

Supplement B  
Department of Budget and Management  
**ACTION AGENDA**  
November 15, 2017

**Supplemental**



DBM 16B

Contact: Joseph Sedtal 410-767-3351  
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**8-S. MARYLAND DEPARTMENT OF TRANSPORTATION**  
*Maryland Transit Administration*  
*Services Contract*

**Contract ID:** ADA Compliance Systems Monitoring; AGY-18-001-SR;  
ADPICS # J05B8400007

**Contract Description:** Provide professional services in support of the Maryland Department of Transportation Maryland Transit Administration's Operations Monitoring Program and the provision of on-call operations monitoring services in support of MTA's fixed bus, light rail, Metro, and MARC modes. Monitoring shall include stop and station monitoring for compliance with the American with Disabilities Act.

**Award:** Tindale Oliver & Associates  
Tampa, FL (Local Office in Baltimore, MD)

**Term:** 12/7/2017 (or earlier upon BPW approval) - 12/6/2018

**Amount:** \$780,480 (1 Year)

**Procurement Method:** Sole Source

**MBE Participation:** 3% (see Requesting Agency Remarks)

**Performance Security:** N/A

**Incumbent:** Same

**Requesting Agency Remarks:** Request for approval of a situational Sole Source contract to provide ADA compliance services across all MDOT MTA modes. This contract will allow MDOT MTA the time needed to conduct a competitive sealed proposals procurement for these services, while maintaining critical existing ADA compliance services.

Tindale Oliver has provided ADA compliance monitoring and operations support to the MTA Operations Control Center for the past five years. These services include:

- Providing ADA compliance and safety monitoring on the Bus, Metro, and MARC system;

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**8-S. MARYLAND DEPARTMENT OF TRANSPORTATION (cont'd)**

- Provide ADA expertise and guidance to the MTA in instances when issues may arise during operations on the bus or rail system or at MTA facilities; and
- Assist the MTA in providing customer service support during construction events along rail lines or major bus routes when detours or shuttle buses are necessary.

Approving this contract award is in the best interest of the State to ensure these critical ADA compliance services continue while MTA conducts the new competitive procurement.

**Fund Source:** 100% Special (Transportation Trust Fund)

**Appropriation Code:** J00H0102

**Resident Business:** Yes

**MD Tax Clearance:** 17-2338-0111

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**BOARD OF PUBLIC WORKS ACTION – THIS ITEM WAS:**

<b>APPROVED</b>	<b>DISAPPROVED</b>	<b>DEFERRED</b>	<b>WITHDRAWN</b>
<b>WITH DISCUSSION</b>		<b>WITHOUT DISCUSSION</b>	

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*Contact: Sandy Johnson 410-767-7408  
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**9-S. DEPARTMENT OF HUMAN SERVICES**  
*Child Support Administration  
 Services Contract*

**Contract ID:** Privatization of Child Support Services in Baltimore City; CSA/PR/18-001; ADPICS # N00B8400149

**Contract Description:** Provide a full range of child support services to include: location of parents; establishment of paternity; establishment and enforcement of child and medical support obligations; decentralized collections; and review and adjustments of child support obligations.

**Award:** Veritas HHS, LLC  
 Denver, CO

**Term:** 12/1/2017 (or earlier upon BPW approval) – 2/28/2021  
 (w/2 one-year renewal options)

**Amount:** \$23,232,480 (3 Years, Base Contract)  
 \$ 7,918,874 (1 Year, Renewal Option #1)  
\$ 8,067,762 (1 Year, Renewal Option #2)  
 \$39,219,116 Total (5 Years)

**Procurement Method:** Competitive Sealed Proposals

**Proposals:**

Offerors	Technical Ranking	Total Evaluated Financial Proposal / Ranking	Overall Ranking *
Veritas HHS, LLC Denver, CO	2	\$39,219,116 (2)	1
YoungWilliams, P.C. Ridgeland, MS	1	\$41,492,498 (3)	2
Maximus, Inc. Reston, VA	3	\$25,500,000 (1)	3

*Note: \*Technical and financial factors had equal weight in the overall award determination.*

**MBE Participation:** 29%

**Performance Security:** \$10,000 per incident (Fidelity Bond)

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**9-S. DEPARTMENT OF HUMAN SERVICES (cont'd)**

**Hiring Agreement Eligible:** Yes

**Incumbent:** Policy Studies, Inc. (now Maximus, Inc.)  
Reston, VA

**Requesting Agency Remarks:** A notice of the availability of the Request for Proposals (RFP) was advertised on *eMaryland Marketplace* and the Department's website. Copies of the solicitation notice were sent directly to four prospective vendors, none of which are Maryland firms, and included no MBEs. A copy of the notice was also sent to the Governor's Office of Small, Minority, and Women Business Affairs.

Three proposals were received in response to the RFP. All were determined to be reasonably susceptible of being selected for award. Veritas HHS, LLC (Veritas) was ranked overall #1 with the second highest ranked technical offer and the second lowest price. It was determined that the slight technical differences between the offeror ranked #1 technically (with the highest price) and Veritas did not outweigh the \$2.27M difference in price. By comparison, the technical differences between the #3 technically ranked offeror (with the lowest price) and Veritas was deemed significant enough to outweigh the \$14M difference in price. Per RFP, the Department required responses that would provide best practices and operational procedures that would optimize performance for each service and performance measure, rather than the minimum services as innovation was an evaluation criterion. Therefore, award is recommended to Veritas as having the most advantageous offer to the State.

The work includes operating the Baltimore City child support program in two locations within the City. As of September 30, 2017, there were a total of 51,041 cases opened in Baltimore City Office of Child Support Services (BCOCSS), of which 40,253 are Temporary Cash Assistance (TCA) customers and 10,788 are Non-TCA. This project is the largest child support operation in Maryland and includes:

1. Intake: Collecting information necessary to proceed with the provision of requested child support services (i.e., name, address, social security number and employment information);
2. Location:
  - a. Determining the physical whereabouts of the noncustodial parent for the purpose of establishing paternity and/or a support order, or enforcing a child support court order; and
  - b. Determining the whereabouts of the custodial parent for disbursement of child support payments;

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**9-S. DEPARTMENT OF HUMAN SERVICES (cont'd)**

3. Establishment:
  - a. Determining the legal parent of the child(ren) for whom child support is being requested; and
  - b. Determining the monthly child support obligation amount due based on the child support guidelines;
4. Enforcement: Compelling the noncustodial parent to comply with the child support order through the use of various enforcement measures (i.e. Driver's License Suspension, Professional License Suspension, Consumer Reporting, Tax Intercept, Lottery Intercept, Administrative Garnishment);
5. Medical Support: Health insurance coverage for the child that is accessible and is at a reasonable cost, or cash medical support for the child's medical expenses when health insurance is not available;
6. Support Collections: Baltimore City is responsible for submitting all payments received either through their office or during court proceedings to the Maryland State Disbursement Unit. Payment processing procedures and transmittal procedures are to be performed by staff at the BCOCSS. This includes collections, receipting for customers, verification of payment amounts, deposit and transmittal preparation, and daily accounting tasks;
7. Review and Adjustment: Determining whether a child support order is appropriate when considering the current material circumstances of the parties involved and, when appropriate, adjusting the order. Adjustments made to child support orders include: an increase or decrease to the support order amount; and/or adding a health insurance, cash medical support or wage withholding clause; and
8. Case Management: Updating the case information in the Child Support Enforcement System (CSES) to reflect any changes made over time to the court order, accounts or demographic information, and updating/correcting the coding of a child support case in CSES, so that the court order of support is properly reflected in the accounts and demographic information.

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**9-S. DEPARTMENT OF HUMAN SERVICES (cont'd)**

This contract includes a 90-day transition period. The current contract expires on November 30, 2017, but includes a three-month renewal option for the transition period. The three-month renewal option was approved by the Board of Public Works to extend the current contract term through February 28, 2018; see DBM Item 7-S-OPT (11/1/2017). The 90-day transition period is scheduled to begin on December 1, 2017, once this new contract is approved. This contract requires the contractor to decentralize operations from one location to two locations; one in East Baltimore and one in West Baltimore. The transition time is needed to allow the State's Office of Technology for Human Services, in conjunction with the contractor, to complete needed technical and programmatic tasks at both locations. Likewise, the State requires time to transfer the call center services from BCOCSS to the State call center. Full contract activities will commence on March 1, 2018.

This contract includes a Fidelity Bond (sometimes called Crime Insurance), which covers any loss to the State due to any fraudulent or dishonest act on the part of the contractor, and any officer, employee, subcontractor, or assignee of the contractor.

A 29% MBE participation goal and a 1% VSBE participation goal was established for this contract.

**Fund Source:** 66% Federal; 34% Special (CSA Offset)

**Appropriation Code:** N00H0008

**Resident Business:** No

**MD Tax Clearance:** 17-2530-0000

This Item was withdrawn as Item 4-S from the 11/1/2017 Agenda.

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