

DEPARTMENT OF HEALTH
BEHAVIORAL HEALTH ADMINISTRATION

PRE-PROPOSAL MEETING
FOR
FAMILY PEER SUPPORT AND NAVIGATION SERVICES

RFP NO.: 21-18369 Resolicit

APRIL 24, 2020

201 West Preston Street
Baltimore, Maryland

10:00 a.m. - 10:35

PRESENT FROM MDH:

AFUA TISDALE, Contract Officer

SIJI GEORGEKUTTY, Procurement Coordinator

LAURA BURNS-HEFFNER, Director of the Office of
Problem Gambling and Family Peer Support
Navigation Services, Office of Service Access
and Practice Innovations, Behavioral Health
Administration

JANELLE ROBINSON, MBE liaison

MARY VIGGIANI, Assistant Director of Service
Access and Practice Innovation

MARION KATSERELES,

ALSO PRESENT:

JANE PLAPINGER, Maryland Coalition of Families
DARLENE COLLINS, Maryland Coalition of Families
ELIZABETH BRITT, Britt Industries, MBE Printing

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ALSO PRESENT CONTINUED:

TAMEKA PAYTON, Psychometric Solutions, LLC,
MBE/SBR

REPORTED BY: KATHLEEN A. COYLE, Notary Public

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P R O C E E D I N G S

MS. TISDALE: We're going to get started here. My name is Afua Tisdale. I'm the contract officer for this procurement for Family Peer Support and Navigation Services. And we have with us Behavioral Health Administration staff. If they want to introduce themselves. We have Laura, Mary, and Siji. Starting with Laura, please.

MS. BURNS-HEFFNER: Good morning. I'm the Director of the Office of Problem Gambling and Family Peer Support and Navigation Services (coughing). I have a tickle in my throat. But that's within the Office of Service Access and Practice Innovations in the Behavioral Health Administration.

THE REPORTER: I'm still getting some feedback. And, Laura, your voice was breaking up. I'm not sure if everyone has their phones on mute. Can you start again, Laura.

MS. BURNS-HEFFNER: Sure. I'm the Director of the Office of Problem Gambling and Family Peer Support and Navigation Services. That's within the

1 division of Service Access and Practice Innovations, as
2 part of the Behavioral Health Administration.

3 MS. TISDALE: Okay. Mary?

4 MS. VIGGIANI: Mary Viggiani, Assistant
5 Director of Service Access and Practice Innovation.

6 MS. TISDALE: Next we have Sigi, followed by
7 Janelle.

8 MS. GEORGEKUTTY: Siji Georgekutty,
9 Procurement Coordinator for this procurement. Working
10 in the Procurement Office.

11 MS. ROBINSON: Janelle Robinson, the
12 Department of Health MBE liaison.

13 MS. TISDALE: Okay. I believe that is all of
14 MDH staff. Any contractors on that want to introduce
15 yourselves?

16 MS. PAYTON: Good morning. This is Temeka
17 Payton with Psychometric Solutions.

18 MS. BRITT: This is Elizabeth Britt from
19 Britt Industries.

20 MS. TISDALE: Okay. Do those from Maryland
21 Coalition of Families, do you want to introduce

1 yourself?

2 MS. COLLINS: Hi. Darlene Collins from
3 Maryland Coalition of Families.

4 MR. TISDALE: Okay. We also have a David on,
5 if you want to introduce yourself?

6 (No response.)

7 MS. PLAPINGER: This is Jane Plapinger,
8 Maryland Coalition of Families.

9 MS. TISDALE: Okay. Do we have everyone
10 covered?

11 (No response.)

12 MR. TISDALE: Okay. Again, I am Afua
13 Tisdale, and I'm the contract officer for this
14 procurement. And I am from the Office of Procurement
15 and Support Services. I am here today to help you
16 understand the process for this procurement. If
17 further clarification is needed after this meeting I
18 can be reached by email at
19 MDH.solicitationquestions@maryland.gov.

20 The Department intends to make a single award
21 as a result of this RFP. There are no minimum

1 qualifications for this procurement. As you know, the
2 contract resulting from this solicitation will be for a
3 three-year base period with two one-year option
4 periods.

5 Section 2, contractor requirements, scope of
6 work. It is noted, MDH has issued an RFP in order to
7 implement to provide a statewide system of family peer
8 support and navigation services to families with
9 children, adolescents, young adults, and loved ones
10 with mental health, substance use, problem gambling,
11 and co-occurring disorders. All subsequent
12 documentation regarding this solicitation will be
13 posted on eMaryland Marketplace Advantage, and Maryland
14 Department of Health website. Please remember that in
15 order to receive a contract award a vendor must be
16 registered on eMaryland Marketplace Advantage.
17 Registration is free.

18 I would like to stress to everyone today that
19 any questions asked during the question and answer
20 portion of this meeting be submitted to the Department
21 in writing for clarity purposes. The questions and

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1 answers, along with the minutes and other documents, if
2 required, will be posted to eMMA and MDH website as
3 quickly as possible.

4 Carefully review subsection 4.3, questions,
5 regarding how to submit questions subsequent to this
6 pre-proposal conference. Again, any questions should
7 be directed to myself or the procurement officer, Dana
8 Dembrow, via email, through
9 MDH.solicitationquestions@maryland.gov, no later than
10 April 28. So please get those questions to us as
11 quickly as possible.

12 Procurement officer, based on availability of
13 time to research and communicate an answer given back,
14 please try to submit any questions as soon as possible.
15 Again, the contract resulting from this solicitation
16 will be in effect for a three-year base period with two
17 one-year options to renew.

18 Carefully review the clause shown in
19 subsection 4.23, payments by electronic funds transfer.
20 By submitting a response to this solicitation the
21 offeror agrees to accept payments by electronic funds

1 transfer unless the State Comptroller's Office grants
2 an exemption. Payments by EFT is mandatory for
3 contracts exceeding \$200,000. This section goes into
4 detail on how to register or request an exemption.

5 The procurement method used for this
6 solicitation is competitive sealed proposals. There
7 are several steps involved in this method. So your
8 attention to the solicitation document is crucial to
9 the successful submission of your proposal. Again,
10 there are no offeror minimum qualifications.

11 Section 2, contractor's requirement. This
12 subsection 2.2, this subsection gives an outline of the
13 background and purpose. The responsibilities and tasks
14 listed in section 2, subsection 2.3, is the meat of the
15 solicitation that will give you a clear understanding
16 of what the Department expects of the successful
17 offeror and the provision of the service.

18 Offerors are required to submit their
19 proposals to the RFP in two parts. That's your file
20 proposal format clearly lists all submission
21 requirements. Again, I would like to stress, the

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1 proposal shall be submitted in two volumes. Volume
2 one, technical proposal, and volume two, financial
3 proposal.

4 Proposal delivery and packaging. Proposal
5 delivered by fax shall not be considered. Provide no
6 pricing information in the technical proposal. Provide
7 no pricing information on the media submitted in the
8 technical proposal. Offerors must submit proposals by
9 electronic means as described. An electronic means
10 includes an email to myself with the address listed on
11 the key information summary sheet, but also submit
12 through eMMA. And the instructions is on the -- you
13 can find a quick reference guide instructions on
14 eMaryland Marketplace Advantage. If you have any
15 questions you can call the eMMA help desk. And I want
16 to stress to you, when you're emailing and submitting
17 your documents, I cannot receive them no later than the
18 due date of May 8, at 2:00 p.m. So I ask that you
19 email the documents first. If you mess around with eMMA
20 too long and go past the deadline and email me saying I
21 tried, but I couldn't get on eMMA, now I'm emailing

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1 you, I cannot accept the email. So please email me
2 first and then submit it on eMMA.

3 All proposal emails shall be sent with
4 password protection. The procurement officer will not
5 accept submissions after the date and exact time stated
6 in the key information summary sheet. The date and
7 time of submission is determined by the date and time
8 of arrival in my email box. Time stamps on outgoing
9 email from contractors shall not be accepted. Requests
10 for extension of this date or time will not be granted,
11 except as provided in COMAR 21.05.03.02. Proposals
12 received by the procurement officer after the due date
13 will not be considered.

14 The State has established the following
15 procedures to restrict access to proposals received
16 electronically. All proposal documents must be
17 password protected, and the password for the technical
18 proposal must be different than the password for the
19 financial proposal. Offerors will provide these two
20 passwords to MDH upon request or their proposal or be
21 deemed not susceptible for award. Subsequent

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1 submission of the proposal content will not be allowed.
2 The procurement officer will only contact those
3 offerors that proposals are reasonably susceptible for
4 award.

5 Proposals submitted via email must not exceed
6 25 megabytes. If your submission exceeds this size,
7 split the submission in two or more parts and include
8 the appropriate part number in the subject. For
9 example, part one of two, part two of two after the
10 subject line information above. The email submission
11 subject line shall state the RFP title and OPASS
12 number, and either technical or financial.

13 Two part submission. Technical proposals
14 consisting of, one, technical proposal and all
15 supporting material in Microsoft Word format, version
16 2007 or greater. Technical proposal in searchable
17 Adobe pdf format. A second searchable Adobe copy of
18 the technical proposal with confidential and
19 proprietary information removed. You also want to
20 submit a financial proposal consisting of financial
21 proposal and all supporting material. Financial

1 proposal in searchable Adobe pdf format. A second
2 searchable Adobe copy of the financial proposal with
3 confidential and proprietary information removed.

4 Anybody wishing a Committee Evaluation
5 Criteria Selection, procedures are outlined in section
6 6. Your proposal will be evaluated by a committee
7 organized for that purpose, and will be based on the
8 criteria set forth in the RFP. The technical criteria
9 listed in descending order of importance can be found
10 in subsection 6.2, with the financial proposal criteria
11 listed in subsection 6.3. The selection procedure is
12 highlighted in subsection 6.5. As noted, the contract
13 will be awarded to the responsible offeror that
14 submitted a proposal determined to be the most
15 advantageous to the State considering technical
16 evaluation factors and price factors as set forth in
17 the RFP.

18 Documents required upon notice of
19 recommendation for contract award is listed in section
20 6.6. Other than composing your technical and financial
21 proposals, the most important matter is to have your

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1 proposal submitted by the date, time and location
2 listed. And the location is through email and eMMA.
3 Therefore, your proposals are due no later than May 8,
4 2020, at 2:00 p.m. Again, I want to stress to you to
5 submit them early. Try the email first and then go
6 through eMMA. Because if you go through eMMA and have
7 difficulties, and it hits 2:00, it will be too late to
8 accept them by email. So I suggest email first because
9 no proposals will be accepted after 2:00 p.m.

10 Again, if you have any comments or questions
11 about the procurement process you may contact me at
12 mdh.solicitationquestions.

13 There is a two percent MBE, and a two percent
14 VSBE goal for this procurement. Janelle Robinson, our
15 MBE liaison, will go over the MBE and VSBE procedures.
16 Janelle?

17 MS. ROBINSON: Good morning. Janelle
18 Robinson, Department of Health, MBE liaison. The MDOT
19 certified MBE utilization and fair solicitation
20 affidavit, Attachment D1, must be fully and accurately
21 completed and submitted in Tab "O" of the technical

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1 section of your proposal. Failure to do so will result
2 in your proposal being deemed nonresponsive. On the D1
3 form you must first acknowledge and express your
4 intention to meet the overall MBE goal percentage
5 established for this solicitation. As no subgoals have
6 been established for this solicitation, do not enter
7 any information regarding the percentages for African
8 American, Hispanic American, Asian American or women-
9 owned businesses in section 1.

10 The MBE participation schedule should include
11 the names of the minority business enterprises that you
12 intend to use to meet the required MBE goal, along with
13 their federal employment identification number, their
14 MDOT MBE certification number, as well as their
15 certification category. Only MDOT MBE certification is
16 acceptable. MBE certification from another entity or
17 jurisdiction will not be accepted. Additionally, the
18 percentage of the total contract value to be provided
19 by the particular MBE should be entered as well as a
20 specific description of the work that is to be
21 performed by that particular MBE. MBEs must be fully

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1 certified at the time of the submission of your
2 proposal. MBE contractors -- MBE prime contractors may
3 count 50 percent towards the established subcontracting
4 goal.

5 Within 10 working days of receiving notice
6 that your firm is the apparent awardee, you must submit
7 your outreach efforts compliance statement, Attachment
8 D2, and your subcontractor project participation
9 certification, Attachment D3. You may request a waiver
10 of the MBE goal. And within 10 working days of
11 receiving notice that your firm is the apparent
12 awardee, you must submit all required waiver
13 documentation in accordance with COMAR 21.11.03.10.

14 Please carefully review the liquidated
15 damages provision in the solicitation regarding
16 compliance with MBE rules and regulations.

17 The VSBE utilization affidavit and
18 subcontractor participation schedule, Attachment M1,
19 must be fully and accurately completed and submitted in
20 Tab "O" of your technical proposal. Failure to do so
21 may result in your bid or proposal being deemed

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1 nonresponsive. On the M1 form you must first
2 acknowledge and express your intention to meet the
3 overall VSBE goal percentage established for this
4 solicitation. The VSBE subcontractor participation
5 schedule should include the names of the veteran-owned
6 business enterprises that you intend to use to meet the
7 required VSBE goal, along with their DUNS number.
8 United States Department of Veterans Affairs and
9 Maryland Department of Veterans Affairs certifications
10 are acceptable. VSBE certifications from other
11 entities or jurisdictions will not be accepted.
12 Additionally, the percentage of the total contract
13 value to be provided by the particular VSBE should be
14 entered, as well as the specific description of the
15 work that is to be performed by that particular VSBE.

16 Within 10 working days of receiving notice
17 that your firm is the apparent awardee, you must submit
18 your subcontractor project participation statement,
19 Attachment M2. You may request a waiver of the VSBE
20 goal. And within 10 working days of receiving notice
21 that your firm is the apparent awardee, you must submit

1 all required waiver documentation in accordance with
2 COMAR 21.11.13.07. Thank you.

3 MS. TISDALE: Thank you, Janelle. Any
4 questions on the procurement process or the MBE and
5 VSBE goals?

6 MS. PLAPINGER: I have a question. Jane
7 Plapinger. I have a question. I have two questions.

8 MS. TISDALE: Okay. Can you give your name
9 and where you're from?

10 MS. PLAPINGER: Sure. Jane Plapinger,
11 Maryland Coalition of Families. My first question is:
12 Maryland Coalition of Families submitted a proposal to
13 the financial RFP 21-18369 before the closing date of
14 March 30, 2020. Since there appear to be no intended
15 or specific changes to the proposal requirements, is
16 there any reason why we cannot resubmit that proposal,
17 or are there any updates that are required that we
18 haven't been made aware of?

19 MS. TISDALE: Hi, Jane. Yes, you can
20 resubmit your proposal. And there was no changes.
21 It's because of the, all that's going on with the

1 health crisis and people trying to submit a different
2 way, we just felt it was best to cancel and resubmit to
3 give everybody an opportunity. So you can go and
4 resubmit your proposal.

5 MS. PLAPINGER: Okay. Wonderful. And a
6 related follow up, which might be unnecessary. But
7 just because we want to make sure we're technical
8 compliant. We did notice for section 5.3.2F(7), which
9 states the offeror shall provide a backup
10 solution/strategy recommendation as part of its
11 proposal, that item was deleted as a requirement in a
12 previous addendum that was issued on February 13. But
13 it looks like it got back into this RFP document. So
14 we just wanted to make sure that a backup solution
15 strategy recommendation is not required. I think I'm
16 at section 5.3.2F(7).

17 MS. TISDALE: Okay. I'll take a look at that
18 and get back to you. I'll talk to Laura to see if
19 that's something that was removed previously. I tried
20 to check each addendum to make sure I had everything
21 covered. But I'll look at that. And if that's

1 something that needs to be removed, then I will remove
2 that and issue an addendum.

3 MS. PLAPINGER: Okay. Thank you so much.

4 MS. BURNS-HEFFNER: Afua, it's Laura. I sent
5 you an email regarding that this morning.

6 MS. TISDALE: Okay. Gotcha. Then I will
7 issue an addendum for that later today.

8 MS. PLAPINGER: Thank you so much.

9 MS. TISDALE: Any additional questions
10 regarding procurement or MBE?

11 (No response.)

12 MS. TISDALE: Okay. I just want to stress
13 the MBE forms. I'm going to post samples of how a
14 contractor who is going to participate in the MBE or
15 VSBE goal, how they would fill it out. A contractor
16 who is not an MBE, and a sample of a contractor who is
17 an MBE, how you would complete those forms. I will
18 post that along with the meeting minutes on eMMA. I
19 ask that you please review those documents because
20 those MBE forms are very important because there is no
21 forgiveness if you get them wrong. Like 99 percent of

1 the time if you get them wrong we cannot forgive you
2 for it, and we will have to disqualify you. So I ask
3 that you please read carefully over the MBE section of
4 the RFP. Look over the samples that will be provided.
5 And even look at the information regarding submitting a
6 waiver in the MBE documents.

7 And next we will hear from Laura. And she
8 will go over the scope of work. Laura?

9 MS. BURNS-HEFFNER: Good morning. Thank you,
10 Afua. In the scope of work there is some information
11 on the background. I'm not going to reiterate that.
12 But I say that BHA has consolidated various current
13 grants and services into a statewide procurement to
14 provide a system, as Afua said, of family peer support
15 and navigation services to families with mental health
16 and families -- I'm sorry. To families with loved ones
17 with mental health, substance use, problem gambling,
18 and/or co-occurring disorder. So that's an expansion
19 of current services that we're providing in the
20 community now. The family peer support and navigation
21 specialists in these programs are to have experience

1 with family members affected by these disorders and
2 provide peer to peer support and information to
3 families on how to access or navigate the system of
4 care. Or in addition, we would like to provide a
5 program of good samaritan ambassadors using trained
6 family peer support and navigation specialists.

7 THE REPORTER: Is someone not muted? Besides
8 Laura, is someone not muted? I'm getting some
9 feedback. Thank you.

10 MS. BURNS-HEFFNER: For the good samaritan
11 ambassador project the ambassadors that deliver the
12 messaging on the part of the family members or loved
13 ones and/or advocates that have the experience of
14 someone who has a substance use disorder or a co-
15 occurring disorder, or someone who engages in underage
16 drinking. BHA acknowledges that there are many other
17 valuable peer educational workshops and community
18 outreach type services in the State, primarily for
19 individuals in the family, which are not intended or
20 included in this consolidated procurement.

21 This procurement modifies the past

1 procurement for these services by decreasing the amount
2 of insurance required to submit a proposal. This was
3 done in recognition of the higher amount of insurance
4 coverage by the owner of the small business provided.
5 I would like to reiterate that because there is one
6 lump sum budget that is required for this proposal,
7 that it is really very important for you to demonstrate
8 clearly what the State will be receiving and purchasing
9 in each section of your proposal and, you know, put
10 what details you might be wanting to put in your
11 proposal, you know, that would let us know what we
12 would be receiving or purchasing for each section.
13 Because there is not a broken out budget that would let
14 us know that.

15 So I'm going to go briefly through the scope
16 of work and the proposal here. What I would say is
17 that I notice when I look at my computer and it tells
18 me what page number, it's different from the actual
19 page number on the printed or on the bottom of your
20 RFP, if you're looking at it on your computer. But I
21 didn't want that to be confusing. But the page number

1 that I refer to would be the one that is actually on
2 the proposal. I wanted to let you know that the
3 initial summary statements in section 2, 2.1, 2.2, all
4 the way up to 2.3 are just there for your information.
5 The scope of work actually begins with 2.3, with the
6 responsibilities and tasks. And this is what you would
7 be addressing in a very detailed way.

8 If can direct you to the end of this section.
9 I wanted to ask if there were any questions in this
10 particular section?

11 (No response.)

12 MS. BURNS-HEFFNER: If not, I'll give you a
13 second to unmute. But I would go to section 2.4, the
14 deliverables. And just let you know that's basically
15 for your information, to agree or disagree to.

16 When we get down to the bottom of that page,
17 which is page 7, the delivery submission. And just
18 look through to make sure, if there's anywhere where it
19 says that email is not accepted, I'm sure that will be
20 included in any amendments that, the modification that
21 Afua sent out. B ut the rest of this is the deliverable

1 quality issues, like 2.4.3, through the end of that
2 section, up through section 3 is essentially complete.

3 I would then go to page 12. And I'd like to
4 highlight on page 12, where it talks about 3.3.5,
5 travel reimbursement. That the clarification of that
6 is that any travel that -- that travel is expected
7 within this contract to provide the services. And any
8 travel costs that are incurred are to be considered
9 within your overall budget and not submitted
10 separately.

11 The I'd like to go to page 19. And please
12 feel free to stop me if there's questions that you have
13 along the way. I just made some notes about some
14 things that I found were particularly important to
15 highlight. When you get to page 19, it's the
16 experience and personnel. And I just wanted to
17 highlight, you know, to provide great detail on this.
18 Then when you get to the top of page 20, 3.10.3, it
19 talks about the number of personnel to propose. It
20 says propose exactly one program director and a minimum
21 of two family peer navigation specialists. Please note

1 that that is a minimum. This is where we would expect
2 to see what you fully intend to provide for the amount
3 of money that you're providing, or that you're
4 requesting in your proposal. Then we can skip to page
5 27.

6 And here is one place that I did find there
7 may be a note about saying that proposals may not be
8 submitted by email, and that's incorrect. That's was
9 the 4.5.6, Afua will address that.

10 MS. TISDALE: Hey, Laura, I'm sorry. An
11 amendment was issued yesterday on eMMA. I'm going to
12 send a copy to Siji.

13 MS. BURNS-HEFFNER: Oh, great. Thank you.
14 All right. And I believe I can direct you to page 40,
15 or actually page 39. And that may have already been
16 addressed, 5.2, the proposal delivery and packaging.

17 THE REPORTER: Please check your mute
18 buttons.

19 MS. BURNS-HEFFNER: And I'm sure that would
20 also be addressed, the 5.2.1, also about email not
21 being considered is incorrect.

1 All righty. I believe that that is all that
2 I wanted to highlight for this. Are there any
3 questions?

4 (No response.)

5 MS. BURNS-HEFFNER: I'll give about two more
6 seconds for anyone to unmute.

7 (No response.)

8 MS. BURNS-HEFFNER: All right. Very good.
9 Then I'm finished with my section. Thank you.

10 MS. TISDALE: Okay. Thank you, Laura. I
11 will send out the addendum. I'll find the section
12 regarding the email in section 5, you said. I will
13 change that and the other one about the backup
14 solution. And if there is no more questions, this
15 concludes our meeting. I want to thank you all for
16 taking the time to join us. But I want to stress to
17 you, any questions that you may think of after the
18 meeting is over, please get them to me as soon as
19 possible at the MDH.solicitationquestions@Maryland.gov
20 email. Again, thank you, everyone, for participating
21 -- oh, one last thing. Is there a MBE that's

1 participating?

2 MS. BRITT: Yes. Hi. Elizabeth Britt. I'm
3 from Britt Industries. I'm certified as an MBE for
4 commercial printing. And I would love to offer our
5 services. You can reach me at (410) 266-8100. That's
6 (410) 266-8100. Thank you.

7 MS. TISDALE: Thank you. Any additional MBE,
8 VSBES that's participating?

9 MS. PAYTON: Yes. Psychometric Solutions is
10 a MBE. Ms. Tisdale, will you be putting out an
11 attendance record after the meeting, with the minutes?

12 MS. TISDALE: Yes. That will be included in
13 the meeting minutes.

14 MS. PAYTON: Okay. Thank you.

15 MS. TISDALE: Okay. Thank you, everyone.
16 Thank you for participating. And hopefully we could
17 get these meeting minutes out before, within a week I
18 assume. Okay. Again, get those questions to us as
19 quickly as possible, before April 28. Thank you.

20 (Whereupon, at 10:37 a.m., the meeting
21 was adjourned.)

1 CERTIFICATE OF NOTARY

2 I, Kathleen A. Coyle, Notary Public, before
3 whom the foregoing testimony was taken, do hereby
4 certify that the witness was duly sworn by me; that
5 said testimony is a true record of the testimony given
6 by said witness; that I am neither counsel for, related
7 to, nor employed by any of the parties to this action,
8 nor financially or otherwise interested in the outcome
9 of the action; and that the testimony was reduced to
10 typewriting by me or under my direction.

11 This certification is expressly withdrawn
12 upon the disassembly or photocopying of the foregoing
13 transcript, including exhibits, unless disassembly or
14 photocopying is done under the auspices of Hunt
15 Reporting Company, and the signature and original seal
16 is attached thereto.

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KATHLEEN A. COYLE
Notary Public in and for
the State of Maryland

23 My Commission Expires: April 30, 2022

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