

Toll Free Service – Project #060B9800046

ATTACHMENT E – Revised Pricing Instructions for PRICING MODELS E-1A, E-1B, E-1C, and Summary E-1D – Amendment #2

The State of Maryland, Department of Information Technology is interested in establishing call centers to be located at 301 W. Preston Street in Baltimore, 45 Calvert Street in Annapolis and Crownsville Hospital Center, Crownsville. Each location will have five (5) agents each that are provided by the Toll Free Services Contractor. A supervisor will also be required. ~~To further examine the possibilities a cost study must be completed.~~

Basic features for the Toll Free services numbers are as follows:

- Automatic Number Identification (ANI)
- Command Routing
- Enhanced Call Routing with the following capabilities:
 - Time of day
 - Day of week
 - Day of year
 - Originating area code
 - Originating area code and local exchange
 - Percentage basis

Provide the ~~monthly~~ Toll Free Calling charges, recurring charges (MRC) and the non-recurring charges (NRC) for the following models E-1A, E-1B and E-1C as provided in the separate Excel spreadsheets.

In order to assist the Offerors in the preparation of RFP Attachment E - Price Proposal and to comply with the requirements of this solicitation, instructions and forms have been provided. Offerors shall submit their proposed price on the forms provided in accordance with the instructions on the forms and as specified herein. Do not alter the forms. The Price Proposal is to be signed and dated, where requested, by an individual who is authorized to bind the Offeror to all proposed prices.

Offerors shall submit Attachment E – Price Proposal in the MS Excel provided format as required in RFP Section 4.5.

Attachment E contains the following spreadsheets to be completed by Offerors:

Tables E-1A through Attachment E - Summary:

- E-1A – Baltimore Call Center Pricing Model
- E-1B – Annapolis Call Center Pricing Model
- E-1C – Crownsville Call Center Pricing Model
- Summary

Offerors shall enter the fully loaded price for each deliverable or hourly labor rate in Tables E-1A through E-1C. Each table provides a calculation for a total proposed price for each table. The total calculated proposed price for Tables

E-1A through E-1C will calculate forward to the Summary Price Proposal, for a Total Evaluated Price. The Total Evaluated Price provides the basis for which each Offeror will be evaluated financially. Financial evaluation criteria is provided in RFP Section 5.3.

- A) All Fixed and Unit Prices for hourly rates must be clearly entered with dollars and cents, e.g., \$24.15
- B) All Fixed and Unit Prices must be the actual unit price the State shall pay for the proposed item per this RFP and may not be contingent on any other factor or condition in any manner.
- D) All equipment or services required or requested by the State and proposed by the Offeror at No Cost to the State must be clearly entered in the Unit Price and Extended Price with \$0.00.
- E) Every blank in the price sheet shall be filled in.
- F) Except as instructed on the forms, nothing shall be entered on the forms that alters or proposes conditions or contingencies on the prices or percentages.
- G) It is imperative that the prices included on Attachment E have been entered correctly.