Pre-Proposal Conference

Information Technology Support Management (ITSM)
Software as a Service (SaaS)

RFP # F50B4400105
Conference Room 164 A&B
45 Calvert Street
Annapolis, MD   21401

August 13, 2014 – 11:00 AM

I. Welcome and Introduction…………………………Michael Meinl, Procurement Officer

    a. Sign-In Sheet
    b. Attendees affiliated with State of Maryland
    c. Pre-proposal Conference presentation and attendee list will be emailed

II. General Procurement Information…………………….Michael Meinl, Procurement Officer

III. Proposal Submission Requirements…………………..Michael Meinl, Procurement Officer

IV. MBE Goal……………………………………………….Michael Meinl, Procurement Officer

V. Procurement Communication…………………………Michael Meinl, Procurement Officer

VI. Scope of Work…………………………………………Bruce Eikenberg, Contract Manager

VII. Questions and Answers Period ……………………………………………….………ALL

We will attempt to answer every question, but our responses may be subject to clarification later. Moreover, the responses given verbally today by state representatives are not binding upon the state and are for informational purposes only. Questions for which you desire a firm answer should be submitted via email. All such questions will be answered by the State, time permitting (before proposal due date). The resultant questions and answers (Q&A's) will be distributed, at no charge, via eMaryland Marketplace (eMM). Q&A's will also be posted on the DoIT website (http://doit.maryland.gov/pages/default.aspx).   Also, should issues be raised which cause the solicitation to be amended, a copy of the addenda/ amendment will be posted on eMM and the DoIT website.

VIII.   Closing Remarks…………………………………… Michael Meinl, Procurement Officer

S T A T E   O F   M A R Y L A N D

DEPARTMENT OF INFORMATION TECHNOLOGY

MARTIN O'MALLEY
Governor

ANTHONY BROWN
Lieutenant Governor

ISABEL FITZGERALD
Secretary

August 14, 2014

Summary – Pre-proposal Conference
Title: IT Management Support (ITSM) Software as a Service (SaaS)
RFP#: F50B4400105
Pre-Proposal Conference at
45 Calvert Street, Annapolis, MD
DATE: 8/13/2014 @ 11:00 AM

The pre-proposal conference began at approximately 11:00 am.

I)   **Welcome and Introduction**:

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

Bruce Eikenberg – DoIT
Sachin Bhatt – DoIT AAG

II)   **General Procurement Information:**

Michael 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 iii.

He also emphasized the due date for this procurement as 2:00 pm on Friday September 5, 2014.

Please note the proposal due date above and give yourself plenty of time for your proposal to arrive. **If the proposal is late, even by one minute, it cannot be accepted!**

III)   **Submission Requirements:**

Michael reviewed the importance of the submission instructions in Sections 4.2 of the RFP. Proposals shall be submitted in two separately sealed volumes and labeled as directed in Section 4.2. Proposals shall be sent by mail, private courier or hand delivered.

He also suggested that when creating a technical response, you should keep your proposal in the same order as listed in Section 4.4. By keeping the proposal in the same order, you 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. as spelled out in section 4.4.   The group was informed if all required forms are not included with the proposal, then it may be deemed non-responsive.

Further, Michael explained that the financial volume must be entirely filled out. All fixed prices and hourly labor 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. In addition, Michael reminded Offerors that the prices provided are the maximum, not to exceed rates chargeable during the Master Contract. However, please keep in mind that this is a limited award Contract that will have a financial evaluation.

IV) **MBE Requirements**

This RFP does not have an MBE goal.

V) **Communications/Questions:**

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

VI) **Scope of Work**

Bruce Eikenberg provided a brief overview of the scope of work as described in the RFP. He briefly described the concept of the RFP and how he envisions the Contract will be implemented once awarded.

VII) **Questions and Answers**

At this point, the meeting was opened up to questions. For all questions that Offerors wish to receive a formal response, they should be submitted in writing to him via email.

VIII) **Closing Remarks:**

Michael reminded all potential Offerors to follow the layout in Section 4.4 of the RFP when creating the proposal. He reminded everyone that a Summary of today's meeting and list of all attendees will be distributed as soon as possible.

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

IX) The pre-proposal conference adjourned at approximately 12:00 pm.

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Pre-Proposal Conference Sign-in Sheet— ITSM SaaS
Project # F50B4400105 – 8/13/2014

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