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MARYLAND HEALTH BENEFIT EXCHANGE
PRE-PROPOSAL CONFERENCE
SOLICITATION NUMBER BPM031490

IT CONSULTING AND TECHNICAL SUPPORT SERVICES
INDEFINITE DELIVERY, INDEFINITE QUANTITY (IDIQ)

WEDNESDAY, NOVEMBER 2, 2022 11:00 A.M.

Virtual Meeting

PRESENT FROM MHBE:

SHIRELLE GREEN, Procurement Officer
VENKAT KOSHANAM, Contract Monitor
CHARLES MENSAH, PMO Director
DANIELA NOCAR, IT PMO Specialist

REPORTED BY: CHRIS HOFER, Notary Public

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1 P R O C E E D I N G S

2 (General chit-chat as attendees sign on.)

3 MS. GREEN: All right. My name is Shirelle
4 Green, and I am the procurement officer for this
5 solicitation, and this eMMA number for this
6 solicitation is BPM031490. Okay.

7 Just a few housekeeping notes, please type
8 your name, email address, and the company that you're
9 with in the chat. Again, this will help the
10 transcriber keep a track of all attendees.

11 There will be an opportunity for everyone to
12 ask questions, but when asking questions, please, one,
13 raise your hand, state your name and the company that
14 you're with. Okay?

15 I'm going to go over some key information
16 that I think is important for you to know and also just
17 a summary about the request for a proposal. I would
18 like for everyone to keep in mind that this preproposal
19 conference is for you. Okay?

20 This is the opportunity for you to ask any
21 questions that you want, get any clear understandings

1 of things that weren't quite clear to you in the RFP,
2 how to submit your financial and technical proposals
3 via eMMA. Anything that you have a concern about, this
4 is the time for you to ask us, okay? I want you to be
5 comfortable, not afraid to raise your hand and ask
6 questions because again this meeting is for you.

7 All right. The first thing I want to go over
8 is the closing date. And has everyone had an
9 opportunity to read the RFP? You can raise your hand,
10 that allows me to keep moving, if you have, I hope you
11 have. If not, that's something that you really should
12 do. Okay.

13 All submissions for this RFP must be
14 submitted via eMMA. Okay. If you're not familiar with
15 eMMA, I would suggest you go to Section -- let me see
16 -- Section 4.9 on page 32, all right. There is a link
17 there for you to contact eMMA with any questions or
18 concerns that you may have.

19 If you have never submitted anything, do not
20 wait to the last minute to submit your financial or
21 technical proposal. Late submissions will not be

1 accepted. Okay? So maybe a couple of days before the
2 closing date you might want to go on eMMA, get
3 familiar, send something, you know, a little dummy
4 sheet or test so that you'll know how to do it before
5 the close date. And they are so helpful, they have all
6 kinds of cheat sheets they can share with you, so
7 please take advantage of that before the close date.
8 Okay?

9 The last day for you to submit any questions
10 is November the 14th at 10 o'clock a.m. Okay? We need
11 enough time to answer all your questions and submit
12 them back to you in a timely manner in order for you to
13 produce the best technical and financial proposal for
14 us. Okay? I'm looking at, but no guarantees, in
15 having any questions submitted back to you via eMMA and
16 the MHBE website at least seven days before closing,
17 okay, or sooner. All right.

18 Close date, November the 28th at 1 o'clock
19 p.m. eastern standard time. Okay? All submissions
20 should be in by that time. If for any reason you're
21 having problems with eMMA and you send me a email

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1 saying you know, I had problems, I couldn't get in, I
2 couldn't submit it, eMMA has a way of tracking that for
3 us. They can let us know if you tried at 2 o'clock
4 instead of 12:59 or 12:30, right. One p.m. is the
5 deadline for you to submit that on the 28th via eMMA.
6 Okay?

7 This contract is for three base years with
8 two one-year options. So technically, it could be a
9 five-year contract. We always have the option not to
10 exercise those options, okay, but the three year is our
11 base period.

12 I want to discuss the summary and just touch
13 a little bit on the background. Again, this is
14 information that you should have already reviewed,
15 right, so I'm not going to go over the entire RFP, I'm
16 just going to hit on some key points that I want you to
17 be aware of and something that should stick with you.
18 Okay?

19 The summary statement. The Maryland Health
20 Benefit Exchange is issuing this request for proposal
21 to procure information technology consulting and

1 technical support services for MHBE's IT initiative,
2 projects and operations, including initiatives,
3 projects and tasks that support MHBE's Qualified Health
4 Plan, QHP, Medicare, dental and other health
5 eligibility, enrollment, and related functions.

6 The master contract awarded as a result of
7 this solicitation will provide MHBE with a flexible
8 means of obtaining IT resources quickly and efficiently
9 through the issuance of task order request for resume,
10 RFR, specific to its needs. Capitalized words not
11 defined in this RFP shall have the meaning and the
12 definition attached as Appendix I to this RFP, which is
13 hereby incorporated into the RFP.

14 MHBE intends to award master contracts to all
15 offerors that the MBE determines to be qualified.
16 Offerors may propose to one, several, or all functional
17 areas. We have ten functional areas, and I will go
18 over that with you.

19 Specific requests for resumes will be issued
20 as needed throughout the terms of the master contract.
21 All eligible master contractors will be invited to

1 compete. Based on the evaluation of responses, and the
2 specifics in the requests for resume, a single or
3 multiple master contractor or contractors will be
4 selected for award.

5 A specific task order agreement will then be
6 entered into between the MHBE and the selected master
7 contractor or contractors, which will bind the
8 contractor or contractors to the contents of its
9 proposal, including its price. A request for proposal
10 task order agreement or proposal may not in any way
11 conflict with any -- conflict with or supersede the
12 MHBE master contract.

13 Background and purpose. The Maryland Health
14 Benefit Exchange, an independent unit of the state
15 government, provides accessible affordable health
16 coverage to Marylanders. MHBE is responsible for the
17 Maryland Health Connection, the state's health
18 insurance marketplace, under the Patient Protection and
19 Affordable Cares Act published on L-111 through 148 as
20 amended, including the Healthcare and Education

1 Reconciliation Act of 2010, and all regulations
2 thereunder.

3 The MHC, its underlying mission, its critical
4 information technology systems and applications are
5 collectively referred to as the HBX system. The HBX
6 has two major web applications components, namely the
7 consumer portal, CP, that consumers access -- that
8 consumers access to seek health insurance coverage, and
9 the worker portal, WP, which supports more than 2,000
10 social and health exchange workers, producers, and
11 navigators to provide various services to the
12 consumers.

13 Further, MHBE's flagship mobile app,
14 EnrollMHC, attracting more than 60 percent of
15 consumer's traffic is available in iOS and android
16 platforms. The HBX also has a shop, small business
17 health option portal and an associated mobile app and
18 other ancillary systems such as the marketing portal,
19 broker portal, and a integrated salesforce CRM
20 solution.

1 The HBX has processed over 13 million health
2 insurance enrollment transactions since November 2014.
3 The HBX system is built on an open source-driven
4 architecture utilizing a backbone APS service built on
5 Java EE and hosted on Amazon web service cloud
6 platform.

7 The applications are developed in Java, PHP,
8 AngularJS, React Native, and RESTful Spring API, and
9 Hibernate to deliver multiple components including REST
10 API used across web and mobile applications. The
11 Amazon web cloud infrastructure provides a doc
12 container based continuous integration/continuous
13 deployment, CI-CD, environment for applications
14 components in the system.

15 The backend API runtimes are hosted on JBoss
16 Enterprise platforms and Apache -- is that right?

17 MR. MENSAH: Yeah. Go ahead.

18 MS. GREEN: -- Apache Tomcat services. EDB
19 PostgreSQL is the database platform used for
20 transactional database operations, while the system

1 relies on MongoDB as its NoSQL document-based database
2 repository for Enterprise Content Management, ECM.

3 Informaic ETL facilitates file-based
4 interchange with external systems such as carriers (834
5 EDI) and other partner agencies. Right.

6 That's just a snapshot of what we use.
7 Hopefully you all have read that section and are
8 familiar with some of the information that's being
9 provided in the RFP.

10 The scope of work and requirements. The
11 scope of this solicitation encompass the following ten
12 functional areas. Has everyone had a chance to look at
13 all ten?

14 (Attendees indicated affirmative.)

15 MS. GREEN: Okay. So there's no need for me
16 to go over that.

17 Starting with Section 2.4, General
18 Requirements, you will notice that for each functional
19 area it tells you the requirements, right, and it gives
20 you examples of what those requirements can look like
21 for you. Please take advantage of that so that you are

1 familiar when you're going to submit a proposal for any
2 one of those functional areas. Okay? If I had to give
3 you an example, I would look at Section 2.5.1,
4 Functional Area One. It gives you the description and
5 example of potential services. Based on those
6 services, you can determine if you can meet that
7 requirement. Okay? Does that make sense? Is that
8 clear to everyone?

9 (Affirmative response from attendees.)

10 MS. GREEN: Great. Thank you.

11 It's outlined in all -- for all ten of the
12 functional areas, okay. Moving right along.

13 Oral Presentations. It could be possible,
14 right, once we get everybody's technical proposal, if
15 something isn't clear to us, we might want to invite
16 some of the candidates back for an oral presentation.
17 Okay? That will include us sending out a Google invite
18 sort of like we did today, maybe a couple of questions
19 that we might have for some of the offerors, and we
20 will ask for further clarification for those offerors
21 who submitted a proposal where we felt that we needed

1 more information.

2 It may not happen, but the opportunity is
3 there for us to do so, okay. And that's listed on page
4 33. Proposals may not be submitted in hard copy or by
5 fax. Proposals are only submitted via eMMA. You can
6 see that information on page 32.

7 Section 4.20, Offerors Responsibility.
8 Please make sure that you take time and read that.
9 Okay?

10 Section 5.1, Proposals Format. Now this is
11 very important. You have a three-part submission. You
12 have a financial proposal, you have a technical
13 proposal, and you have a redacted proposal that should
14 be in a PDF format, right, that's redacted. By no
15 means necessary should you submit financial information
16 with your technical proposal, they should always be
17 separate.

18 And on page 40 it tells you the title for
19 your technical, and it tells you the title for your
20 financial. And on page 41, it tells you the title for
21 your redacted PIA. Okay? All three of those should be

1 submitted for each functional area that you are
2 submitting a proposal for.

3 Also on page 41 of the RFP, Section 5.4, it
4 tells you what your proposal should look like. Right?
5 It tells you that you need a transmittal letter, you
6 need a tittle, you need an executive summary. Right?
7 It tells you past performance, including contracts with
8 the state of Maryland, proof of your insurance,
9 required form. Make sure that you follow this format
10 to the T. And if you have any problems prior to the
11 close date, you can always reach out to me via email.
12 Questions like that or concerns, you can send to me via
13 email, not through eMMA. I will accept a email to try
14 to assist you as best as possible. Some things I can't
15 help you with, right, and if I can't, I will let you
16 know that. Right? But know that I'm here for you, and
17 if it's something that I can do to help you, I will.

18 Past Performances. I've seen some questions
19 that some people submitted regarding this. Your past
20 performance must be provided for each functional area
21 proposed. Okay? And Section 4.1. -- I'm sorry --

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1 5.4.1.6 tells you what that should look like for you.
2 Okay? The offeror shall provide evidence of its
3 capability to provide the services outlined in Section
4 2.3 of this RFP for each functional area. That means
5 you have to tell us, not in one word, right, you have
6 tell us how you can meet the capabilities of that
7 functional area. And I mean, and more is better. More
8 is better because it helps us get a better
9 understanding that you -- that this offeror really
10 understands what we're asking for. He has showed us or
11 she has showed us to the best of his ability in writing
12 that he can meet those expectations. And you have to
13 do that for each functional area.

14 All right. That's all I have right now. I'm
15 going to ask -- I'm going to open the floor up for Q
16 and A, but I'm going to have the program staff
17 introduce themselves to everyone because they will
18 assist you in answering some of the questions that you
19 may have. After the meeting is over with, a
20 transcription of this meeting will be posted on eMMA,
21 and it will be posted on MHBE's intranet. So you'll

1 have two places to have access to it. Okay? Program
2 staff, can you introduce yourself please?

3 MR. KOSHANAM: Yeah. Thank you, Cheryl.
4 Good morning, everybody. Welcome here. And I am
5 Venkat Koshanam. I am the chief information officer
6 and the contract monitor for this particular contract.

7 Charles?

8 MR. MENSAH: My name is Charles Mensah, I'm
9 the PMO director.

10 MS. NOCAR: I'm Daniela Nocar, and I'm the IT
11 PMO specialist.

12 MR. KOSHANAM: Thank you.

13 Thank you, Shirelle.

14 MS. GREEN: Okay. At this time keep in mind,
15 if you have a question, raise your hand, identify
16 yourself and the agency that you're with, and we will
17 move forward answering your question.

18 MR. ARTHREYA: This is Narayen from iCube
19 Systems. Since we are submitting everything via eMMA,
20 the files need not be password protected, correct?

21 MS. GREEN: Correct, because I won't have

1 access to open it up. Now you can put it in a PDF --

2 MR. ARTHREYA: Okay.

3 MS. GREEN: -- but you can't put a password
4 because I won't have access to it.

5 MR. ARTHREYA: Okay. Second, all the
6 documents where you request signature, we can send it
7 in a PDF format, correct, because it has signature in
8 it?

9 MS. GREEN: Yes.

10 MR. ARTHREYA: Okay. Thank you.

11 MS. GREEN: You're welcome.

12 MS. LYONS: Hi, Shirelle. This is Monica
13 Lyons from Kyndryl. I do have a question, and I hope
14 you can clarify for me. With regard to past
15 performance, you said that it needs to be submitted for
16 each functional area; however, I do recall, or I think
17 I recall, seeing somewhere in the proposal the RFP
18 document saying that you could use past performance
19 like one example for several functional areas. Am I --
20 is that correct or could you maybe expand upon that a
21 little bit?

1 MR. KOSHANAM: Hi, this is Venkat. Yeah,
2 that is correct. And also as the procurement officer
3 pointed out in the earlier response, you may want to
4 choose a specific functional area also if you think
5 your organization has demonstrable experience in that
6 particular functional area, you can do that as well.

7 To address your question directly, yes, let's
8 say you had a larger contract with an organization, you
9 provided resources that spanned across various
10 functions. Let's say, another example, let's say you
11 were part of a contract where you provided resources,
12 developers, and also testers, let's say, then you can
13 use the particular contract as an example when you
14 demonstrate your experience in two different functional
15 categories, one covering the application development,
16 the other one covering the testing related work. So
17 you can do that.

18 MS. LYONS: Okay. Thank you.

19 MR. KOSHANAM: As long as it's very clear and
20 demonstrable for the evaluators, then you can
21 definitely do that.

1 MS. LYONS: Thank you. That's very helpful.
2 Thank you.

3 MS. JELLERETTE: Hi. This is Alexandra from
4 Zane Networks. I actually just had two questions. The
5 first is is there a current incumbent for this
6 opportunity?

7 MR. KOSHANAM: Yeah. Actually, this is
8 similar to if you are familiar with DoIt's CATS+
9 contract, somewhat similar to that, and we have master
10 vendors, and currently we own 98 -- please correct me
11 if I'm wrong on that -- 98 master vendors. And based
12 on the specific functional areas that these master
13 vendors are approved, we send the request for resumes
14 to those specific master vendors, and based on
15 obviously the interview and the selection process,
16 award the contracts, the task orders to those master
17 vendors for those particular positions.

18 So that's how it is set up. Does this answer
19 your question? So yes, you can see there are 98
20 vendors, and all the contracts are ending on June 30th,
21 2022, so that's where we are. I'm sorry, '23, oh my

1 goodness. Yeah, in '23. And that's why we wanted to
2 get a little ahead of time and get our master vendors
3 lined up, sent to our board for approval hopefully by
4 January, February sometime, and then we will separately
5 shoot out a (indiscernible) for those selected master
6 vendors for those selected specific functional areas.

7 MS. JELLERETTE: No, that's really helpful.
8 And actually, my follow-up question is did you kind of
9 have a maximum number of master vendors you want for
10 this contract or is it just dependent upon, you know,
11 the submissions and the quality of the proposals?

12 MR. KOSHANAM: Yeah, that's a great question.
13 It is dependent upon the actual submission and
14 evaluation. We don't really want to put a cap on it.
15 In fact, we encourage as many vendors as possible. As
16 you know that helps the organization for us to
17 diversify as much as we can and also get a variety of
18 services. Sometimes a small vendor may be expert in a
19 specific technology; we really encourage those
20 companies as well.

21 MS. JELLERETTE: Okay. Thank you very much.

1 MR. KOSHANAM: Thank you.

2 MR. MISHRA: Hi, everybody. It's Satish
3 Mishra from SVAM International. Talking about the
4 subject of master vendors, are there any like minimum
5 requirements of registration in Maryland or any kind of
6 documentation?

7 MS. GREEN: Well, the RFP itself doesn't have
8 minimum requirements, but there are responsibilities
9 that you must meet. Like you must be registered with
10 SDAT to do business with the state of Maryland, you
11 must be registered on eMMA in order to submit your
12 proposal and your financial.

13 MR. MISHRA: Okay. Thank you.

14 MS. GREEN: You're welcome.

15 MR. WEIDENHAMER: This is Andrew Weidenhamer
16 from RSM US LLP, and I was curious whether or not you
17 would consider any changes to the terms and conditions
18 within each individual task order that's issued off of
19 the master contract?

20 MS. GREEN: No, sir.

21 MR. WEIDENHAMER: Thank you.

1 MS. GREEN: You're welcome.

2 MR. BARGANZ: Brett Barganz with Verizon. I
3 was just curious on the resumes that we're submitting
4 with the initial bid, are those to be examples? I
5 don't imagine that those would be committed staff, but
6 just wanted to confirm that?

7 MR. KOSHANAM: Actually, you do not have to
8 submit any resumes with the initial proposal that you
9 are making for this -- in response to this RFP. So
10 what you are saying in your technical proposal is your
11 ability, your organization's ability, to have provided
12 some similar services so that the evaluators can see
13 that you can fulfill the similar support here with this
14 organization.

15 So you don't have to provide any resumes or
16 samples or anything like that.

17 MR. BARGANZ: Thank you, sir.

18 MR. KOSHANAM: Thank you.

19 MR. BANZY: Yes, this is Marion Vanzie with
20 Agile Care Enterprises. Do you have any requirements
21 from a security clearance standpoint for any of your

1 network or security functional areas?

2 MR. KOSHANAM: We do not -- from the
3 perspective of network, we do not require any such
4 security clearance. However, as you may have seen in
5 the RFP when let's say we issue an RF4, so for certain
6 positions that we hire those individual to handle the
7 FTA, federal tax information, we do need additional
8 security. That is also noted in the RFP.

9 MR. BANZY: Understood. Thank you.

10 MS. TOCCO: Hi. This is Denise Tocco from
11 Cognosante. I had a question -- two questions
12 actually. The first one is do all questions need to be
13 submitted via eMMA rather than email?

14 MS. GREEN: Yes, absolutely.

15 MS. TOCCO: Okay. Thank you.

16 MS. GREEN: It has to be submitted via eMMA
17 only.

18 MS. TOCCO: Okay. Thank you.

19 MS. GREEN: I'm sorry, did you say questions
20 or did you say your technical proposal?

21 MS. TOCCO: Questions.

1 MS. GREEN: No, you can send questions via
2 email at the hix.procurement email address that's in
3 the RFP.

4 MS. TOCCO: Okay. Thank you.

5 MS. GREEN: Are you familiar with it, Denise?
6 Are you familiar --

7 MS. TOCCO: Yes, I am.

8 MS. GREEN: Okay. Yeah. Okay.

9 MS. TOCCO: And thank you. And my second
10 question was on the page count. So as I understand it,
11 the technical page count is limited to 25 pages,
12 including the forms, but there are 16 pages of forms if
13 you count things like the proof of insurance, et
14 cetera.

15 So is it possible to have the forms excluded
16 from that 25-page limit?

17 MS. GREEN: If you go on eMMA and look under
18 the attachment, that question was answered in Q and A
19 number four.

20 MS. LOIS: That was posted on October 21st.

21 MS. GREEN: That was posted on October the

1 21st.

2 MS. TOCCO: Okay. And I did see that. I
3 thought it said though that you were going to change
4 that with an amendment, but I haven't seen an amendment
5 come through.

6 MS. GREEN: I would have to go back. I would
7 have to circle back on that, but I don't recall saying
8 an amendment would come back for the number of pages or
9 attachments that's going to be included.

10 MS. TOCCO: Okay. Thank you.

11 MR. WILLIAMS: This is Randy Williams from
12 TriTech Enterprise Systems. I notice that your RFP
13 came out in Adobe format; however, on page 46 all
14 attachments are in Adobe. Is it possible to get those
15 documents in Word?

16 MS. GREEN: No. They're protected. They're
17 in Adobe because we don't want people to make any edits
18 to our form, and we couldn't lock it -- of course you
19 can, you know -- but we put it in Adobe because that's
20 the way it should be uploaded to eMMA.

21 MR. WILLIAMS: Okay. Thank you.

1 MS. GREEN: You're welcome.

2 MR. EISERIKE: Good afternoon, this is Ben
3 Eiserike at Ashburn Consulting. Section 5.3 says
4 offerors shall email their proposals to the procurement
5 officer. Just wanted to clarify that is incorrect, we
6 do not need to email proposals and only submit on eMMA,
7 or should we email and also via Emma?

8 MS. LOIS: Just eMMA.

9 MS. GREEN: Just eMMA.

10 MR. EISERIKE: Thank you.

11 KALEEB: Hi, this is Kaleeb (phonetic) from
12 Rekro (phonetic). A question is per the clause 2.4.4
13 regarding subcontractors, we need to provide a complete
14 list of potential subcontractors. In case of we
15 identified any new subcontractor after award, can we
16 still include them?

17 MR. KOSHANAM: I think we would have to get
18 back to you. We will provide -- a procurement officer
19 will provide a response to this question. We will post
20 it as a response. Yeah, that's a good question.

21 MS. GREEN: Can you submit that question to

1 me via email please?

2 KALEEB: Sure. Definitely, yeah.

3 MS. GREEN: Okay. Can I expect it today?

4 KALEEB: Yeah.

5 MS. GREEN: Okay. Great.

6 MS. WONG: Hi, this is Beth Wong with
7 ExpediteInfoTech. This is a question for you, Venkat.
8 I just want to piggyback on a question asked earlier by
9 the person in terms of the number of vendors that you
10 have. So you said that currently on the contract
11 makeup there are 98 vendors. Out of the 98, how many
12 are active vendors --

13 MR. KOSHANAM: Yeah that doesn't --

14 MS. WONG: -- in the contract?

15 MR. KOSHANAM: Yeah, thank you, but that's a
16 great question. In fact, we have on the average in the
17 last -- this particular IDIQ contract for the last five
18 years we have allotted more than 35 contractors, master
19 contractors. In fact, the current is 35, 35
20 contractors have a task order, so it is almost more
21 than 30 percent. I'm sure you can compare with any

1 other procurement and you will see substantial
2 percentages awarded to the master vendors here.

3 MS. WONG: I see. So Venkat, when a task
4 order is released, how many resumes can you guys
5 accepted? So I assume if you increase now with the new
6 contract (indiscernible), more than 98. So if
7 everybody submitted their resume --

8 MR. KOSHANAM: Right. But I think --

9 MS. WONG: -- I think that people who can
10 review the resume?

11 MR. KOSHANAM: Right, that's a great
12 question. Again, obviously, as your point works out,
13 it's a huge administrative concern for the staff also
14 as you can see. So what we do is there are certain
15 positions if you look at our current team composition
16 you can always see certain person like a testing
17 specialist, you tend to have more number of staff and
18 this particular person, or a double upper would have
19 more number of staff, as compared to to a senior
20 systems architect.

21 So in this instance, what we do is we limit

1 the number of responses a specific vendor can submit on
2 a specific position. For example, if you're announcing
3 for ten testers, obviously if you're accepting ten
4 tester resumes from all the vendors, we are going to
5 look at thousands of resumes which is practically no
6 way to meaningfully assess those resumes.

7 So we would probably limit to two resumes per
8 vendor under this particular category. But that may
9 not be the case with every position. This is one of
10 the ways we really want to pay attention to your
11 responses and make meaningful decisions. I hope that
12 answers your question there.

13 MS. WONG: Yes, thanks. That helps. Thanks,
14 Venkat.

15 MR. KOSHANAM: Thank you.

16 MR. INGRAM: This is Sterling Ingram from
17 KZN Consulting. On kind of related to what you were
18 just talking about, my question is will the task orders
19 for this contract result only in requests for resumes
20 as in resumes for individuals to support your staff or
21 are there also task orders for like RFPs for full

1 projects?

2 MR. KOSHANAM: Yeah. Actually, I think we
3 saw your question, and we will be responding to you
4 today also, but yes, it is specific to the hiring
5 specific individuals under functional areas only, and
6 this is not for (indiscernible) against any specific
7 projects.

8 MR. INGRAM: Okay. Thank you.

9 MR. KOSHANAM: We will respond to your
10 question also in writing.

11 MR. INGRAM: Thank you.

12 MS. SUGUMAR: This is Divya from Tanvi. My
13 question is for forms which are out of Maryland state.
14 Apart from registering on SDAT, do we have to do
15 anything else?

16 MS. GREEN: I'm sorry. Can you repeat your
17 question?

18 MS. SUGUMAR: For companies who are not
19 located in Maryland, apart from registration with SDAT,
20 are there anything else that we need to take care of?

21 MS. GREEN: No. Just make sure that you're

1 registered in eMMA and that you can do business with
2 the state.

3 MS. SUGUMAR: And I also have another
4 question. I understand that the task orders that is
5 going to result from this particular RFP has more
6 aligned with staffing. So in that case when we respond
7 to the task areas, should we highlight our staffing
8 approach for each of the task areas?

9 MS. GREEN: When you say staffing approach,
10 are you stating that it's a possibility that you might
11 want to consult with a temporary agency to help you
12 fill that position?

13 MS. SUGUMAR: No, our internet strength, like
14 our company strength to provide key personnel or any
15 person with the specific task areas.

16 MS. KOSHANAM: Well, I wouldn't go into the
17 details on how we want to respond, but, you know, I
18 would say that focus more on your expertise and
19 consulting for those kind of resources, and definitely
20 you can add a few sentences to explain about your
21 staffing approach. It doesn't hurt, but, you know,

1 please watch out for the page limit also. You know,
2 sometimes, you know, if you -- the larger organization
3 can give us a 300-page brochure that we have to go
4 through, so that's one of the reasons why we wanted to
5 be pretty straightforward and simple for everybody.
6 So, you know, focus your responses to the specific
7 functional area and how your past experiences make your
8 organization eligible to be selected for this
9 particular contract.

10 MS. SUGUMAR: Okay. Sure that helps. Thank
11 you so much.

12 MS. SHAW: Hi, this is Amber Shaw. I want to
13 follow up on that page count limit. So earlier you
14 stated that the more detail and more evidence, the
15 better, but if you're responding to all functional
16 areas or a majority of them, it really limits the page
17 count. Would you consider changing it and saying, you
18 know, one page per functional area or change that page
19 count limit so we can provide more detailed responses
20 for our capabilities?

21 MR. KOSHANAM: Yeah. Let's get back to you

1 on that because in the last IDIQ procurement we did in
2 2018, we had a similar restriction as well, and there
3 were a lot of vendors who were able to apply for all
4 the functional areas, all ten functions, still
5 maintained the 10- to 25-page limit. But definitely we
6 will look into it and clarify on that.

7 MR. MARKERMAN: Venkat, this is Matthew
8 Markerman from Innosoft Corporation. Just a reminder,
9 in 2018 when the RFP came out, the original language
10 for the page count issue was the same as it is in this
11 one in Paragraph 5.4.1, but in a subsequent amendment,
12 you guys did in fact eliminate the forms like the
13 transmittal letter, title page, table of contents,
14 claim of confidentiality, financial statements, proof
15 of insurance and the required forms were all eliminated
16 from the page count in 2018. So if you could --

17 MR. KOSHANAM: Yeah, thanks for the
18 clarification. Yeah. We will -- we'll probably say
19 the similar language. See the point was to clarify, I
20 think somebody pointed out the insurance pages alone
21 will take ten pages, so we are not asking that to be

1 counted as part of your proposal response for the
2 purpose of evaluating the technical financial proposal.

3

4 So just to give you the meat of the response,
5 25 pages, that's our goal, but we will clarify in
6 writing.

7 MS. GREEN: And just keep in mind the page
8 count goes to your proposal, not required documents or
9 attachments, right, so your technical proposal should
10 be the meat of what your requirements are, what you can
11 do, the services that you can provide.

12 MR. MOCKERMAN: Right, but the way that it's
13 worded right now currently, that's why we're getting so
14 many questions because it's restricting us as in fact
15 including all of those things. So if you guys could
16 take another look at that, I think that would be
17 helpful for all vendors and for you guys to get what
18 you want.

19 MS. GREEN: Okay. We'll circle back and put
20 something out.

21 MR. MOCKERMAN: Thank you. And I had one

1 more -- I'm so sorry, I have one more question to ask,
2 and that is section Paragraph 5.4.1.5 in the offeror
3 general information. The requirement is to provide
4 size experience, services provided, length of time the
5 organization has been providing experience, the
6 services listed, and key business relationships.

7 Could the State please define what do you
8 consider key business relationships in this context?

9 MS. GREEN: Well, say for instance you did
10 business with the State of Maryland, we would want to
11 know that, right.

12 MR. MOCKERMAN: Yes.

13 MS. GREEN: That would be your prior
14 contracts, any organizations that could cause a
15 conflict of interest. I mean, you basically would just
16 list companies that you've done business with.

17 MR. MOCKERMAN: Okay.

18 MS. SUGUMAR: Hi. This is Divya. I have a
19 follow-up question to the page limit. When you say 25
20 pages for the technical response, just a small
21 suggestion, it would be great if it could be based on

1 specific task areas because a 25-page response to
2 someone who's responding to all the ten task areas will
3 not be able to address as much as to someone who's
4 addressing only five task areas for 25 pages.

5 So if it's possible, if you could restrict it
6 per task areas, that would give a fair advantage to all
7 of us.

8 MS. GREEN: Again, we will circle back on
9 that, but I would encourage everyone to be creative
10 with your wording, right. You know your business
11 better than we do, and I think in a snapshot you should
12 be able to articulate your services, and I think you
13 all can probably do that very well.

14 MS. SUGUMAR: Sure. Thank you.

15 MR. ARTHREYA: This is Narayan from iCube
16 Systems. On the same thing, just now, you -- the
17 previous caller, the caller before that, you said
18 restrict your 25 pages to the proposal. So the
19 proposal sections I would assume that executive
20 summary, offeror general information, and past
21 performance constitute those 25 pages because that is

1 the cream of the proposal. Those are all your
2 administrative forms.

3 MS. GREEN: Well, actually some of the
4 administrative forms are preliminary documents, right,
5 so the executive summary, your title pages, right, they
6 should not be included in your 25 pages.

7 MR. ARTHREYA: Okay.

8 MS. GREEN: You know, we really want to
9 encourage everyone to stay focused on the functional
10 areas and how your qualifications can meet those
11 expectations. Right? A nice good paragraph should be
12 able to sum it up, right, for you to be able to tell us
13 how good you are.

14 MR. ARTHREYA: Okay. If you can clarify
15 through an amendment what section should be within the
16 25-page limit, that will help, okay.

17 MS. GREEN: Your technical proposal while we
18 ask for additional items, right, but when it gets down
19 to responsibility -- so say for instance technical
20 proposal -- technical functional area one, you know,
21 when you do your technical proposal, you might list

1 technical area number one, right, functional area
2 number one, right, in a couple of words, maybe a
3 sentence or a brief paragraph, you can tell us how you
4 can meet that expectation, right.

5 Then you would go down to functional area
6 number seven, if that's what you want to do, and you
7 would do the same thing. In a brief paragraph, you
8 should be able to articulate how you can meet that
9 expectation, and you should also be able to show us how
10 you can meet it. Right?

11 MR. ARTHREYA: Okay.

12 MS. GREEN: We've seen this done before and
13 it doesn't -- yeah, we've seen it done before. I think
14 you all -- you guys can really do it, right.

15 MR. ARTHREYA: Yeah.

16 MS. GREEN: We don't need a book for you to
17 tell us what you can do because a good snapshot of your
18 qualification should happen in a good paragraph.

19 MR. ARTHREYA: I have a second question on
20 that.

21 MS. GREEN: Okay.

1 MR. ARTHREYA: The proof of insurance you
2 need only on award if a company is awarded.

3 MS. GREEN: No.

4 MR. ARTHREYA: Do you need a proof of
5 insurance before the award?

6 MS. GREEN: Yes. In Section 5.4.17, I had
7 that question. So the first request is for you to show
8 us that you actually have insurance. If you are
9 fortunate enough to get selected, and I'm sure you will
10 be, then we need for you to put down the State of
11 Maryland as a holder on that policy.

12 So it's a two part fold, one, you're showing
13 us that you actually have insurance company, and then
14 the second part, if you're selected for award, you have
15 to list us as a holder on that insurance.

16 MR. ARTHREYA: Okay. So if we have insurance
17 now, it doesn't matter who is the holder of insurance,
18 you just want a copy of the insurance as a proof?

19 MS. GREEN: We want a copy of the COI, yep.

20 MR. ARTHREYA: Okay.

21 MS. GREEN: Certificate of insurance, yep.

1 MR. CRAWFORD: Hi, this is Martin Crawford
2 with Moser Consulting. I have a few questions. Will
3 the State be releasing an updated RFP that indicates
4 the changes to language that have been made through
5 amendments because through the three amendments, there
6 have been corrections to language that have been
7 pointed out in Q and A, but no updated RFP that
8 indicates those changes are being tracked in the RFP.

9 MS. GREEN: Yes to your question, and there
10 was an updated RFP --

11 MR. CRAWFORD: On the 21st.

12 MS. GREEN: -- correct. So yeah --

13 MR. CRAWFORD: But there have been changes
14 since then.

15 MS. GREEN: So we're going to go back, and we
16 will rename it updated RFP with whatever date it is
17 submitted so that way you can be sure that you're
18 selecting the correct one.

19 MR. CRAWFORD: Okay.

20 MS. GREEN: And then also the amendment will
21 also outline what was amended.

1 MR. CRAWFORD: Okay. And then my next
2 question is I already know that you guys are not
3 accepting submissions via email, but in Section 5.3 of
4 the RFP it says files no larger than 20 megabytes
5 should be emailed for our submission. I already know
6 you're not taking email submissions, but is there a
7 file size limit for submitting via eMMA?

8 MS. GREEN: I don't believe that there is. I
9 don't really know a whole lot about eMMA from a
10 vendor's perspective, so that might be a question that
11 you can shoot to eMMA, but I've had -- I've received
12 several proposals and I've never had a problem with the
13 file size.

14 MR. CRAWFORD: Okay. And then on one of the
15 rounds of Q and A, it was indicated that the previous
16 RFP from 2018 additional details on that could be found
17 on the MHBE website. The MHBE website only lists the
18 previous event as a closed RFP, and there is no, you
19 know, awarded RFP listed in your award section -- in
20 the award section, and there's no list of contracts
21 that came out of that either, and I was curious if

1 there was any place to find the award RFP that would be
2 posted on your website per the Q and A?

3 MS. GREEN: Well, there is no award RFP, but
4 we do have awardees. Remember this is a master
5 contract, right, so several vendors who were selected
6 for awards, and we will circle back and see what we can
7 get posted on the website on the intranet, right.

8 MR. KOSHANAM: So one other thing Shirelle,
9 if I may add, you can look at the Board presentation
10 section of our site. You can go back to 2018 and you
11 will see our procurement officer presenting to the
12 Board about the procurement IDIQ procurement, or in
13 fact the budget for the fiscal year for this particular
14 contract, and who are the vendors who were awarded --
15 we requested the Board to be approved for this. So you
16 can see all that information on the Board presentation.

17 MR. CRAWFORD: Yeah, I noticed -- I found
18 that stuff under closed RFP, I was just curious why it
19 wasn't move to awarded, but thank you.

20 The last thing, I think, I mean, I know we're
21 beating a dead horse on this page count thing, I think

1 the only concern people have with the page count, even
2 though I know you're saying that forms aren't included,
3 cover pages aren't included in page count, the RFP
4 language does indicate otherwise, and I just know
5 everyone is concerned that they wouldn't want to, you
6 know, take a word via this call without it being
7 tracked anywhere and then potentially be disqualified,
8 so.

9 MR. KOSHANAM: As we noted earlier, we will
10 -- our procurement officer will amend as required and
11 clarify to the detail like these are the sections we
12 are expecting 25-page limit, et cetera. We'll do that,
13 yeah.

14 MR. CRAWFORD: All right. Thank you.

15 MS. SUGUMAR: Hi. This is Divya. Just
16 wanted to clarify. Are we expected to give only one
17 past performance for functional area or is it minimum
18 of one past performance?

19 MR. KOSHANAM: I would respond, and then I
20 will request procurement officer to add any other
21 comment. It depends again. Let's say I'm going to

1 take a perspective here without going into the details.
2 So if you had supported a large contract in a state or
3 federal organization or public organization spanning
4 multiple years over a bunch of multiple years budget,
5 several millions of dollars let's say, and then
6 obviously that one large contract can explain a lot of
7 things under various multiple categories. So it
8 depends -- as opposed to let's say when you consulted
9 -- your firm consulted for three months or six months
10 in a specific -- for a specific requirement in a state
11 agency, let's say, then you may want to supplement more
12 than that. So it's purely up to the offeror's
13 organization's capabilities and how you would like to
14 present that you would be the best qualified for this
15 particular functional area.

16 MS. SUGUMAR: Okay. Sure. So but when it
17 comes to evaluation, a form that has provided more than
18 one past performance would not be rated favorably over
19 from the task or provided just one?

20 MR. KOSHANAM: No, as long as the forms meet
21 the requirements for us, that's all it is. I mean, as

1 you can see, even from our current spectrum of vendors,
2 there are lot of small businesses, mid-size businesses,
3 and large businesses, and obviously the large business
4 can command an experience that a small business
5 obviously cannot meet, so we do not discriminate among
6 these vendor size and all that thing. So we really
7 want specific functional areas response how you can
8 support us. As long as you meet those minimum
9 qualifications for us, you are a master vendor for that
10 particular functional area.

11 MS. SUGUMAR: Sure. Thank you so much.

12 MR. KOSHANAM: Thank you.

13 MS. AHUJA: Good afternoon. This is Sajan
14 Ahuja from International Software Systems. I have two
15 quick questions. The first one is when do you -- when
16 is the agency going to award this, do you have a
17 timeline?

18 MS. GREEN: We do have a timeline, but it's
19 not exact, so we can't disclose exactly when that will
20 be. We hope to submit recommendations to the Board at
21 the top of 2023.

1 MS. AHUJA: Okay.

2 MS. GREEN: Okay. And anything will be
3 posted on eMMA and the intranet.

4 MS. AHUJA: Sounds good. Thank you so much.
5 And as --

6 MS. GREEN: You're welcome.

7 MR. JAISWAL: Hi.

8 MS. GREEN: I'm sorry. I'm sorry, she had a
9 second question.

10 MS. AHUJA: Yeah. I have one more question
11 and then it's all you. But for the agency, are you
12 looking for orals for any of the potential awardees as
13 well?

14 MS. GREEN: Are we looking for what?

15 MS. AHUJA: Orals.

16 MS. GREEN: Oral presentations?

17 MS. AHUJA: Yeah.

18 MS. GREEN: No, not necessarily. I mentioned
19 oral presentation because it's always an option that
20 the State has.

21 MS. AHUJA: Okay.

1 MS. GREEN: And if we are interested in doing
2 it, you will get a email for any functional area that
3 you might submit a proposal for.

4 MS. AHUJA: Sounds good. That's all I had.
5 Thank you so much.

6 MS. GREEN: You're welcome.

7 MR. JAISWAL: Hi. Hi, good afternoon,
8 Shirelle, good afternoon, Venkat. This is Manish from
9 Veracity Solutions. I have two questions. Question
10 one, the past performance, does it have to be purely in
11 the government space or we could also present the
12 commercial side of our experience? That's question
13 one.

14 Question two, are we looking at purely an
15 American firm based out of the United States or are we
16 looking at, you know, firms across the world who can,
17 you know, log in and submit a proposal? Please help
18 with answers.

19 MR. KOSHANAM: Yeah. I will answer the first
20 one and defer to the procurement office on the second
21 one. Maybe you want to address the second one first?

1 MS. GREEN: I'm going to say for the second
2 one, you don't have to be in the United States to
3 provide these services, not on all functional areas. I
4 think you can provide some of the services remotely on
5 some of the areas. I'm going to ask the program --
6 that's basically what he's asking if he's in Australia,
7 can he -- is he entitled to get a contract for
8 availability purposes.

9 MS. LOIS: As long as he registers with SDAT.

10 MS. GREEN: So we answered that earlier. As
11 long as you've registered with the State of Maryland
12 and can do business with us and you're registered on
13 eMMA, you can work remotely.

14 MR. JAISWAL: Thank you.

15 MS. GREEN: And what was the -- so that was
16 the second question. What was the first one?

17 MR. JAISWAL: First was past performance
18 related to the government or can we give examples of
19 commission?

20 MS. GREEN: Absolutely. Your experience is
21 your experience. I mean, while we are a state agency,

1 commercial experience is always welcome and vice versa.

2 MR. JAISWAL: I'll take a little bit of
3 leeway on this and I'll double check on the second
4 question. The reason I asked the question related to
5 off-shore vendors, it's more -- the pricing will
6 differ, right? So for example, as Venkat was just
7 talking about, senior architect in United States would
8 be X dollars whereas same senior architect out of India
9 would be like 40 percent cheaper.

10 How does the -- create the level playing
11 field for firms small businesses in United States to
12 compete?

13 MR. KOSHANAM: Yeah, let me clarify, and this
14 is for the purpose of everybody also. Like procurement
15 officer pointed out, it's a registered company and as
16 that, of course, that satisfies, let's say, and we do
17 not allow any consultant working remotely. There are
18 extremely rare exceptions for a very limited period of
19 time for programatic needs for somebody who have
20 already been with us for years and for whatever reason
21 we need to give for a week or two, we do it. But other

1 than that, we don't really outsource our contracts
2 outside of the United States, so that should answer
3 your cost question.

4 So the costs that you are going to suggest in
5 your financial proposal would normally be aligned with
6 what is in the current rate in the United States. So
7 that is -- there is no option for outsourced companies.
8 In fact, we don't want to expose our system outside
9 (indiscernible), so we don't permit that.

10 MR. JAISWAL: Sure. Thank you, Venkat.
11 That's very helpful.

12 MR. KOSHANAM: Yeah. Thank you.

13 MR. WAGLE: So hi, this is Vin Wagle here
14 from SDL Tech. A quick question on the financial
15 proposal. The attached Excel attachment, the labor
16 categories, is that intended to be on site or are the
17 rates -- fully loaded rates can be remote? When I say
18 remote, situated in the United States?

19 MR. KOSHANAM: Yeah. Let me clarify that.
20 Obviously, after pandemic a lot of things changed,
21 right, so however, as an organization, we have decided

1 to have everybody on staff, whether consultants or
2 employees, state employees, regardless, to be on site
3 two days a week.

4 There a lot of flexibilities built into it.
5 I do offer IT staff a lot of flexibilities as well.
6 However, the two days is kind of an expectation, and
7 down the line in a few years, this contract is going to
8 run for five years, right, three base, and two one year
9 option, so we don't know. We may all get back to work
10 or more remote is accepted, I don't know about that.
11 But I would say -- maybe this is what everybody also
12 even in your financial proposals you are basically
13 projecting a future, and I have seen some companies do
14 not adequately project and then they found themselves
15 in a very tough spot when inflation kicked in.

16 So the financials are not the exact dollar
17 amount that you will be proposing in the offeror
18 response, that's just a maximum number, right. So you
19 want to be reasonable, have a reasonable number there,
20 have a reasonable cushion for yourself. Consider the
21 inflation. Think about the next five years and have a

1 number there for each year basically. One, two, three
2 option year, one, two. And fully load it. Even though
3 in our RFP we indicated that the State is going to
4 provide you with -- provide your staff with a laptop
5 and the dollar configurations, et cetera, for our own
6 security reasons and privacy reasons, data privacy
7 reasons, but these things, you know, I don't want to
8 say that's all going to be there for the next five
9 years, so whenever you quote your rates in the RFR, you
10 have to quote what is realistic at that particular
11 time. And in your financial proposals, think through
12 the next five years and see what cushion you need.

13 MR. WAGLE: That is good information. Thank
14 you very much.

15 MR. KOSHANAM: Thank you.

16 MR. CUSACK: This is Bob Cusack with Custom
17 Software Systems. I have a question and then a comment
18 also. So I noticed in the scope of work requirements
19 2.3.1 where you're referencing the functional areas 1
20 through 10 and then the sections, they don't map
21 actually to the functional areas. When you go down to

1 look at the functional areas in those sections, for
2 example, ten, systems management and maintenance is
3 actually 2.5.5 area 5 under the requirements. So just
4 for reference so when we write our proposals and are
5 referencing those areas, I want to make sure those get
6 aligned.

7 MS. GREEN: What area are you specifically
8 talking about again, I'm sorry?

9 MR. CUSACK: So if you look at Section 2.3.1,
10 and then if you go to Section 2.5.5 which says
11 information security, under that functional area, which
12 is actually under the requirements, 2.5.5 is --

13 MS. GREEN: It's the management and
14 maintenance?

15 MR. CUSACK: Right, so it's not -- in the top
16 one it says it's security, and in this area it says
17 it's system management and maintenance. And security
18 is actually 2.5.6. So they don't map to what's --

19 MS. GREEN: Are you talking about with the
20 table of contents?

21 MR. CUSACK: No. So if you go to 2.3.1 where

1 it defines the functional areas --

2 MS. GREEN: Oh, okay.

3 MR. CUSACK: -- and it says what section those
4 functional areas are defined in, they don't map.

5 MR. KOSHANAM: Oh, okay.

6 MS. GREEN: Okay. I see what you're saying
7 in 2.3.

8 MR. CUSACK: So when we refer in our
9 proposals to those sections, I want to make sure we're
10 mapping to the right place.

11 MR. KOSHANAM: Yeah, I think we would --
12 procurement officer would make the amendment as
13 necessary. There should not be any ambiguity there.
14 Thank you for pointing that out.

15 MR. CUSACK: Then my question is so will you
16 allow joint ventures to submit proposals to this?

17 MR. KOSHANAM: We have seen that in our prior
18 contract, but again it says a demonstrable experience,
19 right, so there are other consideration you may want to
20 think through. I mean, we have seen -- procurement may
21 ask other additional supporting documents along with

1 your proposal to prove that as well, so you may think
2 through that, but we did see such arrangements as well
3 before.

4 MR. CUSACK: Okay. Thank you.

5 MR. DAS: I'm Divyank from SVAM
6 International. I have just a very quick question.
7 Will we be getting a recording of this particular
8 meeting because I have a couple of colleagues who could
9 not join in?

10 MS. GREEN: Yes. The minutes will be posted
11 on eMMA. We do have someone transcribing the entire
12 meeting, and once we get that transcription report
13 back, we will post it on eMMA --

14 MR. DAS: All right. Thank you so much.

15 MS. GREEN: -- and the MHBE website.

16 MR. DAS: Yeah. Perfect.

17 MR. ROY: Hi, Shirelle. Question.

18 MS. GREEN: Hi.

19 MS. GREEN: One -- can you start raising your
20 hand guys so that we -- correct. Okay.

21 So Mr. Roy?

1 Mr. ROY: Okay. So like, yeah, so will you
2 allow us to, you know, submit a financial document
3 separately in the portal? So like I understand
4 confidential documents, but can it allow us to submit
5 our financial documents separately in the portal?

6 MS. GREEN: Can you repeat that please?

7 MR. ROY: So question is that will MHBE allow
8 us to separately submit a financial document in the
9 portal?

10 MS. GREEN: Will we allow you to separate
11 financial documents through quarters?

12 MR. KOSHANAM: Portal.

13 MR. ROY: Portal.

14 MS. GREEN: Portal?

15 MR. ROY: Yeah.

16 MS. GREEN: Are you talking about your
17 financial proposal?

18 MR. ROY: Yeah.

19 MS. GREEN: Well, they have to -- they have
20 to be submitted separately within the same technical --
21 so you have to submit your technical -- so say for

1 instance you have folks from the area 1, Mr. Roy,
2 right, you submit a technical for folks in the area 1
3 and then a financial for functional area 1, and then
4 your redacted PIP --

5 MS. LOIS: PIA mode.

6 MS. GREEN: -- PIA technical for functional
7 area 1, but all separate forms under the same
8 submission. So you'll have three attachments for one
9 functional area.

10 MR. KOSHANAM: Shirelle, if I may --

11 MR. ROY: Very fine. Thank you.

12 MS. GREEN: No, wait a minute, he's going to
13 elaborate.

14 MR. KOSHANAM: Actually, a little bit
15 elaboration on that, so. I think Shirelle mentioned
16 about the functional areas that is in terms of
17 (indiscernible), in terms of explaining your ability to
18 meet those functional areas requirements when you're
19 doing the technical proposal, and financial proposal is
20 specific to certain labor categories and what would be
21 your rate, right. And that's the financial proposal

1 are you talking about, or are you talking about your
2 company's/organization's ability to --

3 MS. GREEN: Capability to finance.

4 MR. KOSHANAM: -- capability to finance? I
5 mean, that's --

6 MR. ROY: Yes, that's (indiscernible). Yeah,
7 that's what --

8 MS. GREEN: Okay.

9 MR. ROY: -- if I'm not wrong (indiscernible)
10 document, yeah.

11 MS. GREEN: I didn't quite understand it.
12 Are you stating in the section where we ask you to show
13 your financial capabilities to perform the work?

14 MR. ROY: That's correct, yes.

15 MS. GREEN: Okay. So that's separate from
16 your submission. Right? That -- your financial
17 capabilities shows us that you can provide services for
18 any one of the functional areas, right, your company is
19 sustainable, they've been around, and they can do the
20 work. That's in your technical proposal. Right? When
21 you go to select one of the functional areas, you have

1 to sort of bid on that area. That's a financial
2 proposal, that's not financial capability. You
3 understand the difference between the two?

4 MR. ROY: All right. Yes, yes, totally fine.

5 MS. GREEN: If not, I can try to explain a
6 little bit further.

7 MR. ROY: All right.

8 MR. JAISWAL: Hi, Shirelle. Hi, Venkat.
9 Question perhaps you guys have answered before, but my
10 colleagues have requested me to ask this again. So
11 essentially you talked about remote delivery of
12 services, a particular engineer consultant could be in
13 Florida or could be in Utah or could be in New Jersey
14 or in Maryland.

15 Is there a specific requirement you have it
16 that, you know, the folks have to be Maryland or could
17 they be across the 50 states?

18 MR. KOSHANAM: Yeah, they have to be on site
19 for two days a week at this time. I mean, that is very
20 common, you can be anywhere in the United States, but
21 we don't really extend beyond the United States borders

1 for connectivity purposes for our own security and
2 other requirements. But in practical purposes,
3 obviously, you may want to think about how someone
4 residing in California would be able to come twice to
5 stay here.

6 I mean, you guys know better, so I just
7 wanted to -- it's kind of a farfetched example, but --

8 MR. JAISWAL: No, that's a good
9 (indiscernible).

10 MR. KOSHANAM: Yeah. A more realistic
11 example is we have consultants who domicile in
12 Virginia, but they come to Maryland two days a week, so
13 that's a more realistic example.

14 MR. JAISWAL: Yeah. Sure. So maybe we'll
15 look at the DMV in, you know, Maryland, Virginia,
16 Washington, D.C. --

17 MR. KOSHANAM: Yeah.

18 MR. JAISWAL: -- (indiscernible) someone who
19 can travel and come back. Thank you. I think that's
20 all my questions.

21 MR. KOSHANAM: Yeah. The reason is obviously

1 as we go out of our pandemic eventually completely then
2 we don't know what would be the organization's stand on
3 remote work, so I just wanted to state that for the
4 record so that, you know, you don't get surprised down
5 the line. But at this time, we have adopted a
6 permanent hybrid model which requires two days on-site
7 work.

8 MR. JAISWAL: Fair enough. I think that's
9 fair. Thank you. Thank you, sir.

10 MR. KOSHANAM: Thank you.

11 MS. HERNANDEZ: Hi. Good morning. Massiel
12 here from CCS Global Tech. I have a question regarding
13 the forms. You mentioned that you provided them in
14 Adobe so we don't have to edit them, but can we fill
15 them in Adobe and edit the forms so we can, you know,
16 fill them out properly?

17 MS. GREEN: Okay. So I heard the word edit,
18 so that's a no-no. Are you asking how you can fill
19 them out?

1 MS. HERNANDEZ: Yes.

2 MS. GREEN: Can you print them and fill them
3 out and scan it back?

4 MS. HERNANDEZ: Okay. So they need to be
5 printed and scanned, okay.

6 MS. GREEN: Okay?

7 MS. HERNANDEZ: Okay. Understand. Thank
8 you.

9 MS. GREEN: You're welcome.

10 MR. RAMCHANDRAN: Hi. This is Rajiv
11 Ramchandran with Triwave Solutions. I have quick
12 question. Support task order, will you be asking for
13 resources that we already have on site or in our bench
14 or resources that we can provision based on the scope
15 of the task order?

16 MS. GREEN: Well, you won't know the scope of
17 the task order until you get selected, so right now,
18 you are bidding to be a master contractor. Right?

19 MR. RAMCHANDRAN: Correct.

20 MS. GREEN: So you won't know the scope of
21 the task order until you are actually selected.

1 MR. RAMCHANDRAN: Correct.

2 MS. GREEN: So I can't give you that
3 information.

4 MR. RAMCHANDRAN: But in terms of providing
5 our capability, are we talking about capability that we
6 could based on past experience that we have provision
7 or is it -- you know, I guess I think I'm just thinking
8 ahead in terms of how this would work on a per task
9 basis for me to say that I can meet those requirements?

10 MS. GREEN: So it would be base on the
11 functional area that you're interested in submitting a
12 proposal for, can you meet those expectations, and in
13 doing so, if you got selected as a master contractor,
14 will you have the resources to fill that position so to
15 speak.

16 MR. RAMCHANDRAN: Uh-huh. Okay. Thank you.

17 MS. GREEN: Okay.

18 MR. CUSHLEY: Hello. This is Peter Cushley
19 with Braxton-Grant Technologies. Regarding what was
20 just said about kind of a hybrid approach with at least
21 two days having to be performed on site, how -- what

1 are the expectation for us to bid that? Are we going
2 to be asked for both on-site and off-site rates?

3 MR. KOSHANAM: No. You can actually -- as I
4 stated earlier, you would probably consider it as
5 hundred percent on site when you bid the rate, so we
6 don't have that expectation in terms of multiple rates
7 for a specific base year, base or option.

8 MR. CUSHLEY: Okay. So we would bid one rate
9 for the labor category and that person may spend a
10 couple of days on your site and couple days from our
11 company site?

12 MR. KOSHANAM: Yep.

13 MR. CUSHLEY: Okay. Thank you.

14 MR. KOSHANAM: One rate per person meaning
15 per labor category per year, so.

16 MR. CUSHLEY: Correct. Okay. Thank you.

17 MR. KOSHANAM: Yeah.

18 MR. PRASAD: Hi, this is Rudra Prasad from
19 Serigor. I have like couple of questions. So what is
20 the budget that you have for this whole contract, for

1 this new contract, and what is amount that you've spent
2 in the last contract?

3 MS. GREEN: So I can answer -- this is
4 Shirelle the procurement officer. This is a
5 competitive sealed proposal, we don't release any
6 financials regarding what the budget is for the
7 solicitation. Regarding the budget for 2018's
8 solicitation, as we mentioned, that information can be
9 found on our intranet. If you look at the Board
10 submission transcription and video, it tells you what
11 the budget was proposed to be, it'll tell you how many
12 vendors were selected, and it's very informative, but
13 that's the extent of financial information we can
14 disclose.

15 MR. PRASAD: Okay. So I'm going to go back
16 and check your internet site, so it will be of great
17 help if you can include the link maybe in the addendum
18 or whatever.

19 So one more thing is so in this website, so
20 do we have information on the task orders that vendors

1 want? Like, I mean, the spend per vendor, do we have
2 that?

3 MR. KOSHANAM: So in terms of the -- again,
4 first, let me go a little bit on the budget question.
5 You can go to our website and the Board presentations
6 that I have made or the CFO's made, you would see
7 pretty closely what is budgeted for FY23, FY22,
8 specifically for IDIQ. This is all public information,
9 so you can get the latest from there. In fact, even a
10 couple months before we presented something to the
11 Board, you can take it from there.

12 And in terms of specific vendors, we don't
13 really limit. We don't -- so there's no such inherent
14 cap for any such vendors, so I don't know, I think I
15 can --

16 MR. PRASAD: No, my question is different,
17 not the cap, but for example, the last contract that
18 you had there could be live task orders that vendors
19 would have won. Like do we have information on, you
20 know, which vendor won what task orders, and then what
21 is the money spent on that task order of the vendor?

1 MR. KOSHANAM: I think we did not publish
2 that information, right, unless somebody request it
3 through a PIA.

4 MS. GREEN: Yeah. That information can be
5 requested via a PIA request for 2018 information.

6 MR. PRASAD: Thank you very much.

7 MS. GREEN: But keep in mind, you know,
8 sometimes they can take longer than expected. I just
9 want you to have enough time to make an informative
10 decision on your proposal, you know. So you can put
11 the request in and hopefully you can get it back in
12 time to submit a viable technical and financial.

13 MR. PRASAD: Thank you very much.

14 MS. TOCCO: Hi, this is Denise from
15 Cognosante. Would it be possible for you to clarify
16 the on-site requirements in writing either via an
17 amendment or modification to the RFP because it's not
18 -- I know we've had a lot of good discussion today
19 about two days on site, et cetera, none of that is
20 referenced in writing in the bid. Would it be possible
21 to have that added in?

1 MS. GREEN: Yes, absolutely. Thank you so
2 much, Denise.

3 MS. TOCCO: Thank you.

4 MS. GREEN: All right. It looks like we have
5 come to a conclusion with the Q and A section. Thank
6 you so much, guys. I'm glad you took the opportunity
7 to get some clarifications for yourselves.

8 There's just a couple of things that I want
9 to add. There is no MBE goal with this solicitation,
10 so you don't have to try to find an MBE to help you
11 meet some of the requirements for this particular
12 solicitation.

13 Also in Section -- in Section 5.1.6, it
14 states about your references. I want you guys to
15 really pay attention to that section because your
16 references must list all the items that we're asking
17 for. Right? So you can imagine us going through
18 hundreds of proposals and those ones who didn't take
19 care and making sure that their references met the
20 qualifications might be set aside. Right?

1 So make sure that you know what your
2 references are supposed to have, and is listed, and
3 that you meet all those bullet points in submitting
4 your references, okay. Any question about that?

5 MR. JAISWAL: A quick question, Shirelle.
6 Thank you for raising the MB part of it. So is there a
7 goal in terms of the percentage preferences for -- we
8 are MB, we are a small firm -- is there a particular
9 percentage you would like to address to so that we
10 would highlight that in our executive summary and our
11 proposal?

12 MS. GREEN: No, because this solicitation
13 doesn't have an MBE goal, so there is no benefit for
14 being one, other than you do document, you know, how
15 many MBEs that we have interested, but there is no MBE
16 goal.

17 MR. JAISWAL: Okay. Got you. All right.
18 Thank you.

19 MS. SUGUMAR: Shirelle, sorry. I had a lag.
20 Which RF -- you were talking about references, which

1 section do you refer to that we need to be careful
2 about?

3 MS. GREEN: 5. -- well, 5.4.16 where it says
4 past performances, if you go down on that page 43, it
5 says, "Please note, it is critical that your contact
6 information provided for any reference is current and
7 accurate. The reference must be acknowledgeable (sic)
8 about the project and the offeror's performance as well
9 as the availability to discuss the offeror's
10 performance. Information obtained regarding the
11 offeror's level of performance on the State contracts
12 may be used by the procurement officer to determine the
13 responsibility of the offeror."

14 So if it's not clear what you did at that
15 organization or service you provided, we may not go
16 back to seek and try to get additional information if
17 it's not present.

18 MS. SUGUMAR: Got it. Understood. Thank
19 you, guys.

20 MS. GREEN: Okay.

1 All right. I would like to thank everyone so
2 much for attending our preproposal conference. I want
3 you to remember the close date, the due date for your
4 alleged questions. We will work on everything we
5 discussed, updating the RFP with the recommended
6 language from the amendments. We will also post that
7 on eMMA and the intranet for MHBE as well. And we hope
8 to maybe have everything together maybe by the top of
9 next week. We want to make sure that we are very
10 thorough in some of the concerns that you had and take
11 great thought in maybe amending the page count that you
12 mentioned so diligently and some of the other items
13 that you spoke about. Okay? So give us time to get
14 that done and maybe by Monday you'll see that
15 information posted on there.

16 MR. BARGANZ: I believe we've got a couple
17 more questions still. Is the time for questions, has
18 it run out or?

19 MS. GREEN: No, this meeting is for you. We
20 want you to be very comfortable and knowledgeable about
21 what you're going to be bidding on. Right? We will

1 try to finish by 12:30.

2 MR. BARGANZ: I got you. The question for
3 the -- on the hybrid work, I just wanted to clarify is
4 that for all labor categories, for all task orders they
5 need to be on site two days a week?

6 MR. KOSHANAM: Yep, that is correct.

7 MR. BARGANZ: Okay. Thank you.

8 MR. BARGANZ: And that was Brett Barganz,
9 Verizon.

10 MR. KOSHANAM: Thank you.

11 MS. GREEN: Before we close, again, as I
12 mentioned earlier for those who might have come in
13 late, if you have not done so, please list your name
14 and the name of your company and your email address in
15 the chat so that the transcriber can keep a accurate
16 record of all attendees that showed, that came to the
17 meeting. Okay?

18 And if you can also just give us a few
19 seconds to read some comments that might have been
20 posted in the comment section.

21 Randy Williams, you want to know what is the

1 URL for the MBE --

2 MS. LOIS: MHBE --

3 MS. GREEN: -- MHBE intranet. I will put
4 that in my responses back for my amendments and
5 questions, okay, unless somebody wanted to type it in.
6 That's the only question I see.

7 All right. Thank you so much for attending.
8 Please feel free to submit any additional questions
9 that you have via the hix.procurement website. And I
10 hope you have a great evening, and thank you so much
11 (Whereupon, meeting adjourned at 12:30 p.m.)

CERTIFICATE OF NOTARY

I, Chris Hofer, Notary Public, before whom the foregoing testimony was taken, do hereby certify that the witness was duly sworn by me; that said testimony is a true record of the testimony given by said witness; that I am neither counsel for, related to, nor employed by any of the parties to this action, nor financially or otherwise interested in the outcome of the action; and that the testimony was reduced to typewriting by me or under my direction.

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Chris Hofer

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