

Pre-proposal Conference Summary

REQUEST FOR PROPOSALS
PROJECT NUMBER K14-0003-29
IT EQUIPMENT PREVENTATIVE MAINTENANCE AND REPAIR SERVICES
April 24, 2013

Judiciary Panel Representatives:

Colleen Cantler, Procurement Officer, Procurement and Contract Administration
Karen Williford, Esq. – Executive Director, MBE Compliance
Eric Brown, Contract Manager, JIS Manager - Computer Operations
Robert Hannon, JIS Manager - Micro Services
Joseph Jones, JIS Manager - Help Desk

Attendees list will be posted to the Maryland Judiciary website <http://www.mdcourts.gov/procurement/bids.html> and eMaryland Marketplace as a separate document.

Mrs. Cantler, Procurement Officer, convened the meeting at 10:00a.m.

Each Maryland Judiciary representative introduced themselves.

Mrs. Cantler then addressed the following sections of the RFP:

- Section 1—General Information
- Section 2—Scope of Work
- Section 3—Proposal Format
- Section 4—Evaluation Criteria and Selection Procedure

Mrs. Cantler reviewed the following:

- RFP Section 1.1. – Summary Statement - The Maryland Judiciary’s Administrative Office of the Courts (AOC), on behalf of the Judicial Information Systems (JIS), is soliciting competitive sealed proposals for a comprehensive maintenance contract to include all labor, expertise, supervision, materials, and equipment required to perform maintenance and repair services for Information Technology (IT) equipment throughout the Maryland Judiciary.
- RFP Section 1.3— The Contract that results from this RFP shall be fixed price.
- RFP Section 1.4—The Contract resulting from this RFP shall be for a base period of three years. The Judiciary shall have the sole right to exercise up to four one-year year renewal options at its discretion.
- RFP Section 1.5 —The Procurement Officer’s are Colleen Cantler and Gisela Blades. Unauthorized contact with any other Judiciary personnel may be the cause for proposal rejection. All questions **must be emailed** to the Procurement Officer.
- RFP Section 1.6—The Contract Manager is Eric Brown, JIS Manager, Computer Operations
- RFP Section 1.11 – If it becomes necessary to revise this RFP before the due date for proposals, amendments will be posted on the Judiciary’s web page and eMaryland Marketplace.

- RFP Section 1.22—The Bid/Proposal Affidavit (Attachment B) must be signed and submitted with technical response. A copy is attached to this RFP for informational purposes only.
- RFP Section 1.24 – A MBE Goal of 25% has been established for this solicitation. Forms EEO-003 and EEO-004 must be completed and submitted with the technical response. The selected MBE firm must be registered with MDOT.
- RFP Section 2.1—The scope of this solicitation encompasses the following categories:
 - Category 1 – Mainframe Printer, AIX Servers, Tape Drives
 - Category 2 – Circuit Court Desktop PC’s and Associated Peripherals
 - Category 2A – Prince George’s County Circuit Court Only, Desktop PC’s and Associated Peripherals
 - Category 2DC - District Court Desktop PC’s, Cash Registers and Associated Peripherals
 - Category 3 - Specialty PC’s, Commissioners
 - Category 4 – Desktop PC’s, Land Records
- RFP Section 2.3.9.— The Contractor shall maintain a 97% resolution ratio on all service calls. Failure on the part of the Contractor to meet this requirement may subject the Contractor to a percentage offset of the monthly charge for the affected category, at the discretion of the contract manager.
- RFP Section 3.1—Offerors must submit proposals in two separate volumes:
 - Volume I - TECHNICAL PROPOSAL
 - Volume II - FINANCIAL PROPOSAL
- RFP Section 3.4.5.2—Offeror shall submit a response to each item listed under **Section 2** as well as:
 - The Offeror shall provide detailed background on the firm and their specific experience and capabilities including the ability to comply with the stated response times, territory requirements and the ability to provide spare and replacement parts.
 - The Offeror shall provide experience and capabilities of the key personnel to be assigned to this project.
- RFP Section 3.4.5.3—References. Provide three (3) current customer references where the customer is similar in size to the Judiciary.
- RFP Section 3.4.6 —Other Required Submissions
 - A) Completed Bid/Proposal Affidavit (Attachment B)
 - B) A copy of the Offeror’s current certificate of insurance required by Section 2.13 (property, casualty and liability), which, at a minimum, shall contain the following:
 - Carrier (name and address)
 - Type of insurance
 - Amount of coverage
 - Period covered by insurance
 - Exclusions
 - C) Completed MBE Forms EEO-3 and EEO-4 dated and signed (Attachment F1 and F2)

- RFP Section 4.2.1—The criteria to be applied to each Technical Proposal are listed in descending order of importance:
 - Offeror’s previous experience in performing IT equipment maintenance and repair services
 - Offeror’s technical response and plans to comply with all requirements
 - Offeror’s experience and capabilities of key personnel to be assigned to this project.
- Attachment A—Each Offeror technically qualified will be required to accept all terms and conditions in Attachment A—the Maryland Judiciary Standard Terms and Conditions.

The floor was then opened for questions. Ms. Cantler requested that all questions be submitted to her in writing via e-mail.

The meeting adjourned at 10:30p.m.

Notice: Nothing stated at the Pre-Proposal Conference may change the RFP unless a change is made by the Procurement Officer by written amendment. This summary does not constitute a written amendment.

Offerors are specifically directed NOT to contact any Judiciary personnel or its contracted consultants for meetings, conferences, or discussions that are specifically related to this RFP at any time prior to any award and execution of a contract. Unauthorized contact with any Judiciary personnel or the Judiciary’s contracted consultants may be cause for rejection of the Offeror’s proposal.