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Solicitation Number R00R1600082
Child Care Scholarship Case Management and Payment Processing Functions

Questions and Answers

Question #	Comment/Clarification/Question & answer
1	<p>Would MSDE please consider extending the submission deadline a minimum of 15 business days from the date in which answers to all questions are published to allow bidders enough time to prepare a compliant, responsive proposal that is fully informed by the MSDE answers to all submitted questions?</p> <p>MSDE is unable to extend the submission deadline.</p>
2	<p>What is the anticipated effective date of the contract?</p> <p>The anticipated date, based upon State approval, is January 2021.</p>
3	<p>What is the anticipated timeframe for services to begin under the new contract?</p> <p>The anticipated date, based upon State approval, is January 2021.</p>
4	<p>This requirement is listed in the State roles section. Would MSDE please confirm if the TO Contractor is responsible for The Work Number license?</p> <p>The TO Contractor is responsible for obtaining and maintain the Work Number license.</p>
5	<p>Would the State consider using The Work Number as the primary source to determine eligibility if the data is authoritative – that is, the income and employment information comes directly from the employer or the employer’s payroll provider in the original, unaltered format?</p> <p>Using the Work Number as the primary source will alleviate the customer from having to submit the documents.</p> <p>The Work Number will be used as a source to verify income.</p>
6.	<p>Will the TO Contractor have access to CARES and MABS?</p> <p>If CARES and MABS is available, based upon the approval of the State entity responsible for the system, the TO Contractor shall access. If it is not made available, the TO Contractor shall use policies and procedures established by MSDE to authorize eligibility.</p>
7.	<p>Does the State have any expectation of the TO Contractor regarding screen captures from these systems?</p> <p>If screen captures were used in order for the TO Contractor to authorize CCDF services, the TO Contractor shall include screen captures. The case record shall contain all documents used by the TO Contractor to establish customer eligibility.</p>
8.	<p>What other State systems will be available to the TO Contractor?</p> <p>CARES and MABS, if made available by the governing agencies.</p>
9.	<p>Will MSDE provide access to the ADDR, STAT, and DEM1 screens in CARES in the new contract?</p>

	<p>If the ADDR, STAT, and DEM1 screens in CARES are made available by the entity governing the system, access will be made available to the TO Contractor. If not, the TO Contractor will complete eligibility determination based upon guidance from MSDE.</p>
10.	<p>Which “super-users” are being trained?</p> <p>The TO Contractors trainer shall be responsible for training all TO Contractor staff with “super-user” log-on or general system log-on roles.</p>
11.	<p>Are these super-users MSDE or vendor staff?</p> <p>Both. MSDE super-users will provide training to the TO contractor staff, as needed.</p>
12.	<p>How many super-users require training?</p> <p>This will depend up the solution and number of staff the TO Contractor will utilize on this contract.</p>
13.	<p>Please confirm that the testing is for enhancements to the existing system and the TO Contractor will not be responsible for testing the modernization system to replace CCATS until fully implemented.</p> <p>Enhancements include current or future systems used by MSDE for case management or provider payment, at any point of the development or implementation stage.</p>
14.	<p>The requirement to perform an attendance audit by selecting a random sample of twenty-five (25) percent of provider invoices once every two weeks increases the current sample from 26 verifications to over 2,000 per service period.</p> <p>Please clarify MSDE’s expectations related to this requirement since there is a significant negative impact to providers (payments must be frozen to perform the audit) and there will be significant increase in cost to perform the work.</p> <p>TO contractor shall review twenty-five (25) of provider invoices every two weeks.</p>
15.	<p>What documentation does MSDE require from these audits?</p> <p>TO Contractor shall request provider sign-in and sign-out sheets for the invoice selected in the Invoice Audit.</p>
16.	<p>What additional auditing will MSDE perform on these verifications?</p> <p>MSDE will audit a percentage of the cases audited by the TO contractor.</p>
17.	<p>Due to the fact that TO Contractor would not fall under the State’s sovereign immunity, would the MSDE please consider removing these requirements from the TORFP?</p> <p>The TO Contractor will be responsible for the Informal Provider Approval process, as guided by MSDE.</p>
18.	<p>Regarding the new scope for the Fraud and Violation Detection, it isn’t clear what specific Fraud and Violation Detection services the agency is asking vendors to provide. The risk to vendors for taking on this work is unclear since vendors will not fall under the State’s Sovereign immunity. What do you envision the vendor to do as part of this unit?</p> <p>The Investigative Unit is strictly dedicated to the “audit and verification” of documents for the identification or reduction of potential fraud, overpayment and/or misuse of funds.</p> <p>The Investigative Auditors will review documentations submitted by customers and/or providers; will contact customers and providers directly by phone or email; and will collect documents as needed or requested by the Office of Child Care in order to substantiate findings or programmatic concerns.</p> <p>Examples include, but are not limited to:</p> <ol style="list-style-type: none"> 1. Working directly with the TO Contractors Quality Assurance Team , Audit Team, Supervisors and/or managers to discuss findings or observations within customer or provider records used to authorize CCDF payments; 2. Randomly reviewing the sign-in and sign-out sheets submitted for Invoice Audits to determine inconsistencies or concerns and as a secondary measure for reviewing the accuracy of the Invoice Audit Unit;

	<ol style="list-style-type: none"> 3. Process Intentional Program Violations according to COMAR and attend Administrative Hearings, if applicable; 4. Following the directives established by the CCS Investigator or Office of Child when support is needed to review or analyze reports or customer/provider documentations; 5. Reviewing reported fraud received from the MSDE website, received directly by the TO Contractor or other sources; 6. Randomly reviewing CCS applications received across the 24 jurisdictions to determine potential fraud, overpayment and/or misuse of funds; 7. Interviewing customers, providers, employers based upon identified findings; 8. Providing findings and supporting documents to the MSDE CCS Investigator or the Office of Child Care, as needed for court and/or to pursue collections; 9. Reporting monthly cases reviewed and the findings to the MSDE CCS Investigator or designee; and 10. Will go to the courthouse to retrieve criminal records as a part of the informal provider approval process.
19	<p>Please elaborate on the expected number staff within this unit and the type of experience a unit member will need.</p> <p>Number of Staff: See the expectations of the Investigative Unit. At minimum 1 full-time staff for every 2000 active applications.</p> <p>Type of Experience: TO Contractor to determine the type of experience of an Investigative Auditor based upon the expectations described within this document.</p>
20	<p>Will this unit be expected to be in the field doing investigations?</p> <p>No. They will be responsible for the collection of information or documentation by fax, phone, email and/or mail. Interviewing parents, providers and/or employers. Collecting court documents needed for the provider approval process and other duties described throughout this document, at minimum.</p>
21	<p>This requirement increases the current requirement from 3 reviews to 210 reviews per case worker per month, which will significantly increase staffing and cost to the State. Would the State consider revising the requirement to require a statistically valid sample of cases be reviewed?</p> <p>The requirement shall remain as written. When approaching this cost, the Offeror should consider a reasonable number of reviews based upon the current parent enrollment, not the child enrollment and consider having a dedicated team for completing quality assurance reviews. This process will reduce significant costs based upon a proven recommendation and strategy.</p>
22	<p>This requirement appears to conflict with requirement 9 in the same section which requires 100% review. Please clarify.</p> <p>TO Contractor shall complete:</p> <ol style="list-style-type: none"> 1. 100% Pre-authorization review of the cases before CCDF benefits are authorized; 2. 50% 1st Level CPRS review of all cases authorized per case manager per month within 30 days of authorization; <ul style="list-style-type: none"> o 100% 1st Level CPRS review of all case records for new (1st year or less than 12 consecutive month) for the first 12 months of employment on the contract and for any returning employee with more than a 60 day break in services; 3. 25% 2nd level CPRS review of all 1st Level CPRS Review completed.
23	<p>Please confirm “cases authorized” include application and redetermination processing. This requirement increases the current contract requirement from 3 to 210 per case worker per month.</p> <p>“Cases Authorized” include any case that was approved, interim changes, denied or closed by the TO Contractor.</p> <p>If errors are found in the 210 cases how many additional CPRS reviews will need to be reviewed?</p> <p>The TO Contractor shall review 50 additional cases per case manager per month with an identified error.</p>
24	<p>Is there a time limitation for completing these reviews?</p>

	To Contractor shall report the findings of these reviews to MSDE within 30 days of the case being authorized.
25	<p>Does MSDE expect the TO Contractor to provide the results of the review?</p> <p>Yes. Monthly.</p> <p>If so, in what format?</p> <p>The TO Contractor shall use the existing MSDE Comprehensive Program Review System (CPRS) and/or review form(s) designated by the Division.</p>
26	<p>It appears the pre-authorization reviews and the CPRS reviews are duplicative which will increase the staff required and cost of the contract.</p> <p>Can the first steps of the CPRS reviews be used as the as part of the 100% pre-authorization reviews?</p> <p>Preauthorization and CPRS reviews are <u>totally</u> different and are not duplicative based on the difference.</p> <p>Pre-authorization is to catch potential errors leading to overpayment or underpayment before benefits are authorized by case managers. CPRS reviews identify any errors or <u>deficiencies</u> resulting from human error by the case manager, with the goal of correcting within 30 days of identification to reduce the cost of SLA and administrative errors against the TO Contractor and to minimize federal improper payments, which impacts the State's Federal Error Rate.</p> <p>MSDE's goal is to maintain a statewide error rate of 1% or less, both the 100% pre-authorization and the 50% CPRS review are needed to assist the TO Contractor with partnering with MSDE to maintain this goal.</p> <p>Utilizing a dedicated team; considering the number of active parents served; understanding a responsible expected daily review; and understanding the staffing needs of both teams in response to executing the plan the TO Contractor will offer is a strategy developing a reasonable staff cost for this requirement, while adequately staffing.</p>
27	<p>Please confirm that the data can be entered in CCATS through an automated interface, as required in TORFP 2.3 Functional Work Requirements, Case Narration, page 14, "TO Contractor shall ensure that the proposed solution(s) will allow individual case notes and narration to be inserted and batched into CCATS overnight."</p> <p>Narration shall be entered into CCATS system or system used by MSDE for case management and provider payment or the TO Contractor shall provide a data file that can interface with our system.</p>
28	<p>Please provide the estimated volume of the case management records.</p> <p>An estimated volume of 500 boxes statewide.</p>
29	<p>Will the TO Contractor have access to CCATS data to obtain e-mail address and telephone numbers for customers and providers?</p> <p>By virtue of completing case management and provider payment, the TO Contractor has access to CCATS data to obtain e-mail address and telephone numbers for customers and providers. The TO Contractor shall be responsible for updating a customer's contact information at each determination, if needed.</p>
30	<p>Please clarify the designated language for the website translation.</p> <p>The 11 designated languages are as follows:</p> <ol style="list-style-type: none"> 1. Spanish, 2. French, 3. Korean, 4. Vietnamese, 5. Yoruba, 6. Arabic, 7. Amharic, 8. Tagalog, 9. Chinese (Mandarin), 10. Chinese (Cantonese), and

	<p>11. Russian</p> <p>Clarification: The TO Contractor shall be responsible for providing translation services in the 11 designated languages. The TO Contractor's Customer Service Unit must be able to communicate in person or through translation services in any language identified by a customer or provider.</p>
31	<p>Is this a one-time translation requirement or ongoing throughout the contract?</p> <p>Ongoing.</p>
32	<p>If translation is ongoing, how often will the TO Contractor be required to update the translation?</p> <p>Ongoing translation will be in the form of any communication that goes out to parents or providers, when provider/parent forms are modified and when new information is added to the website. Information is added to the website weekly to monthly. Forms are modified, as needed. The volume documents produced or modified is dependent upon what is happening statewide or needed programmatic changes.</p>
33	<p>Will TO Contractor modify the website pages to include the additional languages or is that a State responsibility?</p> <p>TO Contractor will provide the translation. MSDE will modify the website pages to include the additional languages.</p>
34	<p>If the TO Contractor is responsible for effecting the changes, will TO Contractor be granted administrative rights to the website?</p> <p>TO Contractor will provide the translation. MSDE will modify the website pages to include the additional languages.</p>
35	<p>Will the TO Contractor be responsible for the content of the website or just the translation of the current text?</p> <p>The TO Contractor will be responsible for translating current and future text added or modified on the Division of Early Education Website.</p>
36	<p>How many parent and provider letters will the TO Contractor be responsible for translating? And to all 11 languages?</p> <p>An approximate number parent and provider letters or communications per year is 40 each. Yes.</p>
37	<p>Please provide the number of pages that require translation.</p> <p>Parent letters vary based upon the guidance provided. An estimate of the pages is 2-10 pages.</p>
38	<p>Please confirm if the letters or pages requiring translation is a one time or ongoing requirement?</p> <p>Ongoing.</p>
39	<p>We want to be sure we understand MSDE's expectations regarding the Quality Assurance Review section of the Functional Work Requirements.</p> <p>The requirements appear to be a significant change in the way work is performed which will require significantly more staff and increase the cost to the State. Given the low error rate on the current contract, it is unclear what value these requirements will bring to MSDE or its constituents for the increase in cost.</p> <p>It appears the State is asking for:</p> <ol style="list-style-type: none"> 1. Review of 50% of the cases authorized per case manager 2. 100% case review of all case records for new (1st year) case managers 3. Pre-authorization review of 100% of the cases 4. CPRS review of 100% of the cases 5. 2nd level CPRS review of 25% of the cases <p>Please clarify.</p> <p>Correction and Clarifications is as follows:</p>

	<p>4. 100% Pre-authorization review of the cases before CCDF benefits are authorized;</p> <p>5. CORRECTION: 50% 1st Level CPRS review of all cases authorized per case manager per month within 30 days of authorization;</p> <ul style="list-style-type: none"> o 100% 1st Level CPRS review of all case records for new (1st year or less than 12 consecutive month) for the first 12 months of employment; <p>6. 25% 2nd level CPRS review of all 1st Level CPRS Review completed.</p> <p>The Quality Assurance Review Section of the Functional Work Requirements was not based upon the current contract or based upon an understanding of what bidder will be awarded the next contract. The requirements are based upon lessons learned, and to ensure the continued and increased programmatic success of any bidder that is awarded the next contract. MSDE believes this requirement will ensure our partner can assist MSDE in reaching the goal of an error rate of 1% or less. Previous examples have been provider to allow Offerors to determine a strategy for determining costs/staffing.</p>
40	<p>Please specify the predetermined points where reviews must occur. Is the TO Contractor responsible for identifying the predetermined points?</p> <p>This requirement is simply requiring the TO Contractor to put in processes that increase authorization accuracy and that increase provider payment accuracy. Yes, the TO Contractor Quality Assurance Review Team is responsible for identifying the predetermined points based upon the solution offered.</p>
41	<p>Will MSDE please confirm that this requirement will be accomplished in conjunction with the CPRS reviews the TO Contractor is completing to meet requirement 9 in this same section (9. TO Contractor shall conduct 100% case record review on all CCS cases authorized. . . The current MSDE Comprehensive Program Review System (CPRS) and/or the review form(s) designated by the Division must be used.)</p> <p>This requirement can be accomplished through the 50% 1st Level Review, the 25% 2nd Level Review, during the 100% Pre-authorization, by the Fraud Investigative Unit, by the Quality Assurance Review Unit, by the Invoice Audit Unit, by the Customer Service Unit, by the Provider Payment Unit, etc.</p>
42	<p>Does this requirement for CPRS reviews apply to 100% of the cases determined by anyone employed less than 12 months?</p> <p>100% CPRS will be completed by anyone employed with less than 12 consecutive months on the current TO Contractor contract. In other words, 100% CPRS review will be required for the first 12 months for all case managers authorizing CCS Services and for anyone that has a break in employment for more than 60 days.</p>
43	<p>This level of review will significantly increase staffing and cost to the State. Would the State consider revising the requirement to require a statistically valid sample of cases be reviewed?</p> <p>Wording will remain with the following clarification:</p> <p>100% CPRS will be completed by anyone employed with less than 12 consecutive months on the current TO Contractor contract. In other words, 100% CPRS review will be required for the first 12 months for all case managers authorizing CCS Services and for anyone that has a break in employment for more than 60 days.</p>
44	<p>What are the criteria for a pre-authorization review?</p> <p>MSDE's intent for 100% pre-authorization is to catch potential errors leading to overpayment or underpayment payments before benefits are authorized by case managers. The criteria is for the TO Contractor to develop a process where record is reviewed for overpayment and underpayment accuracy before the scholarship is issued.</p> <p>It is not clear what MSDE considers "authorization of CCS benefits?"</p> <p>"Authorization of CCS benefits" include any action leading to the approval, interim change, denial or closing of a case by the TO Contractor.</p> <p>Please confirm at what points the pre-authorization must occur.</p> <p>The criteria for pre-authorization is ensuring all documents needed to authorize services are within the case record, data is entered correctly, numbers are not transposed and the customer</p>

	was authorized the correct unit of care and correct subsidy reimbursement before the voucher is authorized.
45	<p>What reporting to MSDE will be required for both the level one and level two cases?</p> <p>MSDE requires the TO Contractor to report the following for both the 1st or 2nd Level Reviews:</p> <ol style="list-style-type: none"> 1. Completed CPRS Form or the form designated by MSDE; 2. EXCEL Sheet that Summarizes the Review to include: <ol style="list-style-type: none"> a. Cases reviewed b. No error c. Specific error noted d. Overpayment or underpayment e. Date over or under payment <ul style="list-style-type: none"> • Date of discovery • Date letters mailed • Date overpayment or underpayment is finalized 3. Was case referred to Investigative Unit? <ol style="list-style-type: none"> a. Yes b. No
46	<p>Will the TO Contractor have the capability of reporting CPRS reviews within CCATS?</p> <p>MSDE will direct the TO Contractor to report 1st Level or 2nd Level Reviews within CCATS and/or using the form or system designated by MSDE.</p>
47	<p>Will MSDE accept a statistically valid random sample for the 2nd level reviews as opposed to 25% to contain costs?</p> <p>The TO Contractor shall complete 25% 2nd level CPRS reviews of the 1st Level Reviewed cases. The 2nd level CPRS review shall not be completed by staff who completed:</p> <ul style="list-style-type: none"> • The Pre-authorization Reviews or • First Level CPRS Reviews. <p>The 2nd Level Review consists of reviewing 25% of the cases sampled in the 1st Level Review, not the entire active parent population. Offeror may want to consider a dedicated review team, understanding an approximate number of cases to be reviewed per worker per day, where can this activity be completed based upon the solution the Offeror provides, etc. when determining costs.</p>
48	<p>Will the TO Contractor be required to print audit documentation to provide to MSDE?</p> <p>TO Contractor shall be responsible for providing documentation used to authorize parent services or provider payment in the method and manner requested by MSDE.</p>
49	<p>Who will provide the TO Contractor with the CPS records?</p> <p>MSDE.</p>
50	<p>What does the CPS record review involve?</p> <p>MSDE will provide approvals or denials to the TO Contractor.</p>
51	<p>It is unclear what the TO Contractor's responsibilities will be related to CPS reviews. The risk to vendors for taking on this work is unclear since vendors will not fall under the State's Sovereign immunity. What will the TO Contractor's responsibilities be with regard to this work?</p> <p>MSDE will complete the CPS and Criminal Background Check and provide results to the TO Contractor. If the State will allow a TO Contractor to complete CPS or CBC, this task will be completed by the TO Contractor. The TO Contractor will be responsible for completing a 100% review of all informal provider records before authorizing the provider to receive CCDF funds.</p>
52	<p>Will MSDE provide the TO Contractor with all reports needed for SLA compliance?</p>

	TO Contractor will have the ability to complete generate any Business Objects Report or Case Management Reports that are currently available and can use these reports for SLA compliance, etc.
53	In what way will the CCATS generated Business Objects and Case Management Reports assist the TO Contractor with case management, quality assurance, and SLA compliance? The aforementioned reports are case management and SLA compliance tools.
54	What format is required for Notes to be imported into CCATS? Format is as follows: <ol style="list-style-type: none"> 1. Worker's first initial 2. Worker's last name 3. Agency 4. Date narration was complete 5. Sufficient Narration <ul style="list-style-type: none"> • Family Type (Single or Intact); • Priority Code; • Household size; • Application Type (initial, redetermination, interim change); • Income Type; • Gross Household income; • Participation Type; • Travel time approved; • Unit of Care Authorized; and • What resulted in the case manager entering, updating or changing information in the case management system.
55	What resources will MSDE provide from the CCATS team to accomplish this task? Case managers have the ability to enter CCATS Narration directly into CCATS without resources from MSDE. MSDE will support the TO Contractor by reviewing the narration solution presented by the TO Contractor.
56	If CCATS is unable to accept our files, will the TO Contractor still be responsible for this requirement? Yes.
57	How many Informal provider applications were processed in 2019? Approximately 650 informal providers where either redetermined, determined or denied in 2019.
58	Will the TO Contractor be provided authorization by MSDE to run the CBC? MSDE will run the CBC Report. If the governing entity permits TO Contractors to run the CBC, authorization will be provided by MSDE.
59	Is there an expense to the TO contractor to run these checks? No.
60	Are renewal packets generated by CCATS? No. Renewal packets are not generated by CCATS. TO Contractor will provide the Mail House with the list of providers that are to be mailed an informal provider renewal packet.
61	If packets are not provided, how will MSDE inform the TO Contractor of renewals? TO Contractor will use Business Object Reports in CCATS to determine which informal providers are due for renewal. The TO Contractor will provide this listing to the Mail House.
62	Please provide the expectation of the TO Contractor during an informal provider inspection: is the TO Contractor expected to physically inspect informal provider locations? The TO Contractor shall complete:

	<ol style="list-style-type: none"> 1. A virtual inspection based upon guidance provided by MSDE; 2. Complete a secondary virtual inspection if deficiencies are found during the first inspection; 3. Complete unannounced virtual inspections with the time period designated by MSDE; 4. Provide consumer education materials based upon the age of the child and guidance received by MSDE; and 5. Inspect the Emergency to Go Kit.
63	<p>What is the volume of the non-relative care providers?</p> <p>On average about 125. (Inspections will be completed for all informal provider types).</p>
64	<p>What is the volume of informal provider inspections?</p> <p>On average 160. (Inspections will be completed for all informal provider types).</p>
65	<p>What is MSDE's responsibility as part of the informal provider inspections?</p> <p>MSDE's responsibility is to provide technical guidance to the TO Contractor staff completing inspections. In addition, MSDE will work with the TO Contractor's Marketing team and/or training team to develop online training videos and resources for informal providers and total parent population.</p>
66	<p>What will be required of the TO Contractor to manage this process? Please provide the specific tasks the TO Contractor must perform.</p> <p>Frozen status is managed through automation in the case management system. TO Contractor is responsible for completing work functions in alignment with the SLA requirements and deliverables.</p>
67	<p>How will the TO Contractor remove customers from the frozen status? This is a current function of the CCATS system.</p> <p>MSDE will provide the TO Contractor will direction on the number of customers to remove from Frozen status, the time period and guidance on how to address applications processed or received with the past 30 days.</p>
68	<p>What is the estimated volume of website traffic?</p> <p>20,000</p>
69	<p>Does this reporting requirement include the MSDE CCS website or the CCS Central Application website? Or both?</p> <p>CCS Central Application Website.</p>
70	<p>Please clarify the specific types of support and/or the specific activities the MSDE requires the TO Contractor to provide regarding data collection efforts, customer service support inquiries, and surveys and other parent/provider initiatives.</p> <p>TO Contractor may be asked to:</p> <ol style="list-style-type: none"> 1. Provide phone support to customers or providers to encourage them to respond to the completion of surveys; 2. TO make provide resource and referral guidance based upon provider and customer inquiry; and 3. Point consumers toward marking campaigns or training videos on MSDE website at the end of customer or provider inquiries made to the Customer Service Unit.
71	<p>Please clarify the nature of or provide examples of parent/provider initiatives.</p> <p>Examples would include, but are not limited to:</p> <ol style="list-style-type: none"> 1. Completion of the Provider Market Rate Survey 2. Provider reminders by phone, email blasts or text blasts about the completion of the Market Rate Survey; submission of Parent Policies and Procedures; etc.
72	<p>What is the frequency of the support that will be required?</p> <p>Maybe 5 -10 times per year.</p>

73	<p>The previous TORFP requirement Audits 3. indicates the TO contractor will be deducting the amount of the error from the monthly invoice. Will the TO contractor be reimbursed when the amount is collected per this requirement?</p> <p>“...assist with the collection of any amounts due to the State as a result of audits findings or quality assurance reviews,” means the TO Contractor shall implement overpayment and underpayment procedures referenced in the TORFP.</p>
74	<p>How often will the TO Contractor be expected to complete audits and reviews of all three TO Contractor solution components?</p> <p>As needed by the TO Contractor to avoid SLA assessment penalties, administrative errors, over and underpayments and to achieve an error rate of 1% or less.</p>
75	<p>With what frequency does MSDE expect the TO Contractor will be called upon to assist in the preparation of management plans and various customer reports?</p> <p>Approximately 2-5 times per year.</p>
76	<p>Will the State provide relief from the SLAs in the event of a declaration of an emergency closure or disaster, as it does under the current contract?</p> <p>SLA assessments will be assessed as written in the TORFP. Relief can only be granted with an approved waiver.</p>
77	<p>Asking TO Contractors to add on cost for a manual or system solution for a possible future event of unknown timing or frequency will add significant cost to this Task Order. Would the State consider pricing this work separately so that TO Contractors can provide the most cost-effective solution possible?</p> <p>For all the reasons stated Offerors may only want to add nominal costs for this requirement or consider the cost submitted for all other requirements as sufficient to this requirement. For example, the cost to maintain a case management unit, provider payment unit, audit team, quality assurance unit, investigative unit. During emergencies the roles of these staff can be shifted to assist the TO Contractor with meeting this requirement.</p> <p>The TO Contractor will be responsible for addressing provider payment and case authorization based upon the needs, guidance and direction of MSDE. MSDE will not consider pricing this work separately.</p>
78	<p>Where would these payments be made if not in CCATS?</p> <p>This is a very rare expectation. TO Contractor should plan costs as if payments will be made through CCATS. If a major state of emergency occurred where payment could not be made through CCATS the TO Contractor would provide MSDE with the information necessary to issue child care providers manual checks. Again, this would be an extreme programmatic occurrence. The event is mentioned so that the TO Contractor can expect to provide child care authorizations and provider payments to non-CCDF recipients and CCDF recipients during State and county declared emergencies.</p>
79	<p>Would the TO Contractor have access to the system generating the payments? MSDE will generate payments, if payments are not made through CCATS or the designated child care system. The TO Contractor will be responsible for providing the information required to make manual payments.</p>
80	<p>Is the TO Contractor responsible for a payment system external to CCATS? No. TO Contractor is only responsible for providing the information leading to payment.</p>
81	<p>Many of the SLAs include the note that “5:01 p.m. is considered late.” Will MSDE please consider removing or pushing the “5:01 p.m.” limitation to provide the TO Contractor time to complete work within the day without penalty?</p> <p>TORFP will remain as written.</p>
82	<p>It is unclear how required documentation relates to issuing a voucher. Please confirm this should read, “TO Contractor shall issue child care scholarships the same day as the customer’s eligibility determination.”</p> <p>CORRECTION: Wording should read, “TO Contractor shall issue child care scholarships the same day as the customer’s eligibility determination.”</p>

83	<p>Would MSDE consider extending the five (5) calendar days requirement to ten (10) calendar days? The current contract allows 30 days. Decreasing from 30 to 5 days will add significant staffing costs to the contract.</p> <p>REVISION: SLA Requirements. See revised table (below).</p>
84	<p>Please define the required source data/content?</p> <p>CCATS and whatever solution is provided by the TO Contractor for case management, provider payments and quality assurance.</p>
85	<p>How will the TO Contractor import source data into CCATS? CCATS does not currently have a repository for this data.</p> <p>Case management and provider payment authorization is completed through CCATS. Whatever solution is provided by the TO Contractor must result in data being managed in a way that is quickly and accurately identified within the customer's or provider's case records. For example, where it is clear what documents have been provided by customers or providers.</p>
86	<p>Will the CCATS maintenance team provide support to accomplish this requirement?</p> <p>CCATS provides an organized data management system based upon the customer or provider ID, if entered accurately. If the TO Contractor proposes an alternative system for imaging and indexing that system must be organized. The TO Contractor shall keep all source data/content within the CCATS database means that CCATS must be used to authorize customer benefits and provider payments.</p>
87	<p>CCATS does not have the functionality to import images and index. Please clarify this requirement.</p> <p>This requirement shall remain as written. TO Contractor shall image and index all unsaved incoming and outgoing documents until they can be imported into CCATS.</p>
88	<p>What data specifically needs to be imported into CCATS?</p> <p>TO Contractor shall image and index all unsaved incoming and outgoing documents to the correct provider's or parent's electronic folder until MSDE can import into CCATS. For example, all documents used to authorize or make payment CCDF funds; and any document mailed to a customer that was generated outside of CCATS.</p>
89	<p>In what format does data need to be sent?</p> <p>Current format is PDF.</p>
90	<p>Will MSDE please clarify the date by which the records need to be imaged?</p> <p>30 days before the end of the transition period.</p>
91	<p>What does MSDE consider to be the start date of the contract?</p> <p>End of Transition period, if a new TO Contractor is selected. End of the current TO Contractor's contract, if the incumbent is selected.</p>
92	<p>What data will be exchanged?</p> <p>CORRECTION: TO Contractor will be issued a user name and password to access DHS CIS/CARES, if allowable. TO Contractor will not be responsible for designing a data exchange with DHS CIS/CARES that indicates a CCS/TCA applicant or customer's status. If CARES screen is available, the TO Contractor will be able to view the customer's Temporary Cash Assistance (TCA) status.</p>
93	<p>Will DHS cooperate with the TO Contractor to allow for the data exchange?</p> <p>If CIS/CARES is available, the TO Contractor will have accesses to information that indicates the TCA status of a customer. If CIS/CARES is not available the TO Contractor shall use a referral process to authorize CCS services to a customer applying or approved to receive TCA.</p>
94	<p>Will TO Contractor no longer have direct access to the CARES system?</p> <p>CIS/CARES a system operated outside of MSDE. Presently, case management has access to CIS and limited CARES Screens. If for any reason these screens are no longer available, MSDE will provide guidance to the TO Contractor on what actions will be taken to complete CCS authorization.</p>

95	<p>Is the TO Contractor responsible for creating a referral system?</p> <p>MSDE has created the referral system that used between MSDE and DHS for the expedited approval of pending and TCA approved applicants needing child care. MSDE has completed a referral process between MSDE and Head Start that is used to authorize CCDF benefits for Head Start recipients needing child care. The TO Contractor is expected to use referrals for TCA, Head Start or any population in which referrals are created, based upon the guidance provided by MSDE.</p>
96	<p>Please explain how the referral system will work.</p> <p>MSDE has created referrals between community partners for the approval of specified priority groups and/or for expedited authorization of CCDF Benefits. Upon receipt of the electronic or hard-copy version of the referral, the TO Contractor will authorize CCDF services based upon the guidance provided by MSDE.</p>
97	<p>Would MSDE please define “eligibility information?”</p> <p>CORRECTION: TO Contractor will not be responsible for designing a data exchange where all eligibility information maintained outside of CCATS is transferred to the appropriate case record in CCATS. Any solution proposed by the TO Contractor must be such that data is always maintained in the appropriate customer and provider record and is easily accessible, viewed and retrieved by the TO Contractor Staff, MSDE, internal and external auditors.</p>
98	<p>Will MSDE provide the TO Contractor with access to these systems?</p> <p>TO Contractor will have access to the CCATS Database or any future databased used by MSDE to authorize CCS services or provider payment. All other documents can be found on the web. Recommendation is the TO Contractor to have this information readily available for the TO Contractor customer service staff.</p>
99	<p>Would MSDE please clarify which system requires a Help Desk?</p> <p>TO Contractor shall have a Help Desk System to serve customers and providers. The Help desk system shall provide a ticketing process that will record the incident with a date/time stamp for when it was reported and when the incident was resolved.</p> <p>TO Contractor shall report all CCATS related system issues to the CCATS Help Desk.</p> <p>The TO Contractor Help Desk must include a voice recording all voice-interactions between the TO Contractor’s staff and customers or providers served. This feature is use to improve, confirm or ensure customer service.</p>
100	<p>Would MSDE please clarify who will be contacting this Help Desk? MSDE staff?</p> <p>Customers, providers, constituents.\</p>
101	<p>Will the TO Contractor be provided with CCATS data necessary to complete SLA reports?</p> <p>TO Contractor is responsible for completing SLA reports and provided MSDE with the data used to demonstrate SLA compliance. The TO Shall use the SLA chart in the TORFP as a template for creating and completing the SLA reports. The TO Contractor can use CCATS Business Objects Reports to assist the TO Contractor with the management of SLA requirements and reports.</p>
102	<p>SLAs cannot be calculated until the required timeframe has ended. The TO Contractor cannot report by the 10th business day following the end of the previous month. Applications can possibly take 30 days to process. Please confirm the requirement should read, “The TO Contractor shall provide detailed monthly reports evidencing the attained level for each SLA set forth herein. Monthly reports shall be available once the required timeframe has ended.”</p> <p>MSDE is requesting Monthly SLA Reports from the TO Contractor. The TO Contractor shall provide monthly SLA reports by the 10th business day of each month.</p>
103	<p>SLA 23 states “TO Contractor shall process completed applications, redeterminations and interim changes correctly to completion (granted or denied) within five (5) calendar days of the TO Contractors receipt of all information needed to authorize CCS services.” this SLA states we have until the redetermination end date to process the redetermination.</p>

	<p>Please confirm we have until the redetermination end date regardless of when it was completed, to complete the redetermination.</p> <p>Our expectation is for “TO Contractor shall process completed applications, redeterminations and interim changes correctly to completion (granted or denied) within five (5) calendar days of the TO Contractors receipt of all information needed to authorize CCS services.”</p> <p>REVISION: SLA Requirements. See revised table (below).</p>
104	<p>Will redetermination be subject to preauthorization QA?</p> <p>Yes.</p> <p>If so, it will be difficult to meet this SLA. Necessary steps, pend, determine, QA and issue scholarship.</p> <p>Redeterminations are staggered throughout the month. TO Contractor has to use CCATS Case Management tools, staffing and resources and processes developed by the TO Contractor to meet this SLA requirement. Also, the compliance rate for this SLA is 98% gives the TO Contractor a 2% error rate. For example, if the TO Contractor redetermines 1500 cases within a month, the TO Contractor can miss 30 cases before the SLA penalty is accessed.</p>
105	<p>SLA 21 states interim changes are to be completed within seven (7) calendar days, this SLA 23 states five (5) calendar days. Please clarify.</p> <p>REVISION: SLA Requirements. See revised table (below).</p>
106	<p>SLA 19 states redetermination needs to be complete by the end of the next business day, this SLA 23 states five (5) calendar days. Please clarify.</p> <p>REVISION: SLA Requirements. See revised table (below).</p>
107	<p>Will the State please consider adding language that places a 10% monthly cap on the SLA penalty charges under the TORFP?</p> <p>TORFP will remain as written.</p>
108	<p>Will the State please consider adding language to the TORFP that defers assessment of any SLA penalty charge until Contractor has: i) entered into a mutually agreed upon corrective action plan, and ii) failed to successfully complete said plan within a proscribed time frame?</p> <p>TORFP will remain as written.</p>
109	<p>Will the State please consider adding language to the TORFP that provides the Contractor with prior written notice of its intent to assess any SLA penalty charge? TORFP will remain as written. The TO Contractor will be informed prior to the assessment of SLA penalty charges.</p>
110	<p>The requirement appears to be incomplete. Would MSDE please clarify this requirement?</p> <p>Add the experience of the TO Contractor Personnel.</p>
111	<p>Will the State please consider limiting Contractor’s liability for direct damages to an amount equal to three times the annual payments paid or payable by the State to the Contractor?</p> <p>TORFP will remain as written.</p>
112	<p>Will the State please consider including a mutually beneficial exclusion of consequential, indirect, incidental, special and punitive damages clause in the TORFP? TORFP will remain as written.</p>
113	<p>Would MSDE please provide bidders with the Excel version of the Attachment B TO Financial Proposal Instructions and Form.</p> <p>Yes</p>
114	<p>The MSDE TORFP requirement that we provide our response as a consecutively numbered document conflicts with the requirement that we do NOT alter the forms (which are currently PDFs with the TORFP page numbers on them.) Would the State please exclude PDF forms from the consecutive numbering requirement and/or remove the consecutive numbering requirement and allow us to number our response by section (A, B, C, etc.)?</p> <p>We will remove this requirement for PDF Forms so that you may adjust numbering. Please do not alter any other part of the form.</p>

115	<p>Due to the TORFP requirement that we provide an electronic submission in the form of searchable PDF documents and native Excel documents sent via email, it is not possible to provide original, wet-ink signatures or scanned wet-ink signature pages. Would the State please confirm that electronic signatures are permissible?</p> <p>Electronic signatures are permissible.</p>
116	<p>Would MSDE please provide fillable PDF versions of all required forms and signature documents?</p> <p>TORFP will remain as written.</p>
117	<p>Will the State please consider adding language into the TORPF that allows the Contractor to terminate the contract for convenience with 90 days' prior written notice?</p> <p>TORFP will remain as written.</p>
118	<p>Will the State please consider adding language to the TORFP that only requires that Contractor shall indemnify for liability that is directly caused by Contractor's breach of contract or its own fault or negligent acts?</p> <p>TORFP will remain as written.</p>
119	<p>Will the State please consider adding a standard <i>force majeure</i> clause in the TORFP?</p> <p>TORFP will remain as written.</p>
120	<p>Will the State please confirm there will be contract negotiations during which the parties will have the opportunity to negotiate and agree upon the final contract terms of the TORFP?</p> <p>Offeror will be given the opportunity to present a best and final offer.</p>
121	<p>Will the State please confirm that the State's answers to Bidder questions, which Bidders will rely upon when making their proposal offer to the State, during the formal Questions and Answers process shall form part of the final TORFP between the parties?.</p> <p>The State has attempted to capture all Bidder's questions in writing. Only the written questions, responses and revision shall the Bidders rely upon when making their proposal offer to the State and shall form the final TORFP between the parties.</p>
122	<p>Under the Scope of Work 2.1.3: The state does not wish to procure a software application still under development. The COTS software utilized in the solution SHALL be operational. Is it the assumption of the state that said software be CURRENTLY in operation in at least one or more agencies, and in full working status as requested?</p> <p>MSDE needs a solution that can meet all the requirements of this TORFP based on the requirements and deliverable. MSDE cannot experience a break in case management or provider payment services, is the concern being addressed.</p>
123	<p>Location of Services. Will it be required to have all personnel work in the state of Maryland, or can some services be provided from another state location, such as support centers?</p> <p>As long as work is completed within the Continental United States, yes.</p>
124	<p>What is the annual budget for this project as currently operated?</p> <p>Current operational budget for 5 years: 29.5M</p>
125	<p>In lieu of in person training, and in today's pandemic world, can online trainings be used for the trainings of child care providers?</p> <p>Yes. When MSDE moves back to in-person training, the TO Contractor will be required to complete face-to-face trainings. Main training provided by the TO Contractor is to the TO Contractor's staff.</p>
126	<p>Is the State open to cloud hosting?</p> <p>Yes the State is open to cloud hosting.</p>

127	<p>If so, does the State have any preference over a vendor? (AWS, GCP, Azure)</p> <p>State does not have any preference over a vendor.</p>
128	<p>Are there different security requirements for Cloud environments?</p> <p>See page 32 of TORFP.</p> <p>In page 8, the requirements state: "TO Contractor shall have a solution in place to communicate with non-English speaking child care providers and parents."</p> <p>Current translation services are provided by phone via an interpretation services.</p>
129	<p>Could the State tell us what current solution is in place to cover this requirement? In page 9, the requirements state: "TO Contractor shall perform an attendance audit by selecting a random sample of twenty-five (25) percent of provider invoices once every two weeks. This audit verifies children's attendance."</p> <p>TO Contractor's solution:</p> <ol style="list-style-type: none"> 1. Randomly selects the designated number of Provider Invoices per service period to be manually reviewed by the TO Contractor; 2. TO Contractor sends notification to the provider that their Invoice has been selected for an Attendance Audit and provides guidance on the actions required of the provider; 3. The Child Care provider has to submit a copy of their sign-in and sign-out sheets for the invoice period; 4. Invoices selected for the Attendance Audit are flagged and not paid until the provider submits sign-in and sign-out sheets for the invoice period selected in the Attendance Audit; 5. TO Contractor makes payments based upon findings and/or withholds payment if the provider fails to comply with the Invoice Audit requirements.
130	<p>Could you confirm whether the 25% sampling is for an entire day or two weeks? (equivalent to 3.5 days).</p> <p>An Invoice Service Period consists of two weeks. The TO Contractor will complete a 25% Invoice Audit review of all Invoices submitted within a two week period.</p> <p>In page 11, the requirements state "TO Contractor shall conduct outreach efforts to CCS customers who have not applied for services, but may be eligible."</p> <p>Less than 10 times per year, pre-COVID-19, requests are made to provide an informational table at a community event. For example, customers eligible for Food Stamps, Head Start, Temporary Cash Assistance.</p>
131	<p>Could you share a list of outreach events attended in the past two years?</p> <p>Examples of outreach events attended in the past two years:</p> <ol style="list-style-type: none"> 1. Maryland State Child Care Association Meetings 2. Maryland State Child Care Association Conferences 3. Maryland Family Child Care Association Meetings 4. Maryland Family Child Care Association Conferences 5. Head Start Community Events 6. Licensing Round Tables throughout the 24 Jurisdictions 7. Community Events 8. Child Care Provider Association Meetings <p>The above listing is annual occurrences. MSDE will be expanding the provision of outreach events, especially with community agencies with eligibility guidelines below that of the Child Care Scholarship Program and goal of increasing consumer education about the importance parents selecting quality child care.</p>
132	<p>In page 18, the requirements state "TO Contractor shall provide a secured circuit(s) connecting to MSDE, 200 W. Baltimore Street, Switch, and Firewall. The minimum speed is T1. The dedicated circuit is needed because the application is behind the Firewall."Is a site to site VPN tunnel sufficient in lieu of a T1 circuit? In page 19, the requirements state "7.</p> <p>See DoIT links within the TORFP.</p>

133	<p>The IVR system shall provide an option to allow a caller with unique circumstances (e.g., English as a Second Language) to access the special assistance they need.” Is there a current alternative option? If so, what is it? IVR System Shall give customers the option to select one of the designated 11 languages. Current alternative is for the customer to request translation services during business hours in one of the designated languages or any specified language.</p>
134	<p>In page 20, the requirements state “TO Contractor shall shred paper documents within 1-3 months after imaging and indexing,” Is there a specific standard the State wishes the TO Contractor to use? For example: NAID certified vendor, DIN 66399. Offeror should clearly state the standard to be used in the Offeror’s proposal.</p>
135	<p>Is there a predefined list of browsers the State wishes the solution to support? No.</p> <p>In page 31, the requirements state “At least 85%of the callers requesting information must receive an immediate response.” Is this intended to mean “first call resolution”? 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.</p> <p>Would a call that requires further investigation, and therefore requiring a callback qualify to meet this SLA? Yes, if the TO Contractor’s data used to support the Monthly SLA Report documents the TO Contractor provided an immediate response either through an interactive voice response system or from a live customer service representative when a caller requested information.</p>
136	<p>Does the State wish the proposed solution to be Section 508 compliant? MSDE is interested in the best solution presented by an Offeror.</p>
137	<p>Does the State’s current solution support Telecommunications Relay Services? / Does the state wish for the proposed solution to support TRS? (TRS is required by Title IV of the Americans with Disabilities Act (ADA)). MSDE is interested in the best solution presented by an Offeror. Uncertain if current solution support Telecommunications Relay Services.</p>
138	<p>Under Section 2.6.3, In Service Level Agreement (SLA), do we understand correctly that SLA's are punitive, not compensatory? SLA are establish to set the standards expected of the TO Contractor. A reasonable error measures has been established with each SLA. Within the TORFP are requirements that are written to support the TO Contractor with achieving a 1% error rate or less. MSDE is looking for a Master Contractor capable of presenting a solution and team capable of meeting the SLA requirements.</p>
139	<p>Under Section 2.6.5, In Service Level Reporting, will the reports remain private between the TO Contractor and the MSDE or do these become public record? Uncertain how this relates to the public record law.</p>
140	<p>Under Section 2.6, In Service Level Measurements Table, how do these measures differ from the current measures? Have been revised to meet the objectives MSDE hopes to achieve.</p>
141	<p>Under Section 3.2.1, In End of Task Order Transitions, what incentives are available to ensure that the incumbent will cooperate in a timely fashion? MSDE hopes all Master Contractors will accomplish all duties as outlined in the contract.</p>
142	<p>Under Section 4.7.2, In MBE Participation Goal, if the intent of the TO Contractor is to fulfill the MBE goal but falls short due to unforeseen circumstances, what is result? To Contractor will be penalized. MBE goal and requirements are very clear.</p>
143	<p>The lead time from receiving answers to questions and the final due date of October 13 is unusually short in this RFP. The only possible vendor that can meet that timeline would be the incumbent. All other</p>

	<p>vendors need to make arrangements with MBE team partners, which takes time, and does not leave sufficient time to structure a proper and comprehensive offer. Could the State extend the deadline to November 2nd?</p> <p>See Q & A. Goal is to award contract in January of 2020 in order to have a 4 month transition plan. Current contract ends April 2020. Unfortunately, all Offerors, the incumbent, MSDE, DoIT and DGS are working against tight deadlines that cannot be extended.</p>
144	<p>Could the State please publish the current monthly (or annual) budget for this project, based on the contract with the incumbent vendor?</p> <p>See Q & A Log</p>
145	<p>Section 4.4 indicates that that a Master Contractor will receive the award. We have reviewed the application for Master Contractors and come to the conclusion that it is substantial and there is not enough time in the timeline to submit both an application for Master Contractor and a proposal for this bid in parallel. Unaware of the length of time that an application to become a Master Contractor will take, will a "pending" Master Contractor award disqualify the vendor from receiving an award?</p> <p>Email question directly to Procurement.</p>
146	<p>The RFP mentions the desire for a paperless system. There is a requirement for the contractor to verify parent's signatures on paper time sheets. Is the State open to alternative methods of paperless attendance collection, such as mobile devices like a tablet or smartphones?</p> <p>The State is open to alternative methods.</p>
147	<p>Section 2.3.1 mentions processing properly submitted invoices and handling improperly submitted invoices. Can you clarify what constitutes a properly and improperly submitted invoice?</p> <p>A properly submitted invoice is signed, completed correctly and submitted timely and an improperly submitted invoice would have any of the aforementioned deficiencies.</p>
148	<p>The RFP states that approximately 15,000 invoices are paid each month using CCATS. Are the invoices generated by the CCATS system?</p> <p>Yes.</p>
149	<p>For the purpose of establishing proof of my eligibility for CCS benefits, would Maryland consider Financial Asset (bank account) records for applicants and/or their household members?</p> <p>All sources of countable income have to be considered, unsure if this recommendation is being asked as a sole source for determining income Eligibility. TO Contractor will be required to use the Work Number. All customers do not have bank accounts. TO Contractor needs a solution that captures hours worked by the customer in order for CCATS to determine the level of benefits to award, for example, check stubs capture the number of hours worked. With this information, if the Offeror believes Financial Asset can capture gross household income, clearly demonstrate within the Offeror's proposal.</p>
150	<p>How does Maryland currently conduct eligibility of an individual's financials?</p> <p>Customer provide prints of all countable income. For example, parents provide a current month of income verification for employment. Customer provides proof of unearned income, such as Social Security Income. Self-employed customers may provide receipts or current Tax forms. All income is entered into CCATS. The determination as to whether a family is income eligible and the amount of benefits to be authorized, based upon income and family size, is determined by CCATS.</p>
151	<p>For the purpose of establishing proof of my eligibility for CCS benefits, would Maryland consider national property records for applicants and/or their household members?</p> <p>Do not believe national property records can be used to establish gross household income. All sources of countable income have to be considered. TO Contractor needs a solution that captures hours worked by the customer, for example, check stubs provide the number of hours worked. With this information, if the Offeror believes national property records can be used to determine gross household income, clearly demonstrate within the Offeror's proposal.</p>
152	<p>How does Maryland currently consider ownership of rental/property?</p> <p>The reoccurring income is counted as a part of the gross household income. "Gross income" means the sum of earnings, prior to adjustments such as, but not limited to, pretax benefits and</p>

	rental property depreciation, that are received by an individual for compensation of services rendered on a regular or recurrent basis.” COMAR.
153	<p>How does Maryland locate an individual for the purposes of correspondence and/or administration of MSDE services?</p> <p>Primarily mail. Email, if the customer responds by email. Telephone. Fax. A future desire is to communicate by text and email blasts in reference to Child Care Scholarship Services and or consumer education.</p>
154	<p>Does Maryland have a process for updating contact addresses of recipient families who have moved while receiving benefits or prior to recertification?</p> <p>Parent provides information to the TO Contractor. TO Contractor updates the information in CCATS.</p>
155	<p>What is the current service used for conducting Criminal Background Checks (CBC) for providers participating in the CCS program?</p> <p>MSDE will conduct the CBC and provide to the TO Contractor, until if or when log-on is granted to TO Contractor staff. If this occurs, MSDE will provide access to the TO Contractor to complete CBCs.</p>
156	<p>2.2.5 A. 2. ii) Would the State consider using The Work Number (TWN) as the primary source to determine eligibility if the data is authoritative? (That is, the income and employment information comes directly from the employer or the employer’s payroll provider in the original, unaltered format. Other states use The Work Number as the primary source, and in certain cases, as the only source for determining income eligibility; Child Care could make an immediate determination and no further investigation would be needed with respect to income eligibility. This approach would also help the State in its mission to minimize fraud.)</p> <p>See Q & A Log</p>
157	<p>Would the State be interested in knowing if an applicant/recipient has left the state or applied for benefits in another state during the coverage period?</p> <p>Only residents of Maryland are entitled to benefits from the Child Care Scholarship Program. Once a parent is no longer a resident, services will end. Maryland currently does not have a solution that can capture these events. If the Offeror has a solution, they would like to present as a part of the Offeror’s proposal, clearly demonstrate solution. This solution is in alignment with the need for the TO Contractor to establish an Investigative Unit.</p>
158	<p>In Section 2.3.1, Functional Work Requirements, Training, #4, “TO Contractor shall conduct “super-user” level training every other month, and/or as directed by MSDE,” who are the super-users and what type of training are they to receive every other month?</p> <p>See Q & A Log</p>
159	<p>In Section 2.3.1, Functional Work Requirements, Document Translation, #2, “TO Contractor shall translate all standard eligibility documents and translate the www.Money4ChildCare.com website within ninety (90) days of the contract start date”:</p> <p>Should we assume that only what is translated on this page now should be translated into these languages? For instance, there are links to several “top publications,” vaccine requirements, etc. on this page, which currently link to English documents.</p> <p>TO Contractor will not be responsible for translating links. Translation is for content on the Division of Early Childhood (DEC) Website.</p>
160	<p>In Section 2.3.1, Functional Work Requirements, Document Translation, #2, “TO Contractor shall translate all standard eligibility documents and translate the www.Money4ChildCare.com website within ninety (90) days of the contract start date”:</p> <p>Will translated text be provided to MSDE so that MSDE staff or other IT vendors will update the website with the translation, or will TO Contractor be given administrative access to the MSDE website to modify and update translated text?</p> <p>TO Contractor shall provide translation to MSDE. MSDE will update the DEC Website.</p>

161	<p>In Section 2.3.1, Functional Work Requirements, Document Translation, #2, “TO Contractor shall translate all standard eligibility documents and translate the www.Money4ChildCare.com website within ninety (90) days of the contract start date”</p> <p>How often will TO Contractor be asked to update website translations, or is this a one-time translation?</p> <p>See Q & A Log</p>
162	<p>In Section 2.3.1, Functional Work Requirements, Document Translation, #4, “TO Contractor shall translate MSDE Division of Early Education website into the designated language. Translation of the Child Care Scholarship section of website shall began after the translation of the eligibility documents”:</p> <p>By “MSDE Division of Early Education website,” do you mean that you want this website translated: https://earlychildhood.marylandpublicschools.org/?</p> <p>Yes.</p>
163	<p>In Section 2.3.1, Functional Work Requirements, Document Translation, #4, “TO Contractor shall translate MSDE Division of Early Education website into the designated language. Translation of the Child Care Scholarship section of website shall began after the translation of the eligibility documents”:</p> <p>If so, into what “designated language”?</p> <p>See Q & A Log</p>
164	<p>In Section 2.3.1, Functional Work Requirements, Document Translation, #4, “TO Contractor shall translate MSDE Division of Early Education website into the designated language. Translation of the Child Care Scholarship section of website shall began after the translation of the eligibility documents”:</p> <p>If so, does every page linked from this page also need to be translated – i.e., every page or document linked to from this page or included in the site map (all the resources for Parents & Families and for Child Care Providers, Top Stories, Upcoming Events, etc.?)</p> <p>Links will not be translated.</p>
165	<p>In Section 2.3.1, Functional Work Requirements, Document Translation, #4, “TO Contractor shall translate MSDE Division of Early Education website into the designated language. Translation of the Child Care Scholarship section of website shall began after the translation of the eligibility documents”:</p> <p>How often will TO Contractor be asked to update website translations, or is this a one-time translation?</p> <p>See Q & A Log</p>
166	<p>As directed by MSDE with support from the TO Contractor.</p>
167	<p>In Section 2.3.1, Functional Work Requirements, Marketing, #2, “TO Contractor shall review marketing campaigns and their impact on web site audience behavior; develops online survey questionnaires and launches surveys”:</p> <p>Which web site is referred to in “their impact on website audience behavior” – and will the TO Contractor have access to analytics regarding that site’s user behavior?</p> <p>TO Contractor’s website for the online application solution and the results of any surveys launched by the TO Contractor based upon guidance provided by MSDE.</p>
168	<p>In Section 2.3.1, Functional Work Requirements, Marketing, #3, “TO Contractor shall develop marketing</p> <p>See Q & A Log. Determine usefulness, access, best solution moving forward based upon the opinions, feelings, and thoughts of customers. No more than quarterly. MSDE will provide TO Contractor with direct guidance.</p>

169	<p>In Section 2.3.1, Functional Work Requirements, Marketing, #4, "TO Contractor shall analyses web site traffic and develops quantitative reports based upon the State and 24 jurisdictions," what web site is this question referring to, and will TO Contractor have access to analytics?</p> <p>TO Contractors Website. Yes.</p>
170	<p>In Section 2.3.1, Functional Work Requirements, Marketing, #4, "TO Contractor shall analyses web site traffic and develops quantitative reports based upon the State and 24 jurisdictions," what web site is this question referring to, and [if the] TO Contractor [has] access to analytics, what tool is used to access these web user statistics, and are they available by jurisdiction?</p> <p>TO Contractor shall use tool of their choice. In designing Marketing tools the TO Contractor shall keep the end-product of providing state and jurisdiction analytics in mind.</p>
171	<p>In Section 2.3.1, Functional Work Requirements, Marketing, #4, "TO Contractor shall analyses web site traffic and develops quantitative reports based upon the State and 24 jurisdictions," what web site is this question referring to, and [if the] TO Contractor [has] access to analytics, [has the] tool used to access these web user statistics, are they available by jurisdiction?</p> <p>TO Contractor shall use tool of their choice. In designing Marketing tools the TO Contractor shall keep the end-product of providing state and jurisdiction analytics in mind.</p>
172	<p>The timeline from now to October 13 is very short for a complex RFP of this nature. Is it possible to get a two-week extension rather than a one-day extension?</p> <p>We aren't planning on any extensions at this time. That might be something that we might consider if we decide it is advantageous for us. But at this time we are not going to extend.</p>
173	<p>Is there a current incumbent vendor that is doing the various tasks listed or was this done so far internally by the state?</p> <p>The name of the incumbent is Conduent.</p>
174	<p>The Federal funds that are on this RFP, are you looking for a or a federal certification?</p> <p>Offerors only need to provide documents, forms or certifications requested in the TORFP.</p>
175	<p>The new scope for the Fraud and Violation Detection, it isn't clear what specific fraud and violation detection services the agency is asking vendors to provide. The risks to vendors taking on this work is unclear since vendors will not fall under the State's sovereign immunity? What do you envision the vendor to do as part of this unit?</p> <p>See this Q&A document for the answer.</p>
176	<p>Regarding the new scope for the Fraud and Violation Detection, please elaborate:</p> <ul style="list-style-type: none"> • What is the expected number of staff with the unit? • The experience the staff members will need? • What the unit will be expected in the field doing for the investigation? <p>See this Q&A document for the answer.</p>
177	<p>Informal Provider Inspection, the risk to vendors for taking on this work is unclear. Please elaborate on the vendor's responsibility?</p> <p>See this Q&A document for the answer.</p>
178	<p>Informal Provider Inspection today, who is providing this function today? Is that a state personnel?</p> <p>A State Contract Personnel.</p>
179	<p>Child Protective Services (CPS) reviews, what will the vendor's responsibility be in regard to this work and what does a CPS review entail?</p> <p>See this Q&A document for the answer.</p>

180	<p>What is the anticipated effective date of the contract and the anticipated date for services to begin under the new contract?</p> <p>We're looking to make an award as soon as possible. We are trying to go through the evaluation process and given the next BPW date so we can start the contract. I don't have a specific date in front of me, but we can respond with our timeline in writing.</p>
181	<p>Vendors rely on your answers to questions to put together our proposals and we want make sure that we're meeting your requirements and your expectations. We have identified, more than 200 questions that we'll be submitting Wednesday morning. We'd like to know when the State plans to answer questions so that we have time to incorporate our guidance into our price and solution.</p> <p>We plan to post answers to all the questions by September 25,</p>
182	<p>It would be very helpful if you could allow vendors at least 2-weeks after that time to submit proposals. [receiving answers] [volume of questions coming your way have more than 200 questions on the RFP] .</p> <p>We are not planning on any extensions at this time. That might be something that we might consider if we decide it is advantageous for us, but at this time we are not going to extend.</p>
183	<p>RFP Section 2.6.8 The Service Level Measurements Table, SLA #17 requires the vendor to issue child care scholarships the same day the customer provides all the documentation. However, there is a cutoff time of 5:01pm. It is just not clear if we receive the complete application after 4 that day, is it still required the same day, and could a cutoff be established?</p> <p>ADDED: See this Q&A document for the answer. REVISION: SLA Requirements. See revised table (below).</p>
184	<p>New MBE subgoals. Would State consider giving partners the ability to determine the best and they select parties. . . ~within that 30% or allow us to substitute . . .</p> <p>or allow us to substitute if we have . . .~who is not African American owned or Women owned.</p> <p>The subgoals we are using for this procurement were approved by our controlling agency and unfortunately we cannot change them . . .15% African American and 15% women owned. Unfortunately, we cannot change it.</p>
185	<p>Regarding the Quality Assurance portion, want to be sure that we understand MSDE's expectation regarding the Quality Assurance review section of the Functional Work requirement. We would like to be sure that MSDE is stating pre-authorization review must occur on 100% of the cases, followed by a CPRS review on 100% of cases, and then a 2nd level CPRS on 25%? This is quite an increase from the current scope of three reviews per case manager per month and will add significant staff and cost of the process.</p> <p>See this Q&A document for the answer.</p>
186	<p>Regarding the emergency Preparedness, MSDE is asking the TO Contractor to add cost for a manual or system solution for a possible future event of unknown timing or frequency. This request will add significant cost to the TO Task Order. Would MSDE consider pricing this work separately so that the TO Contractor can provide the most effective cost efficient solution possible?</p> <p>See this Q&A document for the answer.</p>
187	<p>It appears as though in the verify the reported attendance section, there is a requirement to perform an attendance audit by selecting a random sample of 25% of the provider invoices once every two week....We wanted to make sure that it is intended to be 25% and not 25? Because of the process required when we do this could have an impact on providers as well, again, it's large increase in scope and will have increased staff and cost.</p> <p>Added: See this Q&A document for the answer.</p>
188	<p>Current budget, what is allotted contract value for the incumbent?</p> <p>29.5M for 5 years.</p>
189	<p>Are there any pain points the agency is facing with the current system?</p>

	System is continuously revised to meet the current program depends or needs.
190	Is the agency looking at application with document upload capabilities? Yes. MSDE would like to move to a paperless request.
191	What triggers under payment and over payment? When the case is not authorized correctly.
192	What triggers under payment and over payment? When the case is not authorized correctly.
193	The RFP states 25% of 2nd level review of the TO Contractor. Whose responsibility at MSDE is it for the remaining 75%? We have Quality Assurance staff ADDED: See Q & A Log. When defining 100% as the total cases authorized and provider payment, it would not be correct for the Offeror to conclude that the TO Contractor will only complete 25% of Quality Assurance, Case Management or Audit Reviews. A large portion of the 75% when using the above definition would be reviewed by the TO Contractor. MSDE has Quality Assurance staff that will review and audit work authorized by the TO Contractor.
194	Document translation question will submit it in writing. See Q & A Log. Services can be provided through an external agency for verbal and written translation support.
195	[2.3 Document Translation of Eligibility translation What is current incumbent providing?] Current incumbent provides phone translation through services provided by an external agency. If needed, a translator is called to provide translation services between the customer and provider.
196	The CCATS System, the eligibility determination and case management system? Is the intent to have that replaced? Is CCATS system a Conduent developed system or is it a state system that Conduent staff is currently using? CCATS is not Conduent system. It is a system that the current vendor utilizes as well as the local Department of Social Services they utilize that system to authorize child care services, as well as licensing. Is it a system that we are hoping to replace as result of this contract, the answer is no, not as a result of this contract.
197	Does the State currently use the Conduent swipe card system to track attendance? No. Attendance is currently paid through the submission of Invoices to the TO Contractor.

See below – Revised Service Level Agreement (SLA) Requirements

REVISED SERVICE LEVEL AGREEMENT (SLA) REQUIREMENTS

	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) 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 call per calendar day 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 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) business 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) business days of the date the overpayment was discovered.	Monthly Outcome Reports	\$250 per case per calendar day below 95% per monthly outcome.

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

		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.	redetermination end date and by the close of business on the following day if received by the TO Contractor on the redetermination end date.		
20	Interim Changes	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.	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.	Monthly Outcome Reports	\$250 per case per calendar day below 98% per month.
21	Interim Changes	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.	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.	Monthly Outcome Reports	\$250 per case per calendar day below 98% per month.
22	Application, Redetermination and Interim Changes	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. TO Contractor shall issue the Missing Information Letter by the end of the next business day of receipt by the TO Contractor.	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.	Monthly Outcome Report	\$250 for per case per calendar day with a delay (Please Note: 5:01 p.m. is considered late.

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 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.	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.

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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*See definition of Normal State Business Hours.