

ITEM: 6-IT

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DEPARTMENT:

Information Technology

CONTRACT ID:

Toll Free Services

ADPICS NO. 060B9800046

CONTRACT DESCRIPTION:

Statewide contract to provide Toll Free and associated enhancement services. Toll Free Services include inbound, outbound and two-way capabilities and includes four toll free platform based services.

AWARD:

MCI Communications Services, Inc.

d/b/a Verizon Business Services

Hanover, MD

TERM:

9/1/2009 – 8/31/2014

AMOUNT:

\$15,000,000 (5 Years)

PROCUREMENT METHOD:

Competitive Sealed Proposals

BIDS OR PROPOSALS:

See Attachment

MBE PARTICIPATION:

None

PERFORMANCE SECURITY:

None

INCUMBENTS:

MCI Communications Services, Inc.

d/b/a Verizon Business Services

Qwest Communications

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REMARKS: A notice of the availability of the Request for Proposals (RFP) was advertised on *eMarylandMarketplace.com* and the DoIT website. Through *eMarylandMarketplace.com* 46 prospective firms were solicited. In addition, 3 firms that were known to have offered similar services were mailed the RFP directly. Of all of the firms notified of the solicitation, 5 were MDOT Certified minority businesses and 31 were Maryland firms. A copy of the RFP was also sent to the Governor's Office of Minority Affairs.

Three proposals were received of which all were deemed reasonably susceptible of being considered for award and were evaluated. Based on the following, the proposal from Verizon Business Services was ranked number one technically by the committee because of Verizon's:

- Understanding of the services to be provided, including the enhanced toll-free services
- Strong oral presentation to the committee of services and support to be provided
- Proposed team for providing the services and support to the State
- Past performance according to references
- Proposed problem reporting and coordination procedures

Although Verizon's price proposal is ranked #2 and is 3.2% higher than AT&T's #1 ranked financial proposal, the strength of Verizon's proposal was considered to be worth the difference and was determined to be the most advantageous offer to the State.

Maryland law requires all State agencies to have toll-free access to their agencies and officials. Toll Free Services include inbound, outbound and two-way calling capabilities and includes four toll free platform based services. Each State agency is required to have at least one toll free number available for citizenry access. By providing toll-free services, the caller is not assessed long distance charges for dialing any State agency or official. Thus, citizens who have toll-free service capabilities are assured telephone access to State government at no direct cost.

The contract also includes the capability for agencies to select additional calling features such as announcements and providing for high volume connections. The departments and agencies using these features to support services provided to Maryland's citizens include Natural Resources, Port Administration, Comptroller, Prepaid College Trust College Savings Plan, Motor Vehicle Administration, Insurance Administration and Health and Mental Hygiene. In addition, the new contract provides for periodic refreshment of Verizon's catalogue for services

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and pricing so that the State can take advantage of new technology offered through Verizon's toll-free platform.

The MBE participation goal of 0% was determined based upon analysis of the available subcontracting opportunities for this type of telecommunications business. The contract primarily encompasses telephony services that are processed through a contractor's telephone network, platform, T1 lines and system. Services are provided from point to point and can not be subdivided for subcontracting.

FUND SOURCE:	Various
APPROP. CODE:	Various
RESIDENT BUSINESS:	Yes
MD TAX CLEARANCE:	09-2323-1101

Board of Public Works Action - The above referenced Item was:

APPROVED	DISAPPROVED	DEFERRED
WITHDRAWN		
WITH DISCUSSION		WITH

ATTACHMENT

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BIDS OR PROPOSALS:

	Overall	Technical	Financial
	<u>Rank*</u>	<u>Rank</u>	<u>Offer/Rank</u>
1	Verizon Business Services	1	\$40,829,367 (2)
2	AT&T	3	\$39,560,400 (1)
3	Qwest Communication	2	\$43,172,640 (3)

*Note: Technical factors had greater weight than financial factors in the overall award.