



Pre-Proposal Conference Summary

DoIT - Central Collection Unit (CCU) Contact Center Solution RFP#: F50B6400027

Pre-Proposal Conference Date: 3/17/16 @ 9:00 AM

The pre-proposal conference began at approximately 9:05 am.

I) Welcome and Introduction:

Courtney Kapral, 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:

Jesse Lawyer – Deputy Director CCU
David Woodard – CCU Contract Manager
Jackie Abercombrie – CCU Subject Matter Expert
Lew Bobbitt – DoIT Telecommunications Team
Sue Howells – DoIT Procurement

Jesse Lawyer provided a project overview and gave a tour of the CCU Contact Center located at 300 West Preston Street in Baltimore, Maryland.

II) General Procurement Information:

Courtney told the group that the purpose of the pre-proposal conference was to give everyone guidance on the State procurement process and to provide an overview of this Request for Proposal (RFP). She 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. She then reminded everyone to review the Key Information Summary Sheet on page 2 for key dates associated with the RFP.

The first date to mark on the calendar is March 22nd. All questions must be submitted to the procurement officer by 12:00 pm on March 22nd in order to receive a formal response.

The second date to note is the proposal due date. **All proposals must be received by the procurement officer no later than 12:00 pm on April 6th.** Please give yourself plenty of



time for your proposal to arrive. **If the proposal is late, even by one minute, it cannot be accepted!**

III) Communications/Questions:

Courtney told the group to keep in mind that all communication and questions must be submitted in writing, by e-mail, to Courtney.Kapral@maryland.gov for an official response.

IV) MBE Goal

This RFP has a 5% MBE goal and does not have a VSBE goal. Courtney asked if there were any MBE's in attendance and asked them to please stand and identify themselves and their company. Several companies introduced themselves as indicated in the attendee list.

V) Proposal Submission Requirements

Courtney reviewed the importance of the submission instructions in Sections 4.4 of the RFP. Proposals shall be submitted in two separately sealed volumes and packaged as directed in Section 4.4. Proposals shall be sent by mail, private courier or hand delivered.

She also suggested that when creating a technical response, an Offeror should keep the proposal in the same order as listed in Section 4.2. By keeping the proposal in the same order, one will be sure to have addressed everything that is required in the solicitation.

The technical portion must contain all of the required information, forms, etc. as spelled out in Section 4.2. The group was informed if all required forms are not included with the proposal, then it may be deemed non-responsive.

Further, Courtney explained that the financial proposal must be entirely filled out.

VI) How Your Proposal Will be Evaluated

A common question that DoIT procurement staff receives is 'how will my proposal be evaluated?' As you may know, a proposal must pass through several stages in order to receive an overall ranking.

The first stage is the procurement officer's review for responsiveness. During this review, the procurement officer will inspect the proposal for various items, such as timely proposal submission, signed affidavits, MBE documentation. All of these items and more are included in the determination of a proposal's responsiveness.

The second stage is a review of the Offeror's proposal to determine if it meets the minimum qualifications.

The third stage is a thorough review of the Offeror's technical proposal. This is also the stage where we will invite qualified offerors to an oral presentation. During this review



stage, the evaluation team will be using the evaluation criteria described in Section 5.2 of the RFP. At the conclusion of this stage the evaluation team will determine a technical ranking with the Offeror ranked #1 having the best technical approach.

The fourth stage is the analysis of the Offerors financial proposal. Financials are not opened prior to this point of the evaluation process so it is inappropriate to discuss pricing during the oral presentation or in the technical proposal. At the conclusion of this stage, the Offerors will be ranked financially with the lowest priced Offeror being ranked as #1.

The fifth and final stage is the overall ranking of the Offerors. Section 5.5.3 of the RFP states that technical factors will receive greater weight than financial factors in making the award determination. Please do not disregard pricing, it does matter. At the conclusion of this stage, the Offeror ranked #1 overall will be recommended for award.

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 the procurement officer via e-mail.

VIII) Closing Remarks

Courtney concluded the conference by reminding all potential Offerors that if a proposal is late, even by a minute, it cannot be accepted! There are no exceptions to this rule, so give yourself plenty of time for your response to reach her! Questions must be submitted in writing. All potential Offerors should follow the RFP instructions when creating the proposal. She reminded everyone that a Summary of today's meeting and list of all attendees will be distributed as soon as possible.

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

IX) The pre-proposal conference adjourned at approximately 10:30 am.