **RED BOLD**.

Original Text

TO Proposals Due (Closing) Date and Time:	October 12, 2020 at 10:00 AM Local Time Offerors are reminded that a completed Feedback Form is required if a no-bid decision is made (see Section 5).
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Amended Text

TO Proposals Due (Closing) Date and Time:	October 13, 2020 at 10:00 AM Local Time Offerors are reminded that a completed Feedback Form is required if a no-bid decision is made (see Section 5).
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September 24, 2020
Amendment 2

R00R1600082 Child Care Scholarship Case Management and Payment Processing Functions

Attention all vendors:

The RFP referenced above is hereby amended as follows. Please see the amended text below in **RED BOLD**.

Original Text

2.6.8 Service Level Measurements Table (System performance)

	Service Requirement	Measurement	Outcome	Reporting Measure	Penalty
1	Payment Processing	TO Contractor shall process a properly completed and submitted invoice within five calendar days of the receipt date.	At least 99 % of properly completed and submitted invoices must be processed within five calendar days of the receipt date	Monthly Outcome Report	\$500 for each calendar day of delay for each invoice received (Please Note: 5:01 p.m. is considered late)
2	Payment Processing	TO Contractor shall document improperly completed or submitted invoices in the provider record and correct it within five calendar days of receipt date.	At least 99 % of improperly completed or submitted invoices must be documented and corrected within five calendar days of receipt date.	Monthly Outcome Report	\$500 for each calendar day of delay for each invoice received (Please Note: 5:01 p.m. is considered late.



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3	Mail Processing	TO Contractor shall date stamp and distribute all invoices to payment processor by the end of the next business day of receipt by the TO Contractor.	At least 99 % of incoming mail is logged by the end of the next business day of receipt by the TO Contractor.	Monthly Outcome Reports	\$250 per percentage point per month below 99% of monthly outcome.
4	Mail Processing	To Contractor shall log and distribute all incoming mail to case management staff by the end of the next business day of receipt by the TO Contractor.	At least 95 % of incoming mail is logged by the end of the next business day of receipt by the TO Contractor.	Monthly Outcome Reports	\$250 per percentage point per month below 99% of monthly outcome.
5	Customer Service	TO Contractor shall offer an immediate response either through an interactive voice response system or from a live customer service representative when a caller requests information.	At least 85% of the callers requesting information must receive an immediate response.	Monthly Outcome Reports	\$250 per percentage point per month below 85% of monthly outcome.
6	Customer Service	TO Contractor shall return a telephone call or email no later than the close of the next business day of a caller leaving	At least 95 % of the callers leaving voice mail or email messages for a CCS worker shall receive a return telephone	Monthly Outcome Reports	\$250 per percentage point per month below 95% of monthly outcome.



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		voicemail message for CCS staff.	call by the next business day of a caller leaving voicemail message for CCS staff.		
7	Customer Service	TO Contractor shall not have callers wait more than five (5) minutes on hold after having the call placed in the queue.	At least 95 % of the callers, after having their call answered and placed in queue, shall not wait more than five (5) minutes.	Monthly Outcome	Reports \$250 per percentage point per month below 95% of monthly outcome.
8	Customer Service	TO Contractor shall address all complaints, verbal or written, whether received directly by the Contractor or forwarded to the Contractor by MSDE, by the end of the next business day of receipt by the TO Contractor.	At least 95% of complaints will be addressed by the end of the next business day of receipt by the TO Contractor.	Monthly Outcome Reports	\$250 per percentage point per month below 95% of monthly outcome.
9	Customer Service	TO Contractor shall ensure that requests for CCS forms are sent no later than by the end of the next business day of the request being made to the TO Contractor.	At least 95 % of Customers requesting a CCS forms shall have the form(s) sent to them by the end of the next business day of the request being made to the TO Contractor.	Monthly Outcome Reports	\$250 per percentage point per month below 95% of monthly outcome.



10	Check Writer Payments (Overpayments)	TO Contractor shall mail first Overpayment Notification Letter and Repayment Agreement to recoup an overpayment within ten (10) calendar days of the date the overpayment is discovered.	At least 95 % of identified overpayments have a demand for recoupment made by the TO Contractor within ten (10) calendar days of the date the overpayment was discovered.	Monthly Outcome Reports	\$250 per percentage point per month below 95% per monthly outcome.
11	Check Writer Payments (Underpayments)	TO Contractor shall reimburse an underpaid provider within ten (10) calendar days of the date the underpayment is discovered.	At least 95 % of identified underpayments have been paid within ten (10) calendar days of the date the underpayment was discovered.	Monthly Outcome Reports	\$250 per percentage point per month below 95% per monthly outcome.
12	Check Writer Requests	TO Contractor shall process check writer payment requests within five (5) calendar days of the date of request.	At least 98 % of check writer payments requested have been processed within five (5) days of the receipt date.	Monthly Outcome Reports	\$250 per percentage point per month below 98% per month.
13	Changes in Address	TO Contractor shall process changes of payment address reported by child care providers within five (5) calendar days of the date the change is reported	At least 98 % of reported address changes have been made within five (5) calendar days of the date the change	Monthly Outcome Reports	\$250 per percentage point per month below 98% per month.



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14	Changes in Address	TO Contractor shall enter or update in CCATS any changes of address reported by customers within five (5) calendar days of the date the change is reported to CCS.	At least 98 % of reported address changes have been made within five (5) calendar days of the date the change	Monthly Outcome Reports	\$250 per percentage point month below 98% per month.
15	Application, Redetermination and Interim Changes	TO Contractor shall enter into CCATS the name and address of the CCS applicant and date stamp the application in CCATS by the end of the next business day of receipt by the TO Contractor.	At least 98 % of CCS applications received by the TO Contractor with the name and address of the Applicant shall be pended in CCATS by the end of the next business day of receipt by the TO Contractor.	Monthly Outcome Report	\$500 for each calendar day per case with a delay (Please Note: 5:01 p.m. is considered late.
16	Application, Redetermination and Interim Changes	TO Contractor shall process incomplete CCS applications correctly to completion (granted or denied) within thirty (30) calendar days, for customers submitting documentation in support of an application that contained at minimum:	At least 98 % of CCS applications received by the TO Contractor shall be approved or denied in CCATS by the 30 th day of customers submitting paperwork by the twenty-fifth (25) of the month. Applications submitted between the 26 and 30 th of each	Monthly Outcome Report	\$500 for each calendar day per case of delay (Please Note: 5:01 p.m. is considered late)



		customer's name, address and signature. TO Contractor shall process incomplete CCS applications received by days 25-30 to completion (granted or denied) within thirty-five (35) This includes redeterminations that are submitted late and treated as new applications.	month, shall be approved or denied by the TO Contractor by the (thirty-fifth) 35 th day of the customer's application submission to the TO Contractor. (reference COMAR 13A.14.06.05C)		
17	Application, Redetermination and Interim Changes	TO Contractor issue child care scholarships the same day the customer provides all documentation required for eligibility determination.	At least 98% of CCS scholarships for eligible Subsidy children shall be issued by the TO Contractor the same day as the customer's eligibility determination.)	Monthly Outcome Report	\$500 for each calendar day per case of delay (Please Note: 5:01 p.m. is considered late.
18	Application, Redetermination and Interim Changes	TO Contractor shall correctly enter child(ren)'s scholarships in CCATS within seven (7) calendar days of receipt.	At least 98% of child(ren)'s scholarships shall be entered into CCATS within seven (7) calendar days of receipt.	Monthly Outcome Report	\$500 for each calendar day per case of delay (Please Note: 5:01 p.m. is considered late)



19	Application, Redetermination and Interim Changes	TO Contractor shall process redeterminations correctly to completion by the redetermination end date, if received by the TO Contractor before the redetermination end date and by the close of business on the following day if received by the TO Contractor on the redetermination end date.	At least 98 % of CCS Redeterminations are processed correctly to completion by the redetermination end date, if received by the TO Contractor before the redetermination end date and by the close of business on the following day if received by the TO Contractor on the redetermination end date.	Monthly Outcome Report	\$500 for each calendar day per case of delay (Please Note: 5:01 p.m. is considered late)
20	Application, Redetermination and Interim Changes	TO Contractor shall enter or update changes of provider reported to CCS in CCATS within seven (7) calendar days of the date the change is reported to CCS.	At least 98 % of reported changes of child care Providers have been made within seven (7) calendar days of the date the report is made to CCS.	Monthly Outcome Reports	\$250 per case per month below 98% per month.
21	Application, Redetermination and Interim Changes	TO Contractor shall enter or update changes reported by customers that could affect program eligibility, such as, income changes or	At least 98 % of Customer or child care Provider changes reported to CCS have been changed within seven (7) calendar days of	Monthly Outcome Reports	\$250 per case per month below 98% per month.



		additional household members that are reported to CCS in CCATS within seven (7) calendar days of the date that the changes are reported.	the date of the report to CCS.		
22	Application, Redetermination and Interim Changes	<p>TO Contractor shall issue a Missing Information Letter that lists the specific documentation needed from the customer in order for TO Contractor to determine eligibility.</p> <p>TO Contractor shall issue the Missing Information Letter by the end of the following business day after receipt of the information.</p>	<p>At least 98 % of CCS applications, redeterminations and interim changes with missing information shall be issued a Missing Documentations Letter from CCATS by the end of the business day of receipt by the TO Contractor.</p>	Monthly Outcome Report	\$250 for each calendar day per case with a delay (Please Note: 5:01 p.m. is considered late.
23	Application, Redetermination and Interim Changes	TO Contractor shall process completed applications, redeterminations and interim changes correctly to completion (granted or denied) within	At least 98 % of completed CCS applications, redeterminations and interim shall be processed correctly to completion (granted or denied) within five (5) calendar	Monthly Outcome Report	\$250 for each calendar day per case of delay (Please Note: 5:01 p.m. is considered late)



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		<p>five (5) calendar days of the TO Contractors receipt of all information needed to authorize CCS services.</p> <p>NOTE: 30 day completion of application applies to customer. TO Contractor shall process all completed applications within five (5) calendar days.</p>	<p>days of the TO Contractors receipt of all information needed to authorize CCS services.</p>		
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24	Application, Redetermination and Interim Changes	TO Contractor shall have deducted any overpayment amount resulting from case manager administrative errors noted during monthly record review or audit findings.	100 % of CCS administrative overpayment errors completed by case managers shall be recovered from the TO Contractors payment.	Upon identification during 1 st level, 2 nd level, internal or external case management reviews, audits or appeals.	Total amount shall be deducted from upcoming TO Contractor's Monthly Invoice submitted to the State.
25	Informal Provider Approval	TO Contractor shall approve or deny all informal providers based upon case records containing all required documentation and clearances prior to informal provider approval or renewal.	100 % of payment made to an Informal Provider that was approved by the TO Contractor, where the provider's case record demonstrates that the TO Contractor did not collect missing information needed to pay or to continue the payment of an Informal Provider at initial approval by the TO Contractor, at the parent's redetermination or upon the renewal of the Informal Provider. If the TO Contractor fails to collect all documentation needed to continue	Upon identification of the payment of an informal provider that did not meet eligibility requirements to be authorized as an informal provider.	Total amount of improper payment shall be deducted from the upcoming TO Contractor's Monthly Invoice submitted to the State.



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			<p>payment to the Informal provider, the amount paid to the informal provider from the point of approval, redetermination or the renewal of the informal provider by the TO Contractor shall be deducted from the To Contractor's Monthly Invoice.</p>		
26	Informal Provider Approval	<p>TO Contractor shall approve or deny all informal providers within 30 calendar days of submitting a request to become an Informal Provider.</p>	<p>100 % of CCS informal providers shall be approved or denied correctly to completion by the TO Contractor within 30 calendar days of the informal provider submitting a completed informal provider packet to the TO Contractor.</p>	Monthly Outcome Report	<p>\$250 for each calendar day per case approved incorrectly (Please Note: 5:01 p.m. is considered late)</p>

*See definition of Normal State Business Hours.

Amended Text



2.6.8 Revised Service Level Measurements Table (System performance)

	Service Requirement	Measurement	Outcome	Reporting Measure	Penalty
1	Payment Processing	TO Contractor shall process a properly completed and submitted invoice within five business days of the receipt date.	At least 99 % of properly completed and submitted invoices must be processed within five business days of the receipt date.	Monthly Outcome Report	\$500 per invoice per calendar day of delay for each invoice received (Please Note: 5:01 p.m. is considered late).
2	Payment Processing	TO Contractor shall document improperly completed or submitted invoices in the provider record and correct it within five business days of receipt date.	At least 99 % of improperly completed or submitted invoices must be documented and corrected within five business days of receipt date.	Monthly Outcome Report	\$500 per invoice per calendar day of delay for each invoice received (Please Note: 5:01 p.m. is considered late).
3	Mail Processing	TO Contractor shall date stamp and distribute all invoices to payment processor by the end of the next business day of receipt by the TO Contractor.	At least 99 % of incoming mail is logged by the end of the next business day of receipt by the TO Contractor.	Monthly Outcome Reports	\$250 per case per calendar day below 99% of monthly outcome.



4	Mail Processing	To Contractor shall log and distribute all incoming mail to case management staff by the end of the next business day of receipt by the TO Contractor.	At least 95 % of incoming mail is logged by the end of the next business day of receipt by the TO Contractor.	Monthly Outcome Reports	\$250 per case per calendar day below 99% of monthly outcome.
5	Customer Service	TO Contractor shall offer an immediate response either through an interactive voice response system or from a live customer service representative when a caller requests information.	At least 85% of the callers requesting information must receive an immediate response.	Monthly Outcome Reports	\$250 per call per calendar day below 85% of monthly outcome.
6	Customer Service	TO Contractor shall return a telephone call or email no later than the close of the next business day of a caller leaving voicemail message for CCS staff.	At least 95 % of the callers leaving voice mail or email messages for a CCS worker shall receive a return telephone call by the next business day of a caller leaving voicemail message for CCS staff.	Monthly Outcome Reports	\$250 per call per calendar day below 95% of monthly outcome.
7	Customer Service	TO Contractor shall not have callers wait more than five (5)	At least 95 % of the callers, after having their call answered and	Monthly Outcome	Reports \$250 per call per calendar day below 95% of



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		minutes on hold after having the call placed in the queue.	placed in queue, shall not wait more than five (5) minutes.		monthly outcome.
8	Customer Service	TO Contractor shall address all complaints, verbal or written, whether received directly by the Contractor or forwarded to the Contractor by MSDE, by the end of the next business day of receipt by the TO Contractor.	At least 95% of complaints will be addressed by the end of the next business day of receipt by the TO Contractor.	Monthly Outcome Reports	\$250 per case per calendar day below 95% of monthly outcome.
9	Customer Service	TO Contractor shall ensure that requests for CCS forms are sent no later than by the end of the next business day of the request being made to the TO Contractor.	At least 95 % of Customers requesting a CCS forms shall have the form(s) sent to them by the end of the next business day of the request being made to the TO Contractor.	Monthly Outcome Reports	\$250 per case per calendar day below 95% of monthly outcome.
10	Check Writer Payments (Overpayments)	TO Contractor shall mail first Overpayment Notification Letter and Repayment Agreement to recoup an overpayment within ten (10)	At least 95 % of identified overpayments have a demand for recoupment made by the TO Contractor within ten (10) business days of the date	Monthly Outcome Reports	\$250 per case per calendar day below 95% per monthly outcome.



		business days of the date the overpayment is discovered.	the overpayment was discovered.		
11	Check Writer Payments (Underpayments)	TO Contractor shall reimburse an underpaid provider within ten (10) business days of the date the underpayment is discovered.	At least 95 % of identified underpayments have been paid within ten (10) business days of the date the underpayment was discovered.	Monthly Outcome Reports	\$250 per request per calendar day below 95% per monthly outcome.
12	Check Writer Requests	TO Contractor shall process check writer payment requests within five (5) business days of the date of request.	At least 98 % of check writer payments requested have been processed within five (5) days of the receipt date.	Monthly Outcome Reports	\$250 per request per calendar day below 98% per month.
13	Changes in Address	TO Contractor shall process changes of payment address reported by child care providers within five (5) business days of the date the change is reported.	At least 98 % of reported address changes have been made within five (5) business days of the date the change.	Monthly Outcome Reports	\$250 per case per calendar day below 98% per month.
14	Changes in Address	TO Contractor shall enter or update in	At least 98 % of reported address changes have been	Monthly Outcome Reports	\$250 per case per calendar



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		CCATS any changes of address reported by customers within five (5) business days of the date the change is reported to CCS.	made within five (5) business days of the date the change.		day below 98% per month.
15	Application	TO Contractor shall enter into CCATS the name and address of the CCS applicant and date stamp the application in CCATS by the end of the next business day of receipt by the TO Contractor.	At least 98 % of CCS applications received by the TO Contractor with the name and address of the Applicant shall be pending in CCATS by the end of the next business day of receipt by the TO Contractor.	Monthly Outcome Report	\$500 per case per calendar day of delay (Please Note: 5:01 p.m. is considered late.
16	Application	TO Contractor shall process incomplete CCS applications correctly to completion (granted or denied) within thirty (30) calendar days, for customers submitting documentation in support of an application that contained at minimum: customer's name, address and	At least 98 % of CCS applications received by the TO Contractor shall be approved or denied in CCATS by the 30th day of customers submitting paperwork by the twenty-fifth (25) of the month. Applications submitted between the 26 and 30th of each month, shall be approved or	Monthly Outcome Report	\$500 case per calendar day of delay (Please Note: 5:01 p.m. is considered late).



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		signature. TO Contractor shall process incomplete CCS applications received by days 26-30 to completion (granted or denied) within <u>thirty-five (35)</u> This includes redeterminations that are submitted late and treated as new applications.	denied by the TO Contractor by the (thirty-fifth) 35 th day of the customer's application submission to the TO Contractor. (reference COMAR 13A.14.06.05C).		
17	Scholarship	TO Contractor issue child care scholarships the same day the customer provides all documentation required for eligibility determination.	At least 98% of CCS scholarships for eligible Subsidy children shall be issued by the TO Contractor the same day as the customer's eligibility determination.	Monthly Outcome Report	\$500 per case per calendar day of delay (Please Note: 5:01 p.m. is considered late).
18	Scholarship	TO Contractor shall correctly enter child(ren)'s scholarships in CCATS within five (5) business days of receipt.	At least 98% of child(ren)'s scholarships shall be entered into CCATS within five (5) business days of receipt.	Monthly Outcome Report	\$500 per case per calendar day of delay (Please Note: 5:01 p.m. is considered late).



19	Redetermination	<p>TO Contractor shall process redeterminations correctly to completion by the redetermination end date, if received by the TO Contractor before the redetermination end date and by the close of business on the following day if received by the TO Contractor on the redetermination end date.</p>	<p>At least 98 % of CCS Redeterminations are processed correctly to completion by the redetermination end date, if received by the TO Contractor before the redetermination end date and by the close of business on the following day if received by the TO Contractor on the redetermination end date.</p>	<p>Monthly Outcome Report</p>	<p>\$500 per case per calendar day of delay (Please Note: 5:01 p.m. is considered late).</p>
20	Interim Changes	<p>TO Contractor shall enter or update changes of provider reported to CCS in CCATS within five (5) business days of the date the change is reported to CCS.</p>	<p>At least 98 % of reported changes of child care Providers have been made within five (5) business days of the date the report is made to CCS.</p>	<p>Monthly Outcome Reports</p>	<p>\$250 per case per calendar day below 98% per month.</p>



21	Interim Changes	<p>TO Contractor shall enter or update changes reported by customers that could affect program eligibility, such as, income changes or additional household members that are reported to CCS in CCATS within five (5) business days of the date that the changes are reported.</p>	<p>At least 98 % of Customer or child care Provider changes reported to CCS have been changed within five (5) business days of the date of the report to CCS.</p>	<p>Monthly Outcome Reports</p>	<p>\$250 per case per calendar day below 98% per month.</p>
22	<p>Application, Redetermination and Interim Changes</p>	<p>TO Contractor shall issue a Missing Information Letter that lists the specific documentation needed from the customer in order for TO Contractor to determine eligibility.</p> <p>TO Contractor shall issue the Missing Information Letter by the end of the next business day of</p>	<p>At least 98 % of CCS applications, redeterminations and interim changes with missing information shall be issued a Missing Documentations Letter from CCATS by the end of the next business day of receipt by the TO Contractor.</p>	<p>Monthly Outcome Report</p>	<p>\$250 for per case per calendar day with a delay (Please Note: 5:01 p.m. is considered late.</p>



		receipt by the TO Contractor.			
23	Application, Redetermination and Interim Changes	TO Contractor shall have deducted any overpayment amount resulting from a TO Contractor case manager administrative errors noted during record reviews or as a result of audit findings.	100 % of CCS administrative overpayment errors completed by TO Contractor case managers shall be recovered immediately from the TO Contractor's Monthly Invoice.	Upon identification during 1st level, 2nd level, internal or external case management reviews, audits or appeals.	Total amount of the administrative error shall be deducted from the TO Contractor's Monthly Invoice.
24	Informal Provider Approval	TO Contractor shall approve or deny all informal providers based upon case records containing all required documentation and clearances prior to informal provider approval or renewal.	100 % of payment made to an Informal Provider that was approved by the TO Contractor, where the provider's case record demonstrates that the TO Contractor did not collect missing information needed to pay or	Upon identification of the payment of an informal provider that did not meet eligibility requirements to be authorized as an informal provider.	Total amount of the administrative error (improper payment) shall be deducted from the TO Contractor's Monthly Invoice.



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State Superintendent of Schools

			<p>to continue the payment of an Informal Provider at initial approval by the TO Contractor, at the parent's redetermination or upon the renewal of the Informal Provider. If the TO Contractor fails to collect all documentation needed to continue payment to the Informal Provider, the amount paid to the Informal Provider from the point of approval or the renewal of the informal provider by the TO Contractor shall be deducted from the TO Contractor's Monthly Invoice.</p>		
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25	<p>Informal Provider Approval</p>	<p>TO Contractor shall approve or deny all informal providers within 30 calendars days of submitting a request to become an Informal Provider.</p>	<p>100 % of CCS informal providers shall be approved or denied correctly to completion by the TO Contractor within 30 calendar days of the informal provider submitting a completed informal provider packet to the TO Contractor.</p>	<p>Monthly Outcome Report</p>	<p>\$250 for each case per calendar day approved incorrectly (Please Note: 5:01 p.m. is considered late).</p>
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