



DEPARTMENT OF GENERAL SERVICES

TELECOMMUNICATIONS EQUIPMENT AND SERVICES – PBX IV

SEPTEMBER 11, 2020

CONTRACT DATES

Effective Contract Dates:

- BPW Approval: July 22, 2020
- Contract Effective Date: January 1, 2021 – December 31, 2030

PORFP Flow Process

- Agency prepares PORFP
- Agency submits PORFP to new email addresses:
(pbxiv.doit@maryland.gov, doit.intake@maryland.gov & dgs.osp-requisitions@maryland.gov)
- DoIT Intake reviews the PORFP's request and if necessary provides PORFP to the Secretary for approval to proceed
- Voice Systems reviews the PORFP technical requirements.
- Approved PORFP sent to DGS OSP
- DGS OSP reviews all the procurement requirements and notifies the Agency to move forward with their PORFP
- Agency issues PORFP to Master Contractors
- Agency evaluates bids and prepares award package
- Award package submitted to
pbxiv.doit@maryland.gov, doit.intake@maryland.gov & dgs.osp-requisitions@maryland.gov)

PORFP Flow Process - Con't

- Voice Systems reviews the financial and technical responses while DGS OSP reviews all other award package documentation including BPO
- Voice System issues approval to DoIT intake
- DoIT Intake reviews the PORFP technical response with the Secretary for approval
- DoIT Intake issues approval to Voice Systems and DGS OSP
- DGS OSP issues authorization to Agency to submit BPO for approval
- Awards \$200,000 and over requires BPW approval prior to award

HTTPS://DOIT.MARYLAND.GOV/CONTRACTS/PAGES/PBXIVMC.ASPX

The screenshot shows the website for the Department of Information Technology (DoIT) of Maryland. The header includes the Maryland state logo, the text "DEPARTMENT OF Information Technology", a search bar with the placeholder "Enter search term", and a "Translate" button. The navigation menu includes "HOME", "CONTRACTS", "POLICIES & GUIDANCE", "SERVICE CATALOG", "ABOUT DOIT", and "NEED HELP?".

The main content area is titled "PBX IV - Telecommunications Equipment and Services Master Contract". A pink callout box contains the following text: "Updates to DoIT Statewide Contract webpages are in progress in response to the newly issued COMAR 21.05.13 Master Contracting regulations effective March 11, 2019. Agency buyers are advised that all PORFP, TORFP, and RFR awards, modifications, and option renewals valued over \$200K now require BPW approval. Please refer to ITPO Memo issued March 22, 2019 for additional information."

Below the callout box, the "Blanket Purchase Order (BPO) Number: 001B0600162" is displayed. The text states: "The Department of Information Technology (DoIT) has established this Master Contract to procure telecommunications hardware, software, and licenses and related maintenance and labor services. The scope of this contract encompasses three functional areas, as follows:"

- Functional Area 1 - Hardware, Associated Peripherals and Software
- Functional Area 2 - Manufacturer's Extended Warranty and Maintenance Services
- Functional Area 3 - Time and Material Labor

Below the list, it says: "Listed on this page are additional documents that explain how to use the PBX IV Telecommunications Equipment and Services Contract. Any questions or concerns about this Master Contract should be directed to PBXIV.doit@maryland.gov."

At the bottom, there is a link: "New Minority Business Enterprise (MBE) regulations for Agencies and Business Community – Effective June 9, 2014. Maryland adopted new regulations concerning MBE prime contractors. See [MBE Participation](#)".

On the left side, there is a "Contracts" sidebar with a list of links: Statewide Contracts, Become a Master Contractor, Contract Library, Frequently Asked Questions, IT Bid Board, Consulting and Technical Services (CATS+), Self-Funded eGov, eMaryland Marketplace Advantage, MBE/VSBE/SBR Assistance, Directions, DoIT Portfolio Officers, and Maryland Cybersecurity Coordinating Council Meetings. Below this is a "PBX IV Contract Links" section with a link to "PBX IV Contract Home Page".

FUNCTIONAL AREA 1 - Hardware, Associated Peripherals and Software (0% MBE AND VSBE GOALS)

- PBX, Voice Mail, IVR, Phones, Cards etc.
- T & M Parts
- Software Assurance (annually)
- Manufacturer Warranties for Above Items
- This Functional Area Must be Used for All Purchased Materials
- No Substitutions or Additions to the Items Included in the Awarded Proposal
- Extended Warranty beyond Manufacturer's must be Specified

FUNCTIONAL AREA 2 – Manufacturer’s Extended Warranty and Maintenance Services

(25% MBE, 2% VSBE GOALS)

- Maintenance of Hardware, Software and/or Applications
- Maintenance Covers Failures Caused by Normal Wear and Tear, Manufacturer’s Defects, Faulty Installation
- Maintenance Service Levels to be defined by the Agency
- Any Equipment at End-of-Life/End of Support must be bid as Best Effort
- Maintenance Does Not Cover Failures Caused by Acts of God or Environmental Conditions
- MBE and VSBE Goals do not apply to Manufacturer’s Extended Warranty

FUNCTIONAL AREA 3 - T & M LABOR

(25% MBE, 2% VSBE GOALS)

- Moves, Adds & Changes Labor
- Dedicated Technician Labor
- Field Technician Labor
- Installation Labor
- Labor for Repairs not covered Under Maintenance
- This Functional Area is for Labor Only

Procurement Review Group (PRG) Form.

MBE/VSBE Worksheet:

<https://doit.maryland.gov/contracts/Documents/PBXIV/MBE-VSBEParticipation-Worksheet.doc>

Agencies are responsible for tracking the MBE/VSBE Goal.

SPECIAL INSTRUCTIONS - EXAMPLES

- The winning vendor shall provide an updated maintenance equipment inventory listing for each of the sites in the award. The list is to include: Manufacturer, Model #, Number of ports and/or licenses, Software Revision (if applicable) for the PBX and all peripheral equipment. This is due 60 days after award.
- Once the inventory has been completed, the State will review the quantities and determine if the actual counts vary significantly enough to require reconciling the maintenance agreement post-award.
- For New installations, the winning vendor shall provide Visio diagrams, showing the configuration of the PBX(s). The diagram shall include all networked PBXs (if applicable) and the peripheral equipment that is connected to it (them) including vital information such as: Model Number, Current Revision, and Point Code Number, trunk numbers, port numbers, and circuit IDs. All diagrams are due 3 months after award.

SPECIAL INSTRUCTIONS - Con't

- The winning vendor shall install any customer provided equipment, whether new, used or refurbished for any order requested.
- The proposals shall be submitted in a format that provides a breakdown cost for each item, identified on a separate line, by location. The State reserves the right to select any or all of the items submitted for award.
- Proposals should be emailed to the POC, with separate technical and financial files.

EVALUATION CRITERIA

- The Evaluation Criteria is used to compare the responses from the Master Contractor
- Evaluation Criteria should be more Quantitative in Nature to allow for comparison
- The PORFP Language excludes Pricing as an Evaluation Criteria:
The agency POC will recommend award to the Master Contractor whose proposal is determined to be the most advantageous to the State, considering the evaluation factors set forth in the PORFP

EVALUATION CRITERIA – EXAMPLES

- The vendor(s) selected must have experience in installing, maintaining, troubleshooting, and repairing the respective equipment listed in this PORFP.
- Ability to respond to the bid in the specified timeframe.
- How well the proposal aligns with the State's listed requirements, for each of the Functional Areas requested within this PORFP.
- How well the proposal aligns with the Special Instructions identified within this PORFP.
- Ability to meet the expected delivery dates.

EVALUATION CRITERIA - EXAMPLES

- Ability to perform some required work outside of normal business hours, as needed. Please confirm that you can meet this requirement.
- Proximity of vendor offices to the office locations listed above. List all vendor offices that may service the location listed in the PORFP.
- Quantity of technicians certified on all manufacturers' equipment installed at each office location. List the names of all technicians certified on the existing systems from each of the above offices. List additional certifications for each technician.
- Office spares inventory. List all offices that have stock of all the essential inventory parts to restore the system to active service in the event of a catastrophic failure

AWARD PACKAGE

- Once the Technical Proposals Have Been Opened and Reviewed, those MCs who are Qualified for Award are Ranked Technically
- Then the Financial Proposals for those MCs who are Susceptible for Award are Opened and Reviewed
- The MC who Provided the Most Advantageous Proposal is Awarded the contract.

ADDITIONAL INFO

- Some MC Proposals have been lost within the State's email systems
- As a courtesy, when you receive a proposal send an email to the MC notifying them that you have received their bid package
- MCs who submitted proposals, but are not receiving the award will be notified of the winning bidder and the total price
There should not be any detailed information provided

MBE DOCUMENTATION

- **Attachment D1 - Certified MBE Utilization and Fair Solicitation Affidavit** - To be submitted with the Master Contractor's proposal in response to a PORFP
- **Attachment D2- MBE Participation Schedule** - To be submitted with the Master Contractor's proposal in response to a PORFP
- **Attachment D4 - Subcontractor Project Participation Statement**
- To be submitted only by the awarded Master Contractor, upon notification of the award
- **Attachment D5- Prime Contractor Paid / Unpaid MBE Invoice Report** - To be submitted only by the awarded Master Contractor during the period of performance

VSBE DOCUMENTATION.

<http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/AttachmentE-VSBEForms.pdf>

QUESTIONS?