

**MARYLAND STATE TREASURER'S OFFICE**  
**Louis L. Goldstein Treasury Building**  
**80 Calvert Street, Room 109**  
**Annapolis, Maryland 21401**

**PRE-PROPOSAL CONFERENCE**  
**March 25, 2015**

April 3, 2015

Re: Request For Proposals for E-WIC Processing Services for the Women, Infants and Children Program for the Maryland Department of Health and Mental Hygiene and the Government of the Virgin Islands, Department of Property and Procurement, RFP #MD/VI-EWIC-02182015

State of Maryland Representatives:

Anne Jewell, Procurement Officer, State Treasurer's Office  
Debbie Morgan, Deputy Director, Maryland WIC Program  
Chris Harr, Chief Information Technology, Maryland WIC Program  
Robert Bruce, Chief Financing and Contract Management, Maryland WIC Program

Conference Call Participants:

Jackie Boras, Director, Maryland WIC Program  
Joseph Ferrera, E-WIC Project Manager

USVI Department of Property and Contracts:

Lloyd Bouche, Chief of Procurement and Contracts  
Leticia Blyden, Deputy Commissioner Procurement

A Pre-Proposal Conference was held on March 25, 2015 at the Maryland State Treasurer's Office regarding the Request for Proposals for E-WIC Processing Services for the Women, Infants and Children Program for the Maryland Department of Health and Mental Hygiene and the Government of the Virgin Islands, Department of Property and Procurement. The meeting opened with introductions by the State of Maryland representatives, and then by representatives from the following firms: Itnova, CDP, Lockridge and Solutran.

The Procurement Officer addressed certain questions about the desired format of the technical proposal, all of which are in the Questions and Answers document (Q&A) published on April 2, 2015. It was noted that Exhibits are attached to the Q&A regarding collateral requirements.

Chris Harr commented on the WIC program and then discussed that under this RFP there would be two separate contracts, one for the Maryland WIC Program and one for the USVI

Program. He further stated that the State is looking to conduct pilots in Maryland within 12 months of award of the Contract. Upon conclusion of Mr. Harr's general comments and review of the Q&A, questions were taken from the attendees during the meeting. A summary of these questions and responses are as follows:

- Q-1. Section 11.1.1 requires TTY access. Does the State have a TTY service in place today that will be used by the cardholders to access the provider helpdesk or will the vendor be responsible for establishing new instate TTY service?
- A-1. The Federal Government has a nationwide TTY service available 24 hours a day which includes the U.S. Virgin Islands. The vendor will not be responsible for establishing new instate TTY services.
- Q-2. Section 11.2.1.4 Vendor Service Center (VSC) exclusively for WIC authorized vendors. Is it acceptable for a bidder to provide a dedicated phone number for the VSC with the live agents servicing both cardholders and vendors, not only vendors? The verbal response given today is that a shared phone number with the option to be directed to vendor or participant-specific options (*will be considered*).
- A-2. No. After reviewing the RFP, Section 11.2.1.1 clearly states, "The VSC number shall not be the same as that used for the participant customer service."
- Q-3. Section 18.14 CSR Calls - Do the States have a performance requirement for the percentage of calls transferred by the ARU/IVR to a Customer Service Representative within 60 seconds?
- A-3. No. As stated in Section 18.14, callers transferred by the ARU/IVR to a Customer Service Representative to be placed on hold for no longer than 60 seconds.
- Q-4. In the event a Prime contractor elects to utilize both a subcontractor and a supplier of services to deliver the eWIC solution, what is the definition of a subcontractor vs. a supplier and what contract provisions align with supplier?
- A-4. The terms *subcontractor* and *supplier of service* have the same meaning in this RFP and may be used interchangeably. Article IV, Section 4.3 of Appendix E requires prior written approval of the State before the Contractor may subcontract, sell, transfer, or otherwise assign its obligations for any portion of the services provided under the Contract.
- Q-5. Collateralization requirements lead a bidder to believe that balances will be held in the State's account provided by the Contractor. According to verbal answers given at the bidder conference, the balance amount will be \$2.4 million that will require collateralization. Task 6, Section 6.2.4 states that the Contractor shall own and reconcile separate zero-balance clearing accounts (one for the State and the other for USVI) used for daily settlement.

These sections seem to be in conflict. Understanding the required account structure and dollar amount to be collateralized has a direct impact on the costs associated with providing this service. Does the RFP require the Contractor to have an account owned by Maryland Treasury and provide collateralization or does the RFP require the Contractor to own a zero-balance account? The clarity revolves around how many accounts are required, who will own the accounts and will the accounts be zero-balanced or have a \$2.4 million balance.

- A-5. The Contractor shall establish and reconcile, on behalf of and in the name of the State and USVI, separate zero-balance clearing accounts (one for the State, the other for USVI) used for daily settlement. The zero balance accounts will be used to deposit money from the State and USVI to pay vendors for the previous day's eWIC transactions. The State and USVI do not anticipate the accounts will hold funds; however, any balance carried from one day to the next must be collateralized for any amount that exceeds the FDIC insured amount. The current Maryland WIC account that holds \$2.4 million will expire with the current banking contract. The USVI currently uses a zero balance account.
- Q-6. Are there Quality Assurance and Testing resources at the State or is this a part of the contract?
- A-6. Maryland and USVI have procured a contractor for eWIC Quality Assurance services for the duration of this contract. Although a separate eWIC Quality Assurance Contract will be in place for MD and USVI, the eWIC Processing Contractor is responsible for the quality and durability of the eWIC System it designs. Task 10 requires the Contractor to provide testing, and detailed reports of the tests, for the duration of the Contract. Please refer to Task 10 of the RFP for more information.
- Q-7. In addition to the reports listed in the FReD, are there additional required reports? If so, what is the scope of these reports?
- A-7. Yes, there may be additional reports required. The State does not know the scope of additional reports at this time.
- Q-8. Does the GVI Certificate need to have the signature attested to, and if so, by whom?
- A-8. Yes. Attestation is provided by an individual, typically a Corporate Secretary or other Corporate Officer, who can affirm that the signator is authorized to represent and commit the company to the requirements of the contract or certificate.