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BOYD K. RUTHERFORD
Lieutenant Governor

DAVID R. BRINKLEY
Secretary

MARC L. NICOLE
Deputy Secretary

PRE-PROPOSAL CONFERENCE SUMMARY
MARCH 15, 2017

PROJECT TITLE:
CUSTOMER SERVICE TRAINING

SOLICITATION NUMBER – 050B740008

Ladies/Gentlemen:

The State of Maryland conducted a Pre-Proposal Conference on March 15, 2017, at the Governor's Office of Performance Improvement, First Floor, Conference Room A, 100 Community Place, Crownsville, MD 21032. An Attendance List is issued with this summary in a separate document. Attending on behalf of the State were: Mr. Gregory Derwart, Department of Commerce; Mr. Mike Morello, Governor's Office of Performance Improvement; Mr. Randall Nixon, Office of the Governor; Mr. Thomas McLamore, MBE Liaison; Ms. Jamie Tomaszewski, Chief of Procurement; Ms. Rachel Hershey, Procurement Supervisor; and Ms. Pam Malech, Procurement Officer.

This Summary documents the Pre-Proposal Conference. The Procurement Officer convened the conference around 1 p.m. and recognized the State personnel present as identified above.

Ms. Pam Malech reviewed the following sections of the Request for Proposals:

- RFP Key Information Summary Sheet;
- Section 1 – Minimum Qualifications of Offerors;
- Section 3 – General Requirements;
- Section 4 – Procurement Instructions;
- Section 5 – Proposal Format (reviewed content and format of proposal submission);
- Section 6 – Evaluation and Selection Process (reviewed evaluation committee, evaluation criteria, and evaluation process);
- Attachments – Identified all attachments, including Attachment B — Financial Proposal Form.

Mr. Gregory Derwart explained in detail the scope of work in the RFP:

- Section 2 – Scope of Work.

Ms. Pam Malech explained this RFP is for a Master Contract for use by all State agencies to provide customer service training and consulting. The Master Contract is for five years. She pointed out that the State intends to award as many Master Contracts as are appropriate and that

becoming a Master Contractor does not guarantee that a vendor will receive any work. Individual agencies utilizing this Master Contract will issue Task Order RFPs to all Master Contractors to obtain services.

Ms. Jamie Tomaszewski explained Section 2.3.1, the Task Order Process.

Mr. Thomas McLamore explained details of the Maryland Minority Business Enterprise (MBE) and Veteran-Owned Small Business Enterprise (VSBE) programs, contract goals for those programs, and required forms as set forth in Sections 3.6 and 3.7 and associated attachments of the RFP document.

Ms. Pam Malech reviewed questions that had been submitted in writing prior to the Pre-Proposal Conference before opening the floor to questions. She advised that formal written answers would follow the oral answers. She stated that vendors who asked questions at the Pre-Proposal Conference should submit those questions in writing to the Procurement Officer. Attendees asked several questions at the conference.

The attendees were reminded that responses to questions and other general discussions did not change the provisions of the RFP and that only a formal Amendment can change RFP requirements. Responses given at the conference are intended to aid in understanding the State's requirements. The Conference was adjourned around 2:45 p.m.

Date Issued: March 21, 2017

By:

<signed>

Pam Malech
Procurement Officer

Attachment 1:
Pre-Proposal Conference Attendance List

Attachment 2:
Pre-Proposal Conference Agenda