

ENTERPRISE COMPLAINT TRACKING SYSTEM (ECTS) IMPLEMENTATION PROJECT

CATS+ TORFP #MIA-15-002

Pre Proposal Conference Questions and Answers Summary and Revised Answers

1. Is the Mercury affidavit required for this Procurement? (P13 L 11)

Yes.

2. Is there an incumbent vendor currently providing services? (P14 L 5)

No.

3. What is the MBE goal? (P15 L 2)

ORIGINAL ANSWER: It is 21% for the software licensing portion and a 4% for the hardware acquisition and installation.

REVISED ANSWER: The overall MBE subcontracting goal for this project is 25% and there are no sub goals. It is up to the Offeror to determine what work under the proposal may be subcontracted, how much of that work may be subcontracted, and how to allocate the work if more than one certified MBE is proposed, or alternatively, whether to request a waiver. The proposed certified MBE subcontractor should be identified in the appropriate schedule, and the nature of the work that provider will perform should be described as well as the percent of total contract dollars that each MBE will be awarded if the Offeror is awarded the Contract. Please note that services to be performed should be within the scope of the subcontractor's MBE certification as listed in the Department of Transportation database. Work to be subcontracted may go to the primary services sought under the contract, or be of a secondary support nature, as the Offeror determines is appropriate. There is no requirement that the subcontracted services include, or be limited to, software licensing or server hardware acquisition and installation. Please read the instructions for the MBE schedules carefully as the State adopted new rules and forms for the MBE program in the past year; these instructions and forms were included in the original solicitation as Attachment 2.

4. If you chose to get MBE participation in other parts of the contract will we credit that toward the overall goal? (P16 L 11)

Yes.

5. Does subcontractor participation from a certified VSBE count toward the MBE goal? (P16 L 16)

No. The State has a separate program for VSBE participation and there is no VSBE component in this contract. VSBE is of course encouraged but voluntary and will not be considered when evaluating your proposal.

6. Will separate invoices be paid as each deliverable, outlined in the fixed price portion of this contract, is completed and accepted? (P18 L 17)

Yes. Please read section 2.12 carefully.

7. What current version of backup software does MIA use and would MIA be open to Disk to Disk or some other format? (P20 L 2)

We currently use EMC SAN technology and the backup agents that are inherent to that product. We have a Disaster Recovery SAN and a Production SAN that are our preliminary steps for Disaster Recovery. MIA expects that this new ECTS will integrate with that technology. We would also consider NetApp Storage.

8. How long does the help desk requirement last and what type of support does it include? (P21 L 16)

The help desk requirement is for the first three months after the system is in production and then there is a one year warranty associated with the system after that time. Specifically this means help desk support and on site and level I support for resolution to the systems and then additional resources that might be off site to help resolve any issues.

9. When are questions due? (P23 L 7)

All questions are due by 2/13/2015.

10. Can a MBE prime contractor claim 50% of the Overall MBE goal? (P24 L 8)

ORIGINAL ANSWER: The law has changed so that we can get 50 percent of the prime.

REVISED ANSWER: When a certified MBE firm participates as a prime (independently or as part of a joint venture) on a contract, a procurement agency may count the distinct, clearly defined portion of the work of the contract that the certified MBE firm performs with its own forces

toward fulfilling up to fifty-percent (50%) of the MBE participation goal (overall) established for the contract.

11. Will database and network security certifications be considered when weighing a proposal? (P26 L 17)

Only the requirements set forth in the RFP will be used to weigh your proposal.

12. Where is the place of performance? (P27 L 19)

Unless otherwise specified in the TORFP the work site is:

Maryland Insurance Administration

200 St. Paul Place

Suite 2700

Baltimore, MD 21202

13. Has the MIA evaluated Systems before the release of the RFP? (P28 L 2)

No.

14. Would a case management system with a document management component be acceptable if it met all the technical requirements? (P 28 L 6)

Yes.

15. Is there a HIPAA requirement? (P28 L 12)

Yes.

16. How many users will the system have? (P28 L 14)

The MIA has 100 internal users that we anticipate would use the system concurrently. The system must also serve the external population of the state of Maryland and those users could enter a complaint at any time. Additionally, each insurance company could have more than one individual in their organization that would need to review information about a complaint. The MIA needs a system that can meet all those needs.

17. Are you looking for a customized COTS system? (P29 L 19)

A customized system would be preferable.

18. The ECTS application and database components shall be deployed by the TO Contractor in MIA's data center on three separate environments; the Development Environment, the Integration Test Environment and the Production Environment. Is separate hardware required for each environment? (P30 L 7)

Depending on the architecture proposed, the hardware does not need to be physically separate.

19. Would the development environment also need to be able to support the maximum number of users? (P31 12)

The test environment would have to accommodate all potential users.

20. The RFP indicates that source code needs to be provided on an individual basis. Does the MIA need the source code or does the entire solution need to be included? (P31 L 20)

The entire solution needs to be provided. Ideally, the MIA would Like a COTS solution; however , we anticipate that because of our requirements, there may be some customization or some customer code that would need to be integrated with that COTS solution. Therefore, our deliverables are meant to represent the fact that we would need the licenses for the COTS solution and any source code that would be associated with any custom developed code that was part of the overall solution so that we can maintain this system going forward.

**This document is not an exact reading of the Pre Proposal Conference. Please see the Pre Proposal Conference transcript for a verbatim recitation.*

STATE OF MARYLAND
MARYLAND INSURANCE ADMINISTRATION
Office of Procurement
200 St. Paul Place, Suite 2700
Baltimore, Maryland 21202

IN RE:

ENTERPRISE COMPLAINT TRACKING SYSTEM (ECTS)
IMPLEMENTATION PROJECT

PRE-PROPOSAL CONFERENCE

A Pre-Proposal Conference in the
above-captioned matter held before the State of
Maryland, Maryland Insurance Administration,
February 5th, 2015, commencing at 1:00 p.m.,
and reported by Kathleen E. Manes, Court
Reporter and Notary Public.

EVANS REPORTING SERVICE
The Munsey Building
7 North Calvert Street, Suite 705
Baltimore, Maryland 21202
410.727.7100 800.256.8410

1 APPEARANCES:

2

3 MIA STAFF MEMBERS:

4 Rodney Spence, MIA Procurement Officer

5 Paula Keen, CIO

6 Gina Fiss, Counsel to the MIA

7 Vivian Laxton, Minority Business Enterprise and

8 Small Business Enterprise Liaison

9

10 OTHERS PRESENT:

11 Jim McMahan, Xerox

Kirk Fielder, GanTech

12 Anne Seek, MS Tech

Jim Webster, TechGlobe1, Inc.

13 Harrison Flakker, ABC Imaging

Tom Gardiner, The Canton Group

14 Donella Brockington, Xerox

Brandon Humphries, TVCOFA Corporation

15 Lynn Davis, MVS, Inc.

Rick Lee, ATS

16 Diana Blidarescu, MFR Consultants

Sue Howells, APV

17 Justin Petitt, Advantage Industries

Kaunda Sampson, Strativia Software

18 Bowen Xuan, MFR Consultants

19

20

21

1 CONFERENCE PROCEEDINGS:

2 MR. SPENCE: Okay. Good afternoon,
3 everybody. My name is Rodney Spence. I'm the
4 procurement officer here at the Maryland
5 Insurance Administration.

6 And this is the pre-proposal
7 conference for the Enterprise Complaint
8 Tracking System.

9 There's a log-in book outside that
10 door. Please make sure that everyone signs in.

11 We're going to be recording this
12 meeting because it's a matter of public record.
13 We're going to post a summary of this meeting
14 on our website.

15 And we're going to send it to
16 everyone who showed up today as well as anyone
17 who expressed an interest.

18 We have a couple of things to go
19 over. And it is one o'clock. The room is not
20 as full as I thought it would be, but we're
21 going to get started anyway.

1 If we have any stragglers, they'll
2 come in late I suppose.

3 I ask that you hold all your
4 questions to the end. When you state your
5 questions, make sure you state your name. Make
6 sure you tell me which company you're from.

7 If you don't have a question, we'd
8 ask that you still state your name and tell us
9 what company you're from and then we'll move on
10 to the next person.

11 We're going to go from right to left,
12 from the first row back to the last row.

13 Okay. So first I'm going to talk
14 about some information from the key summary,
15 from the RFP. And then the program manager is
16 going to read from the specifications. And
17 then as I said, after that we'll have a
18 question-and-answer period.

19 So the first thing I want to discuss
20 is the competitive sealed proposal process.
21 Now, there are two parts to this process: A

1 technical proposal and a financial proposal.

2 When we receive your technical
3 proposal, we're going to review to make sure
4 that it is acceptable for a bid, which means
5 we're going to review it to make sure you wrote
6 it according to the specifications set out in
7 Section 3 of the RFP.

8 If we determine that you did not
9 follow those specifications, we will return
10 that proposal to you along with your financial
11 proposal unopened.

12 After we go through your technical
13 proposal, we may also have clarifications that
14 we need to make.

15 If that is the case, the State will
16 send out an emails to each of the vendors. We
17 will ask you to answer certain questions. We
18 will give you a date and time that you are to
19 return those questions to us with answers.

20 And then after we go through the
21 clarifications, then we will start reviewing

1 the financial proposals.

2 The technical proposal will have the
3 same weight as the financial proposal. Please
4 make sure all your resident information is a
5 part of your proposal and make sure it's
6 completed.

7 You'll also need a comptroller's
8 clearance number so that you can register with
9 email or marketplace before we can look at your
10 bid.

11 Keep in mind that your tax clearance
12 number is not the same as your federal ID.
13 That's a separate number. You'll also have to
14 include that on your bid as well.

15 Your bids must be submitted on time.
16 If they are not on time, they won't be accepted
17 unless there's an error on the part of the
18 State employee. Those bids need to be received
19 by 3/18/2015 by 5:00 p.m., Eastern Standard
20 Time.

21 The Minority Business Enterprise goal

1 for this contract is 25 percent.

2 This contract is also subject to the
3 Maryland Living Wage Law. You have handouts
4 for the MBE sections of the contract and the
5 living wage section of the contract as well.

6 You have the right to protest if you
7 file a protest if you are aggrieved in
8 connection with the solicitation or the award
9 of this contract.

10 If you are the vendor and you want to
11 know why you were not selected, you must
12 request debriefing in writing. This can only
13 be done once the RFP is awarded.

14 So the tracking number is MIA15002.
15 The functional area is Functional Area 1. The
16 questions due date and time are due on
17 02/10/2015 at 8:00. Again, that's local
18 standard time. The closing date again is
19 03/18/2015. This is a two-year base period
20 with a one-year renewal option.

21 Send all your information to

1 procurement.mia@maryland.gov.

2 Okay. Now Paula is going to read
3 from the specifications.

4 MS. LAXTON: Slide the microphone
5 down.

6 MS. KEEN: Okay. Hi. My name is
7 Paula Keen. I'm the CIO here at Maryland
8 Insurance Administration. I'll just introduce
9 a couple of the other folks that are sitting up
10 here with me.

11 This is Gina Fiss from our Attorney
12 General's Office. And this is Vivian. She's
13 our public relations officer.

14 MS. LAXTON: And actually I'm here
15 not as the public relations director, but also
16 I serve in the capacity of the Minority
17 Business Enterprise and Small Business
18 Enterprise liaison to the agency.

19 So I'm actually here to answer
20 questions related to that.

21 MS. KEEN: Okay. So I'm here to

1 provide a little bit of additional information
2 about the scope of our project and to help
3 answer any questions that you might have.

4 Basically, what we are trying to find
5 is a system to replace what we currently use
6 for our Enterprise Complaint Tracking System.

7 ECTS, that's the acronym that our
8 current system has. And basically our
9 complaint tracking system is a system that we
10 use for consumers or insures who file
11 complaints with the Maryland Insurance
12 Administration about an issue either because
13 they weren't offered a policy or they were
14 denied a policy or they had an issue with a
15 claim not being paid.

16 There are a variety of types of
17 complaints that the consumers and insurance
18 companies might have about business transactions
19 relating to insurance policies.

20 So all of those complaints come into
21 the agency. We enter those into a system so

1 that we have both a tracking number and the
2 date and time and all of the relevant
3 information about the individual that's filing
4 the complaint as well as a description about
5 the complaint.

6 We then begin an investigation on
7 that complaint. And that involves talking with
8 the insurance companies, collecting documents
9 from the insurance companies.

10 It may involve working with legal
11 representatives and other external parties.
12 And all of that information and all of those
13 documents that are collected need to be
14 associated with the complaint throughout the
15 life of the compliant.

16 Our current system is not browser
17 based and so it's not accessible to the
18 citizens of Maryland. It's not easily
19 accessible within the departments here even at
20 the agency.

21 It does not provide any sort of a

1 document-management capability, so all
2 documents that do come in associated with
3 complaints are either filed in paper form or
4 they're scanned and saved as PDF files on
5 network file shares so separate from the
6 complaint system.

7 So at that point when we're try to
8 close out a complaint or we need to take a
9 complaint to a hearing, we have to pull all of
10 that documentation together manually and
11 provide copies to all the relevant parties that
12 need that information.

13 So what we're looking for is a
14 browser-based system that will be open to the
15 citizens of Maryland to be able to enter
16 complaints online.

17 The system should also be accessible
18 to insurance companies who need to review
19 complaints and also provide us with
20 documentation as well as comments on
21 complaints.

1 So we need to have a secure
2 authentication process for insurance companies
3 to be able to log in and only get to the
4 complaints that are relevant to their
5 organization.

6 Internally, we're looking for the
7 ability for the system to provide workflow
8 automation.

9 So there is a process that occurs
10 once a complaint comes in, who has to review
11 it, who it gets assigned to, who investigates
12 it and all the various activities that would
13 occur depending the type of complaint that it
14 is.

15 So we're looking for a workflow
16 automation tool that based on the completion of
17 a task would trigger the complaint being routed
18 to the next individual who's responsible for
19 picking up the process of moving that complaint
20 through the organization.

21 We're basically at this point looking

1 to have an internally hosted system. We do
2 have our own data center here at the agency.

3 So we're looking for three separate
4 environments that the system would be hosted
5 on: A development environment, an integration
6 test environment and a production environment.

7 The system would need to be
8 integrated with our back-up processes. And so
9 depending on the technologies and the system
10 itself that is implemented, we'll have to work
11 with the vendor who implements the system to
12 ensure that it's part of our daily and weekly
13 back-up processes.

14 That's kind of a high level of what
15 we're looking for.

16 And I guess at this point, we have
17 the opportunity for questions.

18 QUESTION AND ANSWER SESSION

19 MR. SPENCE: Yeah. We're going to
20 start over here. And we're going to go from
21 the front row to the back row, so if you have a

1 question, please state your name, tell us what
2 company you're with.

3 MS. BROCKINGTON: Donella Brockington
4 with Xerox. And my question really is about
5 one of the attachments.

6 MR. SPENCE: Sure. Go ahead.

7 MS. BROCKINGTON: And whether it in
8 fact is required for this procurement.

9 And I was trying to look up the
10 attachment number, but it's the Mercury
11 attachment.

12 MR. SPENCE: The Mercury Affidavit is
13 required.

14 MS. BROCKINGTON: It is required.

15 MR. SPENCE: It is required. Is that
16 all your questions?

17 MS. BROCKINGTON: I'll reserve the
18 rest of them.

19 MR. SPENCE: Okay.

20 MR. MCMAHAN: Good afternoon. Jim
21 McMahan, also with Xerox.

1 Is there an incumbent vendor
2 currently providing this or this is all
3 internal?

4 MS. KEEN: No.

5 MR. SPENCE: No.

6 MS. KEEN: There's no incumbent
7 vendor.

8 MR. SPENCE: No.

9 MS. KEEN: There is no incumbent
10 vendor. The current system was custom built
11 and is supported internally.

12 MR. MCMAHAN: Wonderful.

13 And I didn't catch your last name.

14 I'm sorry.

15 MS. LAXTON: It's Vivian Laxton,
16 L-A-X-T-O-N.

17 MR. MCMAHAN: Thank you.

18 I just wanted to confirm that I saw
19 25 percent MBE. No subgoals?

20 MS. LAXTON: Actually, that is split
21 in two. It's 21 percent for the software

1 licensing portion and 4 percent for the
2 hardware acquisition and installation.

3 MR. MCMAHAN: It's 21 percent for
4 software.

5 MS. LAXTON: Software licensing.

6 MR. MCMAHAN: I'm sorry. So 4 for --

7 MS. LAXTON: And 4 for the server
8 hardware acquisition and installation. That's
9 a very broad category.

10 MR. MCMAHAN: So that's leading to
11 another question then.

12 MS. KEEN: Okay.

13 MR. MCMAHAN: I'm confused how you
14 want that to work.

15 So obviously we'd be purchasing
16 software licenses, 21 percent of that purchase
17 could go to an MBE?

18 MS. LAXTON: That's the goal.

19 MR. MCMAHAN: Okay. Or 21 or more.

20 MS. LAXTON: Right.

21 MR. MCMAHAN: And 4 percent to go to

1 an MBE on the hardware acquisition. What about
2 the time and material going on?

3 If we meet that 25 percent there, is
4 there no other in the time and --

5 MS. LAXTON: There aren't other goals
6 set in the system right now. However, if you
7 chose to get MBEs in other parts of the
8 contract, that will credit toward the overall
9 total.

10 MR. MCMAHAN: Okay. And a question
11 more from the whole process standpoint, because
12 I'm a little confused when it comes to getting
13 credit for a service MBE, you know, military,
14 do they qualify also if they're certified by
15 the VA?

16 MS. LAXTON: We actually have a
17 separate system in Maryland for veteran-owned
18 small businesses.

19 MR. MCMAHAN: Okay.

20 MS. KEEN: And I don't believe we
21 have a goal at all for that in this particular

1 project.

2 MR. MCMAHAN: So there's not one, but
3 I didn't know if we got credit for using one.

4 MS. LAXTON: We would certainly like
5 to know that information so that we can add to
6 our overall numbers because we do have to
7 report it.

8 MR. MCMAHAN: Okay.

9 MS. FISS: But I will clarify by law,
10 the VSB requirement, the Veteran Small Business
11 Enterprise requirement, is a separate legal
12 program and requirement.

13 And any participation, of course, is
14 encouraged, but it's voluntary and it will not
15 go to weighing the strength or weaknesses of
16 your proposal.

17 MR. MCMAHAN: It won't count toward
18 that 25 percent?

19 MS. FISS: No.

20 MS. LAXTON: No.

21 MS. FISS: It can't.

1 MR. MCMAHAN: Okay.

2 MS. FISS: Yeah. They're two
3 separate programs. And your MBE listed firms
4 must be certified as minority business
5 enterprises in the State of Maryland.

6 MS. LAXTON: Through the Department
7 of Transportation.

8 MS. FISS: And be in the Department
9 of Transportation database.

10 MR. MCMAHAN: Okay. Then under
11 Section 2.12, I want to just get a confirmation
12 on invoicing.

13 Are we able to invoice for the
14 fixed-price portion? There are a lot of
15 deliverables on the fixed-price portion.

16 Are we able to invoice as those get
17 accepted or only at the end of all of those
18 deliverables?

19 MS. KEEN: The intention is that as
20 each deliverable is completed and accepted that
21 invoices will be paid.

1 MR. MCMAHAN: Okay. So as each one
2 gets accepted, then we're able to invoice for
3 them.

4 Okay. I'll reserve at this point.

5 Thank you.

6 MR. FIELDER: Hello. My name is Kirk
7 Fielder. I'm with Gantech and I have a couple
8 questions.

9 The backup, you state that there will
10 be MIA like the current version of back-up
11 software that you use. Can you share what that
12 is?

13 And you mentioned tapes. Would you
14 be open to disk to disk or some other format?

15 MS. KEEN: We currently have EMC SAN
16 technology --

17 MR. FIELDER: Okay.

18 MS. KEEN: -- that we use for our
19 backups. And the expectation is that this new
20 ECTS will either integrate with that or if
21 because of the capacity of backups that would

1 be needed for the new system, we'd have to
2 acquire something else, we would also consider
3 the NetApp storage.

4 MR. FIELDER: Okay. Thank you.

5 And so you're using the back-up
6 agents that are inherent to the product?

7 MS. KEEN: Exactly.

8 MR. FIELDER: Okay. Is there any
9 consideration to move away from tape and do
10 disk to disk?

11 MS. KEEN: Well, we have the SAN
12 right now.

13 MR. FIELDER: Okay.

14 MS. KEEN: And then the tapes are an
15 additional layer.

16 MR. FIELDER: I got you. Okay.
17 Great.

18 MS. KEEN: We have a production SAN
19 and a disaster-recovery SAN that are our
20 preliminary steps for recovery emergencies.

21 MR. FIELDER: Okay. Got you.

1 And then that was the backup, the
2 help desk portion, you state that for a year
3 following you would want someone to take calls.

4 And do you expect that to be Tier I?
5 Would they be expected to answer the questions,
6 do the research on the system or refer that out
7 to the primary vendor?

8 MS. KEEN: Actually, the help desk
9 requirement is for the first three months after
10 the system is in production.

11 And then there's a one-year warranty
12 that is --

13 MR. FIELDER: Oh, okay.

14 MS. KEEN: -- associated with the
15 system after that time.

16 MR. FIELDER: Okay. I thought the
17 three months was a person on the site.

18 MS. KEEN: Right, to help desk
19 support on site and Level I --

20 MR. FIELDER: Okay.

21 MS. KEEN: -- support for resolution

1 to the systems and then additional resources
2 that might be off site to help resolve any
3 issues --

4 MR. FIELDER: Okay.

5 MS. KEEN: -- that are identified.

6 MR. FIELDER: Perfect. Thank you.
7 Thank you.

8 MS. SEEK: Hi. Anne Seek from MS
9 Technologies. I only had one question I just
10 wanted to clarify.

11 You had said that the questions were
12 due 2/10 but on your sheet you have 2/13. When
13 are questions due?

14 MR. SPENCE: Questions are due 2/10.

15 MS. SEEK: Okay. On your summary
16 sheet it does say 2/13.

17 MR. GARDNER: 2/13, yeah. There was
18 an addendum or second --

19 MR. SPENCE: Okay. Yeah, it's 2/13.
20 We did change those dates. I'm sorry.

21 MS. SEEK: Okay. I just wanted to

1 make sure I wasn't hearing something
2 incorrectly. I'll go ahead and defer and put
3 mine in writing.

4 Thank you.

5 MR. SPENCE: We'll go over here.

6 MR. GARDNER: Tom Gardner with Canton
7 Group. The first question is, if an MBE primes
8 this will we able to claim half for the MBE
9 goals?

10 MS. LAXTON: Yes. The law has
11 changed so that we can get 50 percent of the
12 prime.

13 MR. GARDNER: My next question, and I
14 submitted this in writing, it was Section 2.9,
15 I believe is where it is.

16 Would the agency consider the team's
17 qualifications to meet the primary performance
18 goals as opposed to only the master contractor?

19 MS. FISS: I'm sorry. I didn't hear
20 what you said.

21 MR. GARDNER: In the Minimal

1 Qualifications Section 2.9, the offer is
2 company minimal quals.

3 It says, "Only the master contractors
4 that fully meet the minimum quals criteria will
5 be successful for proposal evaluation."

6 I was wondering if the team's
7 consisted goals could be considered as opposed
8 to only the master contractor since you're
9 bringing a large -- you know, it's a widespread
10 RFD.

11 It's just not document management.
12 It's hardware. It's a help desk. I was
13 wondering if the team's goals could --

14 MS. FISS: I think that's a question
15 that they'll have to take into consideration.

16 MR. GARDNER: Okay.

17 MS. FISS: And then we'll include the
18 response in the Q&A that's issued to everyone.

19 MR. GARDNER: My second question or
20 third question is, did you receive that in
21 writing? Because I think I did submit that.

1 MS. FISS: Rodney?

2 MR. SPENCE: Yeah, we actually did
3 get a bunch of questions. There were 207
4 bidders, master contractors for this.

5 So my email's kind of full right now
6 and I'm working through each one of them. I
7 promise I will get back to you.

8 MR. FLAKKER: No questions.

9 MR. SPENCE: Can you please state
10 your name and the company you're with.

11 MR. FLAKKER: Harrison Flakker, ABC
12 Imaging.

13 MR. HUMPHRIES: Brandon Humphries,
14 COFA Corporation.

15 My question was, will database
16 certifications and/or network security
17 certificates be considered or waived in your
18 evaluation process in addition to experience,
19 of course?

20 MS. KEEN: It would certainly be
21 helpful to know that we have certified

1 resources that are working on the project.

2 But if we haven't specified it, I
3 don't think it could help or hurt obviously.

4 MS. BLIDARESCU: Diana Blidarescu,
5 MFR Consultants.

6 No questions.

7 MR. XUAN: Bowen Xuan from MFR
8 Consultants.

9 No questions.

10 MR. WEBSTER: Jim Webster from
11 TechGlobal Incorporated. I've got a few
12 questions.

13 And I apologize up front. I'm only
14 three days with the company so some of this is
15 because of my inexperience.

16 I apologize.

17 Is the place of performance here?

18 MR. SPENCE: Yes.

19 MR. WEBSTER: Okay. Have you
20 evaluated systems before the release of the
21 RFP?

1 MS. KEEN: No.

2 MR. WEBSTER: No. Okay. I think you
3 answered this earlier.

4 A case-management system with a
5 document-management component, would that be
6 acceptable I assume if it meets all the
7 technical requirements?

8 MS. KEEN: Yes, exactly.

9 MR. WEBSTER: Is HIPAA a requirement?

10 MS. KEEN: Yes, it is.

11 MR. WEBSTER: The RFP mentions 100
12 current users. If the system requires named
13 users, how does that fit if it's still the 100
14 limit?

15 MS. KEEN: We have 100 internal users
16 that we would anticipate using the system
17 potentially concurrently.

18 Then we have the external population
19 of the State of Maryland that could be entering
20 a complaint at any time.

21 And we have 1,600 insurance companies

1 that operate in the State of Maryland. And
2 each insurance company could have more than one
3 individual in their organization that needs to
4 review information about a complaint.

5 So we're looking for a system that
6 can meet all of those needs.

7 MR. WEBSTER: Right.

8 MS. KEEN: Obviously, not all of them
9 would be named users.

10 MR. WEBSTER: Okay. Okay. That does
11 it for me.

12 Thank you.

13 MS. KEEN: Thank you.

14 MS. DAVIS: Hello. My name is Lynn
15 Davis. I'm with MVS Incorporated, an MBE SBR
16 company within the State of Maryland.

17 My question is, your previous system
18 was a customized system. Are you looking for a
19 COTS at this time?

20 MS. KEEN: If we can find one, that
21 would be preferable, yes.

1 MS. DAVIS: I'm done. It's up to
2 you.

3 MR. LEE: Hi. My name is Rick Lee,
4 and I'm with Applied Technology Services also
5 an MDOT MBE.

6 And my question is, for the three
7 environments that you wanted, are they separate
8 hardware for each environment?

9 MS. KEEN: Separate --

10 MR. LEE: You would prefer --

11 MS. KEEN: Separate environments. So
12 we're assuming a virtual environment.

13 MR. LEE: Okay.

14 MS. KEEN: So depending on the
15 architecture that's proposed, it doesn't have
16 to be physical separate machines

17 MR. LEE: Got it. Right. That's
18 what I was wondering. Okay.

19 MS. HOWELLS: Sue Howells, AP
20 Ventures.

21 No questions.

1 MR. SAMPSON: Kaunda, K-A-U-N-D-A,
2 Strativia Software. We are also an MBE, and we
3 have no questions at this time.

4 MR. PETITT: Justin Petitt, Advantage
5 Industries.

6 Will the development environment also
7 need to support the maximum number of
8 concurrent users?

9 MS. KEEN: Not the development
10 environment, but it would need to be able to be
11 tested with those numbers of users.

12 So the test environment would also
13 have to accommodate that.

14 MR. PETITT: One more question.

15 In the Deliverable Tables on Page 35
16 you identify the source code needs to be
17 provided in an individual basis.

18 Do you just need the source code or
19 does the entire solution need to included?

20 MS. KEEN: Yeah, the entire solution
21 needs to be provided.

1 The assumption or the challenge, I
2 should say, with this RFP is, while we would
3 ideally like to have a COTS solution, we
4 anticipate that because of our requirements
5 there may need to be some customization or some
6 customer code that would be integrated with
7 that COTS solution.

8 So our deliverables are meant to
9 represent the fact the we would need the
10 licenses for the COTS solution and any source
11 code that would be associated with any
12 custom-developed code that was part of the
13 overall solution so that we can maintain this
14 going forward.

15 MR. PETITT: Thank you.

16 MR. SPENCE: Okay. Gina, do you have
17 anything?

18 MS. FISS: No.

19 MR. SPENCE: Okay. Guys, you all
20 have vendor comments sheets. If you have
21 comments, please fill out the sheet and place

1 it in the basket outside.

2 And then that's it. We're going to
3 close. Okay.

4 Thanks, everybody, for coming.

5 (The conference concluded at 1:26
6 p.m.)

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1 REPORTER'S CERTIFICATE

2 State of Maryland

3 City of Baltimore

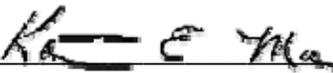
4 I, Kathleen E. Manes, a Notary Public
5 of the State of Maryland, City of Baltimore, do
6 hereby certify that the above-captioned
7 proceedings were transcribed by me, and that
8 this transcript is a true record of the
9 proceedings.

10 I further certify that I am not of
11 counsel to any of the parties, nor an employee
12 of counsel, nor related to any of the parties,
13 nor in any way interested in the outcome.

14 As witness my hand and seal this 18th
15 day of February, 2015.

16

17



Kathleen E. Manes
My Commission Expires 04-28-16.

18

19

20

21

<p style="text-align: center;">A</p> <p>ABC 2:13 26:11 ability 12:7 able 11:15 12:3 19:13,16 20:2 24:8 31:10 above-captioned 1:14 34:6 acceptable 5:4 28:6 accepted 6:16 19:17 19:20 20:2 accessible 10:17,19 11:17 accommodate 31:13 acquire 21:2 acquisition 16:2,8 17:1 acronym 9:7 activities 12:12 add 18:5 addendum 23:18 addition 26:18 additional 9:1 21:15 23:1 Administration 1:2 1:15 3:5 8:8 9:12 Advantage 2:17 31:4 Affidavit 14:12 afternoon 3:2 14:20 agency 8:18 9:21 10:20 13:2 24:16 agents 21:6 aggrieved 7:7 ahead 14:6 24:2 and/or 26:16 Anne 2:12 23:8 answer 5:17 8:19 9:3 13:18 22:5 answered 28:3 answers 5:19 anticipate 28:16 32:4 anyway 3:21 AP 30:19 apologize 27:13,16</p>	<p>APPEARANCES 2:1 Applied 30:4 APV 2:16 architecture 30:15 area 7:15,15 assigned 12:11 associated 10:14 11:2 22:14 32:11 assume 28:6 assuming 30:12 assumption 32:1 ATS 2:15 attachment 14:10,11 attachments 14:5 Attorney 8:11 authentication 12:2 automation 12:8,16 award 7:8 awarded 7:13</p> <hr/> <p style="text-align: center;">B</p> <p>back 4:12 13:21 26:7 back-up 13:8,13 20:10 21:5 backup 20:9 22:1 backups 20:19,21 Baltimore 1:5,20 34:3,5 base 7:19 based 10:17 12:16 basically 9:4,8 12:21 basis 31:17 basket 33:1 believe 17:20 24:15 bid 5:4 6:10,14 bidders 26:4 bids 6:15,18 bit 9:1 Blidarescu 2:16 27:4 27:4 book 3:9 Bowen 2:18 27:7 Brandon 2:14 26:13 bringing 25:9</p>	<p>broad 16:9 Brockington 2:14 14:3,3,7,14,17 browser 10:16 browser-based 11:14 Building 1:19 built 15:10 bunch 26:3 business 2:7,8 6:21 8:17,17 9:18 18:10 19:4 businesses 17:18</p> <hr/> <p style="text-align: center;">C</p> <p>calls 22:3 Calvert 1:20 Canton 2:13 24:6 capability 11:1 capacity 8:16 20:21 case 5:15 case-management 28:4 catch 15:13 category 16:9 center 13:2 certain 5:17 certainly 18:4 26:20 CERTIFICATE 34:1 certificates 26:17 certifications 26:16 certified 17:14 19:4 26:21 certify 34:6,10 challenge 32:1 change 23:20 changed 24:11 chose 17:7 CIO 2:5 8:7 citizens 10:18 11:15 City 34:3,5 claim 9:15 24:8 clarifications 5:13 5:21</p>	<p>clarify 18:9 23:10 clearance 6:8,11 close 11:8 33:3 closing 7:18 code 31:16,18 32:6 32:11,12 COFA 26:14 collected 10:13 collecting 10:8 come 4:2 9:20 11:2 comes 12:10 17:12 coming 33:4 commencing 1:16 comments 11:20 32:20,21 Commission 34:18 companies 9:18 10:8 10:9 11:18 12:2 28:21 company 4:6,9 14:2 25:2 26:10 27:14 29:2,16 competitive 4:20 complaint 1:7 3:7 9:6,9 10:4,5,7,14 11:6,8,9 12:10,13 12:17,19 28:20 29:4 complaints 9:11,17 9:20 11:3,16,19,21 12:4 completed 6:6 19:20 completion 12:16 compliant 10:15 component 28:5 comptroller's 6:7 concluded 33:5 concurrent 31:8 concurrently 28:17 conference 1:12,13 3:1,7 33:5 confirm 15:18 confirmation 19:11 confused 16:13 17:12</p>
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STATE OF MARYLAND
MARYLAND INSURANCE ADMINISTRATION
Office of Procurement
200 St. Paul Place, Suite 2700
Baltimore, Maryland 21202

IN RE:

ENTERPRISE COMPLAINT TRACKING SYSTEM (ECTS)
IMPLEMENTATION PROJECT

PRE-PROPOSAL CONFERENCE

A Pre-Proposal Conference in the
above-captioned matter held before the State of
Maryland, Maryland Insurance Administration,
February 5th, 2015, commencing at 1:00 p.m.,
and reported by Kathleen E. Manes, Court
Reporter and Notary Public.

EVANS REPORTING SERVICE
The Munsey Building
7 North Calvert Street, Suite 705
Baltimore, Maryland 21202
410.727.7100 800.256.8410

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1 APPEARANCES:
2
3 MIA STAFF MEMBERS:
4 Rodney Spence, MIA Procurement Officer
5 Paula Keen, CIO
6 Gina Fiss, Counsel to the MIA
7 Vivian Laxton, Minority Business Enterprise and
8 Small Business Enterprise Liaison
9
10 OTHERS PRESENT:
11 Jim McMahan, Xerox
12 Kirk Fielder, GanTech
13 Anne Seek, MS Tech
14 Jim Webster, TechGlobe, Inc.
15 Harrison Flakker, ABC Imaging
16 Tom Gardiner, The Canton Group
17 Donella Brockington, Xerox
18 Brandon Humphries, TVCOFA Corporation
19 Lynn Davis, MVS, Inc.
20 Rick Lee, ATS
21 Diana Blidarescu, MFR Consultants
Sue Howells, APV
Justin Petitt, Advantage Industries
Kaunda Sampson, Strativia Software
Bowen Xuan, MFR Consultants

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1 CONFERENCE PROCEEDINGS:
2 MR. SPENCE: Okay. Good afternoon,
3 everybody. My name is Rodney Spence. I'm the
4 procurement officer here at the Maryland
5 Insurance Administration.
6 And this is the pre-proposal
7 conference for the Enterprise Complaint
8 Tracking System.
9 There's a log-in book outside that
10 door. Please make sure that everyone signs in.
11 We're going to be recording this
12 meeting because it's a matter of public record.
13 We're going to post a summary of this meeting
14 on our website.
15 And we're going to send it to
16 everyone who showed up today as well as anyone
17 who expressed an interest.
18 We have a couple of things to go
19 over. And it is one o'clock. The room is not
20 as full as I thought it would be, but we're
21 going to get started anyway.

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1 If we have any stragglers, they'll
2 come in late I suppose.
3 I ask that you hold all your
4 questions to the end. When you state your
5 questions, make sure you state your name. Make
6 sure you tell me which company you're from.
7 If you don't have a question, we'd
8 ask that you still state your name and tell us
9 what company you're from and then we'll move on
10 to the next person.
11 We're going to go from right to left,
12 from the first row back to the last row.
13 Okay. So first I'm going to talk
14 about some information from the key summary,
15 from the RFP. And then the program manager is
16 going to read from the specifications. And
17 then as I said, after that we'll have a
18 question-and-answer period.
19 So the first thing I want to discuss
20 is the competitive sealed proposal process.
21 Now, there are two parts to this process: A

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1 technical proposal and a financial proposal.
2 When we receive your technical
3 proposal, we're going to review to make sure
4 that it is acceptable for a bid, which means
5 we're going to review it to make sure you wrote
6 it according to the specifications set out in
7 Section 3 of the RFP.
8 If we determine that you did not
9 follow those specifications, we will return
10 that proposal to you along with your financial
11 proposal unopened.
12 After we go through your technical
13 proposal, we may also have clarifications that
14 we need to make.
15 If that is the case, the State will
16 send out an emails to each of the vendors. We
17 will ask you to answer certain questions. We
18 will give you a date and time that you are to
19 return those questions to us with answers.
20 And then after we go through the
21 clarifications, then we will start reviewing

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<p style="text-align: right;">Page 6</p> <p>1 the financial proposals. 2 The technical proposal will have the 3 same weight as the financial proposal. Please 4 make sure all your resident information is a 5 part of your proposal and make sure it's 6 completed. 7 You'll also need a comptroller's 8 clearance number so that you can register with 9 email or marketplace before we can look at your 10 bid. 11 Keep in mind that your tax clearance 12 number is not the same as your federal ID. 13 That's a separate number. You'll also have to 14 include that on your bid as well. 15 Your bids must be submitted on time. 16 If they are not on time, they won't be accepted 17 unless there's an error on the part of the 18 State employee. Those bids need to be received 19 by 3/18/2015 by 5:00 p.m., Eastern Standard 20 Time. 21 The Minority Business Enterprise goal</p>	<p style="text-align: right;">Page 8</p> <p>1 procurement.mia@maryland.gov. 2 Okay. Now Paula is going to read 3 from the specifications. 4 MS. LAXTON: Slide the microphone 5 down. 6 MS. KEEN: Okay. Hi. My name is 7 Paula Keen. I'm the CIO here at Maryland 8 Insurance Administration. I'll just introduce 9 a couple of the other folks that are sitting up 10 here with me. 11 This is Gina Fiss from our Attorney 12 General's Office. And this is Vivian. She's 13 our public relations officer. 14 MS. LAXTON: And actually I'm here 15 not as the public relations director, but also 16 I serve in the capacity of the Minority 17 Business Enterprise and Small Business 18 Enterprise liaison to the agency. 19 So I'm actually here to answer 20 questions related to that. 21 MS. KEEN: Okay. So I'm here to</p>
<p style="text-align: right;">Page 7</p> <p>1 for this contract is 25 percent. 2 This contract is also subject to the 3 Maryland Living Wage Law. You have handouts 4 for the MBE sections of the contract and the 5 living wage section of the contract as well. 6 You have the right to protest if you 7 file a protest if you are aggrieved in 8 connection with the solicitation or the award 9 of this contract. 10 If you are the vendor and you want to 11 know why you were not selected, you must 12 request debriefing in writing. This can only 13 be done once the RFP is awarded. 14 So the tracking number is MIA15002. 15 The functional area is Functional Area 1. The 16 questions due date and time are due on 17 02/10/2015 at 8:00. Again, that's local 18 standard time. The closing date again is 19 03/18/2015. This is a two-year base period 20 with a one-year renewal option. 21 Send all your information to</p>	<p style="text-align: right;">Page 9</p> <p>1 provide a little bit of additional information 2 about the scope of our project and to help 3 answer any questions that you might have. 4 Basically, what we are trying to find 5 is a system to replace what we currently use 6 for our Enterprise Complaint Tracking System. 7 ECTS, that's the acronym that our 8 current system has. And basically our 9 complaint tracking system is a system that we 10 use for consumers or insures who file 11 complaints with the Maryland Insurance 12 Administration about an issue either because 13 they weren't offered a policy or they were 14 denied a policy or they had an issue with a 15 claim not being paid. 16 There are a variety of types of 17 complaints that the consumers and insurance 18 companies might have about business tractions 19 relating to insurance policies. 20 So all of those complaints come into 21 the agency. We enter those into a system so</p>

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<p style="text-align: right;">Page 10</p> <p>1 that we have both a tracking number and the 2 date and time and all of the relevant 3 information about the individual that's filing 4 the complaint as well as a description about 5 the complaint. 6 We then begin an investigation on 7 that complaint. And that involves talking with 8 the insurance companies, collecting documents 9 from the insurance companies. 10 It may involve working with legal 11 representatives and other external parties. 12 And all of that information and all of those 13 documents that are collected need to be 14 associated with the complaint throughout the 15 life of the complaint. 16 Our current system is not browser 17 based and so it's not accessible to the 18 citizens of Maryland. It's not easily 19 accessible within the departments here even at 20 the agency. 21 It does not provide any sort of a</p>	<p style="text-align: right;">Page 12</p> <p>1 So we need to have a secure 2 authentication process for insurance companies 3 to be able to log in and only get to the 4 complaints that are relevant to their 5 organization. 6 Internally, we're looking for the 7 ability for the system to provide workflow 8 automation. 9 So there is a process that occurs 10 once a complaint comes in, who has to review 11 it, who it gets assigned to, who investigates 12 it and all the various activities that would 13 occur depending the type of complaint that it 14 is. 15 So we're looking for a workflow 16 automation tool that based on the completion of 17 a task would trigger the complaint being routed 18 to the next individual who's responsible for 19 picking up the process of moving that complaint 20 through the organization. 21 We're basically at this point looking</p>
<p style="text-align: right;">Page 11</p> <p>1 document-management capability, so all 2 documents that do come in associated with 3 complaints are either filed in paper form or 4 they're scanned and saved as PDF files on 5 network file shares so separate from the 6 complaint system. 7 So at that point when we're try to 8 close out a complaint or we need to take a 9 complaint to a hearing, we have to pull all of 10 that documentation together manually and 11 provide copies to all the relevant parties that 12 need that information. 13 So what we're looking for is a 14 browser-based system that will be open to the 15 citizens of Maryland to be able to enter 16 complaints online. 17 The system should also be accessible 18 to insurance companies who need to review 19 complaints and also provide us with 20 documentation as well as comments on 21 complaints.</p>	<p style="text-align: right;">Page 13</p> <p>1 to have an internally hosted system. We do 2 have our own data center here at the agency. 3 So we're looking for three separate 4 environments that the system would be hosted 5 on: A development environment, an integration 6 test environment and a production environment. 7 The system would need to be 8 integrated with our back-up processes. And so 9 depending on the technologies and the system 10 itself that is implemented, we'll have to work 11 with the vendor who implements the system to 12 ensure that it's part of our daily and weekly 13 back-up processes. 14 That's kind of a high level of what 15 we're looking for. 16 And I guess at this point, we have 17 the opportunity for questions. 18 QUESTION AND ANSWER SESSION 19 MR. SPENCE: Yeah. We're going to 20 start over here. And we're going to go from 21 the front row to the back row, so if you have a</p>

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<p style="text-align: right;">Page 14</p> <p>1 question, please state your name, tell us what 2 company you're with. 3 MS. BROCKINGTON: Donella Brockington 4 with Xerox. And my question really is about 5 one of the attachments. 6 MR. SPENCE: Sure. Go ahead. 7 MS. BROCKINGTON: And whether it in 8 fact is required for this procurement. 9 And I was trying to look up the 10 attachment number, but it's the Mercury 11 attachment. 12 MR. SPENCE: The Mercury Affidavit is 13 required. 14 MS. BROCKINGTON: It is required. 15 MR. SPENCE: It is required. Is that 16 all your questions? 17 MS. BROCKINGTON: I'll reserve the 18 rest of them. 19 MR. SPENCE: Okay. 20 MR. MCMAHAN: Good afternoon. Jim 21 McMahan, also with Xerox.</p>	<p style="text-align: right;">Page 16</p> <p>1 licensing portion and 4 percent for the 2 hardware acquisition and installation. 3 MR. MCMAHAN: It's 21 percent for 4 software. 5 MS. LAXTON: Software licensing. 6 MR. MCMAHAN: I'm sorry. So 4 for -- 7 MS. LAXTON: And 4 for the server 8 hardware acquisition and installation. That's 9 a very broad category. 10 MR. MCMAHAN: So that's leading to 11 another question then. 12 MS. KEEN: Okay. 13 MR. MCMAHAN: I'm confused how you 14 want that to work. 15 So obviously we'd be purchasing 16 software licenses, 21 percent of that purchase 17 could go to an MBE? 18 MS. LAXTON: That's the goal. 19 MR. MCMAHAN: Okay. Or 21 or more. 20 MS. LAXTON: Right. 21 MR. MCMAHAN: And 4 percent to go to</p>
<p style="text-align: right;">Page 15</p> <p>1 Is there an incumbent vendor 2 currently providing this or this is all 3 internal? 4 MS. KEEN: No. 5 MR. SPENCE: No. 6 MS. KEEN: There's no incumbent 7 vendor. 8 MR. SPENCE: No. 9 MS. KEEN: There is no incumbent 10 vendor. The current system was custom built 11 and is supported internally. 12 MR. MCMAHAN: Wonderful. 13 And I didn't catch your last name. 14 I'm sorry. 15 MS. LAXTON: It's Vivian Laxton, 16 L-A-X-T-O-N. 17 MR. MCMAHAN: Thank you. 18 I just wanted to confirm that I saw 19 25 percent MBE. No subgoals? 20 MS. LAXTON: Actually, that is split 21 in two. It's 21 percent for the software</p>	<p style="text-align: right;">Page 17</p> <p>1 an MBE on the hardware acquisition. What about 2 the time and material going on? 3 If we meet that 25 percent there, is 4 there no other in the time and -- 5 MS. LAXTON: There aren't other goals 6 set in the system right now. However, if you 7 chose to get MBEs in other parts of the 8 contract, that will credit toward the overall 9 total. 10 MR. MCMAHAN: Okay. And a question 11 more from the whole process standpoint, because 12 I'm a little confused when it comes to getting 13 credit for a service MBE, you know, military, 14 do they qualify also if they're certified by 15 the VA? 16 MS. LAXTON: We actually have a 17 separate system in Maryland for veteran-owned 18 small businesses. 19 MR. MCMAHAN: Okay. 20 MS. KEEN: And I don't believe we 21 have a goal at all for that in this particular</p>

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<p>1 project.</p> <p>2 MR. MCMAHAN: So there's not one, but</p> <p>3 I didn't know if we got credit for using one.</p> <p>4 MS. LAXTON: We would certainly like</p> <p>5 to know that information so that we can add to</p> <p>6 our overall numbers because we do have to</p> <p>7 report it.</p> <p>8 MR. MCMAHAN: Okay.</p> <p>9 MS. FISS: But I will clarify by law,</p> <p>10 the VSB requirement, the Veteran Small Business</p> <p>11 Enterprise requirement, is a separate legal</p> <p>12 program and requirement.</p> <p>13 And any participation, of course, is</p> <p>14 encouraged, but it's voluntary and it will not</p> <p>15 go to weighing the strength or weaknesses of</p> <p>16 your proposal.</p> <p>17 MR. MCMAHAN: It won't count toward</p> <p>18 that 25 percent?</p> <p>19 MS. FISS: No.</p> <p>20 MS. LAXTON: No.</p> <p>21 MS. FISS: It can't.</p>	<p>1 MR. MCMAHAN: Okay. So as each one</p> <p>2 gets accepted, then we're able to invoice for</p> <p>3 them.</p> <p>4 Okay. I'll reserve at this point.</p> <p>5 Thank you.</p> <p>6 MR. FIELDER: Hello. My name is Kirk</p> <p>7 Fielder. I'm with Gantech and I have a couple</p> <p>8 questions.</p> <p>9 The backup, you state that there will</p> <p>10 be MIA like the current version of back-up</p> <p>11 software that you use. Can you share what that</p> <p>12 is?</p> <p>13 And you mentioned tapes. Would you</p> <p>14 be open to disk to disk or some other format?</p> <p>15 MS. KEEN: We currently have EMC SAN</p> <p>16 technology --</p> <p>17 MR. FIELDER: Okay.</p> <p>18 MS. KEEN: -- that we use for our</p> <p>19 backups. And the expectation is that this new</p> <p>20 ECTS will either integrate with that or if</p> <p>21 because of the capacity of backups that would</p>
Page 19	Page 21
<p>1 MR. MCMAHAN: Okay.</p> <p>2 MS. FISS: Yeah. They're two</p> <p>3 separate programs. And your MBE listed firms</p> <p>4 must be certified as minority business</p> <p>5 enterprises in the State of Maryland.</p> <p>6 MS. LAXTON: Through the Department</p> <p>7 of Transportation.</p> <p>8 MS. FISS: And be in the Department</p> <p>9 of Transportation database.</p> <p>10 MR. MCMAHAN: Okay. Then under</p> <p>11 Section 2.12, I want to just get a confirmation</p> <p>12 on invoicing.</p> <p>13 Are we able to invoice for the</p> <p>14 fixed-price portion? There are a lot of</p> <p>15 deliverables on the fixed-price portion.</p> <p>16 Are we able to invoice as those get</p> <p>17 accepted or only at the end of all of those</p> <p>18 deliverables?</p> <p>19 MS. KEEN: The intention is that as</p> <p>20 each deliverable is completed and accepted that</p> <p>21 invoices will be paid.</p>	<p>1 be needed for the new system, we'd have to</p> <p>2 acquire something else, we would also consider</p> <p>3 the NetApp storage.</p> <p>4 MR. FIELDER: Okay. Thank you.</p> <p>5 And so you're using the back-up</p> <p>6 agents that are inherent to the product?</p> <p>7 MS. KEEN: Exactly.</p> <p>8 MR. FIELDER: Okay. Is there any</p> <p>9 consideration to move away from tape and do</p> <p>10 disk to disk?</p> <p>11 MS. KEEN: Well, we have the SAN</p> <p>12 right now.</p> <p>13 MR. FIELDER: Okay.</p> <p>14 MS. KEEN: And then the tapes are an</p> <p>15 additional layer.</p> <p>16 MR. FIELDER: I got you. Okay.</p> <p>17 Great.</p> <p>18 MS. KEEN: We have a production SAN</p> <p>19 and a disaster-recovery SAN that are our</p> <p>20 preliminary steps for recovery emergencies.</p> <p>21 MR. FIELDER: Okay. Got you.</p>

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1 And then that was the backup, the
2 help desk portion, you state that for a year
3 following you would want someone to take calls.
4 And do you expect that to be Tier I?
5 Would they be expected to answer the questions,
6 do the research on the system or refer that out
7 to the primary vendor?
8 MS. KEEN: Actually, the help desk
9 requirement is for the first three months after
10 the system is in production.
11 And then there's a one-year warranty
12 that is --
13 MR. FIELDER: Oh, okay.
14 MS. KEEN: -- associated with the
15 system after that time.
16 MR. FIELDER: Okay. I thought the
17 three months was a person on the site.
18 MS. KEEN: Right, to help desk
19 support on site and Level I--
20 MR. FIELDER: Okay.
21 MS. KEEN: -- support for resolution

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1 to the systems and then additional resources
2 that might be off site to help resolve any
3 issues --
4 MR. FIELDER: Okay.
5 MS. KEEN: -- that are identified.
6 MR. FIELDER: Perfect. Thank you.
7 Thank you.
8 MS. SEEK: Hi. Anne Seek from MS
9 Technologies. I only had one question I just
10 wanted to clarify.
11 You had said that the questions were
12 due 2/10 but on your sheet you have 2/13. When
13 are questions due?
14 MR. SPENCE: Questions are due 2/10.
15 MS. SEEK: Okay. On your summary
16 sheet it does say 2/13.
17 MR. GARDNER: 2/13, yeah. There was
18 an addendum or second --
19 MR. SPENCE: Okay. Yeah, it's 2/13.
20 We did change those dates. I'm sorry.
21 MS. SEEK: Okay. I just wanted to

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1 make sure I wasn't hearing something
2 incorrectly. I'll go ahead and defer and put
3 mine in writing.
4 Thank you.
5 MR. SPENCE: We'll go over here.
6 MR. GARDNER: Tom Gardner with Canton
7 Group. The first question is, if an MBE primes
8 this will we able to claim half for the MBE
9 goals?
10 MS. LAXTON: Yes. The law has
11 changed so that we can get 50 percent of the
12 prime.
13 MR. GARDNER: My next question, and I
14 submitted this in writing, it was Section 2.9,
15 I believe is where it is.
16 Would the agency consider the team's
17 qualifications to meet the primary performance
18 goals as opposed to only the master contractor?
19 MS. FISS: I'm sorry. I didn't hear
20 what you said.
21 MR. GARDNER: In the Minimal

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1 Qualifications Section 2.9, the offer is
2 company minimal quals.
3 It says, "Only the master contractors
4 that fully meet the minimum quals criteria will
5 be successful for proposal evaluation."
6 I was wondering if the team's
7 consisted goals could be considered as opposed
8 to only the master contractor since you're
9 bringing a large -- you know, it's a widespread
10 RFD.
11 It's just not document management.
12 It's hardware. It's a help desk. I was
13 wondering if the team's goals could --
14 MS. FISS: I think that's a question
15 that they'll have to take into consideration.
16 MR. GARDNER: Okay.
17 MS. FISS: And then we'll include the
18 response in the Q&A that's issued to everyone.
19 MR. GARDNER: My second question or
20 third question is, did you receive that in
21 writing? Because I think I did submit that.

7 (Pages 22 to 25)

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<p style="text-align: right;">Page 26</p> <p>1 MS. FISS: Rodney? 2 MR. SPENCE: Yeah, we actually did 3 get a bunch of questions. There were 207 4 bidders, master contractors for this. 5 So my email's kind of full right now 6 and I'm working through each one of them. I 7 promise I will get back to you. 8 MR. FLAKKER: No questions. 9 MR. SPENCE: Can you please state 10 your name and the company you're with. 11 MR. FLAKKER: Harrison Flakker, ABC 12 Imaging. 13 MR. HUMPHRIES: Brandon Humphries, 14 COFA Corporation. 15 My question was, will database 16 certifications and/or network security 17 certificates be considered or waived in your 18 evaluation process in addition to experience, 19 of course? 20 MS. KEEN: It would certainly be 21 helpful to know that we have certified</p>	<p style="text-align: right;">Page 28</p> <p>1 MS. KEEN: No. 2 MR. WEBSTER: No. Okay. I think you 3 answered this earlier. 4 A case-management system with a 5 document-management component, would that be 6 acceptable I assume if it meets all the 7 technical requirements? 8 MS. KEEN: Yes, exactly. 9 MR. WEBSTER: Is HIPAA a requirement? 10 MS. KEEN: Yes, it is. 11 MR. WEBSTER: The RFP mentions 100 12 current users. If the system requires named 13 users, how does that fit if it's still the 100 14 limit? 15 MS. KEEN: We have 100 internal users 16 that we would anticipate using the system 17 potentially concurrently. 18 Then we have the external population 19 of the State of Maryland that could be entering 20 a complaint at any time. 21 And we have 1,600 insurance companies</p>
<p style="text-align: right;">Page 27</p> <p>1 resources that are working on the project. 2 But if we haven't specified it, I 3 don't think it could help or hurt obviously. 4 MS. BLIDARESCU: Diana Blidarescu, 5 MFR Consultants. 6 No questions. 7 MR. XUAN: Bowen Xuan from MFR 8 Consultants. 9 No questions. 10 MR. WEBSTER: Jim Webster from 11 TechGlobal Incorporated. I've got a few 12 questions. 13 And I apologize up front. I'm only 14 three days with the company so some of this is 15 because of my inexperience. 16 I apologize. 17 Is the place of performance here? 18 MR. SPENCE: Yes. 19 MR. WEBSTER: Okay. Have you 20 evaluated systems before the release of the 21 RFP?</p>	<p style="text-align: right;">Page 29</p> <p>1 that operate in the State of Maryland. And 2 each insurance company could have more than one 3 individual in their organization that needs to 4 review information about a complaint. 5 So we're looking for a system that 6 can meet all of those needs. 7 MR. WEBSTER: Right. 8 MS. KEEN: Obviously, not all of them 9 would be named users. 10 MR. WEBSTER: Okay. Okay. That does 11 it for me. 12 Thank you. 13 MS. KEEN: Thank you. 14 MS. DAVIS: Hello. My name is Lynn 15 Davis. I'm with MVS Incorporated, an MBE SBR 16 company within the State of Maryland. 17 My question is, your previous system 18 was a customized system. Are you looking for a 19 COTS at this time? 20 MS. KEEN: If we can find one, that 21 would be preferable, yes.</p>

8 (Pages 26 to 29)

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<p style="text-align: right;">Page 30</p> <p>1 MS. DAVIS: I'm done. It's up to 2 you. 3 MR. LEE: Hi. My name is Rick Lee, 4 and I'm with Applied Technology Services also 5 an MDOT MBE. 6 And my question is, for the three 7 environments that you wanted, are they separate 8 hardware for each environment? 9 MS. KEEN: Separate -- 10 MR. LEE: You would prefer -- 11 MS. KEEN: Separate environments. So 12 we're assuming a virtual environment. 13 MR. LEE: Okay. 14 MS. KEEN: So depending on the 15 architecture that's proposed, it doesn't have 16 to be physical separate machines 17 MR. LEE: Got it. Right. That's 18 what I was wondering. Okay. 19 MS. HOWELLS: Sue Howells, AP 20 Ventures. 21 No questions.</p>	<p style="text-align: right;">Page 32</p> <p>1 The assumption or the challenge, I 2 should say, with this RFP is, while we would 3 ideally like to have a COTS solution, we 4 anticipate that because of our requirements 5 there may need to be some customization or some 6 customer code that would be integrated with 7 that COTS solution. 8 So our deliverables are meant to 9 represent the fact the we would need the 10 licenses for the COTS solution and any source 11 code that would be associated with any 12 custom-developed code that was part of the 13 overall solution so that we can maintain this 14 going forward. 15 MR. PETITT: Thank you. 16 MR. SPENCE: Okay. Gina, do you have 17 anything? 18 MS. FISS: No. 19 MR. SPENCE: Okay. Guys, you all 20 have vendor comments sheets. If you have 21 comments, please fill out the sheet and place</p>
<p style="text-align: right;">Page 31</p> <p>1 MR. SAMPSON: Kaunda, K-A-U-N-D-A, 2 Strativia Software. We are also an MBE, and we 3 have no questions at this time. 4 MR. PETITT: Justin Petitt, Advantage 5 Industries. 6 Will the development environment also 7 need to support the maximum number of 8 concurrent users? 9 MS. KEEN: Not the development 10 environment, but it would need to be able to be 11 tested with those numbers of users. 12 So the test environment would also 13 have to accommodate that. 14 MR. PETITT: One more question. 15 In the Deliverable Tables on Page 35 16 you identify the source code needs to be 17 provided in an individual basis. 18 Do you just need the source code or 19 does the entire solution need to included? 20 MS. KEEN: Yeah, the entire solution 21 needs to be provided.</p>	<p style="text-align: right;">Page 33</p> <p>1 it in the basket outside. 2 And then that's it. We're going to 3 close. Okay. 4 Thanks, everybody, for coming. 5 (The conference concluded at 1:26 6 p.m.) 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21</p>

1 REPORTER'S CERTIFICATE
2 State of Maryland
3 City of Baltimore
4 I, Kathleen E. Manes, a Notary Public
5 of the State of Maryland, City of Baltimore, do
6 hereby certify that the above-captioned
7 proceedings were transcribed by me, and that
8 this transcript is a true record of the
9 proceedings.
10 I further certify that I am not of
11 counsel to any of the parties, nor an employee
12 of counsel, nor related to any of the parties,
13 nor in any way interested in the outcome.
14 As witness my hand and seal this 18th
15 day of February, 2015.
16
17 _____
 Kathleen E. Manes
18 My Commission Expires 04-28-16.
19
20
21

Pre-Proposal Conference Sign In Sheet
 Consulting and Technical Services+ (CATS+)
 Task Order Request for Proposals (TORFP)

ENTERPRISE COMPLAINT TRACKING SYSTEM (ECTS) IMPLEMENTATION PROJECT

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