

**Amendment #1****CATS II TASK ORDER REQUEST FOR PROPOSALS (TORFP)
Google Apps for Government Technical Assistance for End Users
& Service Desk Support - TORFP # F50B3400036
Amendment Issued: 02/26/2012**

To CATS II Master Contractors / FA6:

This Amendment #1 is being issued to amend and clarify certain information contained in the above referenced TORFP. All information contained herein is binding on all Offerors who respond to this TORFP. For the following changes/additions, any new language has been double underlined and marked in bold (i.e., **new**) and any deleted language has been marked with a strikethrough (i.e., ~~deleted~~).

1. TORFP Section 1.3:

The TO Proposal is to be submitted via e-mail as two attachments ~~in MS Word 2003 format~~. Email attachments shall not exceed 20 MB. The "subject" line in the e-mail submission shall state the TORFP # F50B3400036. The first file will be the TO Proposal technical response to this TORFP **in .PDF format** and titled, "CATS II TORFP # F50B3400036 Technical". The second file will be the financial response to this CATS II **TORFP in .PDF format** and titled, "CATS II TORFP # F50B3400036 Financial".

2. TORFP Section 2.6.2:

The TO Contractor's assigned personnel shall work an eight-hour day starting at approximately 8:00 AM to 4:30 PM (with a 30 minute lunch break), Monday through Friday except for State holidays and Service Reduction Days (SRD) and other State closings.

Services may also involve some evening and/or weekend hours in addition to core business-day hours. Additional weekly hours in excess of 40 hours must be approved in writing and in advance by the TO Manager and shall be billed at the proposed regular hourly rate.

Requests for leave should be submitted to the TO Manager at least two (2) weeks in advance. The TO Manager reserves the right to request a temporary replacement if leave extends longer than one (1) consecutive week. In cases where there is insufficient coverage, leave may be denied.

Issued by:
Terraceta Tubaya,
Procurement Officer



February 26, 2013

Summary
Google Apps for Government Technical Assistance
for End Users and Service Desk Support
TORFP #F50B3400036
Pre-Proposal Conference at
45 Calvert Street, Annapolis, MD
February 25, 2013

The pre-proposal conference began at approximately 1:00 PM. The pre-proposal agenda was distributed to attendees and all attendees were asked to sign-in, if they had not done so already.

I. Welcome and Introduction – Terraceta Tubaya, Procurement Officer, Department of Information Technology, DoIT

Introductions by other State employees in attendance:

Alayna Mande, Procurement Administrator, DoIT
Bruce Eikenberg, Director, Enterprise Information Services, DoIT
Susan Lyon, Manager, Service Desk, DoIT

II. General Procurement Information – Ms. Tubaya said that the purpose of today's conference is to give everyone guidance on the special requirements of State procurements and provide an overview of our TORFP. She emphasized that today's session is merely guidance and attendees should not rely on verbal communications for information in the TORFP. Substantive questions and comments must be submitted in writing to the Procurement Officer for a formal response. She then gave an overview of the TORFP highlighting the following.

a. Proposal Due/Closing Date – The closing date for submission of proposals is Tuesday, March 12, 2013, at 2:00 p.m. local time.

The TO proposal is to be submitted via email as two attachments to the TO Procurement Officer's email box at TORFP.GoogleApps.gov. Please refer to Section 1.3 of the TORFP for more specifics.

IMPORTANT: If a proposal is late, even by a minute, it will not be accepted.



Communications/Questions – All communications must be sent through, and only through, the Procurement Officer. Questions will come up throughout this procurement. These questions should be sent by **email** to TORFP.GoogleApps@maryland.gov.

She will then send the questions in sets to the program team to get formal responses. Once these answers are completed, she will send them out to everyone on the distribution list.

III. **Scope of Work** – Mr. Eikenberg and Ms. Lyon discussed the scope of this solicitation.

The purpose of this position is to provide expert Google assistance to end users by troubleshooting and resolving Google related issues. This includes common Google questions related to Google features such as Google Sites, Google Docs, Google Forms, and Google Presentations.

Functions include, but are not limited to: providing expert Google end user assistance, establishing new Google accounts, sending relevant Google correspondence to agencies, documenting (or enhancing existing documentation) for specific Google processes and procedures, and assisting with various Google rollout activities. In addition, other Service Desk functions may include monitoring requests received through the IT Service Desk and responding with an accurate and effective solution.

IV. **Price Sheet** – Ms. Tubaya indicated that there is only one price sheet for this TORFP. Offerors must propose both a labor category and a fully-loaded, all inclusive rate for that category.

V. **Question and Answers** – Several questions were asked and answered during the conference, but Ms. Tubaya again cautioned that only written answers should be relied upon. Therefore, if you need clarification, be sure to send in a written question to TORFP.GoogleApps@maryland.gov.

There was an agreement to issue an amendment to change the format of attachments from MS Word 2003 to .PDF.

VI. **Conclusion** – Ms. Tubaya concluded the conference by thanking everyone for coming. She again said that the purpose of today's conference was to give everyone guidance on the special requirements of State procurements and provide an overview of the TORFP. Specific questions must be submitted in writing. She also said that a pre-proposal conference summary and attendee listing will be issued shortly. They will also be posted on the DoIT website and eMaryland Marketplace.

VII. The pre-proposal conference adjourned at approximately 1:30 PM.

IMPORTANT: If a proposal is late, even by a minute, it will not be accepted!!! There are no exceptions to this rule, so give yourself plenty of time when you deliver your proposal.

Issued by:
Terraceta Tubaya,
Procurement Officer

Pre-Proposal Conference Sign-in Sheet— Google Apps for Government Technical Assistance and Service Desk Support – Project #F50B3400036 – February 25, 2013



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Pre-Proposal Conference Sign-in Sheet— Google Apps for Government Technical Assistance and Service Desk Support – Project #F50B3400036 – February 25, 2013

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