



MARTIN O'MALLEY
Governor

ANTHONY BROWN
Lieutenant Governor

T. ELOISE FOSTER
Secretary

QUESTIONS AND RESPONSES # 3
PROJECT NO. F10B4400013
Department of Budget and Management, Central Collection Unit
Account Verification Services
July 15, 2014

Ladies/Gentlemen:

This List of Questions and Responses, questions #14 through #16, is issued to clarify certain information contained in the above named IFB.

In most instances the submitted questions and the Department's responses merely serve to clarify the existing requirements of the IFB. Sometimes, however, in submitting questions potential Offerors may make statements or express interpretations of contract requirements that may be inconsistent with the Department's intent. To the extent that the Department recognizes such an incorrect interpretation, the provided answer will note that the interpretation is erroneous and either state that the question is moot once the correct interpretation is explained or provide the answer based upon the correct interpretation.

No provided answer to a question may in and of itself change any requirement of the IFB. If, based upon a submitted question, it is determined that any portion of the IFB should be changed, the actual change may only be implemented via a formal amendment to the IFB. In this situation, the answer provided will reference the amendment which contains the IFB change.

The statements and interpretations of contract requirements which are stated in the following questions of potential Offerors are not binding on the State, unless the State expressly amends the IFB. Nothing in the State's responses to these questions is to be construed as agreement to or acceptance by the State of any statement or interpretation on the part of the vendor asking the question as to what the contract does or does not require.

14. Our company's business model is one that purchases delinquent debt and subsequently obtains, stores and displays that debtor information, much as your solicitation has outlined. As a result of our debt purchase model, we do not have the client references as required in the solicitation.

Given how closely aligned our business model is to the solicitation requirements, we felt

~Effective Resource Management~

45 Calvert Street, Room 140 • Annapolis, MD 21401-1907
Tel: (410) 260-7681 • Fax: (410) 974-3274 • Toll Free: 1 (800) 705-3493 • TTY Users: call via Maryland Relay
<http://www.dbm.maryland.gov>

compelled to request an exception to the reference requirement. Is such an exception available so that we may demonstrate our price competitiveness?

RESPONSE: No exception is available to the requirement in IFB Section 2.1 to provide three references from local, state or federal government (U.S. or Canada) entities within the last year. CCU is looking for a Contractor who has experience providing the requested information to government entities because it will be using the information provided by the Contractor to intercept tax refunds in some instances, and requiring the Contractor to have provided the requested information to other government entities ensures the Contractor is capable of providing the quality of information a government entity can reasonably rely on.

15. Is there a particular format requirement for value add/no cost services? These would include: Outbound IVR (Interactive voice response) notification services to debtors prompting them to phone the CCU, given phone numbers typically are returned in SSN verification requests; electronic interfaces to other agencies (i.e., DMV, Tax Dept, Courts, printing services) for cross validation or subsequent filing, outbound letter fulfillment, etc.; statistics/dashboards on debtor data fulfillment/completeness.

RESPONSE: There is no particular format required for Bidders to propose value-added or no-cost services as part of a response to the IFB. However, a Bidder's price must represent only the services outlined in the IFB because the apparent successful Bidder is determined solely by Bidder prices for the services specified in the IFB. Any additional services offered must be provided at no cost to the State and may be specified in documentation submitted with a bid. Bidders should note, however, that the purpose of this solicitation is to provide CCU with debtor Account information rather than debt collection services.

16. The solicitation's selection criteria is silent regarding data display requirements to department personnel. Typically, a highly reliable system configuration would require redundant servers/datacenters located in geographically separated areas to preclude power/network outages from affecting display availability. Please confirm that a highly reliable system configuration requirement is not included in the selection criteria?

RESPONSE: Section 3.3.2 (a) of the IFB requires the Contractor to comply with and adhere to the State IT Security Policy and Standards, which are available online at: www.doit.maryland.gov-- keyword: Security Policy. These policies and standards address security controls, disaster recovery plans, and other guidelines for protecting IT assets. Additionally, see Section 3.3.2 (c) of the IFB for security requirements related the Account file transfers and Section 3.9 "SOC 2 Type II Audit Report" for audit requirements related to a Contractor's critical functions and sensitive information. To ensure a comprehensive understanding of all IFB requirements related to systems reliability, please read the IFB and attachments thoroughly.

Remember bids are due on July 22, 2014, no later than 12:00 p.m. If there are questions concerning this solicitation, please contact me via e-mail at rachel.hershey@maryland.gov or call me at (410) 260-7681 as soon as possible.

Date Issued: 07/15/2014

By:

<signed>
Rachel Hershey
Procurement Officer