



Maryland's Human Services Agency
DEPARTMENT OF HUMAN SERVICES
ANNE ARUNDEL COUNTY OFFICE OF CHILD SUPPORT
SMALL PROCUREMENT SOLICITATION FOR:
LOCATION SERVICES

DHS AGENCY CONTROL NUMBER: AACCS/LOCATE/22-001-S

1. SUMMARY STATEMENT

The Department of Human Services (DHS) and the Child support Administration (CSA) intends to acquire Location Services for the purpose of gathering data that will aid in the location of custodial and non-custodial parents for the establishment of paternity and enforcement of support orders for **the Anne Arundel County Office of Child Support**. Locating custodial and non-custodial parents includes but is not limited to: verified date of birth, current and previous home addresses, accurate social security numbers, updated employment information, identification of assets, businesses, driver's/professional licenses and other types of personal data using a wide range of available resources. **The Contract term is for a two (2) year period beginning July 1, 2022, and ending June 30, 2024.**

2. BACKGROUND

DHS, Child Support Administration (CSA), State Parent Locator Service (SPLS) is required by Title IV-D of the Social Security Act with the responsibility of locating non-custodial parents (NCP) to establish paternity and enforce court ordered support. Locating absent parents includes searches to obtain current and accurate information on: dates of birth, driver's licenses, social security numbers, current/previous residential addresses, employment information, and asset identification. These searches may be made using a variety of resources. The SPLS has a continuous need to enhance location resource capabilities in its efforts to secure current and accurate identifying data on absent parents.

The child support program provides direct services to customers through local child support offices. Services are delivered in Maryland's 24 political subdivisions by the local office of Child Support Administration, Departments of Social Services (DSS), local government agencies under Cooperative Reimbursement Agreements with CSA or a private vendor under a purchase of services contract. These services include but are not limited to: location of custodial and non-custodial parents, establishment of paternity and support obligations, collection and disbursement of child support payments, enforcement/review of child support orders and medical support obligations, and adjustment of child support obligations.

CSA has provided location services under contract with private vendors since 2000 and intends to award a contract to one Offeror to provide location services.

3. SCOPE OF THE PROJECT

The Anne Arundel County Office of Child Support is seeking on-line access to data that will assist in obtaining current addresses, employment information, identification of asset accounts, payment history and applications for credit by non-custodial parents who owe child support obligations. Services are also being requested to update individual credit bureau reports with information on delinquent child support payments.

Location services are also being requested to update the residential addresses of custodial parents for the purpose of sending out payments made by non-custodial parents for the benefit of their children and/or returning monies due either party.

It is anticipated that CSA and its local Customer Service Requirements: subdivisions will require approximately 1,000 inquiries per month (when fully staffed). There is no guaranteed minimum number of transactions per month. This number is approximated based on calendar year(s) 2018 and 2019 inquiries. The Department does not give assurance that this approximated number will be achieved during the contract period. Payment will be made for actual inquiries with successful transactions only. A transaction is considered successful when complete or matching information on an individual's last reported current and former address is provided and the date the information was reported is within 3 months of the date of the request.

Additional scope (preferred requirements):

- Provide a narrative that describes the locate services you provide and how they are provided
- Locate services provided to other government agencies
- Real time data
- Search available beyond the United States and United States territories
- Batch searches-minimum 10 searches/batch
- Demographic batch searches available (ex. Hispanic)
- Locate searches to include Federal, State, and local databases, including the Social Security Administration.
- App-based system to allow for remote work.
- Real time phone search. Include cash apps such as Venmo or Zelle
- Premium add-ons can be added or removed throughout the contract
- Demonstration of locate systems
- Provide price breakdown per user. Include any add-on services that might be requested in the scope or in data points section

4. OFFEROR QUALIFICATIONS

The Offeror must provide proof with its offer that the following Minimum Qualifications have been met:

The minimum qualifications for award for this solicitation are as follows:

- A. The successful Offeror must have a minimum of two (2) years of successful experience providing location services comparable in scope, type, size, magnitude, and complexity as required in the solicitation. The experience of the company officials gained prior to the formation of the company, corporation or other business entity may be considered in the evaluation of the Offeror's qualifications. The Offeror must provide references that can timely substantiate this experience upon the request of the Procurement Officer.

The Offeror shall submit with the proposal response **three (3) references** of companies or organizations for which the Offeror provided services in scope, type, size, magnitude and complexity comparable to those specified in the Scope of Work (**ATTACHMENT C**). Each reference shall be from a client for whom the Offeror has provided services within the past five (5) consecutive years and shall include the following information:

a. Each reference must include:

1. Name and complete address of business or company
2. Name of the contact person, email address, and current phone number
3. Term and length of each contract
4. Size and type of facility (square footage)
5. Type of services provided
6. Names of supervisory personnel who will perform under the contract, specifying the length and type of experience of each such personnel.
7. Contract value

The Department reserves the right to request additional references or utilize references not provided by an Offeror.

B. Provide a list of all contracts with any entity of the State of Maryland for which the Offeror is currently performing services or for which services have been completed within the last five (5) consecutive years. For each identified contract, the Offeror is to provide:

1. The State contracting entity;
2. A brief description of the services provided;
3. The dollar value of the contract;
4. The term of the contract;
5. The State employee contact person (name, title, telephone number, and, if possible, e-mail address); and
6. Whether the contract was terminated before the end of the term specified in the original contract, including whether any available renewal option was not exercised.

Information obtained regarding the Offeror's level of performance on State contracts will be considered as part of the responsibility determination by the Procurement Officer.

5. CONTRACTOR REQUIREMENTS

The selected vendor must (to the best of their abilities) provide the following:

A. Training:

- The vendor must provide training at the onset of agency usage and when required throughout the term of the contract. Given the Pandemic, an onscreen format: WebEx, Zoom, or Google Hangouts (examples).
- Ensure that there is ongoing training and technical support on an as needed basis (contact person on call).
- Make available a frequently asked questions document and cheat sheet as to usage.
- Provide an e-training user manual for ready reference.

- Client Relationship Manager for the Agency to contact the vendor for support. Options: toll free phone number; email address; and live chat.

B. System Functionality:

- Software must be compatible with Google Chrome.
- System access beyond traditional hours (may have overtime projects requiring access on a Saturday for example)
- Support multiple users at a time (system will not crash if 35 people on at once for example)
- No limit as to amount of users
- System alert in the form of a locate mailbox/icon/pop up whereby we are notified within 1-5 minutes with any/all available information when there is a hit or update on a request.
- Chronological batch searches (large numbers of upload requests at one time) to be available in real time through the company's web portal to include the ability to print/export search results.
- The System should have data intelligence to conduct phonetic searches (how something sounds i.e Davis vs Davies) and show property on Google Maps
- Inclusive of a two step verification process for access (i.e. similar to DUO) plus a separate signed user document that indicates the consequences for using the system for any unintended use to include an agency administrator alert for unauthorized searches (eg: Jay Z).

C. Tools for the Agency Administrator

- Ability for the agency administrator to manage user accounts (add and /or delete users) and maintain reports for usage information, etc.

D. Data Points and Source Information

- Provide full names (first, middle, and last)
- Provide associated aliases
- Current address and/or last known address
- Credit Bureau information (reports/headers) to include deceased individuals
- Search of all three Credit Bureaus (Experian, Equifax, Transunion)
- Universal Criminal arrest/jail information/real time incarceration
- Land/property search
- Wireless providers to include phone numbers
- Email addresses
- Memberships (associations, gyms, affiliations)
- Utility Information
- Social Media (all forms: Instagram, Twitter, Facebook, Snapchat, Tumblr, Pinterest, Dating websites etc)
- Social Security verification to include deceased information and full Social Security Numbers to include all those associated with that number
- Employer information (current and most recent) to include Federal Tax Identification (FEIN) and Employer Identification Number(EIN)
- Immigrant search by TIN number

- Associated family and personal contact information (siblings, ex-spouses, neighbors etc)
- Business name (to include home owned businesses), address, and phone number
- Provide search results from multiple reputable sources such as:
 1. Utility companies
 2. Court filings
 3. Motor vehicle records (in-state and out of state)
 4. Internal Revenue Service (IRS)
 5. Real property
 6. Business owned
 7. Voting records
 8. Federal and state court records
 9. Divorce and marriage records
 10. Records on Bankruptcy, lawsuits, liens, and judgments
 11. Burner cell phones
 12. Boating and fishing licenses
 13. News publications
 14. Workman's compensation
 15. Incarceration (in-state and out of state)
 16. Federal Motor Carrier License
 17. Registered agent for business

E. Information Technology

- Contractor shall comply with and adhere to the State IT Security Policy and Standards. These policies may be revised from time to time and the Contractor shall comply with all such revisions. Updated and revised versions of the State IT Policy and Standards are available online at: www.doit.maryland.gov – keyword: Security Policy.
- The Contractor shall not connect any of its own equipment to a State LAN/WAN without prior written approval by the State. The Contractor shall complete any necessary paperwork as directed and coordinated with the Contract Monitor to obtain approval by the State to connect Contractor-owned equipment to a State LAN/WAN.

6. CONTRACT TERM AND DELIVERABLES

A. Contract Term

The Contract resulting from this solicitation will be for a **two year (2) period to begin July 1, 2022, and ending June 30, 2024.**

B. Monthly Invoice

1. Provide a monthly invoice to the CSA Contract Manager within 30 days after the month services were provided.
2. The detailed cost information shall include the individual names, social security numbers, date for each individual transaction, the types of transactions, per unit

price, the transactions, the per unit price, and the total amount due for the **Anne Arundel County Office of Child Support**.

3. The summary information shall include for the **Anne Arundel County Office of Child Support**, the number and types of reports utilized, the total amount due per amount, and a grand total amount due.

7. CONTRACT MANAGER

The Contract Manager for this Contract is:

Debbie Plack
PO Box 1870
Annapolis, MD 21404

Debbie.Plack@maryland.gov

After a Contract award(s), this person will serve as the primary point of contact for the Contractor(s) in regards to the Contract(s) resulting from this Small Solicitation. Communications regarding this solicitation prior to execution shall be directed to the Procurement Officer listed below in Section 8 (Submission Information).

8. SUBMISSION INFORMATION

The original PDF document must be received via email by the Procurement Officer on or **before May 13, 2022, and time-stamped before 9:00 A.M.**, in order to be considered. Requests for extension of this date or time shall not be granted. Vendors shall not mail or deliver Proposals. Proposals or unsolicited modifications to Proposals arriving after the closing time and date will not be considered, except under the conditions identified in COMAR 21.05.02.10 B and 21.05.03.02 F.

All inquiries are to be received via email by Monday, April 25, 2022, **time-stamped before 9:00am**; inquiries are to be directed to the **Child Support Administration's Procurement Officer**:

Gail Danko
Operations/Procurement
Anne Arundel County Office of Child Support
PO Box 1870
Annapolis, MD 21404

EMAIL Address: gail.danko@maryland.gov

- A. All inquiries will be responded to by **May 5, 2022 at 5:00 P.M. at eMarylandMarketplaceAdvantage (eMMA)** via <https://emma.maryland.gov> **eMMA#: BPM029022, and Agency Control #: AACOCS/LOCATE/22-001-S.**
- B. Proposals are to be submitted electronically, and must be received by **May 13, 2022 time-stamped before 9:00 A.M.**, to the Child Support Administration's Procurement Officer:

Gail Danko
Operations/Procurement
Anne Arundel County Office of Child Support
PO Box 1870
Annapolis, MD 21404

EMAIL Address: gail.danko@maryland.gov

Inquiries must be directed to the Child Support Administration's Procurement Officer's email address.

Proposal Submission shall include:

1. **TRANSMITTAL LETTER**, printed on the vendor's letterhead. The purpose of this letter is to transmit the Solicitation Response and Bid, therefore, it should be brief. The letter shall contain the title of the solicitation and include the Offeror's name, federal tax identification or social security number, eMMA number (if registered), and complete address. An individual, who is authorized to bind the firm to all statements, including services and prices, contained in the Proposal must sign the letter. The letter must also acknowledge receipt of any amendments issued against the solicitation.
2. **SOLICITATION RESPONSE**: Provide descriptions for how the services will be performed to include a response to each subsection of the Contractor Requirements in Section 5.
3. **OFFEROR'S QUALIFICATIONS**: Statement of Offeror's Qualifications and Experience
4. **ATTACHMENT A**: Bid Form
5. **ATTACHMENT B**: DHR 615 Contract (*Sample*)
6. **ATTACHMENT C**: Reference Form

It is the Offeror's responsibility to comply with proposal submission requirements. The Department/Administration also solicits solutions not requested within the specifications. Offerors failing to respond regarding specification requirements within Section 4 and Section 8, will be deemed non-responsive.

Mailed, delivered, oral, and facsimile Bids will not be accepted.

9. RECEIPT, OPENING, AND RECORDING OF PROPOSALS:

- A. Receipt: Upon receipt, each Proposal and any timely modification(s) to a Proposal shall be stored electronically in a secured drive until the time and date set for Proposal opening. Before Proposal opening, the State may not disclose the identity of any Offeror.

The Proposal Opening shall be on **Friday, May 13, 2022 at 10:00 am.**

- B. Opening and Recording: Proposals shall be opened and recorded. The name of each Offeror, the total Offeror's Scope Response and Bid, and such other information as is deemed appropriate shall be read aloud or otherwise made available. Conference info will be provided to all potential Vendors that submitted a bid.

9. SELECTION CRITERIA

This Solicitation is being procured as a Single-Step Sealed Bidding Solicitation.

10. BASIS FOR AWARD

The Contract will be awarded to the responsible Offeror whose submits a responsive Proposal that meets the specifications set forth in the Small Procurement Solicitation, and provides the Most Favorable Bid Price.

In the event of tie bids, the provisions of COMAR 21.05.02.14 shall determine the successful bidder.

11. DEPARTMENT CONTRACT

The successful offeror will be expected to sign a contract with the Department, sample enclosed as **ATTACHMENT B**.

12. CANCELLATION OF PROPOSALS

The State may cancel this Solicitation, in whole or in part, whenever this action is determined to be fiscally advantageous to the State or otherwise in the State's best interest. If the Solicitation is canceled, a notice of cancellation will be provided to all prospective Offerors who were sent this Solicitation or otherwise are known by the Procurement Officer to have obtained this Solicitation.

13. ACCEPTANCE OF PROPOSALS

The State reserves the right to accept or reject any and all Proposals, in whole or in part, received in response to this Solicitation, or to waive or permit cure of minor irregularities to serve the best interests of the State of Maryland.

14. TIME OF PROPOSAL ACCEPTANCE

The content of this Solicitation and the Proposal of the successful Offeror or Offerors will be included by reference in any resulting Contract. All prices, terms and conditions in the Proposal are irrevocable for 90 days after the closing date for receipt of Offeror's Proposal and Bid, if requested. This period may be extended by written mutual agreement between the Offeror and the requesting State organization.

15. PAYMENT

The successful vendor shall bill the Department monthly or other requirements, such as what percentage of the total Contract award may be billed at certain intervals and/or if payment is linked to successful accomplishment or provision of certain deliverables.

Invoices must be addressed to:

Gail Danko
Anne Arundel County Office of Child Support

PO Box 1870
Annapolis, MD 21401

EMAIL Address: gail.danko@maryland.gov

All invoices must (at a minimum) be signed and dated in addition to including the Contractor's mailing address, the Contractor's Social Security number or Federal Tax ID number, the State's assigned Contract control number, the goods/services provided, the time period covered by the invoice, and the amount of requested payment.

- a. The Department reserves the right to reduce or withhold Contract payment in the event the Contractor does not provide the Department with all required deliverables within the time frame specified in the Contract or in the event that the Contractor otherwise materially breaches the terms and condition of the Contract until such time as the Contractor brings itself into full compliance with the Contract. Any action on the part of the Department, or dispute of action by the Contractor, shall be in accordance with the provisions of MD Code Ann., State Finance and Procurement Article 15-215 through 15-223 and with COMAR 21.10.02.
- b. **Invoice Submission Schedule**
The Contractor shall submit invoices by the 15th of the month following the month in which services were performed. Payment shall be made based on pricing proposed in the Offeror's Price Sheet and the Payment will be made for actual inquiries with successful transactions only. A transaction is considered successful when complete or matching information on an individual's last reported current and former address is provided and the date the information was reported is within 3 months of the date of the request.

16. PROCUREMENT METHOD

This award will be made in accordance with Code of Maryland Regulations (COMAR) 21.05.07, Small Procurement Regulations. Small procurement is defined as the use of procedures to obtain items reasonably expected by the Procurement Officer to cost **\$50,000 or less**.

Minority Business Enterprises are strongly encouraged to respond to this solicitation.