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Deputy Secretary

QUESTIONS AND RESPONSES

PROJECT NO. F10B2600023

Statewide Debt Collection

February 14, 2022

Ladies/Gentlemen:

This List of Questions and Responses, questions #1 through #6, is being issued to clarify certain information contained in the above-named RFP. 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 RFP. 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.

1. *Regarding VSBE Subcontracting Goal on page 3 of the RFP: Please clarify that the VSBE Subcontracting Goal has increased from .5 percent for the existing contract to 5 percent for the new contract to be awarded from this solicitation.*

Answer: The VSBE Subcontracting Goal for this solicitation is 5%.

2. *Regarding 5.3 Volume I – Technical Proposal > C. Offeror Information Sheet and Transmittal Letter on page 56 of the RFP: To acknowledge addenda in the Transmittal Letter, does an Offeror need to itemize the addenda, or is it sufficient to state that the Offeror has reviewed and acknowledges all addenda issued for the solicitation?*

Answer: The Offeror may acknowledge addenda by either method. Either an itemization or an acknowledgment statement is sufficient.

3. *Regarding 5.3 Volume I – Technical Proposal > G. Experience and Qualifications of Proposed Staff on page 58 of the RFP: Offerors are advised to propose "up to two key resources" and also to cross-reference 3.10.2 (on page 32 of the RFP), where Contract Administrator and Collection Manager are listed as the two key personnel positions for the prime contractor.*

a. Please clarify whether CCU is seeking direct identification and description of JUST the proposed personnel for these two specific positions, including a resume and a letter of commitment from each (with information for all other contractor employees – including resumes and letters of commitment from all others – to be provided ten days

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before the go-live date of the contract, as stated in 3.10.3), OR whether an Offeror should name/identify and submit in Tab F Section G of the Technical Proposal the same level of information (including resumes and letters of commitment) for all other proposed key personnel who are not the Contract Administrator or Collection Manager.

Answer: Yes. CCU is seeking resumes and letters of intended commitment for Key Personnel. The Contract Administrator and Collection Manager are deemed Key Personnel.

b. Please clarify/confirm that regardless/independent of the response to a above that an Offeror will still provide the resumes and letters of commitment of any proposed subcontractors in Tab F Section G of its Technical Proposal at the time of submission.

Answer: Yes. Resumes or CVs of proposed subcontractors should be provided.

4. *Regarding Attachment I Non-Disclosure Agreement > page I-4 List of Contractor's Employees and Agents Who Will Be Given Access to the Confidential Information:*

The list to be provided here would be quite extensive – in some cases, entire departments (e.g., information technology) would have potential authorized access. Moreover, all employees must pass extensive security training and must sign associated documents to attest their understanding of and compliance with all organizational and client-specific information security protocols prior to being granted specific access to any client information. In lieu of providing such a list on this page, would the CCU consider a blanket signature of acknowledgment from a single authorized signatory of the Offeror on this page, representing an organizational ability and commitment to non-disclosure as ensured and enforced through training, access controls, and compliance oversight? We can readily provide to CCU as part of our proposal submission, at any time during the selection process sequence, and/or at any time during the contract the copies of internal information security training documents for each employee.

Answer: Principal personnel and anyone who is responsible for managing the Contractor's data protection protocols must sign the Non-Disclosure Agreement.

5. *Regarding Upload of Proposals on page 3 of the RFP: Are Offeror's proposal elements limited to exactly two (2) uploads – Volume I Technical Proposal and Volume II Financial Proposal – to the eMaryland Marketplace Advantage (eMMA) e-Procurement system? Or, will Offerors have the ability to upload additional support files that due to their size or their file format could not otherwise be contained within one of the two volumes?*

Answer: The number of attachments is not limited. There is a 300,000 kb size limit.

6. *Specific to the tolling debt portfolio, what is the number of unique debtors you anticipate placing on a monthly basis? In other words, we see that there will be an average of 117,900 monthly referrals for EZPASS toll violations. But how many individual motorists comprise that monthly average?*

Answer: CCU pulled a monthly sample EZPass assignment and the average number of EZPass debts per debtor was 6. That matches CCU's internal average of 3 to 6 debts per debtor.

Remember proposals are due on February 24, 2022 no later than 3:00 p.m. If there are questions concerning this solicitation, please contact me via e-mail at Kristal Burgess at kristal.burgess@maryland.gov .

Date Issued: February 14, 2022

By:
Kristal Burgess
Procurement Officer