



**DEPARTMENT OF
INFORMATION TECHNOLOGY**

PBX III

Master Contract RFP

#060B1400048

December 6th, 2010

By Web Conference



Agenda

Introduction

- Web Conference Protocol
- Registered Attendees
- Procurement Overview

Ed Bannat

Procurement Officer

Project Description

- PORFP Process
- Functional Areas

Greg Urban

Deputy State CIO

Procurement Specifics

- Response Requirements
- Procurement Schedule
- State's Contract

Ed Bannat

Questions & Answers

Panel



Introduction

Ed Bannat

Procurement Officer

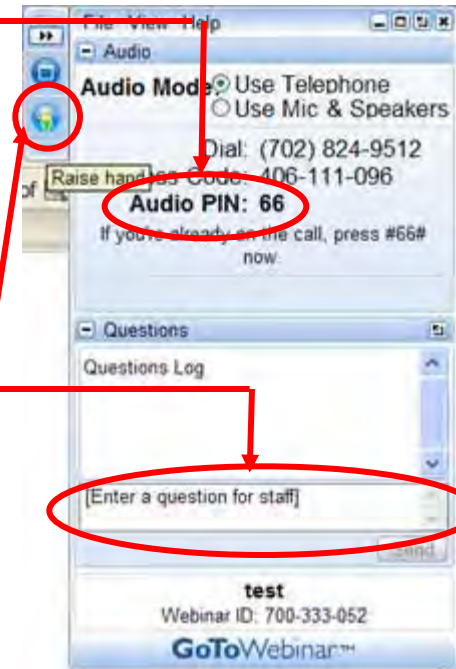
Edward.Bannat@DoIT.state.md.us

45 Calvert Street, Annapolis, MD 21401

410-260-7662

Web-Conference Protocol

- This is a web-conference only; all attendees are seeing and hearing this via their computers and/or phones.
- Both the video and audio are being recorded. If final quality is acceptable, the State will post a copy of this briefing and the recorded proceedings on the DoIT procurement site.
- All attendees are muted. If you are called upon to speak, the organizer will un-mute your microphone (make sure you have entered your 2 digit Audio PIN).
- Questions may be asked and will be answered at the end of the conference, however all verbal answers are non-binding and will be answered in written form in a Question and Answer Set.
- Please enter questions by typing in the question window.
- Please hit the raise hand icon should you have any verbal questions or need additional assistance. You will be recorded.



Registered Attendees

We have a 4-5 page listing of 62 + attendees for this Pre-Proposal Web Conference. By COB on Wednesday, December 8, 2010, I will email this listing to everyone in my distribution list. If you don't get an email from me by 0800 AM on Thursday, December 9, 2010, you are not on my distribution list. If not on my distribution list and you want to be on my distribution list, please send me an email ASAP.

This is important because I send out correspondence regarding this RFP by three methods:

- 1) Email via my distribution list,
- 2) Postings on eMarylandMarketplace, and
- 3) Postings on the DoIT web-site.

So, be on my distribution list to better insure you get correspondence regarding this RFP.

Procurement Description

Please Note: **NO EXCEPTIONS FOR THESE TWO**

- 1) Proposals due by 2PM January 5, 2011
 - 2) If you're submitting a proposal for Functional Areas 2 and/or 3, you must submit an Attachment D-1A
- Master Contract Award
 - Multiple Awards to All Qualified Contractors
 - Supersedes PBX I and PBX II
 - Allows Multiple Vendor Procurement
 - Enhances Flexibility to Adapt to Changing Technology
 - Will use Purchase Order RFP (PORFP) Process
 - MBE Goals May Apply at PORFP Level
 - Performance Bonds May Apply at PORFP level



SOW Description

Greg Urban

Deputy State CIO

Gregory.Urban@DoIT.state.md.us

45 Calvert Street, Annapolis, MD 21401

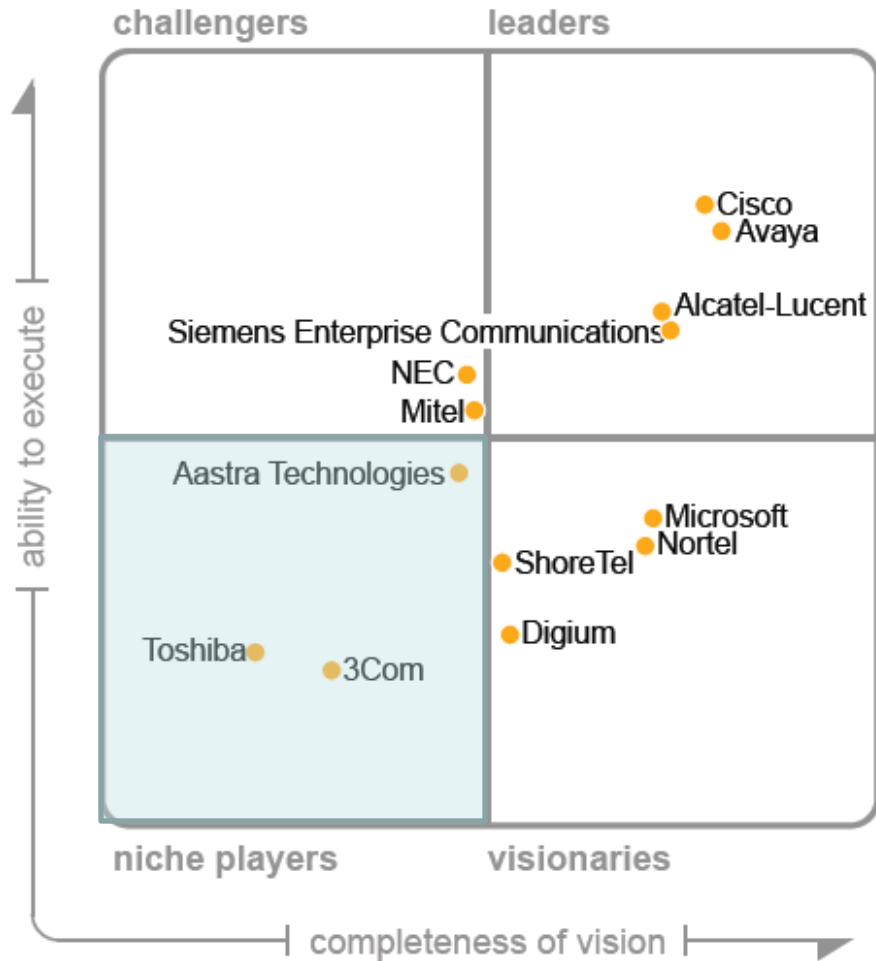
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SOW Description

- Three Functional Areas
 - 1. Hardware, Software and Licenses
 - 2. Maintenance Services
 - 3. Time and Materials Labor
- Must have Manufacturer Authorization for at least one OEM below to bid Functional Area 1 and/or 2

Alcatel-Lucent	IBM	NEC
Avaya (includes Nortel)	Interactive Intelligence	Shoretel
Cisco	Microsoft	Siemens Enterprise Comms.
Digium	Mitel	

- No obligation to bid that OEM in future
 - Being used only to qualify vendors in the field
 - Master Contractors May Add OEMs within Functional Area
 - PORFP may require more stringent authorizations
- Cannot bid Functional Area 3 alone



Functional Area 1

Hardware, Software & Licenses

- Includes COTS
 - PBX (TDM & VoIP), Voicemail, Phones, Contact Center, Video Conferencing, Expense Management, Call Recording
 - Detailed list in Section 3.3.1
- Requires MSRP or GSA Submittal
- Requires Interoperability through
 - Exchange of Directory Information
 - Common Network Management
 - Inter-Switch Trunking

Functional Area 2

Maintenance Services

- Monthly charge regardless of actual hours required
- Applicable to Existing and New Equipment
- Defines Multiple Service Levels (see 3.3.2)

	Bronze Service	Silver Service	Gold Service	Platinum Service
Equipment Maintenance	Excluded	Included		
Software Maintenance	Included			
Preventative Maintenance	Excluded		Included	
Service Desk Capabilities	Email, Chat, and Toll-free phone			
Service Desk Hours	24 hours per day, 365 days per year			
Average Speed of Answer (ASA)	120 seconds		60 seconds	
90 th Percentile Speed of Answer	300 seconds		120 seconds	
First Call Resolution Percentage	40%			
Response Time to Site - Catastrophic	Not Applicable (these services could be supplied on a T&M basis using Functional Area 3.	4 Hours	2 hours	30 minutes
Response Time to Site – Major		Next Business Day	6 hours	2 hours
Response Time to Site – Minor		Next Business Day		
Mean Time to repair (MTTR)		2 business days	10 hours	4 hours
90 th Percentile MTTR		3 business days	24 hours	8 hours
Status Frequency - Catastrophic		4 Hours	1 Hour	1 Hour
Status Frequency – Major		Next Business Day	4 Hour	1 Hour
Status Frequency – Minor		As needed	Daily	Twice per day

- Agencies can deviate as needed in PORFP

Functional Area 3

Time & Materials Labor

- Design, Installation, Configuration, Commissioning and Testing of Old and New Systems
- 34 labor categories
 - New ones may not be offered
- MBE goal of 25% within this functional area
- May not exceed 49% of the total PO value for functional areas
- Must bid Functional Area 1 and/or 2 to bid 3



Procurement Specifics

Ed Bannat

Procurement Officer

Edward.Bannat@DoIT.state.md.us

45 Calvert Street, Annapolis, MD 21401

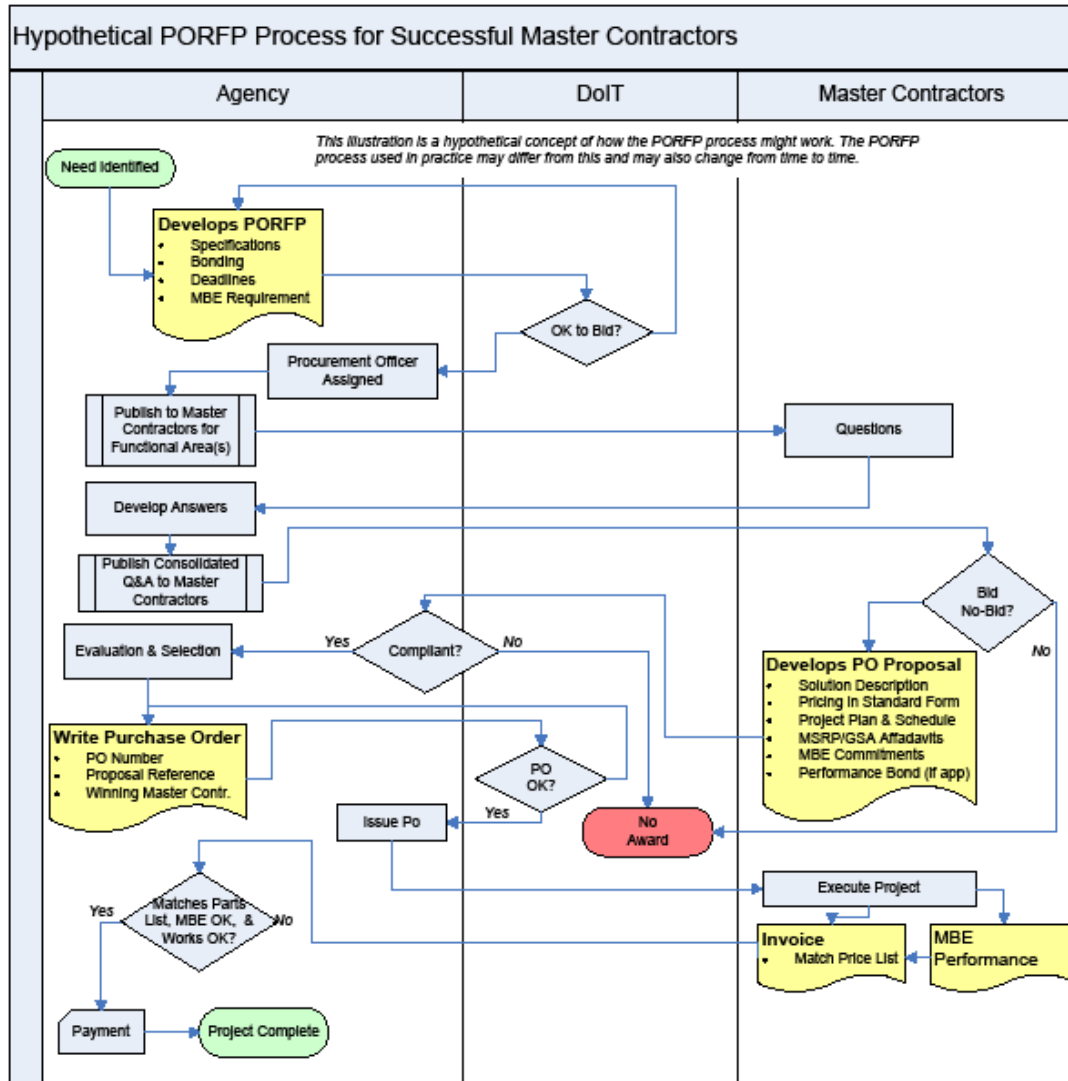
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General Terms and Conditions

- Multiple Contract awards
- Four Year Contract
 - Two additional two-year term options
- Governing Law is the State of MD
- Evaluation criteria
 - Must submit Letter of Authorization from at least 1 OEM
 - Must submit a compliant proposal

Procurement Terms

- Master Contract Award
 - Multiple Awards to All Qualified Contractors
- Supersedes PBX I and PBX II
 - Allows Multiple Vendor Procurement
 - Enhances Flexibility to Adapt to Changing Technology
- Will use Purchase Order RFP (PORFP) Process
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Response Requirements

- Letter of transmittal
- Technical Volume (I)
 - Includes Executive Summary - List exceptions or state “No Exceptions”.
 - Provide what is required in Section 4.4.2
 - Includes Manufacturer’s Authorization
- Pricing Volume (II)
- Each volume has 3 copies
 - One unbound original marked ORIGINAL
 - One copy marked COPY
 - One CD with a Word 2003 version of the volume

Procurement Terms

- Questions from prospective Offerors should be emailed to the Procurement Officer
- One unbound original and one copy of each proposal (technical and financial) must be received by the Procurement Officer, at the address listed in RFP, **no later than 2:00 PM (local time) on Wednesday, January 05, 2011**, in order to be considered.
- If it becomes necessary to revise this RFP before the due date for proposals, amendments/addenda will be provided to all prospective Offerors
- Neither multiple nor alternate proposals will be accepted. Submitting proposals for more than one Functional Area is not considered a multiple or alternate proposal.

Procurement Terms

STATE'S CONTRACT

- By submitting an offer in response to this RFP, an Offeror, if selected for award, shall be deemed to have accepted the terms of this RFP and the Master Contract, attached as Attachment A. Any exceptions to this RFP or the Master Contract shall be clearly identified in the Executive Summary of the technical proposal. A proposal that takes exception to these terms may be rejected.

Bid/Proposal Affidavit

- A proposal submitted by an Offeror shall be accompanied by a completed Bid/Proposal Affidavit. A copy of this Affidavit is included as Attachment B of this RFP.

Procurement Terms

MINORITY BUSINESS ENTERPRISE

- A minimum overall Minority Business Enterprise (MBE) subcontractor participation goal of 25% has been established for the aggregate of all POs awarded pursuant to this RFP under Functional Area 2 - Maintenance Services and Functional Area 3 - Time and Material Labor.

Procurement Terms

MINORITY BUSINESS ENTERPRISE (CONT.)

- Each Offeror that includes in its proposal a response to provide Functional Areas 2 and 3 services shall **complete, sign and submit, without edits, Attachment D-1A** (Certified MBE Utilization and Fair Solicitation Affidavit) at the time it submits its technical response to this RFP.
- **Failure of a Functional Area 2 – Maintenance Services, or Functional Area 3 – Time and Material Labor Offeror to complete, sign, and submit Attachment D-1A at the time it submits its technical response to this RFP, will result in the State’s rejection of the Offeror’s Proposal to the RFP for Functional Areas 2 and 3.**

Procurement Terms

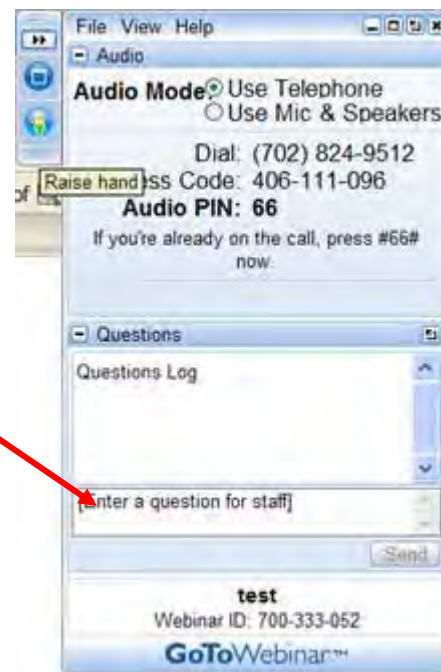
- **Small Business Reserve:** The State reserves the right to designate any qualifying PORFP issued pursuant to the Master Contract resulting from this RFP as a Small Business Reserve (SBR)-only PORFP. The resulting PO may be awarded only to a Master Contractor that is a certified small business, that meets the statutory qualifications of a Small Business as defined in §14-501(c),), State Finance and Procurement (SFP) Article, Annotated Code of Maryland, and is registered with the Department of General Services (DGS) SBR Program.

Procurement Terms

- **REGISTERED:** Before a corporation can do business in the State, it must be registered with the State Department of Assessments and Taxation (SDAT), State Office Building, Room 803, 301 West Preston Street, Baltimore, Maryland 21201. Any potential Offeror should complete registration prior to the due date for receipt of proposals. An Offeror's failure to complete registration with SDAT may disqualify an otherwise successful Offeror from final consideration and recommendation for Contract award.

Questions?

- Please use your question box to submit questions.
- Or contact Ed Bannat (PO)
 - Edward.Bannat@DoIT.state.md.us
 - 45 Calvert Street, Annapolis, MD 21401



Thank You

- **Reminder: Only written responses (the RFP, Addenda and written Q & As) are official. This pre-proposal conference was an attempt to explain the RFP. What was said today is NOT official.**
- **Reminder #2 (the below are disqualifiers)**
 - **Proposals Due 2PM Wednesday, January 5th, 2010**
 - **Need Attachment D-1A for FA 2 and FA 3.**