



Wes Moore, Governor · Aruna Miller, Lt. Governor · Atif Chaudhry, Secretary

**2023 STATEWIDE CALL/CONTACT
PRE-PROPOSAL CONFERENCE AGENDA
April 29, 2024 – 2:00 PM
SOLICITATION NUMBER – 001B3600088**

Welcome, and Introduction..... *Ansonia Saunders*

Hello, everyone, and thank you for joining. My name is Ansonia Saunders, and I am the Procurement Officer for this RFP. I appreciate everyone’s punctuality at this meeting, and we will be talking about the Statewide Call/Contact Center Services RFP, so let’s get started.

a. Introduction of State Attendees

Ansonia Saunders, Procurement Officer III, Department of General Services, Office of State Procurement

Audrey Green (Contract Monitor), Procurement Associate II – Department of General Services

Lew Bobbit - Platform Manager, Department of Information Technology

Shirley Jackson – Administrator IV, Procurement Review Group, MBE, VSBE, Department of General Services

b. Pre-Proposal Conference summary and attendee list will be emailed to each attendee.

- I. Review of Key Information Summary Sheet..... *Ansonia Saunders*
- II. Review of RFP Section 2 (Background)..... *Ansonia Saunders*
- III. Review of Section 4.26 MBE/VSBE Participation Goal*Shirley Jackson*
- IV. Review of Section 5 Proposal Format
- V. Review of Section 6 Evaluation
- VI. Close *Ansonia Saunders*

Participation List will be in eMMA tomorrow morning.

Please adhere to Section 7 RFP Attachments and appendices and note when all attachments are due. Non-compliance with the attachment due dates will result in your proposal not being reasonably susceptible for award.

Please remember that questions are to be submitted via e-mail to Ansonia Saunders at the email listed on the Key Information Summary Sheet.

Note: Following this Conference, the attendance record and summary of the Conference will be distributed via the exact mechanism described for amendments and questions. Any substantive questions should be submitted in writing to Ansonia Saunders via email as specified on the Key Information Summary Sheet.

Due to the overwhelming response and current attendees, questions will be submitted in writing and issued to all vendors no later than the date and time specified on the Key Information Summary Sheet.

Only a formal amendment can change the substance of the RFP. In the event that substantive issues arise necessitating an amendment to the RFP, all offerors known to have received a copy of the solicitation will receive the amendment through eMaryland Marketplace and/or eMail.

Date Issued: April 23, 2024

By: Ansonia Saunders
Procurement Officer