



**June 12, 2015**

**Summary – Pre-Proposal Conference**  
**Title: Call/Contact Center Services 2015**  
**RFP#: 060B5400014**  
**Pre-Proposal Conference at**  
**45 Calvert Street, Annapolis, MD**  
**DATE: June 12, 2015 @ 10:00 a.m.**

The pre-proposal conference began at approximately 10:00 am.

**I) Welcome and Introduction:**

Dale Eutsler, the Department of Information Technology (DoIT) procurement officer for this project, welcomed everyone in attendance. Introductions were made by the other State employees in attendance:

Alan Sabol – DoIT  
Lew Bobbitt - DoIT  
Calisa Smith – OAG

**II) General Procurement Information:**

Dale told the group the purpose of the pre-proposal conference was to give everyone guidance on the State procurement process and to provide an overview of this RFP. He emphasized that today's session is merely for guidance and attendees should not rely on verbal communications for information regarding the RFP. Questions and comments must be submitted in writing, by email, to the Procurement Officer for a formal response. He then gave an overview of the RFP, highlighting important portions of the solicitation.

He reminded everyone to be sure to review the Key Information Summary Sheet on page 9.

He advised that this procurement is a Small Business Reserve (SBR) procurement. He advised offerors that they must be a registered SBR firm at time of proposal submission and advised of the registration process on eMaryland Marketplace.

**He also emphasized the due date for this procurement as 12:00 pm on Friday June 26<sup>th</sup>, 2015.**

Dale suggested that Offerors allow plenty of time for proposals to arrive. **If the proposal is late, even by one minute, it cannot be accepted!**



**III) Submission Requirements:**

Dale reviewed the importance of the submission instructions in 4.4 of the RFP. Proposals shall be submitted in two (2) separate volumes as described in Section 4.4

He also suggested that when creating a technical response, Offerors should keep their proposals in the same order as the RFP requirements in Section 4.2. By keeping the proposal in the same order, Offerors will be sure to have addressed everything that is required in the solicitation.

The technical portion must contain all of the required information, all forms and affidavits etc. The attendees were informed that if all required forms are not included, their proposal may be deemed non-responsive or not susceptible for award. Dale also suggested that Offerors pay careful attention to listing full, accurate, and current contact and reference information.

Further, Dale explained that the financial volume must be entirely filled out and signed by the Offeror. All rates must be clearly entered in dollars and cents. These prices cannot be contingent on any other factors or conditions. Every blank in the price sheet shall be filled in with the relevant data.

**IV) MBE Requirements**

This RFP has a 10% MBE goal.

Dale pointed out Sections 1.33, 1.33.4 & 1.3.3.6 as important areas to review when submitting a proposal. He emphasized that the Offeror is responsible for verifying the status and certifications of their proposed subcontractor prior to submitting a proposal. Dale also explained that DoIT has a representative who serves as a point of contact for general MBE, VSBE, and SBE issues.

Dale asked if there were any MBE's in attendance and asked them to please identify themselves and their company. Multiple representatives from MBE firms introduced themselves as indicated in the attendee list. Dale thanked them and encouraged everyone to network with these companies after the conference.

**V) Communications/Questions:**

All communication must be in writing for an official response. Questions should be sent by email to Dale Eutsler, the procurement officer – only.

**VI) Scope of Work**

Alan Sabol and Lew Bobbitt provided a brief overview of the scope of work as described in the RFP. Lew briefly described the tasks in Section 3.1-3.13



**VII) Minimum Qualifications and Evaluation Criteria**

Dale told the group what was required for the minimum qualifications found in Section 2. He advised that the minimum qualifications must be met by the prime contractor, and that subcontractor experience cannot be used to meet the minimum qualifications. He advised the group that Offerors shall follow the format of Section 4.2.2.5 - Minimum Qualifications Documentation when providing evidence of compliance with the minimum qualifications.

Dale then told the group how the Technical Proposals will be evaluated. He told the group that as outlined in Section 5.5.3, technical factors will receive greater weight than financial factors.

Dale then reviewed and emphasized the Technical Proposal Evaluation Criteria found in Section 5.2 of the RFP.

**VIII) Questions and Answers**

At this point, the meeting was opened up to questions. There were new questions that Dale encouraged potential Offerors to submit in writing, and he explained that answers to those questions will be distributed as soon as possible. Also, Dale reminded everyone again that only written answers should be relied upon. Any question for which an Offeror wishes to receive a formal response should be submitted in writing to Dale via email.

**IX) Closing Remarks:**

Dale reminded all potential Offerors to follow the layout in Section 4.2 of the RFP when creating their proposal. He reminded everyone that a Summary of today's meeting and list of all attendees will be distributed as soon as possible.

Dale then thanked everyone for their attendance and the meeting was concluded.

**X)** The pre-proposal conference adjourned at approximately 10:55 a.m.